03rd September, 2025

To

BSE Limited
25th Floor, P J Towers
Dalal Street, Fort
Mumbai- 400 001

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report - Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

Ref: Security ID: **KMCSHIL;** Scrip Code: **524520**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, enclosed herewith is the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2024-25 which also forms part of the Annual Report for the financial year 2024-25.

The BRSR is also available on the website of the Company at https://www.kauveryhospital.com/investors

We request you to take the above on record as compliance with relevant regulations of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and disseminate to the stakeholders.

With regards,

For **KMC Speciality Hospitals (India) Limited**

INDUMATHI PALANI

Digitally signed by INDUMATHI PALANI
Date: 2025.09.03 18:26:26 +05'30'

Indumathi P
Company Secretary & Compliance Officer

Statutory Reports

Business Responsibility & Sustainability Report

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity - **L85110TN1982PLC009781**
2. Name of the Listed Entity - **KMC Speciality Hospitals (India) Limited**
3. Year of incorporation - **1982**
4. Registered office address - **No 6 Royal Road Cantonment Trichy - 620001**
5. Corporate address - **No 6 Royal Road Cantonment Trichy - 620001**
6. E-mail - **corporatecompliance@kauveryhospital.com**
7. Telephone - **0431-4077777**
8. Website - **www.kauveryhospital.com**
9. Financial year for which reporting is being done - **2024-25**
10. Name of the Stock Exchange(s) where shares are listed - **BSE Limited**
11. Paid-up Capital - **Rs. 16,30,85,000/-**
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report –
    Dr S Manivannan,
    Email: - corporatecompliance@kauveryhospital.com,
    Ph: 0431- 4022525
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together) - **Standalone**
14. Name of assurance provider - **Not applicable**
15. Type of assurance obtained - **Not applicable**

II. Products/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 Services	Hospital activities	100%

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 Services	Hospital activities	100%

III. Operations

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

Location	Number of Hospital units	Number of offices	Total
National	2	-	2
International	NIL	-	NIL

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

Locations	Number
National (No. of States)	Tamil Nadu (2 Hospital Units at Tiruchirappalli)
International (No. of Countries)	NIL

b. What is the contribution of exports as a percentage of the total turnover of the entity? - Not Applicable as the Company does not export.

c. A brief on types of customers – Patients seeking healthcare and wellness services.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1573	366	23%	1207	77%
2.	Other than Permanent (E)	56	21	37%	35	63%
3.	**Total employees (D + E)**	**1629**	**387**	**24%**	**1242**	**76%**
WORKERS						
4.	Permanent (F)	NIL				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	6	6	100%	0	0%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	**Total employees (D + E)**	**6**	**6**	**100%**	**0**	**0%**
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NIL				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	5	1	20%

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22. Turnover rate for permanent employees and workers

	FY 2024-25 (Turnover rate in current FY)			FY 2023-24 (Turnover rate in previous FY)			FY 2022-23 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.4%	21.3%	26.8%	6.0%	24.0%	30.0%	7.3%	28.1%	35.4%
Permanent Workers	NIL								

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	Sri Kauvery Medical Care (India) Limited	Holding company	75%	Yes

VI. CSR Details

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

(ii) Turnover (in Rs.): 231,59,75,745

(iii) Net worth (in Rs.): 164,33,09,000

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, based on internal Policy. Grievance redressal link https://www.kauveryhospital.com/contact-us/	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	Yes. https://www.kauveryhospital.com/investors/#KMCSH7	NIL	NIL	NIL	NIL	NIL	NIL
Shareholders	Yes. Stakeholders Relationship Committee oversees shareholder grievances through its terms of reference as per regulatory requirement. https://www.kauveryhospital.com/investors/#KMCSH7	17	NIL	All complaints were resolved during the year	24	NIL	All complaints were resolved during the year
Employees and workers	Yes. https://www.kauveryhospital.com/wp-content/uploads/2025/06/34._Whistle_Blower_Policy.pdf	NIL	NIL	NIL	NIL	NIL	NIL

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 2024-25 Current Financial Year			FY 2023-24 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes, based on internal Policy. Grievance redressal link https://www.kauveryhospital.com/contact	1538*	NIL	NIL	1348*	NIL	NIL
Value Chain Partners	Yes, based on internal policy. Grievance redressal link https://www.kauveryhospital.com/vendor-portal/	NIL	NIL	NIL	NIL	NIL	NIL
Other (please specify)	NIL	NIL	NIL	NIL	NIL	NIL	NIL

*Note: The Complaints includes feedbacks also. All complaints and feedbacks were resolved during the FY

