

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L74900PN2010PLC138068
2.	Name of the Company	Krsnaa Diagnostics Limited
3.	Year of Incorporation	2010
4.	Registered Office Address	S. No. 243/A, Hissa No. 6, CTS No. 4519, 4519/1, Near Chinchwad Station, Chinchwad, Taluka, - Haveli
5.	Corporate Address	Pune MH 411019 IN
6.	Email Address	investors@krsnaa.in
7.	Telephone	020-27402400
8.	Website	https://krsnaadiagnostics.com
9.	Financial Year Reported	2023- 2024
10.	Name of the Stock Exchanges where shares are listed	BSE Limited, National Stock Exchange of India Limited
11.	Paid-up Capital	16,14,48,815
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Pallavi Shantilal Bhatevara Executive Director +91 20 2740 2400 investors@krsnaa.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis
14.	Name of assurance provider	Not applicable for the financial year
15.	Type of assurance obtained	

II. Products/Services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
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 Tele reporting.	100

17. Products/Services sold by the Company (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1	Diagnostic and Related Healthcare Tests and Services	869	100

III. Operations

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

Location	Number of plants	Number of offices/labs/Centers	Total
National	-	10/268/3338	10/268/3338
International	-	-	-

19. Markets served by the Company

a. Number of locations

Locations	Number
National (No. of States)	17*
International (No. of Countries)	-

*Includes Union Territories

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

NIL

c. Types of customers

Individual patients, Government clients, corporate clients, hospitals, clinics and other healthcare providers are among the customers served by the company.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3,700	2,228	60.22	1,472	39.78
2.	Other than Permanent (E)	1,352	328	24.26	1,024	75.74
3.	Total employees (D+E)	5,052	2,556	50.59	2,496	49.41
WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)			Nil		
6.	Total workers (F+G)					

b. Differently abled Employees and workers:

Sl. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	4	4	100	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D+E)	4	4	100	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	Total differently abled workers (F+G)			Nil		

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25
Key Management Personnel	6	1	16.67

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

Particulars	FY 2024			FY 2023			FY 2022		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25.76%	27.51%	38.18%	29.35%	11.25%	40.70%	21.78%	11.30%	33.08%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

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

Sr. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/ Subsidiary/Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	KDPL Diagnostics (Amritsar) Private Limited	Subsidiary	100	No
2	KDPL Diagnostics (Bhatinda) Private Limited	Subsidiary	100	No
3	KDPL Diagnostics (Jalandhar) Private Limited	Subsidiary	100	No
4	KDPL Diagnostics (Ludhiana) 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

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

(ii) Turnover (in ₹): 5,900.19 million

(iii) Net worth (in ₹): 8,152.41 million

VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism Place(Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, www.krsn.aadiagnostics.com/investors/	NIL	NA	NA	NIL	NA	There were no complaints/grievances received from any specific community.
Investors (other than shareholders)	Yes, www.krsn.aadiagnostics.com/investors/	NIL	NA	NA	NIL	NA	NA
Shareholders	Yes, www.krsn.aadiagnostics.com/investors/	5	NIL	The Company has a Shareholder Grievance Redressal Mechanism Shareholders can email investors@krsnaa.in and can reach to 020-27402400	17	NIL	NA

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			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Yes, www.krsnaadiagnostics.com/investors/	NIL	NA	The Company has an internal grievance redressal policy. The Human Resource team has a dedicated email for registering complaints. The Company also has a whistle-blower policy along with a dedicated Committee for addressing complaints of Sexual Harassment, if any.	NIL	NA	NA
Customers	Yes, www.krsnaadiagnostics.com/investors/	124	NIL	A dedicated helpline number, 020-6814 6814, is set up to receive and address customer complaints. Alternatively, an email ID, enquiry@krsnaa.in , is set up for customer complaints	17	NIL	NA
Value chain partners	Yes, www.krsnaadiagnostics.com/investors/	NIL	NA	NA	NIL	NA	NA

