Date of submission: August 8, 2024

To, The Secretary Listing Department **BSE Limited** Department of Corporate Services Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001 **Scrip Code –** 539551(EQ), 975516 (Debt)	To, The Secretary Listing Department **National Stock Exchange of India Limited** Exchange Plaza, Bandra Kurla Complex Mumbai – 400 051 **Scrip Code-** NH

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 ('Listing Regulations'), please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') of the Company for the financial year 2023-24. The BRSR forms part of the Company's Annual Report.

The BRSR along with the Annual Report for the financial year 2023-24 is available on the website of the Company at https://www.narayanahealth.org/.

Kindly take the same on record.

Thanking you

Yours faithfully
For **Narayana Hrudayalaya Limited**

SRIDHAR S
Digitally signed by SRIDHAR S
Date: 2024.08.08 23:52:02 +05'30'

Sridhar S.
Group Company Secretary, Legal & Compliance Officer

Encl.: BRSR

Annexure IX

Business Responsibility and Sustainability Report

Section A
General disclosures

Section B
Management and process disclosures

Section C
Principle-wise performance disclosure

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

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

Principle 3
Businesses should respect and promote the well-being of all employees, including those in their value chains

Principle 4
Businesses should respect the interests of and be responsive to all its stakeholders

Principle 5
Businesses should respect and promote human rights

Principle 6
Businesses should respect and make efforts to protect and restore the environment

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

Principle 8
Businesses should promote inclusive growth and equitable development

Principle 9
Businesses should engage with and provide value to their consumers in a responsible manner

Section A

General disclosures

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L85110KA2000PLC027497
2.	Name of the Listed Entity	Narayana Hrudayalaya Limited
3.	Year of incorporation	2000
4.	Registered office address	No. 258/A, Bommasandra Industrial Area, Anekal Taluk, Bangalore – 560099
5.	Corporate office address	No. 261/A, 2nd floor, Bommasandra Industrial Area, Anekal Taluk, Bangalore – 560099
6.	E-mail	investorrelations@narayanahealth.org
7.	Telephone	+91-8050009318
8.	Website	www.narayanahealth.org
9.	Financial year for which reporting is being done	2023-24
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) & National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	₹ 2043.61 million
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. Jyotish Kumar nh.esg@narayanahealth.org 8527193858
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures in this report are made on a standalone basis and conform to the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015. The reporting boundary for the Business Responsibility and Sustainability Reporting (BRSR) excludes the Heart Centers in Karnataka, specifically in Davangere, Dharwad and Kolar, as these facilities are jointly owned. Only the manpower details from these sites are included in the report.
14.	Name of assurance Provider	Not applicable
15.	Type of assurance Obtained	Not applicable

II. Products and Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Hospital and Medical Care (Health Care Services)	Hospital Care Services through Hospitals & Clinics activities	92.02%
2	Sale of Medical Consumables & Drugs	Retail Sale of Pharmaceutical and Medical Goods	6.41%
3	Export of Medical Consumables & Drugs	Export of Medical Consumables & Drugs	1.57%

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

S. No.	Product/Service	NIC Code	% Of total Turnover contributed
1	Hospital and Medical Care (Health Care Services)	8610	92.02%
2	Sale of Medical Consumables & Drugs	4772	6.41%
3	Export of Medical Consumables & Drugs	4649	1.57%

III. Operations

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

Location	Number of Healthcare Facilities	Number of offices	Total
National	Owned / Operated hospitals – 18 Heart Centres – 3 Clinics and Dialysis Center – 17	2	40
International	The Company owns and operates one hospital in Cayman Islands.	Nil	1

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	The Company has its hospitals and clinics across 11 States. **(Western Region)** Ahmedabad & Mumbai. **(Karnataka Region)** Bengaluru, Mysore, Davangere, Dharwad, Kolar, Shimoga. **(Eastern Region)** Guwahati, Jamshedpur, Kolkata, Raipur and **(Northern Region)** Jaipur, Delhi, Gurugram, Katra
International (No. of Countries)	1 Hospital at Cayman Islands

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

1.57%

c. A brief on types of customers

They include patients requiring healthcare services and medical assistance.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees & workers* (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	EMPLOYEES					
1.	Permanent (D)	11659	4742	41	6917	59
2.	Other than Permanent (E)	3742	1,669	45	2073	55
3.	**Total employees (D + E)**	**15401**	**6411**	**42**	**8990**	**58**

b. Differently abled Employees & workers*

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	13	11	85	2	15
2.	Other than Permanent (E)	5	4	80	1	20
3.	**Total differently abled employees (D + E)**	**18**	**15**	**83**	**3**	**17**

*The Company does not have workers category.

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25
Key Management Personnel	3	1	33

22. Turnover rate for permanent employees & workers

(Disclose trends for the past 3 years)

	FY 2023-24 (in %)			FY 2022-23 (in %)			FY 2021-22 (in %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	22.51	36.86	30.48	27.53	38.63	35.31	25.03	40.25	**35.88**
Permanent Worker	Not Applicable								

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

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

S. No	Name of the holding/subsidiary/associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Athma Healthtech Private Limited	Wholly owned Subsidiary	100%	N
2	NH Integrated Care Private Limited	Wholly owned Subsidiary	100%	Y
3	Narayana Hospitals Private Limited	Wholly owned Subsidiary	100%	Y
4	Narayana Hrudayalaya Surgical Hospital Private Limited	Wholly owned Subsidiary	100%	Y
5	Narayana Vaishno Devi Specialty Hospitals Private Limited	Wholly owned Subsidiary	100%	Y
6	Meridian Medical Research & Hospitals Ltd.	Subsidiary	99.13%	Y
7	Medha AI Private Limited	Wholly owned Subsidiary	100%	N
8	Samyat Healthcare Private Limited	Wholly owned Subsidiary	100%	Y
9	Narayana Health Insurance Limited	Wholly owned Subsidiary	100%	N
10	Health City Cayman Islands Ltd	Wholly owned Subsidiary	100%	Y
11	Cayman Integrated Healthcare Ltd	100% step-down subsidiary	100%	N
12	ENT in Cayman Ltd	100% step-down subsidiary	100%	N
13	NH Health Bangladesh Private Limited	Step-down subsidiary	99.99%	N
14	Narayana Holdings Private Limited	100% step-down subsidiary	100%	N
15	Narayana Health North America, LLC	Subsidiary	100%	N
16	Reya Health Inc (formerly Cura Technologies Inc.)	Associate Company	43.58%	N

VI. CSR Details

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

(ii) Turnover (in ₹) –33,891.07 million*

(iii) Net worth (in ₹) –18,402.14 million*

*As per the standalone financial statement under Ind AS. Denotes FY 2023-24 numbers

VII. Transparency and Disclosure 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 2022-2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	None	-	-	None
Investors (other than shareholders)	Yes	-	-	None	-	-	None
Shareholders	Yes	-	-	None	-	-	None
Employees and workers	Yes	7	-	None	6	-	None
Customers (Regular Complaints in Hospitals)	Yes	2745	-	Complaints received through emails, web reviews, and social media	2888	-	Complaints received through emails, web reviews, and social media
Customers (Litigations Filed by Patients)	Yes	10	10	-	14	14	-
Value Chain Partners	Yes	-	-	-	-	-	-
Others		-	-	-	-	-	-

*** Notes:**

Please refer the below link for policies:
https://www.narayanahealth.org/stakeholder-relations/company-policies

Customers reach out to us through our brand handles on Twitter, Facebook, Instagram, LinkedIn, Google Business profiles and other social media platforms. They also register their feedback through feedback@narayanahealth.org and also through the feedback page on the website: https://www.narayanahealth.org/feedback-form