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Access to affordable healthcare	O	Increase in demand for quality, affordable and preventive healthcare treatment for patients has made access to quality healthcare imperative. Our Company has recently launched Maa Kauvery, a 200-bedded, state-of-the-art hospital in Trichy, dedicated exclusively to women and children. This new facility is a significant addition to our mission of making great quality healthcare affordable.	NA	+ve
2	Privacy/Cyber security	R	Advancement of digitalization has led to increased risk exposure of personal data and a high possibility of data breach, leading to possible loss of reputation and trust amongst stakeholders as well as legal implications	1. The Company has committed to providing safeguards against cyber-attacks/data breach 2. Proven continuous investments in technology 3. Oversight of Board and Risk Management committee to monitor and mitigate risks	-ve
3	Supply chain management	R	Availability of raw materials and other supplies is crucial for running a healthcare sector. Further, increasing cost of resources and scarcity in the Industry poses huge risks	The Company has in place a robust logistics system to ensure sufficient and timely availability of resources. The Company has also entered into medium term contracts with certain key suppliers of resources for procurement of its supplies	-ve
4	Business ethics, Governance, Code of Conduct	O	Our Company is committed to the highest standards of quality, integrity, professionalism and ethics. Our Board is diverse and comprises of Executive Directors, Non-Executive Directors & Independent Directors (including a Women Independent Director), who are Professionals/ Specialized in different domains, including healthcare sector, all of them committed to good Corporate Governance.	NA	+ve
5	Labour management	R	Talent acquisition and retention and management of Human capital is of utmost importance to run any business, especially when it comes to healthcare sector. High attrition rates and inability to find the right talent always poses risks in running the business	The Company has ongoing HR strategies focused on reducing attrition and promoting career development through initiatives like the Kauvery Initiative for Leadership Transformation (KLIFT) and the Kauvery Talent Transformation (KTT) program. These programs aim to build a strong leadership pipeline and provide career advancement opportunities for employees. Further, we also sponsor for higher education of our employees ranging from 1 year certification course to 3 years course on public administration and various other classroom training & workshops.	-ve

Abbreviation:
R - Risk
O- Opportunity

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.kauveryhospital.com/investors/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.	KMC Specialty Hospitals (India) Limited confirms the following standards: 1. Quality of healthcare guidelines issued by NABH 2. NABH Certifications 3. 5S Model Hospital Certification 4. ISO 27001:2022 certification, an internationally recognized standard for information security management 5. NNF Accreditation from National Neonatology Forum 6. NVG Guidelines issued by the Ministry of Corporate Affairs, GOI 7. Environment and Social Guidelines issued by IFC 8. Environment Guidelines as per ISO 14001 and Ministry of Environment and Forest 9. National Neonatal Forum guidelines issued by National Neonatal Forum								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	1. To achieve 100% usage of renewable energy by the end of next financial year 2. To integrate the ESG principles in our core operations.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We have been continuously working towards our Goals. **a. In the Environmental front we:** i. have been awarded the **"LEED Silver rating"** by the U.S. Green Building Council (USGBC). ii. have achieved around 78% usage of renewable energy. iii. have adopted Building Management System in Maa Kauvery Unit, aimed at improving efficiency, reducing operational costs and enhancing the overall experience for occupants within a building. **b. In the Social front, we:** i. have been awarded the **"Most preferred workplace for Women"** for FY 2024-25 from the Team Marksmen Network. ii. Have provided 100% free insurance coverage for all the employees including their spouse and children iii. Have provided Free Medical checkup for all the employees iv. have introduced various programs for employees' well-being and for rewarding them as mentioned in the upcoming principles v. Have facilitated career progression / skill upgradation for employees through - "Koach App" **c. In the Governance front, as part of our ongoing commitment to excellence, we:** i. have obtained ISO 27001:2022 certification for our Cantonment Unit, an internationally recognized standard for information security management, which is a testament to our commitment to protecting the sensitive data entrusted to us by our patients and partners ii. conduct various audits that go beyond regulatory requirements such as Self Zone Audit, cross zone audit, Stock audit, Electrical audit, Grand Facility & Safety rounds audit, Cross-unit Risk assessment audit, BMW Audit, HIRA audit, ESG audit, Fire safety audit, thermal audit, facility audit, etc.								

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Governance, leadership and oversight

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

As the Managing Director of the Company, it gives me immense pleasure in presenting our ESG performance & achievements for this year. During the Financial year 2024-25, we have made significant strides across all 3 pillars of ESG - Environmental, Social and Governance, while still keeping our strategy aligned with long term stakeholder value creation.

We have notably improved our ESG scores, underscoring our progress in key areas such as:
a. Energy efficiency
b. Renewable energy usage
c. Diversity, Equity and Inclusion (DEI)

On the Environmental front, we have taken the following initiatives:
- Transitioning to renewable energy to reduce carbon footprint.
- We have undertaken an afforestation initiative on a 2-acre plot at TV Koil, where 2,200 native tree saplings have been planted to enrich biodiversity and strengthen the green cover. The site is being actively nurtured and maintained to ensure healthy growth and long-term ecological sustainability.
- We have implemented a responsible plastic waste management system that ensures all plastic waste is carefully segregated, shredded into smaller pieces, and channeled to a cement factory, where it is utilized as an alternative fuel in furnaces. Through this initiative, we are not only reducing landfill burden but also contributing to sustainable waste-to-energy solutions.
- All our hospital facilities are equipped with rainwater harvesting systems to recharge groundwater and promote sustainable water management.
- Our hospitals' air conditioning systems are being upgraded to eco-friendly alternatives during repairs.
- We have Battery-operated vehicles deployed within hospital premises to transport patients and attendants, thereby reducing carbon emissions and enhancing eco-friendly mobility.

Our focused investments in clean energy has resulted in a marked increase in renewable energy consumption, contributing to a reduced environmental footprint and reinforcing our commitment to climate action.

