

Date: September 02, 2023

<b>To,</b> <b>BSE Limited</b> <b>Corporate Relationship Department</b> 25th Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai- 400001 <b>Scrip Code:</b> 543328	<b>To,</b> <b>National Stock Exchange of India Limited</b> Exchange Plaza, Plot No. C-1, Block G, Sandra Kurla Complex, Bandra (East) Mumbai – 400051 <b>NSE Symbol:</b> KRSNAA
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Dear Sir/Madam,

**Subject: Intimation under Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report (“BRSR”) for the Financial Year 2022-23, which also forms part of the Annual Report for the Financial Year 2022-23.

The copy of BRSR is also available on Company's website at <https://krsnaadiagnostics.com/investors/>

You are requested to take the above information on your record.

For Krsnaa Diagnostics Limited



**Sujoy Sudipta Bose**  
**Company Secretary and Compliance Officer**

Encl: as above

# Business Responsibility and Sustainability Report

In terms of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 as amended, Business Responsibility and Sustainability Report (BRSR) in the Annual Report is mandatory for the top 1,000 listed companies, based on market capitalisation as on March 31 of every year. The BRSR is based on the format suggested by SEBI

## SECTION A: GENERAL DISCLOSURES

### I. Details

<b>1</b>	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L74900PN2010PLC138068	
<b>2</b>	<b>Name of the Listed Entity</b>	Krsnaa Diagnostics Limited	
<b>3</b>	<b>Year of incorporation</b>	2010	
<b>4</b>	<b>Registered office address</b>	S. No. 243/A, Hissa No. 6, CTS No. 4519, 4519/1, Near Chinchwad Station, Chinchwad, Taluka, - Haveli Pune MH 411019 IN	
<b>5</b>	<b>Corporate address</b>	S. No. 243/A, Hissa No. 6, CTS No. 4519, 4519/1, Near Chinchwad Station, Chinchwad, Taluka, - Haveli Pune MH 411019 IN	
<b>6</b>	<b>E-mail</b>	investors@krsnaa.in	
<b>7</b>	<b>Telephone</b>	020-27402400	
<b>8</b>	<b>Website</b>	<a href="https://krsnaadiagnostics.com">https://krsnaadiagnostics.com</a>	
<b>9</b>	<b>Date Of Start Of Financial Year</b>	<b>Start Date</b>	<b>End Date</b>
	<b>Financial Year</b>	April 1, 2022	March 31, 2023
	<b>Previous Year</b>	April 1, 2021	March 31, 2022
	<b>Prior To Previous Year</b>	April 1, 2020	March 31, 2021
<b>10</b>	<b>Name of the Stock Exchange(s) where shares are listed</b>	1. BSE Limited 2. National Stock Exchange of India Limited	
<b>11</b>	<b>Paid-up Capital</b>	15,69,88,065	
<b>12</b>	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>		
	<b>Name Of Contact Person</b>	Pallavi Bhatevara	
	<b>Designation</b>	Managing Director	
	<b>Contact Number Of Contact Person</b>	+91 20 2740 2400	
	<b>Email Of Contact Person</b>	investors@krsnaa.in	
<b>13</b>	<b>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).</b>	Standalone basis	

## II. Products/services

### 14. Details of business activities

S. No.	Description of main activity	Description of business activity	% of turnover
1	Diagnostic and Related Healthcare Services	The Company is primarily engaged in the business of providing Diagnostic Services primarily in relation to Pathology Investigation, Radiology Investigation and Telereporting.	100%

### 15. 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	Diagnostic and Related Healthcare Tests and Services	869	100%

## III. Operations

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

Location	Number of plants	Number of offices	Total
National	-	8	8
International	-	-	-

### 17. Markets served by the entity:

#### a. Number of locations

Location	Number
National (No. of States)*	19
International (No. of Countries)	-

\* Includes Union Territories

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

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

The Company's Customer includes B2B and B2C Customers, Individual Patients, Hospitals and Government Clients.