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 identified issue	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	Health & Safety	Risk	Appropriate safety measures that could affect various stakeholders considering the nature of the business activities.	Obtained relevant certifications. Develop policies or a code of conduct for employees, patients, and other stakeholders	Negative: Refer to the notes to the financial statements for potential financial impacts arising from legal disputes
2	Access to Healthcare	Opportunity	Access to world-class, high-quality treatment with stringent cost optimization to underprivileged population	-	Positive: Boost revenue by broadening the scope of our operations

S. No.	Material identified issue	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Process Safety & Quality	Risk	Ensuring safety and quality by adhering to best practices	Implement a 5-layer NHL-Governance Framework (NHGF) and achieve JCI and NABH certifications for all hospitals	Negative: The risk of revenue impact due to concerns regarding NHL's safety and service quality
4	Corporate Governance	Risk	Requirements for a listed corporate entity to comply with stringent corporate laws and governance practices.	Clearly defined policies, specific committees overseeing targeted topics, and a diverse group of individuals on the board and committees	Negative: Non-compliance with laws and regulations will result in adverse orders and a negative impact.
5	Business Conduct & Compliance	Risk	Requirements for a publicly listed corporate entity to comply with stringent corporate laws and governance practices.	Specific policies for business conduct and compliance, along with periodic training for relevant stakeholders	Negative: Potential non-compliance with various laws and regulations could result in a negative impact
6	Business Continuity	Risk	Risk to the continuity of operations in the event of a disaster scenario	Comprehensive disaster management plans outlining potential impacts and corresponding business continuity strategies	Negative: Potential disruptions to ongoing operations due to a disaster.
7	Data Security & Privacy	Risk	In the healthcare services sector, there is an elevated risk of security threats and data theft concerning patients' data	Establish a comprehensive group-wide policy overseen by the board and committees to regularly monitor and mitigate security threats	Negative: Risk of sensitive data loss affecting patient information, company operations, and procedures
8	Regulatory Issues & Compliance	Risk	Strict laws and regulations governing the operations of healthcare services.	Effective policies and procedures to promptly handle regulatory issues and ensure compliance.	Negative: The risk of adverse consequences resulting from non-compliance with healthcare regulations and other requirements.
9	Energy Efficiency	Opportunity	Energy-efficient initiatives that align with NHL's ESG goals, reducing consumption and lowering energy costs.	Key Performance Indicators (KPIs) are identified and tracked periodically.	Positive: Investing in energy-efficient projects lowers NHL's energy costs, positively impacting profitability.
10	Water Stress	Risk	Ensuring water availability for operations in regions facing water scarcity	Domestic wastewater is treated and reused for non-contact purposes such as flushing, gardening, and hospital vehicle washing. Additionally, rainwater harvesting techniques are adopted	Negative: The adverse impact of water scarcity on hospital operations, resulting in higher costs for water procurement and related activities

The NHL conducts a materiality assessment every three years via an online survey targeting selected stakeholders. The most recent assessment was completed in FY 2022-2023

Section B

Management and process disclosures

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

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a) Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b) Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c) Web Link of the Policies, if available	https://www.narayanahealth.org/stakeholder-relations/company-policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	N	N	Y	Y	N	Y	Y
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	Narayana Health adheres to national and international standards for patient safety & quality of care. Health and Safety Management activity is part of NABH & JCI Standards. The Company holds several accreditations and certifications from prestigious national and international agencies, including the National Accreditation Board for Hospital and Healthcare Providers (NABH), the National Accreditation Board for Testing and Calibration Laboratories (NABL), the Joint Commission International (JCI), and the Nursing Excellence Certification by NABH. Currently, 17 units are accredited by NABH, 9 units and the Corporate Office have JCI enterprise accreditation, 13 units are accredited by NABL, 16 units are certified by Nursing Excellence, and 3 units are certified for ISO 13485. Additionally, Narayana Health City Lab in Bangalore has achieved the CAP Accreditation certificate. **Information Security Standard:** ISO 27001:2022								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any	Based on, ESG Strategy formulated for NHL & following are the Key ESG Targets. ESG Targets are categorised under three sections. The targets considered are: **i. A Healthy Planet:** • 35% Renewable Energy (Electricity) Mix by 2030 • Carbon Neutral-by 2040 • 100 % Waste-Water Recycling by 2030 • Optimization of Waste Management Process • 50% less paper use across patients by 2025 from 2023 **ii. A Healthy Society** • 25000+ doctors, nurses & paramedical trained by 2030 • 4000+ Underprivileged academically bright students, aspiring to become doctors by 2030 • Touching Lives of 20,000+ Govt. School children through cleanliness and hunger Feeding program by 2030 • Decreasing disparities in access to care-5000 BMTs by 2030 & 5000 Heart Procedures for Children every year with Treatment Cost Waiver • 560,000+ man hours-invested in associate development programs, including upskilling by 2030 • Digitalization- for enhancing patient safety & experience.								

Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	iii. For Healthy Institution • Industry Leader in Clinical Governance • 100 % NABH & Enterprise Level JCI Certified Hospital by 2025 • 1,000+ publications-in Peer Reviewed indexed Journals (in 5 years ending Calendar Year 2025) • Extreme Risk Management-including organisation wide Business Continuity Planning (BCP) for world class enterprise risk management • Cyber Resilience-through robust risk management practices								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	**Performance against the ESG targets (by FY 2023~24)** • Renewable Energy (Electricity) mix sourced - 26% • 14,963 Tons of Carbon Saved • Wastewater Recycling achieved - 95% • Waste Management Process - Followed as per Guidelines • Achieved printing of 6.28 pages per patient from 11 pages per patient • 1,300+ Doctors, Nurses & Paramedical Staff trained • Supported 715+ underprivileged academically bright students appeared for NEET & MBBS scholarship • For 13 government schools supported 2300+ kids for feeding programme & for 52 government schools, 6,400+ kids supported for sanitation program, toilets redevelopments. • 75 Crore+ discount towards subsidised Cardiac Surgeries, BMT and support to under privileged patients • 2,340+ Bone Marrow Transplants (BMT's) conducted to date • Invested 3.93 Lakh man-hours in training and development • Established World Class Risk Management Practices based on Strategic, Operational, Financial, Reputational & Compliance Risk • Monitoring of 500+ KPIs, 25+ specialities for Clinical Governance • 936 publications in Peer Reviewed Indexed Journals between 2016 to 2023 • NABH:100%, NABL:100%, Nursing Excellence:95% Certified Units • JCI Enterprise accredited Hospitals & Corporate Office: 9 Nos. • Achieved ISO 27001:2022 and Implemented Enterprise Identity Administration & Governance								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.

At NHL, we prioritize integrating Environmental, Social and Governance (ESG) considerations into every facet of Narayana Health's operations. Our core mission of providing accessible, high-quality healthcare aligns closely with our commitment to creating shared value for all stakeholders and driving progress in environmental and societal arenas.

Our sustainability strategy is not just an add-on but a fundamental part of our business model, ensuring resilience and continuity in the face of challenges. We have established ambitious goals with clear metrics and guidelines, leveraging globally recognized practices across our network. By embracing responsible business practices, we aim to consistently deliver quality clinical care, even amidst disruptions.

Recognizing the urgency of climate change, we take proactive steps to reduce our environmental footprint at Narayana Health. Through energy efficiency initiatives and a strategic focus on renewable energy sources, we successfully reduced our carbon emissions by over 15000 tons last year. Currently, 26% of our energy consumption (electricity) is sourced from renewable sources. Our dedication to sustainability also manifests in stringent Facility Management & Safety practices, underscored by our pioneering achievement of the JCI Enterprise Accreditation in India.