On the Social front, we have advanced our DEI initiatives by fostering a more inclusive workplace and expanding opportunities across diverse groups, we have a policy for DEI, which provides equal opportunities for LGBTQ+. Furthermore, we have initiated "Project Kushi" for sustaining wellbeing of all employees. Some of the initiatives of the project includes:

a. Employee wellbeing sessions (induction and continual sessions)
b. Counselling for employees
c. Creating WOW moments for employees (such as birthday and work anniversary celebrations)
d. Walkaholic program to encourage physical fitness of employees.
e. Kadhaippoma (i.e., providing rejuvenation opportunities to employees to talk their heart out)
f. Creating awareness on the importance of mental health

From a governance standpoint, we have taken decisive steps to enhance our internal controls, compliance frameworks and Board oversight mechanisms. These improvements have further strengthened our governance structure and contributed to our resilience and transparency as a business.

Importantly, we have outperformed our peers in several critical ESG dimensions, which not only validates our approach but also inspires us to set higher benchmarks for the future.

While we are encouraged by these achievements, we recognize that ESG is an evolving journey. We continue to face challenges such as adapting to dynamic regulatory landscapes and aligning stakeholder expectations with long-term sustainability goals. Nevertheless, we remain steadfast in our commitment to continuous improvements.

We are confident that our ongoing ESG efforts will play a central role in shaping a more sustainable, inclusive and responsible future for our business and the communities we serve.

Our target is to achieve 100% usage of renewable energy by the end of next financial year.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr S Manivannan Managing Director
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. Business Responsibilities performance is reviewed as part of the ongoing business review by the Management. The Board of Directors of the Company has constituted a Risk Management Committee to assist the Board to monitor various aspects of Governance and risk management of the Company, which covers the areas including Environmental Social and Governance aspects and risks. The Committee ensures that appropriate methodology, processes, and systems are in place to identify, monitor and evaluate various risks associated with the business of the Company including information and cyber security risks and compliance risks of the Company. The Committee also reviews the adequacy of the risk management practices and actions deployed by the management in respect of identification, impact assessment, monitoring, mitigation and reporting of key risks to the achievement of business objectives. The Corporate Social Responsibility committee of the Board governs and reviews the Corporate Social Responsibility activities of the Company. The Company's philosophy on Corporate Social Responsibility (CSR) is that "as the organization grows, the society and community around it should also grow". The Company's vision is to contribute to the social and economic development of the communities in which it operates, resulting in building a better and sustainable way of life for the society at large. The Stakeholder Relationship Committee considers and resolves the grievances of the shareholders of the Company, including complaints relating to non-receipt of Annual Report, transfer and transmission of securities and such other grievances.

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Business Responsibility (BR) performance is reviewed as a part of the ongoing business review by the Management. The Board/ committee assess the BR performance annually.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in compliances with applicable Regulations.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No. The policies are reviewed by the Board and/ Senior Management Team and is being amended periodically as may be required. The assessment/ evaluation of the working of the policy is being carried out by the Senior Management team of the Company.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)									

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4*	Periodic Regulatory Update -Changes in SEBI Regulations, Companies Act, 2013 and all other applicable sector specific laws	100%
Key Managerial Personnel	4*	Periodic Regulatory Update -Changes in SEBI Regulations, Companies Act, 2013 and all other applicable sector specific laws	100%
Employees other than BoD and KMPs	5	1. "SYMPOSIUM" on The Economic Power of Care: Changing Dynamics of a Professional Nurse 2.Advance Fire Safety training 3. Cyber Crime 4. Disaster Management 5. KAAVALAN APP-Awareness Program_TN Police	100%
Workers	Not applicable		

*In addition to the training and awareness programmes conducted for the Board of Directors and Key Managerial Personnel, as outlined in the table above, the Company has also circulated various notes and presentations, covering key regulatory updates from time to time as part of the ongoing familiarization and capacity-building programmes aimed at ensuring that the Board and KMP are kept abreast of significant regulatory developments on a continuous basis.

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):

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

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

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

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

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

Case details	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directors	NIL	
KMPs		
Employees		
Workers	NA	NA

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

	FY 2024-25 (Current Financial Year)		FY 2023-24 (Previous Financial Year)	
	Number	**Remarks**	**Number**	**Remarks**
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Number of days of accounts payables	36	21

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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made	NA	NA
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NA	NA
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	8.68%	13.4%
	b. Sales (Sales to related parties / Total Sales)	4.56%	0.93%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)	NIL	NIL

Leadership Indicators

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

Total no. of awareness programmes held	Topics/Principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
5	1. "SYMPOSIUM" on The Economic Power of Care: Changing Dynamics of a Professional Nurse 2. Advance Fire Safety training 3. Cyber Crime 4. Disaster Management 5. KAAVALAN APP-Awareness Program_ TN Police	100%

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 collects Annual Disclosures from Board members and also collects disclosures before the quarterly Board meetings if there is any change in the interest on the entities they are interested in.
- The Company ensures requisite approvals as required under the applicable Acts as well as adherence to the Company's policies before transacting with such entities / individuals in which the Board members are interested.
- Directors recuse themselves from participation and discussion on the agenda items where they are interested.
- All related party transactions are entered on arm's length basis and in the ordinary course of business.

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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NIL		
Capex			

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) - No
   b. If yes, what percentage of inputs were sourced sustainably?

   Although our entity hasn't fully implemented sustainable sourcing procedures yet, we're actively planning to integrate ESG initiatives into our operations. We're looking to develop a framework that evaluates suppliers based on sustainability criteria, prioritizes vendors with recognized environmental certifications, and incorporates sustainable practices into our procurement policies in the near future.