## IV. Employees

### 18. Details as at the end of Financial Year: 2022-23

#### a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
<b>EMPLOYEES</b>								
1.	Permanent (D)	2,562	1,605	62.64%	957	37.35%	-	-
2.	Other than Permanent (E)	996	266	26.70%	730	73.29%	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>3,558</b>	<b>1,871</b>	<b>52.58%</b>	<b>1,687</b>	<b>47.41%</b>	-	-
<b>WORKERS</b>								
4.	Permanent (F)							
5.	Other than Permanent (G)					N/A		
<b>6.</b>	<b>Total workers (F + G)</b>							

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>								
1.	Permanent (D)	2	2	100%	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-	-	-
<b>3.</b>	<b>Total employees (D + E)</b>	<b>2</b>	<b>2</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>DIFFERENTLY ABLED WORKERS</b>								
4.	Permanent (F)							
5.	Other than Permanent (G)					N/A		
<b>6.</b>	<b>Total workers (F + G)</b>							

19. 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	5	1	20%

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)				FY 2021-22 (Turnover rate in previous FY)				FY 2020-21 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Others	Total	Male	Female	Others	Total	Male	Female	Others	Total
Permanent Employees	29.35%	11.25%		40.70%	21.78%	11.30%		33.08%	10.148%	3.76%	0	13.90%
Permanent Workers	-	-	-	-	-	-	-	-	-	-	-	-

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

21. (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	KDPL Diagnostics (Ludhiana) Private Limited	Subsidiary	100%	No
2	KDPL Diagnostics (Amritsar) Private Limited	Subsidiary	100%	No
3	KDPL Diagnostics (Bathinda) Private Limited	Subsidiary	100%	No
4	KDPL Diagnostics (Jalandhar) Private Limited	Subsidiary	100%	No
5	KDPL Diagnostics (Patiala) Private Limited	Subsidiary	100%	No
6	KDPL Diagnostics (SAS Nagar) Private Limited	Subsidiary	100%	No
7	Krsnaa Diagnostics (Mohali) Private Limited	Subsidiary	100%	No

## VI. CSR Details

### 22. CSR Details

Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes
Turnover (in ₹)	4,640.83 million
Net worth (in ₹)	7,425.01 million

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	The Company did not receive any Complaints from Community					
Investors (other than shareholders)	Yes. The Company has a Investor Grievance Redressal Mechanism. Investors can visit <a href="http://www.krsnaadiagnostics.com/investors/">www.krsnaadiagnostics.com/investors/</a> and register their grievances.	-	-	NA	-	-	NA
Shareholders	Yes. The Company has a Shareholder Grievance Redressal Mechanism. Shareholders can email <a href="mailto:investors@krnsaa.in">investors@krnsaa.in</a> and can reach to 020-2740 2400	17	-	NA	5,341	-	NA
Employees and workers	Yes. The Company has an internal grievance redressal policy. The Human Resource team has a dedicated email for registering complaints. The Company also has whistle blower policy along with dedicated Committee for addressing complaints of Sexual Harassment; if any.	-	-	NA	-	-	NA
Customers	Yes, a dedicated helpline number 020-6814 6814 is setup to receive and address the complaints of the Customers. Alternatively, an Email ID <a href="mailto:enquiry@krsnaa.in">enquiry@krsnaa.in</a> is setup for customer complaints.	17	-	NA	121	-	NA
Value Chain Partners	Yes	-	-	NA	-	-	NA

## 24. 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	Governance	Opportunity	The Company ensures highest level of Corporate Governance and Compliances with the statutory authorities.	-	Positive Implications
2	Health and Safety	Risk	Lab Staff and technician	The Company ensures safe and healthy atmosphere by providing appropriate training and safety equipments.	Negative and Positive Implications
3	Cyber security	Risk	Patient data	The Company ensures highest level of cyber security and data encryptions. The company has also in the process of forming of IT steering committee to overview the IT security measures along-with other IT matters.	Negative Implications
4	Waste Management	Risk	Generation of Bio-medical Waste.	Waste disposed of through Government Authorized channels. The Company maintain world class safety measures till the waste is handed over to such channels.	Negative Implications
5	Energy Management	Opportunity	Medical equipments used in our business are usually high energy consuming equipments.	The Company strives to procure energy efficient latest machinery to reduce power consumptions and also staff at all offices/ labs are trained to use energy reducing techniques.	Positive Implications