These initiatives not only underscore our commitment to sustainability and safety but also demonstrate how integrating ESG principles can generate positive economic, social, and environmental outcomes. At NHL, we remain steadfast in our pursuit of a greener, healthier future through sustainable healthcare practices, ensuring enduring benefits for our communities and beyond.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Emmanuel Rupert Designation: Managing Director & Group CEO DIN: 07010883
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.	Yes, the Stakeholders' Relationship Committee constituted by the Board.

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	Committee of the Board									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Committee of the Board																	

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

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

Disclosure 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

Principle 1

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

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 categorised as "Essential" and "Leadership". While the essential in dicators 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.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors Key managerial personnel	2	Code of Conduct for Insider Trading and Fair Diclosure of Unpublished Price Sensitive Information. ESG Strategy Implementation	100%
Employees other than BoD and KMPs	18661	**14 Broad Topics Covered under 6 Principles** Code of Conduct and Business Ethics Digital tools (HRIS Platform, ATHMA, ITSM Tool, LMS) Ergonomics, Employee assistance programme (EAP) Occupational health & fire safety, Clinical Safety Programs, Facility management & safety (FMS), Grievance redressal and equal employment, Skill Upgradation POSH, Workplace violence, NH code of conduct ESG awareness & compliance, Disaster Management measures Data Privacy & Information Security	96.5%
Workers		Not applicable	

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

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

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

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

   Not applicable

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

   Yes, the Company has a detailed Anti-Bribery policy governed by a set of principles and series of procedures. For more details, please refer to https://www.narayanahealth.org/stakeholder-relations/company-policies

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

	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	Not Applicable	

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

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

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

   Not applicable.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	192	211

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses* as % of total purchases	0.16%	0.12%
	b. Number of trading houses where purchases are made from	4	4
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100%	100%

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in**	a. Purchases (Purchases with related parties / Total Purchases)	8.83%	3.92%
	b. Sales (Sales to related parties / Total Sales)	1.57%	1.74%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	11.33%	16.92%
	d. Investments (Investments in related parties / Total Investments made)	77.39%	94.25%

* The Company defines Trading Houses as vendors operating in India that import products from the international market and sell them to NHL without any value addition to the products.

**As per the standalone financial statements under Ind AS

Leadership Indicators

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

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

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 maintained a Code of Conduct for its Board of Directors, committed to upholding the highest standards of corporate governance. It promotes ethical and transparent business practices while preventing potential conflicts of interest. Each year, the company requires Board members to disclose their interests and refrain from participating in discussions where they have a personal stake.

https://www.narayanahealth.org/stakeholder-relations/company-policies

Principle 2

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

Essential Indicators

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	Nil	Nil	The Company is actively involved in clinical research activities sponsored by various entities, with no direct investment from NHL. Our primary focus is on the social implications of these research initiatives, which aim to address critical health issues with significant social impact. For example, oral cancer poses a major health challenge in India, particularly in rural areas where late diagnosis is common. Our research in this area emphasizes early detection using cost-effective methods that require minimal infrastructure, thereby making a substantial social difference. Additionally, we have embarked on using advanced analytics to develop innovative solutions for heart diseases, further demonstrating our commitment to impactful research that addresses pressing health concerns. The entity also supported research activities conducted by doctors within the organization, spending Rs. 13.5 lakhs in FY 24.
Capex	1.85%	1.29%	**Energy Efficiency:** (Retrofit /Upgradation initiatives) In our effort to reduce energy consumption, the company has implemented a range of energy efficiency measures. These include replacing traditional equipment like chillers, cooling towers, pumps, at various hospitals with new, efficient electric heat pumps, upgraded cooling towers, optimized chilled water lines for buildings, and LED lights across various units. **Energy Source Optimization:** (New Initiatives e.g. Renewable Source) We have implemented a long-term group captive solar agreement through a 6MWp Solar Power Purchase Agreement (PPA). This initiative will provide approximately 9 million units of low-cost renewable energy annually to NICS, MSMC, HSR, and Shivamogga Hospitals, leading to cumulative annual cost savings of up to ₹ 350 lakh. Furthermore, we have invested 26% of Class A Equity, amounting to ₹ 240 lakh, in this project.

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

   Yes, the company operates in the healthcare services sector, where the products and services it uses are regulated by law. Therefore, we source our products and services from approved vendors who comply with various regulations.

   The company actively seeks to partner with vendors certified for social and environmental compliance, such as ISO 9001, ISO 14001, and ISO 45001.

   For high-value utilities, we conduct a Life Cycle Cost analysis to identify sustainable products with lower energy footprints. This process ensures that we achieve optimal energy efficiency and resource consumption while meeting our requirements.

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

   29% of the inputs (by value) were sourced sustainably.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Waste type	Waste management procedure in place
Plastic (including packaging)	Not applicable.
E-waste Hazardous waste Other waste (wastepaper and paper products)	All waste generated in hospitals is handed over to authorized vendors who ensure safe disposal in accordance with all relevant environmental standards and regulations.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

   The Company is classifed as a Bulk Consumer of imported Electrical and Electronic Equipment (EEE) intended for self or captive use, not for resale. Therefore, Extended Producer Responsibility (EPR) does not apply to the Company. Our sustainable waste management approach involves a clearly defined process for the appropriate, safe, and reliable handling, storage, and disposal of all type of waste. The disposal of various wastes is conducted through authorized vendors. Also, as a responsible consumer of plastic, we ensure proper disposal and strictly adhere to all prescribed norms for handling and disposing of plastics.

Leadership Indicators

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

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

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

Name of Product/Service	Description of the risk / concern	Action Taken
Not applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	2023-24	2022-23
	Not applicable	

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

	2023-24			2022-23		
	Re-used	Recycled	Safely disposed	Re-used	Recycled	Safely disposed
Plastics (including packaging)	Not applicable					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not applicable	

Principle 3

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

Essential Indicators

1. a. Details of measures for the well-being of employees.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	4742	4742	100	4742	100	-	-	4,706	100	4742	100
Female	6917	6917	100	6917	100	6917	100	4742	-	6917	100
Total	**11659**	**11659**	**100**	**11659**	**100**	**6917**	**59**	**4742**	**41**	**11659**	**100**
Other than Permanent employees											
Male	1,669	1,669	100	1,669	100	-	-	-	-	1,669	100
Female	2073	2073	100	2073	100	2073	100	-	-	2073	100
Total	**3,742**	**3,742**	**100**	**3,742**	**100**	**2073**	**55**	**-**	**-**	**3,742**	**100**

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

The Company does not have workers category.

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

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.32%*	0.31%*

*The wellbeing measures for permanent employees include premiums paid for Group Personal Accident Insurance, Term Life Insurance, and Group Mediclaim Policies. Additionally, health and safety measures include access to Mental Health Services. These measures also encompass Maternity and Paternity benefits that exceed statutory compliance requirements.

*No wellbeing measures are extended to other than permanent employees.

2. Details of retirement benefits.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	98	Not applicable	Y	98	Not applicable	Y
Gratuity	100	Not applicable	Y	100	Not applicable	Y
ESI	42	Not applicable	Y	48	Not applicable	Y
Others-Group Personal Accident & Group Term Life Insurance	100	Not applicable	Y	100	Not applicable	Y

3. Accessibility of workplaces

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

Yes, the premises are accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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

Yes, NHL has an Equal Opportunity Policy in place. The Company also upholds a Fairness at Workplace Policy, dedicated to providing an environment of fairness and equality, free from any form of discrimination. The policy promotes mutual dignity and respect among all employees and ensures diversity and inclusion, including for people with disabilities.

The web link to the policy: https://www.narayanahealth.org/stakeholder-relations/company-policies

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	96	100	Not applicable	
Female	97	74		
Total	97	91		

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.