26. Overview of the Company's material responsible business conduct and sustainability issues pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, 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	Health risks associated with the workplace affecting employees	R	Workplace health risks can lead to increased employee absenteeism, reduced productivity, and lower morale. By gathering samples from patients with infectious diseases shows significant risk related to health. Failure to address these risks adequately may lead to regulatory non-compliance, resulting in fines and penalties. The cumulative effect of these factors can significantly impact the company's bottom line and long-term sustainability.	The Company has implemented measures to safeguard the well-being of its staff. Regular vaccinations are administered in line with guidelines. Medical insurance is provided to reduce health and financial risks for employees. Financial assistance is offered to the families of staff members who have lost their lives while treating patients. The company also rotates staff involved in sample collection	Negative Implications: These issues can result in higher operational costs, decreased output, and potential loss of skilled workers, which could lower the quality of patient care and raise hiring costs. Additionally, health-related incidents may lead to legal liabilities, compensation claims, and damage to the company's reputation, potentially affecting its ability to attract and retain talent.
2	Workplace Protection	R	Poorly implemented safety measures can lead to workplace accidents, resulting in negative effects like higher absenteeism and an increased Lost Time Rate (LTR).	The Company has put in place a comprehensive safety manual that provides guidelines for all labs within the company. Regular health check-ups are carried out, especially for employees in technical to proactively monitor their well-being.	Negative Implications: Lost Time due to workplace accidents or injuries can create additional challenges for a centers, such as the necessity to pay overtime to complete work.
		O	Effective workplace protection measures can lead to improved employee safety, health, and well-being. This can result in increased productivity, higher job satisfaction, and lower turnover rates.	<ul style="list-style-type: none"> Staff are provided with necessary safety equipment, including eye wash stations, gloves, lab coats, goggles, fire sprinklers, TLD badges and fire extinguishers. Periodic fire drills are conducted to ensure employees are familiar with evacuation procedures and understand their roles during emergencies. The organization follows the Biomedical Waste Management (BMW) rules established by the Central Pollution Control Board (CPCB) guidelines. Strict disinfection protocols are implemented in the centers to maintain a clean and hygienic working environment. 	Positive Implications: The Company can enhance employee safety and well-being, improved morale, and a stronger corporate reputation. This can result in a competitive advantage in attracting and retaining talent, as well as potential cost savings through reduced incidents and improved operational efficiency.

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)
3	Risk Management	R	Poor risk management can leave the company vulnerable to various threats, potentially leading to significant financial losses, operational disruptions, and damage to reputation. It may result in missed opportunities due to an overly cautious approach or unexpected crises due to overlooked risks. Inadequate risk management can also lead to non-compliance with regulations, resulting in fines and legal issues.	The company collaborates with key stakeholders in the risk management process to ensure that all relevant parties are informed about potential risks and committed to creating strategies to address them. By involving stakeholders in this process, the company promotes a culture of risk awareness and accountability, resulting in more successful outcomes in risk management.	Negative Implications: The main risk lies in inadequate or ineffective risk management practices, which can leave the organization vulnerable to various threats and potential losses.
		O	Effective risk management can lead to better decision-making, improved operational efficiency, and enhanced ability to capitalize on opportunities. It can help the company anticipate and mitigate potential threats, reducing the likelihood and impact of adverse events.		Positive Implications: By proactively aligning important issues with risk mitigation strategies, the company can develop a more resilient and sustainable growth approach.
4	Waste Management	R	Ineffective waste management can lead to environmental pollution, potentially resulting in regulatory fines, legal liabilities, and reputational damage for examples production of biomedical waste as a result of the business activities.	Disposal is carried out by a government-authorized partner, with waste sorted into different color-coded bags that have barcodes. The waste is weighed before being transferred to an authorized vendor. All safety regulations are adhered to from the point of generation until it is handed over to the authority.	Negative Implications: Improper disposal could result in the spread of diseases and negatively impact the company's social license to operate. If not disposed of properly, it could lead to the spread of diseases and affect the social license to operate. It may also lead to inefficient use of resources, increasing operational costs and reducing profitability.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Weblink of the policies, if available						www.krsnaadiagnostics.com/investors/			
2. Whether the Company has translated the policy into procedures. (Yes/No)					Yes				
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)					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 the Company and mapped to each principle.	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.								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	The Company is committed to adhering to the nine principles outlined in the National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business, as issued by the Ministry of Corporate Affairs. This dedication underscores the Company's pledge to uphold its responsibilities in these key areas.								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	The Company diligently monitors its compliance with the specified principles and takes necessary actions when required.								
Governance, leadership and oversight									
7. Statement by Director, responsible for the Business Responsibility Report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	<p>The Company is deeply committed to ESG principles, spearheading initiatives for responsible operations. It places sustainability at the heart of its corporate activities, focusing on human development, social capital enhancement, and responsible resource management. The Company has made substantial progress in various areas, with dedicated teams ensuring sustainability across key functions. These include biomedical waste disposal, transition to biodegradable bags, water conservation, e-billing adoption, solar panel usage, and rainwater harvesting. Upholding transparency in governance and ethical conduct, the Company continually refines its practices to positively impact society and stakeholders. As a leader in branded diagnostics, it strives to provide affordable, accessible services while improving its ESG performance in line with global standards.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	<p>Ms. Pallavi Shantilal Bhatevara Executive Director DIN: 03600332 Email: investors@krsnaa.in T.: 020 2740 2400</p>								
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	No								