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.

   a) Plastics - The Company discontinued the usage of one-time plastics to ensure all the plastics that are being used can be recycled and reused.

   b) E-waste - The e-wastes, lead wastes, and metal scraps generated at the facility are disposed through authorized recyclers/ dismantlers. Entire quantity of e-wastes and lead wastes generated are handed over to TNPCB authorized vendor.

   c) Hazardous waste – As it is a healthcare industry, the hazardous waste is limited to the DG oil. The Units returns back the old DG oil to the Vendor at the time of procurement of new DG oil.

   d) Other Waste - Bio-medical wastes generated are being disposed through approved/ authorized government vendors and in compliance with all the applicable laws.

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

   Not Applicable

Leadership Indicators

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

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
No					

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. - **The Company has not carried out any such activity during the financial year**

Name of Product / Service	Description of the risk / concern	Action Taken
NA		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
	NA	

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:

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

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

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

Essential Indicators

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

Category	Total (A)	% of Employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
		Permanent employees									
Male	366	366	100%	366	100%	NA	NA	366	100%	366	100%
Female	1207	1207	100%	1207	100%	1207	100%	NA	NA	1207	100%
Total	**1573**	**1573**	**100%**	**1573**	**100%**	**1207**	**100%**	**366**	**100%**	**1573**	**100%**
		Other than Permanent employees									
Male	21	0	0%	0	0%	0	0%	0	0%	21	100%
Female	35	0	0%	0	0%	0	0%	0	0%	35	100%
Total	**56**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**0**	**0%**	**56**	**100%**

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

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

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the Company	1%	1%

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

Benefits	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	100%	NA	NA	100%	NA	NA
Others – please specify	NIL	NA	NA	NIL	NA	NA

3. **Accessibility of workplaces**

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

Yes, the premises of the entity are accessible to differently abled employees in accordance with the applicable provisions of The Rights of Persons with Disabilities Act, 2016. We have implemented necessary accessibility features such as ramps with proper gradient, wheel chairs, accessible restrooms, wide doorways and lift for their movements. These measures ensure a barrier-free environment that promotes inclusion and equal opportunity for all employees, including persons with disabilities. There is also digital accessibility for all to voice their concerns.

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

Yes, the entity has an Equal opportunity policy in place, in accordance with the applicable provisions of the Rights of persons with disabilities act, 2016. The Policy ensures non-discrimination and promotes Diversity, equity and Inclusion (DEI) by providing equal access to employment, facilities, and opportunities for persons with disabilities. It also includes provisions for reasonable accommodation, accessible infrastructure and grievance redressal mechanisms.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100% (5 employees out of 5 employees)	100% (5 employees out of 5 employees)	0	0
Female	85% (34 employees out of 40 employees)	100% (34 employees out of 34 employees)	0	0
Total	**87%**	**100%**		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes
Other than Permanent Employees	Yes

We are committed to providing a safe and responsive environment for all stakeholders. To uphold this commitment, we have established a structured Grievance redressal process designed to address and resolve concerns in a timely and efficient manner:

1. We have an online HR software where any individual can submit their grievances.
2. Once a grievance is submitted, it will be initially handled by the Grievance handling team which comprises of staff involved in day-to-day operations relevant to the complaint
3. This team is responsible for understanding and analyzing the nature and scope of the issue
4. Following the initial review, the matter shall be escalated to the Unit HR, who is tasked with ensuring that the grievance is addressed in accordance with the Company's Policies and ethical standards. They coordinate with the internal team to investigate and resolve the issue
5. Upon resolution, the Unit HR ensures that the outcome is clearly communicated to the complainant through the online system or other appropriate channels
6. The grievance is formally closed after the complainant acknowledges satisfaction with the resolution, or after all possible avenues of redressal have been exhausted.
7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association (s) or Union (D)	% (D / C)
Total Permanent Employees	NIL					
Male						
Female						
Total Permanent Workers						
Male						
Female						

8. Details of training given to employees and workers:

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	387	387	100%	387	100%	222	222	100%	222	100%
Female	1242	1242	100%	1242	100%	806	806	100%	806	100%
Total	1629	1629	100%	1629	100%	1028	1028	100%	1028	100%
Workers										
Male	Not Applicable									
Female										
Total										

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	387	387	100%	222	222	100%
Female	1242	1242	100%	806	806	100%
Total	1629	1629	100%	1028	1028	100%

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Workers						
Male	Not applicable					
Female						
Total						

10. Health and safety management system:

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

Yes, the entity has implemented an Occupational Health & Safety Management to ensure the well-being, safety and health of all employees and workers. This includes regular risk assessments, safety training, emergency response procedures, incident reporting mechanisms and compliance with applicable health and safety regulations. It is aligned with applicable legal and regulatory standards to maintain a safe and compliant working environment.

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

Routine Risk assessment

- Routine Risk Assessment is being conducted regularly in Clinical & Non-Clinical areas (e.g. Wards, ICUs, Lab, Waste disposable zones, etc.,) to identify hazards such as biological exposure, needle stick injuries, slips and falls, and ergonomic issues from prolonged and standing or lifting patients, and the like.
- Safety officer and supervisor conduct routine inspections to proactively identify and mitigate hazards in real time.
- This apart, we conduct Regular Annual health checkups to monitor the health of the on-the job personnel.
- We also conduct Periodic fire, chemical spill, and disaster management drills which help assess readiness and refine protocol during hazardous situations.