	(If Yes, then give details of the mechanism in brief)
Permanent workers	Not applicable
Other than permanent workers	
Permanent employees	Yes, the Company has a well-formulated Grievance Redressal Procedure available to all employees, encompassing all categories such as part-time, full-time, regular, temporary, ad-hoc, daily wage earners, probationers, apprentices, trainees, and consultants. This procedure aims to ensure that all NHL employees have the right to work in an environment free from discrimination, harassment, coercion, or disruptive conduct. The web link to the policy: https://www.narayanahealth.org/stakeholder-relations/company-policies
Other than permanent employees	

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

The Company does not have a Union.

8. Details of training given to employees & 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	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4742	4742	100	3,764	80	4,769	3,738	78	2,670	56
Female	6917	6917	100	6,214	90	7,154	6,942	97	5,340	75
Total	**11659**	**11659**	**100**	**10,099**	**87**	**11,923**	**10,680**	**90**	**8,010**	**67**
Workers	The Company does not have workers category									

*100% of our permanent employees are eligible for parental leaves

9. Details of performance and career development reviews of employees & workers

Category	FY 2023-24			FY 2022-23		
	Total (A)*	No. (B)	% (B / A)	Total (C)*	No. (D)	% (D / C)
Employees						
Male	4,242	4,242	100	4,269	4,269	100
Female	6,217	6,217	100	6,454	6,454	100
Total	**10,459**	**10,459**	**100**	**10,723**	**10,723**	**100**
Workers	The Company does not have workers category					

*100% of eligible employees have received performance and career development reviews

10. Health and safety management system:

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

Yes, an occupational health and safety management system has been implemented, covering all clinical and facility-related activities.

The Company complies with national and international healthcare standards, incorporating health and safety management into NABH and JCI standards. Periodic Hazard Identification and Risk Assessment (HIRA) is conducted to implement control measures for each identified hazard. AERB standards are followed for radiation safety, and NACO (National AIDS Control Organisation) guidelines are adhered to for pre- and post-exposure prophylaxis (PEP).

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

Protecting the health, safety, and well-being of our employees is an integral part of our operations at NHL. Our approach to assessing, evaluating, eliminating, and mitigating risks includes initiatives such as facility/safety rounds and annual work site analyses like Hazard Identification and Risk Assessment (HIRA) and Hazard Vulnerability Assessment (HVA) to ensure comprehensive risk management. These assessments cover both routine and non-routine activities.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes. We have an Incident Management System (IMS) for reporting work-related hazards. This digital platform enables all stakeholders to report incidents and contributes to Root Cause Analysis (RCA) to improve processes. The IMS is available on both web and mobile platforms, featuring standard categorization, automatic assignment, and an escalation process.

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

Yes, employees are provided with health insurance and regular medical check-ups or vaccinations as applicable.

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-million-person hour worked)#	Employees	0	0
	Worker	Not applicable	Not applicable
Total recordable work-related injuries	Employees	0	0
	Worker	Not applicable	Not applicable
No. of fatalities	Employees	0	0
	Worker	Not applicable	Not applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Worker	Not applicable	Not applicable

#LTIFR is tracked as a combined number for the permanent and other than permanent employees

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

NHL has implemented the following measures to ensure a safe and healthy workplace:

a) Provision of induction and refresher safety training for all employees, covering areas such as proper equipment usage, near misses, unsafe acts & unsafe conditions.

b) Establishment of procedures to protect employees in emergencies like natural disasters, fires, and hazardous material spills etc. Continuous training is conducted on these topics for all associates, including employees, contractual associates, trainees, and any other stakeholders physically associated with the organization.

c) Conducting preconstruction risk assessments to determine potential risks associated with demolition, construction, and renovation projects.

d) Implementation of safety codes to identify and develop safe practices against potential hazards, disasters, and other risks that can occur in the workplace. Mock drills are conducted for all emergency codes to check protocols, staff awareness, and equipment readiness. Over 250 mock drills are conducted annually.

e) Implementation of measures to prevent fire incidents and reduce the risk of fire outbreaks during work activities through a work permit system.

f) Compliance with occupational health and safety standards is continuously monitored and implemented. The requirements are periodically reviewed and updated whenever there are changes in existing rules and regulations or when new acts and regulations are enacted.

13. Number of complaints made by employees.

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions*	0	0	-	0	0	-
Health & safety*	0	0	-	0	0	-

*While there is no formal data tracking mechanism for monitoring complaints as required by BRSR, conditions are continuously monitored through Facility Rounds and the responsible departments & functions take specific actions in response to any adverse feedback.

14. Assessments for the year

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

*NHL hospitals undergo periodic assessments of health and safety practices and working conditions through facility rounds conducted by respective units. Additionally, the corporate team conducts annual assessments according to a set calendar. Furthermore, third-party fire safety audits are conducted periodically to ensure compliance and safety standards are met.

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.

Risk assessment of health and safety practices is an ongoing process, with steps taken as needed based on identified risks. Proactive measures implemented include:

a) Control measures for identified hazards based on Hazard Identification and Risk Assessment (HIRA) and Hazard Vulnerability Analysis (HVA).

b) Compliance with Atomic Energy Regulatory Board (AERB) standards for radiation safety and National AIDS Control Organisation (NACO) guidelines for pre- and post-exposure prophylaxis (PEP).

c) Strengthening of the Work Permit System to prevent potential occupational health and safety incidents.

d) Encouraging associates to report near misses, unsafe acts, and unsafe conditions to avert incidents.

e) Each of our facilities is actively involved in implementing both active and passive fire protection systems.

Leadership Indicators

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

   Yes, we have a well-defined Term Life Benefit Program that protects the dependents of associates (permanent employees) in the event of their death due to unforeseen conditions or circumstances. Associates covered under the ESI scheme are governed by the provisions and benefits provided under the act.

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

   The assessment of value chain partners for statutory dues deducted and deposited will be carried out on a going forward basis

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	Nil			
Workers	Not applicable			

4. **Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?**

   No

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

Stakeholder group	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	

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

   Not applicable

Principle 4

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

Essential Indicators

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

Processes for identifying key stakeholder groups within the entity are guided by our defined mission, focusing on their interest in our operations and their impact on shareholders.

Stakeholders are categorized into:

a) Internal Stakeholders: These include employees, senior management, and shareholders who are directly involved in the organization's activities.

b) External Stakeholders: This group comprises customers, suppliers, investors, regulatory bodies, and the community, who although not directly involved, can significantly influence the entity.

Understanding stakeholders' roles, interests, influence, concerns, and expectations is crucial for NHL. This knowledge shapes our stakeholder engagement strategies, defining the frequency and methods of interaction. Our engagements aim to foster effective communication, address concerns, and align strategies to meet stakeholder expectations while advancing our organizational goals.

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

Stakeholder group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community meetings, Notice board, Website), Other	Frequency of engagement (Annually/ half-yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Email, direct communications, AGM, Website, newspaper publication	Quarterly investor earnings calls to discuss financial performance, and statutory meetings such as AGMs held as necessary	Reviewing financial performance and addressing investor questions and concerns
Suppliers	No	Direct communications, Email	Purpose based	Business discussions
Customers	No	Email, SMS, website	On a need-basis	Business discussions, training sessions, and workshops.
Employees	No	Email, direct communications, SMS	Purpose based	Training sessions, workshops, and redressal forums.
Communities	Yes*	Community meetings, Email, newspaper	Based on community engagement efforts.	Corporate Social Responsibility (CSR) initiatives and welfare measures.
Senior Management & Board	No	Direct communications, Email	Scheduled statutory meetings such as Board meetings, and purpose-specific meetings convened as needed	Business discussions and training sessions.

* For community health and education support programs, academically bright students from underprivileged backgrounds aspiring to become doctors and appearing for NEET, as well as children from government schools, are considered vulnerable and marginalized groups.

Leadership Indicators

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

   Stakeholder views are presented to the relevant board committee of the board for consideration, and the committees' recommendations are incorporated into the implementation process for ESG activities.