10. Details of review of NGRBCs by the Company:

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

11.	Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.					No				

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principle 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)									
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)							Not Applicable		

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	2	Regulatory Updates and IT Updates including Data	100
Key Managerial Personnel	2	Privacy, Information Security and Cyber Security	100
Employees other than Board of Directors and KMPs	9*	Communication & Collaboration, Grooming Standards, Generative AI, HRMS, New Hire Induction, Soft Skills Training, Human Rights, Train the Trainer, Vision, Mission and Values	100
Workers		NA	

* indicates the types of trainings held during the year.

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:

(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					
Particular	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	NIL	NIL	-	NIL	No
Settlement	NIL	NIL	-	NIL	No
Compounding fee	NIL	NIL	-	NIL	No

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

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

Yes, The Company has established a Code of Conduct (COC) for its Board Members, Senior Management, and Employees. This code strictly prohibits unethical behaviors, including the acceptance of inappropriate gifts, illegal payments, or benefits.

Web-link: 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 2024	FY 2023
Directors		
KMPs		Nil
Employees		
Workers		

6. Details of complaints with regard to conflict of interest

	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NA	NIL	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NA	NIL	NA

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

- NIL

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

	FY 2024	FY 2023
Number of days of accounts payables	46	12

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	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable as the Company does not provide its services through dealers/ distributors as per the company's services.	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		

Parameter	Metrics	FY 2024	FY 2023
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	-	-
	b. Sales (Sales to related parties / Total Sales)	-	-
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	-	-

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 for its Board of Directors, Key Managerial Personnel, and other senior management. This code provides clear guidelines to identify, avoid, and disclose any potential or actual conflicts of interest. The Company ensures compliance with all relevant laws, obtaining necessary approvals before transacting with related entities. To maintain transparency, it collects annual declarations from Directors, Key Managerial Personnel, and Senior Management about their interests in other entities that could lead to conflicts of interest.

Principle 2 Business 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 products and processes to total R&D and capex investments made by the entity, respectively.

Segment	FY 2024	FY 2023	Details of improvements in environmental and social impacts
R & D	NIL	NIL	NA
Capex	NIL	NIL	NA

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?

NIL

The Company views sustainability as a pathway to leadership and creating enduring value for stakeholders. It is committed to integrating sustainability into every business decision across its value chain. Furthermore, the Company actively collaborates with stakeholders to improve its sustainable sourcing strategies.

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 (including packaging)	Operating in the diagnostic services sector, The Company acknowledges that the concepts of waste material reuse and recycling don't directly apply to its field. Nevertheless, The Company has established arrangements with certified vendors to responsibly manage the bio-medical waste produced during the processes of sample collection and testing.
(b) E-waste	
(c) Hazardous waste	
(d) other waste.	