Non-Routine Risk assessment

- A structured mechanism has been put in place for employees to report accidents, exposures which are analyzed to identify root causes and prevent from hazards.

- Persons who are assigned to specific tasks such as handling bio-medical waste, administering injections or operating medical equipment, undergo Job safety analysis to pinpoint associated risks.
- Employees receive training on Personal Protective Equipment (PPE) usage, infection control protocols, fire safety, chemical handling and emergency responses.

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

Not applicable as the Company does not have any workers.

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

Yes, the employees of the entity have access to non-occupational medical and health care services through various provisions:

- Our Organization provides Insurance coverage for all employees and their dependents (Spouse, Children).
- Employee covered under the ESI scheme are eligible avail medical benefits as per ESI entitlements.
- An Accident coverage policy is in place for all employees, offering additional protection in case of accidental injuries.
- Employees are also eligible for discounted treatment as per the organization's discount policy, supporting affordability and access to healthcare services.

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

Safety Incident/Number	Category*	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

*Including in the contract workforce

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

Our Organization is continuously committed to provide a safe and healthy workplace for its employees. We have taken several measures to ensure a safe and healthy workplace for all, some of which includes:

a. Regular Safety audits and workplace inspections.
b. Provisions of Personal Protective Equipment's (PPE)
c. Periodic Fire and emergency evacuation drills.
d. Employee training on safety, hygiene and emergency response.
e. Regular Annual Checkups and wellness programs.
f. Accident and Incident reporting with follow-up actions.
g. Safe infrastructure with fire extinguishers, signage.
h. Healthy food is being provided to staff in the hostel.

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL					
Health & Safety						

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% assessment by NABH and PCB
Working conditions	100% assessment by NABH and PCB

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions – No such incidents occurred

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of:
   A. Employees - No
   B. Workers – Not applicable

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners
   a. We check the man-days invoice of the value chain partners (for Housekeeping & Security) against soft punching of staff for validating wages payable to them
   b. Value Chain Partners will then submit PF & ESI remittance papers as acknowledgement.

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 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL
Working conditions	NIL

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 - Nil

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:
   Key Stakeholder groups of the Company are identified as the ones:

   1. Who create a significant impact / influence over the operations of the Company
   2. Who are responsible/ contribute significantly to the value chain of the Company
   3. Who are significantly impacted by the decisions made by the Company
   4. Who are dependent on the Company in any way

   Our Company has identified its Key Stakeholders viz., Board of Directors & Management, Healthcare professionals and employees, Shareholders/investors, Customers/Patients, Suppliers/Vendors, regulatory/governmental bodies and Community.

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

Stakeholder group	Whether identified as vulnerable & marginalized group	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
Customers/ Patients	No	1. In person consultations 2. Phone calls 3. Emails 4. Social media 5. Website 6. Newspapers 7. Customer satisfaction surveys 8. Company Apps	Throughout the year	1. Patient consultation 2. Providing healthcare / wellness services 3. Feedback 4. Grievance redressal
Employees & Healthcare professionals	No	1. In person meetings 2. Phone calls 3. Emails 4. Social media 5. Website 6. Company Apps	Throughout the year	1. Employee connect 2. Training & development 3. Rewards & recognition 4. Appraisals 5. Safety & well-being 6. Feedback 7. Grievance redressal
Suppliers/ Vendors	No	1. In person meetings 2. Phone calls 3. Emails 4. Social media 5. Website 6. Contracts/ Agreements	Throughout the year	1. Business purposes 2. Supplier evaluation
Shareholders/ Investors	No	1. Investor meetings 2. Phone calls 3. Emails 4. Social media 5. Website 6. Newspapers 7. Stock exchange communications 8. SCORES platform 9. Annual reports	Quarterly/Annual	1. Corporate announcements 2. Grievance redressal 3. Update on Company's performance 4. Fundraising 5. Strategic & governance related initiatives
Community	Yes	1. In person meetings 2. Social media 3. Website 4. Stock exchange communications 5. Annual reports 6. Health camps 7. Awareness programmes	Periodically on a need basis	1. Community development & welfare initiatives through CSR 2. Grievance redressal 3. Health camps for providing healthcare benefits to marginalized & vulnerable groups and public in general
Regulatory/ Governmental bodies	No	1. In person meetings 2. Emails 3. Newspapers 4. Stock exchange communications 5. Annual reports 6. Filings and other submissions 7. Website	On a need basis	1. Compliance with legal & regulatory requirements 2. Advocacy & representations
Board of Directors & Management	No	1. Board and committee meetings 2. Management/ other meetings 3. Phone calls 4. Emails 5. Management reports	Throughout the year	1. Discussion on business performance matters 2. Annual operating plan 3. Discussion on Strategic business decisions, industry specific matters and regulatory updates 4. Updates on stakeholder grievances 5. Review of other important matters

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.