## 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.

<b>P1</b>	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>P4</b>	Businesses should respect the interests of and be responsive towards all its stakeholders
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Businesses should respect, protect and make efforts to restore the environment
<b>P7</b>	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>P8</b>	Businesses should promote inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>c. Web Link of the Policies, if available</b>	www.krsnaadiagnostics.com/investors/								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*	Yes*
<b>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.</b>	All policies conform to the applicable laws of the country, SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and National Guidance on Responsible Business Conduct.								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	The Company is committed in implementing NGRBCs its true spirit along with other ESG initiatives which includes energy conservation, reducing environmental effects with regards to Bio Medical wastes, water management and other such initiatives. The Company is also in process of formulizing targets and road map to achieve the above initiatives and the Company will continue to monitor its progress on the above mentioned initiatives.								
<b>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	The Company is continuously implementing process improvements to reduce emissions and wastages. In line with the Company's commitment towards conservation of energy, all its units continue with their efforts to reduce wastage, optimise consumption and also to improve energy efficiency through innovative technology.								

**Governance, leadership and oversight**

- 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements**
- At Krsnaa, we firmly uphold the belief that making sustainability a priority and adopting responsible business practices are essential cornerstones for our enduring success. We understand the pressing nature and significance of tackling challenges posed by climate change, social inequalities, and ethical governance. Our recognition extends beyond mere acknowledgment; we comprehend that sustainable business practices not only serve the planet and society but also act as catalysts for innovation, heightened competitiveness, and the protection of our reputation. In light of this, we have executed an extensive array of sustainability initiatives that span the entirety of our operations. These initiatives encompass diverse areas such as energy efficiency, employee well-being, community engagement and ethical governance.
- As we gaze into the future, our dedication to sustainability and the pursuit of ESG excellence remains steadfast. We will continue to infuse sustainable practices throughout our value chain, embrace emerging technologies and exemplar methodologies.
- 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).**
- Ms. Pallavi Bhatevara, Managing Director  
DIN: 03600332  
Email: investors@krsnaa.in  
T.: 020 2740 2400
- 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No).**
- No

\*The Company encourages all its value chain partners to follow the Business Responsibility Policies to the extent possible.

**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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee	Director								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee	Director								
Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
Performance against above policies and follow up action Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Ongoing								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Ongoing								

**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.**

No



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

Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)						NA			
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.

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	5	Industry Overview, Business Strategy, Cyber Security related.	95%
Key Managerial Personnel	5	Industry Overview, Business Strategy, Corporate Governance, ESG	100%
Employees other than BoD and KMPs	130	SOP Training, Safety Training, Departmental Procedures training, Knowledge enhancement training, HR practices and Policies Training	100%
Workers	NA	NA	NA

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):

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

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

NA

4. Does the entity have an anti-corruption or anti-bribery policy?

Yes. The Company has the policy and is available on [www.krsnaadiagnostics.com/investors](http://www.krsnaadiagnostics.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:

	FY 2022-23	FY 2021-22
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

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.

NA

#### Leadership Indicators

1. 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 implemented a Code of Conduct that applies to the Board of Directors, Key Managerial Personnel and other members of Senior Management. This code provided clear guidelines for identifying, avoiding, and disclosing any actual or potential conflict of interest that may arise with the Company.

Furthermore, the Company ensures that all necessary approvals required by applicable laws are obtained before engaging in transactions with any related entities.

To ensure transparency and Compliance, the Company obtains an annual declaration from the individual Directors, Key Managerial Personnel and Senior Management regarding their interest in other entities that could give rise to conflict of interest.

## PRINCIPLE 2

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

Essential Indicators

- 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 2022-23	FY 2021-22	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	-	-

The Company is currently not maintaining this data separately; this data will be available from subsequent years.