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.**

   Stakeholder consultation is conducted to identify and manage environmental and social topics.

   NHL conducts a materiality assessment every three years through an online survey with selected stakeholders to capture their preferences for critical ESG topics. Based on their feedback, these insights are integrated into the organization's ESG strategy.

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

   Regular interactions with vulnerable/marginalized stakeholder groups are facilitated through implementation partners involved in these projects. The CSR team conducts periodic field visits and related studies of CSR projects. Any concerns raised by stakeholders are addressed and escalated to the implementation partner if necessary.

Principle 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	11659	11426	98	11,923	8,558	72
Other than permanent	3,742	2,619	70	3,538	1,958	55
Total employees	**15401**	**14045**	**91**	**15,461**	**10,516**	**68**
Workers	The Company does not have workers category					

2. Details of minimum wages paid to employees and workers

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	11659	-	-	11659	100	11,923	-	-	11,923	100
Male	4742	-	-	4742	100	4,769	-	-	4,769	100
Female	6917	-	-	6917	100	7,154	-	-	7,154	100
Other than permanent	3,742	-	-	3,742	100	3,538	-	-	3,538	100
Male	1,669	-	-	1,669	100	1,683	-	-	1,683	100
Female	2073	-	-	2073	100	1,855	-	-	1,855	100
Workers	The Company does not have workers category									

3. Details of remuneration/salary/wages:

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹)	Number	Median remuneration/ salary/ wages of respective category (₹)
Board of Directors (BoD)	6*	1,69,52,942	2	28,09,345
Key managerial personnel (KMP)**	2	4,20,34,950	1	2,30,93,796
Employees other than BoD & KMP***	4740	3,55,038	6916	2,94,000
Workers	Not applicable			

As on March 31, 2024

'* Remuneration to Managing Director and Group Chief Executive Officer (MD & Group CEO) has been included in both BoD & KMP.

** KMP include MD & Group CEO, Chief Financial Officer (CFO) and Company Secretary (CS).

*** Includes Permanent Employees only.

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

	FY 2023-24 (%)	FY 2022-23 (%)
Gross wages paid to females as % of total wages*	45.59	46.02

*Includes permanent employees only

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)

While there are no specific human rights impacts associated with the services provided by the Company, any concerns or complaints regarding human rights violations during service delivery are addressed in accordance with the company's policies and procedures, as well as applicable laws.

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

All employees receive training on the Business Ethics & Code of Conduct and Prevention of Sexual Harassment (POSH) to ensure their conduct aligns with the company's principles. The company has established a defined process and channels for raising employee concerns and mechanisms for addressing such issues as outlined in the Code.

6. Number of complaints on the following made by employees:

	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	7*	-	Action taken as per provision	6	-	Action taken as per provision
Discrimination at workplace	-	-	-	-	-	-
Child labour	-	-	-	-	-	-
Forced labour/Involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights-related issues	-	-	-	-	-	-

*As per report filed under POSH Act for the calendar year 2023

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

Safety incident/number	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	6
Complaints on POSH as a % of female employees / workers	0.10%	0.08%
Complaints on POSH upheld	7	6

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

Employees are encouraged to use the grievance procedure without fearing any repercussions. NHL ensures that no discrimination or retaliation occurs against any employee and empowers them to fully utilize the mechanisms and procedures established in the policies.

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

Yes, human rights requirements are integrated into all our business agreements and contracts with empanelled vendors. These agreements encompass critical aspects, including the prohibition of child labor, forced labor, compliance with statutory remittances, and the prevention of discrimination and harassment in any form.

10. Assessments of the year

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

*NHL units undergo regular assessments by the HR Corporate Compliance Team. We have a clearly defined code of conduct document that strictly prohibits the use of child labor, forced labor, and other related practices. These standards are deeply integrated into our HR processes, including onboarding, interview evaluations, and meeting regulatory requirements. Sexual harassment is addressed under POSH requirements, with established policies, reporting mechanisms, redressal procedures, and mandatory training for all associates. Our Code of Conduct comprehensively covers non-discrimination in the workplace.

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

There is no significant risks / concerns arising from the human rights assessments

Leadership Indicators

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

   As part of our ongoing commitment to uphold human rights, we have revised and restructured our business processes to strengthen our grievance redressal mechanisms. These updates are aligned with evolving human rights standards and governance processes.

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

   Human rights due diligence is conducted in accordance with NHL's established code of conduct and business ethics policy framework, ensuring comprehensive coverage and effective resolution of human rights issues.

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

   Yes,

   The premise and office of NHL are fully accessible to all visitors, including those with disabilities. We provide necessary support as mandated by the Rights of Persons with Disabilities Act, 2016, ensuring a fair and equal environment that is free from any form of discrimination during their visit.

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

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	During the year no Assessment is carried for Value Chain Partners.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

   Not applicable

Principle 6

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

Essential Indicators

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

Parameter	UOM	FY 2023-24	FY 2022-23
From renewable sources			
Total electricity consumption (A)	GJ	55,717	49,146
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources ©	GJ	-	-
Total energy consumption from renewable sources (A+B+C)	GJ	**55,717**	**49,146**
From non-renewable sources			
Total electricity consumption (D)	GJ	1,58,820	1,47,626
Total fuel consumption (E)	GJ	16,487	16,028
Energy consumption through other sources (F)	GJ	0	1,501
Total energy consumption from non-renewable sources (D+E+F)	GJ	1,75,307	165,155
Total energy consumed (A+B+C+D+E+F)	GJ	**2,31,024**	**214301**
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	GJ/₹ Lakh	0.6817	0.6990
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed / Revenue from operations adjusted for PPP)*	GJ/₹ Lakh	15.2700	15.4937
Energy intensity in terms of physical output (Energy intensity per Occupied Bed Days)	GJ/ Occupied Bed Days	0.2987	0.2735
Energy intensity (optional) – the relevant metric may be selected by the entity (Energy intensity per Sq. Feet built up area)	GJ/ Sq. feet built up area	0.0783	0.0720

*Revenue from operations has been adjusted according to the latest PPP conversion factors for India, as published by the IMF. The conversion factor for the year ended March 31, 2024, is 22.401, while for the year ended March 31, 2023, it is 22.167

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.

Energy assessments for both renewable and non-renewable sources, as well as energy efficiency, are conducted internally at NHL. A certified energy auditor within the ESG department at the corporate level oversees these initiatives. Monitoring and review of energy-related efforts occur periodically at the corporate level, with subsequent implementation of improvement activities.

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

Our organization is not classified as a designated consumer (DC) under the Government of India's Performance, Achieve, and Trade (PAT) Scheme, and as such, the PAT scheme does not apply to us.

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

Parameter	UOM	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres-KL)			
(i) Surface water	KL	-	-
(ii) Groundwater	KL	5,11,093	5,41,518
(iii) Third-party water	KL	4,01,211	3,92,549
(iv) Seawater / desalinated water	KL	-	-
(v) Others	KL	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	KL	**9,12,304**	**9,34,067**
Total volume of water consumption (in kilolitres)	KL	7,11,028	6,80,878
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	KL//₹ Lakh	2.0980	2.2207
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	KL//₹ Lakh	46.9968	49.2267
Water intensity in terms of physical output (Water intensity per Occupied Bed Days)	KL/ Occupied Bed Days	0.9193	0.8691
Water intensity in terms of physical output (Water intensity per Sq. Feet built up area)	KL/ Sq. feet built up area	0.2410	0.2288

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.

Water withdrawal and consumption assessments are not conducted by external agencies. We monitor and review water-related initiatives at the corporate level periodically, implementing improvement measures accordingly.