   Being in the healthcare sector, the aspects of Economic, Environmental and Social (EES) topics are handled through various departments and the material events are reported to the Board. A brief flow of the delegated consultation & feedback process is provided below:

   - The respective departments, on an ongoing basis uses its interactions with various internal and external stakeholders and considering the regulatory requirements, arrive at significant topics impacting the business of the Company and its values
   - The material events and stakeholder concerns on the specified topics are reported to the Board/ Committees every quarter for its review and comments
   - The Board, after review, communicates its comments back to the delegates and the areas of improvement
   - This process of effective consultation ensures addressing of material events on EES topics, while respecting the time valuable of the Board.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

   Yes. All decisions taken by the respective Departments are based on interactions with various internal and external stakeholders including regulators. The inputs received from such interactions are used to arrive at critical decisions and implement changes conducive to the ESG footprint of the Company. One such instance is the green building initiative of the Company.

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

   The Company has dealt with the concerns of vulnerable/ marginalized stakeholder groups in the following manner:

   a. Community development & welfare initiatives through CSR
   b. Health camps for providing healthcare benefits to marginalized & vulnerable groups and public in general
   c. 50 days' Class Room Training, Floor Observation, Roll Play, Workshop, Typing Skill, MS Office Skills, etc., to participants from financially challenged Rural background. The entire program is funded by the Company. Selected Participants were given Uniforms & Lunch / Refreshments at free of cost.
   d. Availability of grievance redressal mechanism.

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PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1573	1573	100%	1028	1028	100%
Other than permanent	56	56	100%	173	173	100%
Total Employees	**1629**	**1629**	**100%**	**1201**	**1201**	**100%**
Workers						
Permanent	NIL					
Other than permanent						
Total Workers						

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

Category	FY 2024-25 (Current Financial Year)					FY 2023-24 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	1573	-	-	1573	100%	1028	-	-	1028	100%
Male	366	-	-	366	100%	222	-	-	222	100%
Female	1207	-	-	1207	100%	806	-	-	806	100%
Other than Permanent	56	-	-	56	100%	173	-	-	173	100%
Male	21	-	-	21	100%	22	-	-	22	100%
Female	35	-	-	35	100%	151	-	-	151	100%
Workers										
Permanent	NIL									
Male										
Female										
Other than Permanent										
Male										
Female										

3. Details of remuneration/salary/wages

   a. Median remuneration / wages:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2	84,00,000	NA	-
Key Managerial Personnel	2	1,20,43,908	1	10,25,866
Employees other than BoD and KMP	278	23,610	1164	16902
Workers	NIL			

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Gross wages paid to females as % of total wages	63%	59%

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

Yes. The Company has adopted a Grievance Redressal Policy to develop and maintain an effective, timely, fair and Equitable grievance handling system which is easily available and offered to all the employees of our Company. A Code of Conduct that outlines the norms, employee Responsibilities and acceptable employee conduct has also been formalized and compliance with the same is mandatory for all employees.

There are various committees responsible for human rights impacts and issues and we have a zero tolerance for sexual harassment at workplace.

Specific committees have been constituted in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to handle any complaints or concerns with respect to sexual harassment.

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

The Company has online HR portal designed for speedy grievance redressal of all the grievances that are reported.

Apart from the online HR portal, the Company has in place strong grievance redressal mechanisms to reduce and resolve complaints and grievances of employees including the ones related to Human Rights.

a. The Company has a Whistle blower Policy / vigil mechanism in place which provides adequate safeguards against victimization of employees who avail of the vigil mechanism and also provide for direct access to the Chairman of the Audit Committee, in exceptional cases.
b. We also have code of conduct and other policies in place that demonstrate the Human Rights of our employees. Some of them amongst the others include:
- Policy on Sexual Harassment & Redressal at Work Place
- Policy for Kauvery Employee Grievance Redressal System
- Equal Opportunity Policy
- Policy for Prohibition of Child & Adolescence Labour
- Whistleblower Policy/ Vigil Mechanism
- Workplace Violence Policy
- Policy on Inclusion and Diversity

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

	FY 2024-25 (Current Financial Year)			FY 2023-24 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL					
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	
Complaints on POSH as a % of female employees / workers		
Complaints on POSH upheld		

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

The Company is committed to prohibiting discrimination, retaliation or harassment of any kind against any employee who reports under the Vigil Mechanism or participates in the investigation. The Whistle Blower Policy, Code of Conduct, Prevention of Sexual Harassment at workplace and Grievance Redressal policy are in place. We have constituted Internal Complaints Committee for redressing the grievances related to POSH at workplace. We confirm that we have not received any POSH related complaints till date.

9. Do human rights requirements form part of your business agreements and contracts? -Yes

10. Assessments for the year:

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

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above – Not applicable

Leadership Indicators

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

The Company undertakes a regular review of its policies and business processes and updates are made as applicable, in line with regulatory changes or internal requirements. The periodicity of this review is based on the requirement for each policy in line with the regulatory requirements. Accordingly, the business processes, wherever feasible, are modified to the extent necessary, whenever there is a revision in the Policies.

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

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, all premises and offices are accessible to differently abled visitors.