- Does the entity have procedures in place for sustainable sourcing?
  - If yes, what percentage of inputs were sourced sustainably?  
We view sustainability as a pathway to attain leadership and create enduring value for our stakeholders. Our commitment lies in integrating sustainability into every business decision throughout our value chain. Additionally, we actively collaborate with various stakeholders to strengthen our sustainable sourcing strategies.
- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for
  - E-waste: Sent to Authorized recyclers;
  - hazardous Waste: Sent to Biomedical Waste Management System (BMW);
  - Other Waste: Sent to Authorized recyclers.
- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No).  
N/A

## PRINCIPLE 3

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

Essential Indicators

- 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)
<b>Permanent employees</b>											
Male	1,605	1,605	100%	1,605	100%	-	-	0	-	0	-
Female	957	957	100%	957	100%	957	100%	0	-	0	-
<b>Total</b>	<b>2,562</b>	<b>2,562</b>	<b>100%</b>	<b>2,562</b>	<b>100%</b>	<b>957</b>	<b>100%</b>	<b>0</b>	<b>-</b>	<b>0</b>	<b>-</b>
<b>Other than Permanent employees</b>											
Male											
Female											
<b>Total</b>											

**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)
<b>Permanent workers</b>											
Male											
Female						N/A					
<b>Total</b>											
<b>Other than Permanent workers</b>											
Male											
Female						N/A					
<b>Total</b>											

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

Benefits	FY 2022-23			FY 2021-22		
	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	Yes	100%	NA	Yes
Others - please specify						

**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?**

Yes, the premises and offices are equipped to cater the needs of 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?**

Yes, the Company has the Policy in place which forms a part of the HR Manual of the Company available at the intranet of the Company.

**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	100.00%	100.00%	-	-
Female	74.23%	70.50%	-	-
<b>Total</b>	<b>87.10%</b>	<b>85.25%</b>	-	-

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?**

Yes

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	The Company has the HRMS software in place. Employees can raise their grievances through the software and the raised grievance is resolved by the concerned department heads as per the HR policy of the Company.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>						
- Male						
- Female						
- Others						
<b>Total Permanent Workers</b>						
- Male						
- Female						
- Others						

NIL

**8. Details of training given to employees and workers:**

Category	FY 2022-23					FY 2021-22				
	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)
<b>Employees</b>										
Male	1,605	1,410	87.85	1,540	95.95	1,459	1,170	80.19	1,240	85.00
Female	957	902	94.25	934	97.60	535	380	71.03	481	90.00
Others	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>2,562</b>	<b>2,312</b>	<b>90.24</b>	<b>2,474</b>	<b>96.57</b>	<b>1,994</b>	<b>1,550</b>	<b>77.73</b>	<b>1,721</b>	<b>86.31</b>
<b>WORKERS</b>										
Male										
Female										
Others										
<b>Total</b>										

N/A

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1,605	1,605	100	1,459	1,459	100
Female	957	957	100	535	535	100
Others	-	-	-	-	-	-
<b>Total</b>	<b>2,562</b>	<b>2,562</b>	<b>100</b>	<b>1,994</b>	<b>1,994</b>	<b>100</b>
<b>Workers</b>						
Male						
Female						
Others						
<b>Total</b>						

## 10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).  
Yes, the Company has system in place for health and safety at the centres and offices.
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?  
The Company periodically reviews matters related to work hazards and has developed guidelines and procedures to address them. This is an ongoing activity in the Company. The center managers oversee the implementation of the procedures on a daily basis.
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)  
Not applicable.
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)  
Yes, the Company provides Medclaim coverage or ESIC as per applicability.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

The Company has a standard safety precaution guideline at every center of the Company and the center manager is responsible for implementation of the same at every Center. All safety protocols while processing samples are taken care by the staff. The Company also conduct regular training with regards to safety and health at work places.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & 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
Working Conditions-	100

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

Not applicable

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes/No) (B) Workers(Yes/No):**

The management of the Company places a high priority on the well-being of its employees. In the event of an unfortunate death of an employee or worker, the Company is committed to supporting the next of kin and the family. This support includes assisting them in claiming their legally entitled dues and benefits, as per the Company's policy that is periodically reviewed and updated. The Company recognizes the significance of addressing the financial entitlements of the bereaved family during this difficult period and aims to provide the necessary assistance and support they require.