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 as the Company is in Diagnostics Service Sector.

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	2,228	2,228	100	2,228	100	NA	NA	-	-	-	-
Female	1,472	1,472	100	1,472	100	1,472	100	NA	NA	-	-
Total	3,700	3,700	100	3,700	100	1,472	39.78	-	-	-	-
Other than Permanent employees											
Male											
Female											
Total											

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male											
Female											
Total											
Other than Permanent Workers											
Male											
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 Current Financial Year	FY 2023 Previous Financial Year
Cost incurred on well- being measures as a % of total revenue of the company	0.5%	0.49%

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

Benefits	FY 2024			FY 2023		
	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/NA)	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/NA)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	100	100	Yes	100	100	Yes

3. Accessibility of workplaces

Are the premises/offices of the Company 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 Company in this regard.

Yes, All the offices within The Company are fitted with ramps to facilitate accessibility for employees and workers with disabilities. Additionally, wheelchairs are provided to further improve convenience. The Company is dedicated to progressively ensuring that all premises and offices are accessible to individuals with disabilities.

4. Does the Company 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 Company has established a policy that is incorporated into the Company's HR Manual. This policy is readily accessible on the Company's intranet. The Company is dedicated to promoting equality and celebrating diversity, as outlined in its internal Equal Opportunity Policy. This policy underscores The Company's commitment to ensuring equal opportunities for all employees, tackling discrimination and harassment, and providing necessary support and redress for those whose rights have been infringed.

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	100	-	-
Female	75	75	-	-
Total	87.5	87.5	-	-

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	No workers in the Company
Other than permanent workers	No workers in the Company
Permanent employees	Yes, The Company utilizes HRMS software, providing a platform for employees to voice their grievances. These grievances, once raised, are addressed and resolved by the relevant department heads in accordance with The Company's HR policy.
Other than permanent employees	

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

Category	FY 2024			FY 2023		
	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	3,700	-	-	2,562	-	-
Male	2,228	-	-	1,605	-	-
Female	1,472	-	-	957	-	-
Total Permanent Workers						
Male						
Female						

NIL

8. Details of training given to employees and workers:

Category	FY 2024				FY 2023					
	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	2,228	1,132	50.81%	1,352	60.68%	1,605	1,410	87.85%	1,540	95.95%
Female	1,472	440	29.89%	476	32.34%	957	902	94.25%	934	97.60%
Total	3,700	1,572	42.49%	1,828	49.41%	2,562	2,312	90.24%	2,474	96.57%
Workers										
Male										
Female										
Total										

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

Category	FY 2024			FY 2023		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
Employees						
Male	2,228	2,228	100%	1,605	1,605	100%
Female	1,472	1,472	100%	957	957	100%
Total	3,700	3,700	100%	2,562	2,562	100%
Workers						
Male						
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 Company has system in place for health and safety at the centres and offices. The Company's safety manual, applicable to all units and centers within the organization, provides comprehensive guidelines. Furthermore, The Company has implemented an occupational health and safety management system to ensure the wellbeing and safety of its employees in the workplace.

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

The Company carries out routine assessments of potential workplace hazards and has set up protocols to manage these risks. This continuous process is supervised by center managers who are responsible for the daily execution of these procedures.

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

No, There is no workers in the company.

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

Yes, All employees and workers at the Company have access to non-occupational medical and healthcare services. Their coverage is provided either through Group Medclaim or ESIC, based on their eligibility and applicability. Moreover, all employees are eligible for discounted diagnostic investigations.

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

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

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

The Company has instituted and enforces stringent safety protocols across all its centers, underscoring its commitment to providing a safe and healthy work environment for its employees. Each center has a manager tasked with ensuring strict compliance with these safety protocols, including the secure management and processing of samples by staff. Additionally, The Company is proactive in the ongoing professional growth of its workforce through regular safety and health training programs. This sustained effort is aimed at promoting a comprehensive understanding and application of workplace safety measures among employees.