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	NIL
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 Mega Joules) and energy intensity, in the following format:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	13556937.6**	7109028*
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	13556937.6	7109028
From non-renewable sources		
Total electricity consumption (D)	3657211.2	3121999.2
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	243619	98078
Total energy consumed from non-renewable sources (D+E+F)	3900830	3220077
Total energy consumed (A+B+C+D+E+F)	17457768	10329105
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (MJ /Rupee in Lakh)	753.79	582.98
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	15573.45	13059.51
Energy intensity in terms of physical Output (per occupied bed days)	2.98	2.45
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

**The difference in PY's energy data is primarily due to the energy being expressed in Mega Joules as compared to the previous year, in KW unit.*

***The increase in energy is due to the expansion of KMC speciality, i.e. opening 1 more hospital unit (Maa Kauvery), which was operationalized this year and hence the data pertaining to the unit is also being reported this year.*

The Revenue from operations has been adjusted according to the latest PPP conversion factors for India, as published by the International Monetary Fund. The conversion factor for the year ended, March 31, 2025, is 20.66 while for the year ended March 31, 2024, it is 22.401

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - No

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

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	58144	63827
(ii) Groundwater	31117	21960
(iii) Third party water	16274	0
iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	105535	85787
Total volume of water consumption (in kilolitres)	105535	85787
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (Kilolitres/ Rupee in Lakhs)	4.55	4.84
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	107.38	108.46
Water intensity in terms of physical Output (per occupied bed days)	20.54	20.35
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - Yes, ABC techno labs India Private Limited.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	NIL	NIL
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater	NIL	NIL
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater	NIL	NIL
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties	NIL	NIL
No treatment		
With treatment – please specify level of treatment		
(v) Others	35974	NIL
No treatment	NIL	NIL
With treatment – please specify level of treatment	35974	NIL
Total water discharged (in kilolitres)	35974	NIL

Water discharge quality from our facilities adheres to regulatory requirements as notified by State Pollution Control Boards. Water discharge done through Sewage Treatment plant is being reused for Garden watering and flushing purposes.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - Yes, ABC techno labs India Private Limited.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation - No

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

Parameter	Please specify unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
NOx	g/ m3	37.6	12.6
SOx	g/ m3	16.51	7.11
Particulate matter (PM)	g/ m3	109.8	38.2
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – yes, ABC techno labs India Private Limited.

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tC02e	NIL	NIL
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tC02e	580 t/Kwhr	403 t/Kwhr
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tC02e/INR	0	0
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)	tC02e/INR adjusted for PPP	0	0
Total Scope 1 and Scope 2 emission intensity in terms of physical output (per occupied bed days)	tC02e/bed occupied days	0	0
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency - yes, ABC techno labs India Private Limited.

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details – None in the reporting year.

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

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	72	21.5
E-waste **(B)**	0	0
Bio-medical waste **(C)**	60.34	54.5
Construction and demolition waste **(C)**	139	15
Battery waste **(E)**	0	0
Radioactive waste **(F)**	0	0
Other Hazardous waste. Please specify, if any. **(G)**	0	0
Other Non-hazardous waste generated **(H)**. Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G + H)	271.34	91
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (Metric tonnes / Rupee in Lakhs)	0.011	0.005
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.242	0.115
Waste intensity in terms of physical output (per occupied bed days)	0.046	0.021
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NIL	NIL
(ii) Re-used	NIL	NIL
(iii) Other recovery operations	NIL	NIL
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	139	15
(iii) Other disposal operations	NIL	NIL
Total	139	15

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – No.

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

Our Company has adopted an efficient waste management practice separately for general and Bio-medical wastes:

General Waste

i. Includes non-hazardous, biodegradable, and non-biodegradable waste.
ii. Segregated into green (biodegradable) and blue (non-biodegradable) bin covers at designated collection points.
iii. For paper wastes, we monitor paper usage through the PaperCut software named "Power BI". It generates detailed reports via Power BI to analyze paper consumption and assess our progress in reducing printouts.

Biomedical Waste (BMW)

i. Handled safely following the Biomedical Waste Management Act.
ii. Segregated using color-coded waste disposal bags and bins in all patient care areas.
iii. Monitored daily by HIC nurses, HIC link nurses, and housekeeping supervisors.

Waste Segregation & Handling

i. Color-coded segregation is strictly followed in all patient care areas.
ii. Appropriately coded waste bags are placed in designated bins.
iii. Microbiology & Biotechnology waste is autoclaved before being sent for treatment.
iv. Used and unused sharps are disinfected before disposal.

Waste Storage & Transportation

i. Segregated biomedical waste is stored in a central waste collection area.
ii. Waste is transported using covered containers to ensure secure handling.
iii. General and biomedical waste is collected and transferred to Kauvery Hospital's integrated general waste treatment facility in TiruvanaiKovil.
iv. Waste is transported daily using a specialized vehicle designated for this purpose.

Treatment & Disposal
Hospital has signed MoUs with TNPCB authorized vendors for transportation and disposal of bio medical waste. The hospital visits the disposal site once in 6 months to ensure proper disposal methods are followed.

Compliance & Monitoring
i. Hospital has obtained consent to operate under the pollution control board.
ii. Waste management practices are monitored regularly by designated staff.
iii. Adherence to government regulations and hospital policy ensures safety and environmental sustainability.

Strategy adopted by the entity to reduce usage of hazardous and toxic chemicals:
i. We are shifting to biodegradable and non-toxic disinfectants to reduce chemical exposure for patients and staff.
ii. We are using latex-free gloves, mercury-free thermometers which helps reduce toxic substances in medical processes.
iii. The hospital is classifying waste into plastic, hazardous, non-hazardous, bio medical and recyclable materials, ensuring safe handling and disposal of harmful substances.
iv. Expired or unused drugs are returned to suppliers following strict protocols to prevent contamination of water sources.
v. Advanced filtration and treatment methods help remove harmful chemicals from hospital wastewater before it enters public water supplies through STP & ETP
vi. Staff are educated on best practices for reducing toxic waste, ensuring compliance with environmental safety regulations.
vii. BPA-free, recyclable, and biodegradable plastics are being used to minimize environmental impact while maintaining hygiene standards in hospital canteen

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.
Not applicable.			