**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.**

Below is the list of internal and external stakeholders:

- Employees;
- Local Communities;
- Regulatory Authorities;
- Customers;
- Shareholders;
- Suppliers and other Business partners;
- Franchised Lab Partner

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employee	No	Email, SMS, Town Halls Meetings, all Hand Meetings/ in person Meeting, Offsite Meetings	Daily, Weekly Monthly, Quarterly, Half Yearly and Yearly	<ul style="list-style-type: none"> <li>- KRA and KPI Goal,</li> <li>- Sales and Operation, performance Corporate Culture,</li> <li>- Ethical Business Conducts,</li> <li>- Competitive rewards and remuneration</li> </ul>
Local Communities	Yes	CSR Meeting	Annually	Contributions and Community developments programmes through CSR initiatives
Regulatory Authorities	No	E-mails, Letters	Whenever required	<ul style="list-style-type: none"> <li>- Statutory and regulatory Compliances</li> </ul>
Customers	No	Surveys, Email, SMS, Website, Corporate Brochure, digital media, Advertisement and In-person Meeting	Monthly	Promotional Schemes, New Tests
Shareholders	No	Email, Newspaper, Notice, Website, Board Meetings and Shareholders Meeting	Quarterly, Half Yearly and Annually	<ul style="list-style-type: none"> <li>- Corporate Governance,</li> <li>- Financial Results,</li> <li>- Regulatory Compliances,</li> <li>- other Corporate Announcements</li> </ul>
Suppliers and other Business partners	No	Emails, In-person Meeting, Letters	Whenever required	<ul style="list-style-type: none"> <li>- Pricing and favorable terms of payments</li> <li>- Timely Clearance</li> </ul>
Franchised Lab Partner	No	Emails, Surveys, In-person Meeting	Monthly	<ul style="list-style-type: none"> <li>- Promotional Schemes</li> </ul>

### Leadership Indicators

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

Community, that the Company is a part of is an important stakeholder to the Business. The Company, having worked with the community understands their specific requirements and develop CSR programmes that can meet specific requirements of the community it serves. This is then implemented post identification of the needs, the Company embarks upon multiple, structured and well planned CSR projects. The CSR projects of the Company aims to focus on a preventive healthcare and other areas of healthcare our disadvantaged, vulnerable and marginalised stakeholders. The Company ensures that the CSR Funds are utilised in an optimum manner that serves the weaker sections of the society in terms of healthcare.



## 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 2022-23			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	2,562	2,305	89.97	1,994	1,495	74.97
Other than permanent	996	847	85.04	1,014	710	70.02
<b>Total Employees</b>	<b>3,558</b>	<b>3,152</b>	<b>88.59</b>	<b>3,008</b>	<b>2,205</b>	<b>73.30</b>
<b>Workers</b>						
Permanent						
Other than permanent						N/A
<b>Total Workers</b>						

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

Category	FY 2022-23					FY 2021-22				
	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)
<b>Employees</b>										
Permanent	2,562	0	0	2,562	100.00	1,994	0	0	1,994	100.00
Male	1,605	0	0	1,605	100.00	1,459	0	0	1,459	100.00
Female	957	0	0	957	100.00	535	0	0	535	100.00
Others	0	0	0	0	0.00	0	0	0	0	0.00
Other than permanent	996	90	-	-	-	625	128	-	-	-
Male	266	64	24.06	0	0.00	322	80	24.84	0	0.00
Female	730	26	03.56	0	0.00	293	48	16.38	0	0.00
Others	-	-	-	-	-	-	-	-	-	-
<b>Workers</b>										
Permanent										
Male										
Female										
Others										
Other than permanent										N/A
Male										
Female										
Others										

### 3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	6,50,000	2	23,98,054
Key Managerial Personnel	4	39,02,614	1	40,96,108
Employees other than BoD and KMP	2,303	2,16,072	1,949	1,74,204
Workers	-	-	-	-

### 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 responsibility of recording and addressing human rights issues lies with the Human Resource team. However, the Company proactively focuses on prevention by providing training to employees on understanding human rights, recognizing its various forms, and the appropriate reporting procedures.