4. Provide the following details related to water discharged:

Parameter	UOM	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres-KL)			
(i) To Surface water			
- No treatment	KL	-	-
- With Tertiary treatment	KL	2,01,276	2,53,189
(ii) To Groundwater			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
(iii) To Seawater			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
(iv) Sent to third-parties			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
(v) Others			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
Total water discharged (in kilolitres)	KL	**2,01,276**	**2,53,189**

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.

Water Discharged assessment is not carried out by any external agency. Water related initiatives are periodically monitored & reviewed at Corporate Level and subsequently improvement initiatives are implemented.

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

At present, 3 hospitals of NHL has maintained Zero Liquid Discharge System. Wastewater undergoes treatment and recycling at our in-house Sewage Treatment Plants. The recycled water is used for non-contact purposes such as flushing and gardening, with any remaining treated water discharged appropriately.

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

Parameter	UOM	FY 2023-24	FY 2022-23
NOx	Kg	211	1044.3
SOx	Kg	115	5.4
Particulate matter (PM)	Kg	204	39.60
Persistent organic pollutants (POP)	Kg	Assessment not conducted	
Volatile organic compounds (VOC)	Kg		
Hazardous air pollutants (HAP)	Kg		
Others – ozone-depleting substances (HCFC - 22 or R-22)	Kg		

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.

For other than GHG emissions (NOx, SOx, particulate matter (PM)), individual hospitals conduct assessments through authorized testing agencies. No independent assessment, evaluation, or assurance conducted by an external agency for persistent organic pollutants (POP), volatile organic compounds (VOC), hazardous air pollutants (HAP), and ozone-depleting substances.

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

Parameter	UOM	FY 2023-24	FY 2022-23*
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) Stationary & Mobile Combustion (Fuel Combustion & Vehicles movement inside organisation), Fugitive Emissions (Refrigeration, Air Conditioning, Fire Suppression)	Metric tonnes of CO2 equivalent	16367.16	16091.31
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) Purchased Electricity (Grid)	Metric tonnes of CO2 equivalent	31587.51	29417.74
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO2 equivalent/₹ Lakh	0.1415	0.1484
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric tonnes of CO2 equivalent/₹ Lakh	3.1697	3.2902
Total Scope 1 and Scope 2 emission intensity in terms of physical output (Emissions per Occupied Bed Days)	Metric tonnes of CO2 equivalent/Occupied Bed Days	0.0620	0.0581
Total Scope 1 and Scope 2 emission intensity (optional) (Emissions per Sq. Feet built up area)	Metric tonnes of CO2 equivalent/Sq. feet Built up area	0.0163	0.0153

*Comparatives for Financial Year 2022-23 have been restated due to the re-computation of BRSR attributes on the basis of the approach and methodology adopted(IPCC, DFRA & CEA Guidelines)for the disclosures of Financial Year 2023-24. Emissions from Stationary, Mobile Combustion, Refrigeration, Air Conditioning, Fire Suppression have been included in Scope-1 GHG emission calculations

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.

For GHG emissions, no independent assessment/evaluation/assurance has been carried out by an external agency.

8. Does the entity have any project related to reducing greenhouse gas emission? If Yes, then provide details.

Projects considered under Scope 1 Category for reducing Green House Gas Emission.

- Transitioning from old, diesel-fired boilers to modern, refrigerant-based heat pumps significantly reduces direct emissions. Heat pumps are more energy-efficient and environmentally friendly, providing an effective solution for heating needs.
- Implementing the use of battery-powered cars and carts for internal transportation of patients, staff, and visitors helps minimize emissions from hospital-owned vehicles.
- Phase wise upgrading of equipment, such as air conditioners and chillers, with environmentally friendly refrigerants.

Projects considered under Scope 2 Category for reducing Green House Gas Emission

- We have launched a strategic initiative to integrate renewable energy sources throughout our network, tailoring each project to suit local climate conditions, energy demands, feasibility, regulatory requirements, and alignment with the Renewable Power Obligation (RPO) mandated by Indian state electricity boards. As a result of these efforts, we have achieved sourcing 26% of our hospitals' energy (electricity) needs from renewable sources. This transition has directly resulted in a significant annual reduction of 14963 tonnes of carbon emissions.
- As part of our commitment to reduce energy consumption, we have implemented various energy-efficient measures. These efforts involve replacing traditional technologies like chillers, pumps, and cooling towers with more energy-efficient equipment.

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

Parameter	UOM	FY 2023-24	FY 2022-23
Total waste generated (in metric tonnes)			
Plastic waste **(A)**	MT	11	0
E-waste **(B)**	MT	14	8
Bio-medical waste **(C)**	MT	1,721	1,592
Construction and demolition waste **(D)**	MT	4352*	734
Battery waste **(E)**	MT	7	0
Radioactive waste **(F)**	MT	0	0
Other Hazardous waste. Please specify, if any. **(G)** (Used Oil from DG Sets, Air and Oil Filters-Oil Containing residues, Spent Solvents-Formalin, Other Chemicals if any etc.)	MT	6	6
Other Non-hazardous waste generated **(H)** General Waste (-Tissue Papers / Disposable plates/ Medicine wrapper/ Canteen Waste etc.)	MT	2078**	1,460
Total (A+B + C + D + E + F + G + H)	MT	**8,190**	**3,800**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	KG/₹ Lakh	24.16	12.3939
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	KG/₹ Lakh	541.32	274.73
Waste intensity in terms of physical output (Waste Consumed-KG / Occupied bed days)	KG/ Occupied Bed Days	10.5887	4.8503
Waste intensity (optional) – the relevant metric may be selected by the entity (Waste intensity per Sq. Feet built up area)	KG/ Sq. feet Built up area	2.7761	1.2768
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)			
Category of waste			
(i) Recycled	MT	0	0
(ii) Re-used	MT	0	0
(iii) Other recovery operations	MT	0	0
Total	MT	**0**	**0**

Parameter	UOM	FY 2023-24	FY 2022-23
For each category of waste generated, total waste disposed of by nature of disposal method (in metric tonnes)			
Category of waste			
(i) Incineration	MT	0	0
(ii) Landfilling	MT	0	0
(iii) Other disposal operations (Disposal to Authorized Vendors)	MT	8190	3,800
Total	MT	**8190**	**3,800**

For FY 2023~24

*An increase in Construction & Demolition waste due to ongoing renovation & expansion activities across the NHL

**An increase in the generation of Other Non-hazardous waste due to additional reporting of Wet Waste

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.

Waste generation and disposal assessments have not been carried out by any external agency. However, waste generation, segregation, collection, pre-treatment, storage, and disposal activities are periodically monitored and reviewed at the corporate level to ensure compliance with applicable laws. Based on these reviews, improvement initiatives are subsequently implemented.

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

Our Environmental and Social Governance (ESG) Policy encompasses waste management practices. This policy ensures proper segregation and aggregation of wastes, facilitating the correct collation and disposal of hazardous and biomedical wastes in compliance with applicable regulations. It also promotes minimizing the use of hazardous chemicals whenever possible.

E-waste, lead waste, and metal scraps generated at the hospital are collected on-site and disposed of through authorized recyclers and dismantlers. Food waste from hospital wards and the canteen is processed using in-house organic waste composters, with the resulting compost used for hospital landscaping. In facilities without an in-house composter, food waste is handed over to authorized vendors.

All types of waste generated in the hospitals are segregated, collected, stored, transported, and disposed of through authorized vendors in accordance with applicable laws. Detailed records of waste generation, treatment, and disposal are maintained daily. Additionally, regular waste audits are conducted to ensure proper segregation at the source, on-site storage, treatment, and disposal of waste.