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
None for the reporting period.					

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

Yes. The Company is in compliance with applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder.

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

Leadership Indicators

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

For each facility / plant located in areas of water stress, provide the following information:
i. Name of the area - NA
ii. Nature of operations - NA
iii. Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA, as none of our units are located in water stress areas.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)	NA, as none of our units are located in water stress areas.	
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA, as none of our units are located in water stress areas.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – No.

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

Parameter	Unit	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NIL	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency – No.

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 – Not applicable.

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Installation of Emission Free Generator	The Existing Generator we have for one of our units (Maa Kauvery) is emission free.	Successfully implemented during the FY 2024-25

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

   Yes. The Risk Management Committee of the Company reviews the Business continuity, disaster management and monitors financial, operational, legal, sectoral, sustainability (ESG related risks) information, cyber security risk etc. The Company also has Contingency Plan and comprehensive Business Continuity and Disaster Management Plan in place, specifically designed to address data recovery.

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 – None for the Reporting period.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts - None for the Reporting period.

8. How many Green Credits have been generated or procured:
   a. By the listed entity – We have obtained one green credit ["LEED Silver rating" by the U.S. Green Building Council (USGBC)] for Maa Kauvery unit"
   b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners - Nil

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 - 6
   b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1	National Human Resources	National
2	BB Forum	State
3	Madras Management Association	State
4	Confederation of Indian Industry (CII)	National
5	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
6	Tamilnadu Chamber of Commerce and Industry (TCCI)	State

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	Brief of the case	Corrective action taken
Not applicable		

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Y/N)	Frequency of Review by Board (Annually/ Half-yearly/ Quarterly/ Others – Please specify)	Web link, if available
None for the reporting period					

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
NIL					

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

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

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

The Company has a mechanism to recieve and redress grievance received from the community.

The Grievance can be lodged and accessed at https://www.kauveryhospital.com/contact-us/

The Company periodically reviews the grievance redressing process to identify any areas for further improvement

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	15%	23%
Directly from within India	100%	100%

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

Location	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Rural	30%	30%
Semi-urban	25%	25%
Urban	25%	25%
Metropolitan	20%	20%

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 impacts identified	Corrective action taken
NIL	

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

S.No.	State	Aspirational District	Amount allocated (In INR)
NIL			

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No) - No
(b) From which marginalized /vulnerable groups do you procure? – None
(c) What percentage of total procurement (by value) does it constitute? – None

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:

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

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

Name of the authority	Brief of the case	Corrective action taken
NIL		

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	Building Infrastructure for Educational Institution through Kauvery Foundation	NA, since it is an ongoing project	NA, since it is an ongoing project
2	Wheels on Bus	605	10% (Approx.)

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.

   Our organization has established a comprehensive and responsive system to ensure that patient complaints and feedback are addressed promptly and effectively.

   Google Reviews: Patients and their families can share their experiences and concerns through google reviews. These reviews are monitored regularly to identify areas of improvement and respond appropriately.

   Floor – Frontline coordinator & Voice of Patient: We have designated frontline coordinators on each floor who engage directly with patients to collect real-time feedback. They are trained to listen empathetically, document concerns and initiate immediate redressal measures wherever possible.

   24/7 Patient Support Platform: A dedicated 24/7 platform is available for patients to raise complaints and share their requirements at any time. This system ensures that all issues are logged, tracked and resolved in a timely manner with transparency and accountability.

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

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

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

	FY 2024-25 (Current Financial Year)		Remarks	FY 2023-24 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber-security	NIL	NIL	-	NIL	NIL	-
Delivery of essential services	1538*	NIL	-	1348*	NIL	-
Restrictive Trade Practices	NIL	NIL	No trade associated complaints received from Govt/Public	NIL	NIL	No trade associated complaints received from Govt/Public
Unfair Trade Practices	NIL	NIL		NIL	NIL	
Other	NIL	NIL	-	NIL	NIL	-

*Note: The Complaints includes feedbacks also. All complaints and feedbacks were resolved during the FY.

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

	Number	Reasons for recall
Voluntary recalls	NIL	NIL
Forced recalls		

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

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services – Not applicable.

7. Provide the following information relating to data breaches:
   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 - Nil

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Leadership Indicators

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

   Company's website: www.kauveryhospital.com

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

   a. Before undergoing any treatment in our hospitals, the patients are duly informed about the details of treatment proposed to be undergone.
   b. Consent forms are obtained wherever necessary from the Patients before proceeding with the treatment.
   c. Patients are also informed of the precautions and manner of usage of medicines while prescribing them by the Doctors.

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

   Our company, being in the healthcare sector, is available 24X7 to the needs of the patients and ensures that there are no discontinuation/ disruption of services. However, if there are any such events, it will be informed to the public via Social media, Notice Boards, etc.

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.

5. 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 have a patient feedback mechanism to carry out survey with regards to consumer satisfaction