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

Any grievance regarding to human rights are reported to the Human Resource Team through a dedicated email id. The HR team validates the grievance and forwards the same to the internal committee for its consideration and action. The committee has to resolve the grievance within a stipulated timeline as mentioned in the HR Policy of the Company

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

	FY 2022-23			FY 2021-22		
	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	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

The Company maintains a culture of open communication that fosters a respectful and harassment-free environment.

The Whistleblower Policy serves as a guideline and mechanism for protecting individuals who raise complaints or act as whistleblowers. Any complaints or disclosures made by whistleblowers are thoroughly investigated, ensuring strict confidentiality and protection against retaliation.

The Company takes all necessary precautions to safeguard the identity of the complainant or whistleblower. This includes treating the investigation process with utmost confidentiality and implementing measures to withhold their identity. The Company provides necessary safeguards to whistleblowers, allowing them to make protected

disclosures in good faith regarding various areas outlined in the Code of Conduct. In relation to sexual harassment, the Company strictly adheres to the principles of Prohibition, Prevention, and Redressal, as outlined in the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013 (POSH) and the corresponding Rules. The Company ensures that the investigation procedure maintains strict confidentiality and safeguards the identity of the complainant. The Company has established a POSH committee in compliance with the provisions of the Act.

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

No

**9. Assessments for the year:**

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

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable

**Leadership Indicators**

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

No complaints have been received during the Financial Year under review. Accordingly, no business processes have been modified or introduced for addressing human rights grievances/complaints.

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

The Company has established strong practices to actively discourage not just human rights but also other kinds of behavior that may be in contravention to the Company's Ethics policy and Code of Conduct.

**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 Company strongly believes in the idea of providing equal opportunities to all its employees' and in lines with the same the Company is committed to make its premises accessible for differently abled employees & workers.

**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	Please specify unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	G Joules	25,747	19,694
Total fuel consumption (B)	G Joules	48	43
Energy consumption through other sources (C)	G Joules	101	-
Total energy consumption (A+B+C)	G Joules	25,895	19,737
Energy intensity per rupee of turnover (Total energy consumption/ turnover in Crore rupees)	G Joules	55.80	43.39
Energy intensity (optional) - the relevant metric may be selected by the entity	G Joules	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

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)

The company/units does not fall into a category of energy-intensive industries. Hence, PAT scheme is not applicable.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
<b>Water withdrawal by source (in kilolitres)</b>			
(i) Surface water	kilolitres	-	-
(ii) Groundwater	kilolitres	-	-
(iii) Third party water	kilolitres	24,794	28,045
(iv) Seawater / desalinated water	kilolitres	-	-
(v) Others	kilolitres	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	kilolitres	<b>24,794</b>	<b>28,045</b>
<b>Total volume of water consumption (in kilolitres)</b>	kilolitres	24,794	28,045
Water intensity per rupee of turnover (Water consumed / Crore ₹ turnover)	kilolitres	53.43	61.65
Water intensity (optional) - the relevant metric may be selected by the entity	kilolitres	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N): No

If yes, name of the external agency.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? No

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
<b>Others - please specify</b>			

The company has not tracked air emissions this year; however, plans to work on it in the subsequent years.

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

No

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions ( Break-up of the GHG into CO 2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	CO2 in Metric tonnes	27.79	20.39
Total Scope 2 emissions ( Break-up of the GHG into CO 2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	CO2 in Metric tonnes	89.38	86.49
Total Scope 1 and Scope 2 emissions per Crore of turnover	CO2 in Metric tonnes	117.17	106.88
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	CO2 in Metric tonnes	0.25	0.23

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N): No

If yes, name of the external agency.