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

Category	FY 2024			FY 2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	NIL	NA	-	NIL	NA	-
Health & Safety	NIL	NA	-	NIL	NA	-

14. Assessments for the year:

Safety Incident /Number	% of 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 (Y/N) (B) Workers (Y/N).

Employee: Yes

Workers: No

2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.

The Company carries out regular audits to confirm the prompt payment of all statutory dues. Furthermore, it contractually obligates third parties to ensure the timely settlement of these dues.

Principle 4 Business 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 Company.

The Company’s commitment to responsible and sustainable business practices involves continuous engagement with both internal and external stakeholders. This interaction is crucial for assessing performance, evaluating value delivered, and prioritizing sustainability issues. Stakeholder identification is guided by alignment with the Company’s Mission and Vision, ensuring critical stakeholders receive necessary attention. The Company actively engages key decision makers who influence operations and outcomes, and evaluates stakeholders based on their power and influence within the decision-making process to prioritize those who significantly impact sustainability performance and results.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/ No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	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	Event Based	Regular Company Updates/ Training Needs
Customers	No	SMS, Newspaper, Website	Event Based	Promotion Schemes/ New Tests, etc.
Investor and Shareholders	No	Website, Annual Meeting, Newspaper	Event Based	Financial Results/ Other Corporate Announcements
Government and Regulatory Authorities	No	Email	Event Based	Representations/ Perspective on Change in Regulations/ Upcoming Laws
Communities	No	Activities under Corporate Social Responsibility (CSR) Initiatives	Event Based	As part of its Corporate Social Responsibility (CSR) commitment, the Company addresses developmental and educational requirements.
Vendors	No	Emails, In-person Meeting, Letters, Digital Meetings	Event Based	Regular business updates, performance feedback, and any updates related to regulatory changes regarding supplies or services
Franchised Lab Partners	No	Emails, Surveys, In-person Meeting	Event Based	Promotional Schemes

Leadership Indicators-

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

The Company consistently emphasizes the importance of ongoing and proactive engagement with key stakeholders, allowing effective communication of strategies and performance. By maintaining continuous dialogue, expectations are closely aligned, ensuring stakeholder needs are met more effectively. The Board of Directors is regularly updated on significant developments, and their feedback is actively sought to inform actions and decisions. This approach ensures the Board remains well-informed and provides valuable insights, enhancing the Company's ability to serve stakeholders comprehensively.

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.

No. The Company considers stakeholder consultation essential for identifying and managing environmental and social topics. A comprehensive digital materiality assessment, using a double materiality approach, engaged various stakeholders. With input from stakeholders and collaboration with an external ESG consultant, the Company developed its ESG roadmap, goals, and targets. Multiple workshops were organized to gather insights and feedback. The outcomes of these consultations have been directly integrated into the Company's ESG strategy, ensuring alignment with stakeholder expectations and sustainability priorities.

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

Currently the Company doesn't engage with any vulnerable and marginalized stakeholder groups.

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			FY 2023		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	3,700	2,216	59.89	2,562	2,305	89.97
Other than Permanent	1,352	816	60.36	996	847	85.04
Total Employees	5,052	3,032	60.02	3,558	3,152	88.59
Workers						
Permanent						
Other than Permanent						
Permanent						
Total Workers						

NIL

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

Category	FY 2024					FY 2023				
	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	3,700	2,774	74.97	926	25.03	2,562	1,416	55.27	1,146	44.73
Male	2,228	1,478	66.34	750	33.66	1,605	714	44.49	891	55.51
Female	1,472	1,296	88.04	176	11.96	957	702	73.35	255	26.65
Other than Permanent	1,352	57	4.22	-	-	996	90	9.04	-	-
Male	328	42	12.80	-	-	266	64	24.06	-	-
Female	1,024	15	1.46	-	-	730	26	3.56	-	-

Category	FY 2024					FY 2023				
	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)
Workers										
Permanent										
Male										
Female										
Other than Permanent										
Permanent										
Male										
Female										

NIL

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

a. The details are provided below:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	2	12,99,999	1	3,01,950
Key Managerial Personnel (KMP)	3	2,50,000	NIL	-
Employees other than BoD and KMP Workers	2,223	18,931	1,471	16,908