For more details, please refer the policy https://www.narayanahealth.org/stakeholder-relations/company-policies

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	SRCC Children's Hospital, 1, 1A, Keshavrao Khadye Marg, Haji Ali, Haji Ali Government Colony, Mahalakshmi, Mumbai, Maharashtra 400034 (Coastal regulation zones)	Hospital, Healthcare Industry	Y

12. Details of Environmental Impact Assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Expansion of Hospital Project -Narayana Health City	S.O. 1533(E)	14.09.2006	Yes	Local, National Newspaper, Town Panchayat & Local Municipal Authorities	https://parivesh.nic.in/newupgrade/#/organisation/dashboard

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 there under (Y/N). If not, provide details of all such non-compliances:

S.No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if an
Yes, NHL is compliant with the applicable environmental laws, regulations, and guidelines in India. The entity has not faced any fines, penalties, or actions under any applicable environmental laws, regulations, or guidelines				

Leadership Indicators

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

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

(i) **Name of the area:** There are 4 Water Stress Zones that include five hospitals. Bommasandra Industrial Area, Anekul Taluk (Karnataka), Bangalore-South (Karnataka), Ahmedabad City (Gujarat), Gurgaon (Haryana)

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

(iii) Water withdrawal, consumption and discharge:

Parameter	UOM	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)			
(i) Surface water	KL	-	-
(ii) Groundwater	KL	55490	57974
(iii) Third party water	KL	358019	353804
(iv) Seawater / desalinated water	KL		-
(v) Others	KL		-
Total volume of water withdrawal (in kilolitres)	KL	**413509**	**411788**
Total volume of water consumption (in kilolitres)	KL	**393748**	**357872**
Water intensity per rupee of turnover (Water consumption /Turnover)	KL/₹ Lakh	1.16	1.17
Water intensity per Occupied Bed/Day (Water consumed KL / Occupied bed days)	KL/Occupied bed days	0.51	0.45
Water intensity per Sq. Feet built up area (Water consumed KL / Sq. feet built up area)	KL// Sq. feet built up area	0.13	0.12
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water			
- No treatment	KL	-	-
- With Tertiary treatment	KL	19761	53916

Parameter	UOM	FY 2023-24	FY 2022-23
(ii) Into Groundwater			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
(iii) Into Seawater			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
(iv) Sent to third-parties			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	Kl	-	-
(v) Others			
- No treatment	KL	-	-
- With treatment – please specify level of treatment	KL	-	-
Total water discharged (in kilolitres)	KL	**19761**	**53916**

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.

Water withdrawal, consumption, and discharge assessments in areas of water stress are not conducted by any external agency. However, water-related initiatives are periodically monitored and reviewed at the corporate level, and subsequent improvement initiatives are implemented.

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

Parameter	UOM	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	Currently, NHL does not engage in Scope 3 baseline calculation activities.	
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO2 equivalent/₹ Lakh		
Total Scope 3 emission intensity in terms of physical output (Emissions per Occupied Bed Days)	Metric tonnes of CO2 equivalent/ Occupied Bed Days		
(Emissions per Sq. Feet built up area)	Metric tonnes of CO2 equivalent/Sq. feet Built up area		

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.

For Scope 3 emissions, no independent assessment/evaluation/assurance has been carried out by an external agency.

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.

SRCC Children's Hospital Mumbai unit is covered under ecologically sensitive areas & falls under coastal regulation zones. There is no direct & indirect impact on biodiversity.

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 the outcome of such initiatives:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Enhancing Energy Efficiency: (Retrofit / Upgradation initiatives)	In our efforts to reduce our energy consumption, we have adopted various distinct energy-efficient measures. These measures include • The entity has implemented multiple initiatives aimed at reducing emissions and enhancing environmental sustainability. These efforts include transitioning from old, diesel-fired boilers to modern, refrigerant-based heat pumps, which offer improved energy efficiency and environmental friendliness for heating needs. Moreover, traditional technologies like chillers, pumps, and cooling towers are being replaced with more energy-efficient equipment. Additionally, the entity has introducing battery-powered cars and carts for internal transportation of patients, staff, and visitors, thereby reducing emissions from hospital-owned vehicles. Furthermore, there is an ongoing phased upgrade of equipment such as air conditioners and chillers to utilize environmentally friendly refrigerants, further supporting these sustainability endeavors. • Energy efficiency evaluations and lifecycle cost assessments are conducted for new technology upgrades or replacements as necessary. • An energy monitoring system is implemented to oversee and enhance efficient energy management.	Witnessing the positive outcomes in response to our energy efficiency initiatives, achieved saving of 4.42 million units resulting in saving of approx. ₹ 327 Lakhs.
2	Energy Source Optimization: (New Initiatives e.g. Renewable Source)	• To fulfil our commitment to environmental stewardship, we are prioritizing robust investments in renewable energy. This includes integrating sources such as solar, wind, and hydropower to achieve reduced dependency on fossil fuels, lower energy costs, and improved public health outcomes. Our renewable energy projects are customized for each site based on local climate conditions, energy requirements, viability assessments, regulatory permissions, and compliance with state electricity board Renewable Power Obligations (RPO) mandated by the Indian government. • NHL Hospitals operating in the Karnataka region have taken a significant step towards conserving natural resources by developing a solar project within a solar park under a captive model, thereby advancing sustainable development.	Across our hospitals, we have successfully incorporated renewable energy (electricity) sources to account for 26% of our energy supply. The Health City campus in Bengaluru, along with facilities in HSR and Shimoga, have met over 85% of its total power requirements through renewable energy sources, such as solar, wind, and hydro power
3	Water initiatives	• Water-saving fixtures, such as low-flow aerators installed in faucets and showers, aim to reduce water consumption effectively. • Recycling alternative water sources, such as treated wastewater, for effective reuse within hospitals is practiced for suitable non-contact purposes like flushing, gardening, and green belt development. • The hospital reuses RO rejected water for various in-house purposes. • Periodic detection and rectification of leaks are conducted as part of regular maintenance.	Optimizing water usage and sustaining water-saving initiatives
4	Waste Management	• Biomedical waste (BMW), hazardous waste, and non-hazardous waste generated in the hospital are segregated at the source, collected, treated, stored, and disposed of to authorized vendors in accordance with applicable laws.	Effective waste management practices safeguard public health by preventing the spread of disease and protecting the environment and community well-being

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

NH recognises the significance of a risk management framework that identifies, analyses, evaluates, monitors, and mitigates risks and potential threats that may impede the achievement of our sustainable growth. We continue to focus on establishing a robust Enterprise Risk Management (ERM) framework for the organisation. A three-tiered approach (Corporate, Regional, and Unit Level) helps us to prioritize the resolution of strategic, operational, financial, reputational, and compliance risks at appropriate levels in the organization. The critical risks at the organisational level are periodically presented to the Audit, Risk & Compliance Committee and their inputs sought to further strengthen the process.

The Executive Leadership team guided by the Risk & Audit Committee reviews and updates the Enterprise Risk Management Policy and Framework to ensure continued suitability to the everchanging dynamics of the risk milieu. Standard Operating Procedures have been evolved to mitigate the major disaster and business continuity risks and are under active implementation across the enterprise.

https://www.narayanahealth.org/stakeholder-relations/company-policies

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.**

Value chain Assessment not carried for adverse impact to environment

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

Value chain partners not assessed for environmental impacts

Principle 7

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

Essential Indicators

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

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Association of Healthcare Providers – India ("AHPI")	National

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.**

Name of authority	anti-competitive	Corrective action taken
There have been no reported cases of anti-competitive conduct, and no actions have been taken or are pending against the Company.		