**7. Does the entity have any project related to reducing Green House Gas emission?**

We have implemented energy-efficient systems within the facilities

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

Parameter	Parameter	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>			
Plastic waste (A)	metric tonnes	-	-
E-waste (B)	metric tonnes	0.78	0.95
Bio-medical waste (C)	metric tonnes	17.938	34.084
Construction and demolition waste (D)	metric tonnes	-	-
Battery waste (E)	metric tonnes	18.59	8.37
Radioactive waste (F)	metric tonnes	-	-
Other Hazardous waste. Please specify, if any. (G)	metric tonnes	-	-

Parameter	Parameter	FY 2022-23	FY 2021-22
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	metric tonnes	-	-
<b>Total (A+B + C + D + E + F + G + H)</b>	metric tonnes	<b>37.308</b>	<b>43.404</b>
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	metric tonnes	-	-
(ii) Re-used	metric tonnes	-	-
(iii) Other recovery operations	metric tonnes	-	-
<b>Total</b>	<b>metric tonnes</b>	<b>-</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>			
Category of waste			
(i) Incineration	metric tonnes	-	-
(ii) Landfilling	metric tonnes	-	-
(iii) Other disposal operations	metric tonnes	-	-
<b>Total</b>	<b>metric tonnes</b>	<b>-</b>	<b>-</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N): No

If yes, name of the external agency.

9. 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.

Biomedical waste generated is systematically segregated in accordance with the Bio-Medical Waste Management Rules of 2016. The waste is then handed over to a state pollution control authorized vendor for secure disposal.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format: Not Applicable

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not Applicable

12. 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).

The company complies with all the regulatory environmental laws

### Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
<b>From renewable sources</b>			
Total electricity consumption (A)	G Joules	101	0
Total fuel consumption (B)	G Joules	-	-
Energy consumption through other sources (C)	G Joules	-	-
<b>other sources</b>			
Total energy consumed from renewable sources (A+B+C)	G Joules	101	0
<b>From non-renewable sources</b>			
Total electricity consumption (D)	G Joules	25,747	19,694
Total fuel consumption (E)	G Joules	48	43
Energy consumption through other sources (F)	G Joules	-	-
<b>other sources</b>			
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	G Joules	25,795	19,737

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

### PRINCIPLE 7

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

#### Essential Indicators

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
2.	NATHealth (Healthcare Federation of India)	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: Not Applicable

### 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: Not Applicable
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format: Not Applicable

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

The Company has a Whistle Blower Policy to receive and redress the grievances of the community.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	5.69%	6.15%
Sourced directly from within the district and neighbouring districts	-	-

#### Leadership Indicators

##### 1. 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.	Preventive Healthcare and Healthcare Initiatives	10,000	85

#### 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.

The Company has a dedicated email address viz. enquiry@krsnaa.in and a dedicated helpline number viz. 020 6814 6814 on which Patients or Customers can raise their complaints/ grievances. once the complaint(s) are logged it is assigned to the respective department. On resolution of the complaints/ grievances the respective Patients/ Customer is informed about the same.

##### 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	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	NA	-	-	NA
Advertising	-	-	NA	-	-	NA
Cyber-security	-	-	NA	-	-	NA
Delivery of essential services	-	-	NA	-	-	NA
Restrictive Trade Practices	-	-	NA	-	-	NA
Unfair Trade Practices	-	-	NA	-	-	NA
Other	17	0	NA	121	0	NA



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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/ No)**

The Policy is at the intranet of the Company.

**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.**

NA

**Leadership Indicators**

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

The Company's services can be via its official website ([www.krsnaadiagnostics.com](http://www.krsnaadiagnostics.com)), Mobile app, by dialing its customer care number or by walking up to the local center.

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

All Centers of the Company have banners, promoting prudent and safe use of its services. Additionally, for the benefit of customers, sample collection procedures-related videos, information and the significance of a variety of diagnostics tests available for consumers of all ages posted on a regular basis on the Company's Youtube, Facebook and Instagram Channel.

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

The Company uses a feedback survey system that is intended to assess customer experience with the Krsnaa Brand.

**4. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches along-with impact**

NA

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

Not Applicable