Leadership Indicators

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

Narayana Hrudayalaya Limited and its Promoter Dr. Devi Prasad Shetty have been regularly representing to bring changes in various aspects of healthcare including representations made through AHPI for the following initiatives:

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of review by board (Annually/ half yearly/ quarterly / others – please specify)	Web-link, if available
1	Medical Education Reforms:	Medical Education Reforms have been made through continuous efforts towards generating more opportunities for creating specialists, a cadre of nurses and nursing assistants.	Yes	Quarterly	www.healthcare-ssc.in
2	Creation of Guidelines for introduction of Technology in Healthcare	NH has been working with the Indian Government, NHA and NMC to introduce technology in healthcare and create guidelines for HIS, EMR, Healthcare Exchange, etc	Yes	Need based	www.ahpi.in https://nha.gov.in
3	Heath Sector reforms	NHL is also a part of the High-Level Group on Health Sector constituted by the 15th Finance Commission, Government of India, and chairs the Academics Committee of Health Sector Skills Council	Yes	HSSC – Quarterly	www.healthcare-ssc.in
4	Medical Courses for intermediate health workers	We have also initiated the creation of courses for intermediate health workers to bridge the gaps in healthcare delivery.	Yes	HSSC - Quarterly	www.healthcare-ssc.in
5	Government Governance Committees	Narayana Healthcare is a member of the XI CAG audit advisory Board	Yes	Half yearly	https://cag.gov.in
6	Health Insurance	As a member of Health Insurance Consultative Committee (HICC) formed by the Chairman, Insurance Regulatory Development Authority of India (IRDAI) for wider coverage of population, complete cashless transactions and technology enablement in health insurance administration.	Yes	Ongoing project. Half yearly	https://irdai.gov.in

Principle 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

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

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

Grievances from local communities are monitored through the periodic monitoring & review mechanism as part of our CSR activities under the CSR Policy. For any suggestions/complaints or grievances, can be reached at nh.esg@narayanahealth.org

https://www.narayanahealth.org/stakeholder-relations/company-policies

The CSR team at the corporate office addresses these grievances during periodic field visits and while conducting impact studies of various CSR projects.

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

	FY 2023-24 (%)	FY 2022-23 (%)
Directly sourced from MSMEs/ small producers	32	30
Directly from within India	98.40	97.65

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**

	FY 2023-24* (%)	FY 2022-23* (%)
Rural	0	0
Semi-Urban	1.81	1.66
Urban	11.91	12.86
Metropolitan	86.28	85.48

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

*Permanent employees have been considered

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable	

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

NHL conducts CSR initiatives across 22 designated aspirational districts in ten states: Karnataka, Rajasthan, Jharkhand, West Bengal, Uttar Pradesh, Bihar, Chhattisgarh, Gujarat, Maharashtra, and Odisha. These districts include Yadgir, Raichur, Kalaburagi, Gadag, Karauli, Dholpur, Jaisalmer, Barmer, Hazaribagh, Ranchi, Latehar, Lohardaga, Nadia, Dakshin Dinajpur, Balarampur, Begusarai, Muzaffarpur, Korba, Dohad, Nandurbar, Kalahandi, and Koraput.

NHL operates the Udaan project, aimed at supporting financially disadvantaged students who aspire to become doctors. The initiative covers college scholarship fees and provides assistance for NEET coaching centers, empowering these students to pursue their educational goals.

S. No.	State	Aspiration district	Nos. of students supported	Amount spent (in ₹ Lacs)
1	Karnataka	Yadgir	12	3.95
2		Raichur	17	5.54
3		Kalaburagai	13	4.36
4		Gadag	4	1.96
5	Rajasthan	Karauli	1	0.25
6		Dholpur	1	0.25
7		Jaisalmer	1	0.25
8		Barmer	1	0.25
9	Jharkhand	Hazaribagh	1	0.56
10		Ranchi	1	0.35
11		Latehar	1	0.56
12		Lohardaga	1	0.56
13	West Bengal	Nadia	1	0.76
14		Dakshin Dinajpur	1	0.56
15	Uttar Pradesh	Balarampur	1	0.25
16	Bihar	Begusarai	1	0.56
17		Muzaffarpur	2	0.91
18	Chhattisgarh	Korba	1	0.56
19	Gujarat	Dohad	1	0.56
20	Maharashtra	Nandurbar	1	0.56
21	Odisha	Kalahandi	1	0.56
22		Koraput	1	0.25
		Total	**65**	**24.37**

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

No, the company does not have a preferential procurement policy that gives preference to purchasing from suppliers comprising marginalized or vulnerable groups. The company operates within the healthcare sector where products and services are regulated by statutes. Therefore, we procure products and services from vendors who are empanelled and governed by various statutory regulations.

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

Not applicable

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

Not applicable

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

We do not possess any intellectual properties such as patents based on traditional knowledge in the current financial year. We maintain trademarks for our logo and name exclusively.

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

Not applicable

6. **Details of beneficiaries of CSR Projects:**

S. No.	CSR project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education Program - UDAAN	715	100
2	Feeding Program	2,028	100
3	Education Support Programme	1,500	100
4	Wash Initiatives (Sanitation & Hygiene)	5,200	100

Principle 9

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

Essential Indicators

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

Grievance Redressal Mechanism:

The system for managing consumer complaints and feedback incorporates both structured and unstructured channels. Structured feedback, like Post Service E triggers, follows a defined process. Unstructured feedback, which comes through emails, the website, phone calls, call centers, and social media, is also addressed.

All grievances, regardless of their nature, are routed through a ticketing system with specific assignments and Service Level Agreements (SLAs). Designated team members handle the responses, ensuring resolutions are delivered within the agreed-upon timelines. Any breaches of SLAs are carefully monitored and analyzed to drive future improvements.

Feedback Mechanism:

The voice of our customers is our top priority. We use post-service E triggers to collect feedback, ensuring that patients are contacted and all feedback is addressed within 48 hours, provided no clinical intervention is needed. Constructive feedback is analyzed and responded to for effective resolution, making our services more patient-centric. Corrective and preventive actions (CAPA) are implemented to improve systems, procedures, and services.

Team members are assigned to monitor responses and resolution times, comparing them against benchmarks to identify variations.

Feedback can also be submitted via email at feedback@narayanahealth.org or through the feedback page on our **website**: https://www.narayanahealth.org/feedback-form.

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

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

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

	FY 2023-24			FY 2022-23		
	Receive during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	-
Advertising	0	0		0	0	-
Cyber-security	0	0		0	0	-
Delivery of essential services	0	0		0	0	-
Restrictive trade practices	0	0		0	0	-
Unfair trade practices	0	0		0	0	-
Other (Customer Complaints)	2745	0		2888	0	-

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

	Number	Reasons for Recall
Voluntary Recalls	Not applicable	Not applicable
Forced Recalls		

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy.

The company has a privacy policy available on its website: https://www.narayanahealth.org/privacy-policy.

Additionally, the company maintains an internal Information Security Policy committed to protecting the confidentiality, integrity, and availability of information.

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 the safety of products/services.

Nil

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches-**Nil**

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

c. Impact, if any, of the data breaches-**Not Applicable**

Leadership Indicators

1. **Channels/platforms where information on products and services of the entity can be accessed.**

   All information about our services can be found on the websites provided in the given link.

   https://www.narayanahealth.org/about-us

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

   The hospital's nursing teams implement the Care Companion Program, which educates family members of patients on how to effectively attend to their loved ones. This program offers comprehensive guidance on the do's and don'ts of patient care, specifically tailored for those with little or no prior medical knowledge.

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

   The organization notifies its consumers of any disruptions or discontinuations of essential services through the appropriate communication and operations teams

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

   Not applicable, as the company deals in healthcare services.

   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)

   Yes, we regularly conduct Customer Satisfaction Surveys across all locations of our organization. We track Customer Satisfaction Score (CSAT), Net Promoter Score (NPS), and Google Scores to continuously improve the patient experience.

   This year, based on feedback from over 100,000 patients, our group-level patient feedback on Google has surpassed a rating of 4.8/5, and we have achieved an NPS of 78%.