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

	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Gross wages paid to females as % of total wages	30.38	23.94

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

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

The Company has established a formal mechanism to address complaints related to human rights issues. Grievances can be submitted to the Human Resource Department via a dedicated email. Upon receipt, the HR team validates the authenticity of the issue and forwards it to a committee specifically tasked with handling and resolving these matters. This committee operates within a predetermined timeline, as outlined in the Human Resource Policy, to effectively address and resolve the issue. These measures ensure that any complaints of human rights violations are taken seriously and treated with integrity, respect, and urgency, upholding the Company's commitment to human rights principles and standards.

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

The details are provided below:

Category	FY 2024			FY 2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	NIL	NA	-	NIL	NA	-
Discrimination at workplace	NIL	NA	-	NIL	NA	-
Child Labour	NIL	NA	-	NIL	NA	-
Forced Labour/ Involuntary Labour	NIL	NA	-	NIL	NA	-
Wages	NIL	NA	-	NIL	NA	-
Other Human rights related issues	NIL	NA	-	NIL	NA	-

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

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



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

The Company has instituted a comprehensive system to address complaints related to human rights issues, functioning through a series of internal mechanisms. This structure, in compliance with the Grievance Policy and Redressal Mechanism, is dedicated to the resolution process of grievances. It is based on essential human rights principles, providing a platform for acknowledging, processing, and effectively addressing complaints. The system ensures transparent communication, allowing individuals to voice concerns without fear of reprisal. It plays a critical role in preventing and addressing harassment, upholding the values of respect, dignity, and equity within the organization, and ensuring that those affected by discrimination and harassment have their concerns adequately addressed.

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

No

10. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	NIL
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 currently has effective mechanisms in place to manage human rights grievances or complaints. As a result, there have been no modifications or new business processes introduced to address these issues.

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

The Company has implemented thorough procedures to prevent potential human rights violations and any activities conflicting with its Ethics Policy and Code of Conduct. However, more detailed information about the framework, scope, and coverage of these human rights due-diligence exercises will need to be provided.

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



Principle 6

Business 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	FY 2024 (GJ)	FY 2023 (GJ)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	251	101
Total energy consumed from renewable sources (A+B+C)	251	101
From non-renewable sources		
Total electricity consumption (D)	35,205	25,747
Total fuel consumption (E)	323	48
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	35,528	25,795
Total energy consumed (A+B+C+D+E+F)	35,779	25,896
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000061	0.0000056
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)*	0.00014	0.00013
Energy intensity in terms of physical output	NA	NA

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD for India which is 22.88

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, Independent assessment has been carried out by Sprih

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.

➤ No

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

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third party water	20,443	24,794
(iv) Seawater / desalinated water	NIL	NIL
(v) Others	NIL	NIL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	20,443	24,794
Total volume of water consumption (in kilolitres)	20,443	24,794
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.000003	0.000005
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)*	0.000069	0.00015
Water intensity in terms of physical output	NA	NA

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD for India which is 22.88

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

4. Provide the following details related to water discharged:

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

The Company primarily operates in government hospitals, making it challenging to compile water discharge data. However, it is committed to efficient resource use and implementing appropriate water-saving initiatives whenever possible.

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.

➤ NA

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

➤ NA

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

Parameter	Unit	FY 2024	FY 2023
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-

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.

➤ NA

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

The details are provided below:

Parameter	Unit	FY 2024	FY 2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	56.2	27.79
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	150.38	89.38
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	tCO ₂ e / turnover	0.000000035	0.000000025
(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			

Parameter	Unit	FY 2024	FY 2023
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	tCO ₂ e / turnover	0.00000080	0.00000057

(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)*

Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	NA	NA
---	----	----	----

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD for India which is 22.88

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, Independent assessment has been carried out by Sprih.

8. Does the Company have any project related to reducing Green House Gas emission? If yes, then provide details.

Yes, The Company is dedicated to reducing Greenhouse Gas (GHG) emissions. A key project involves implementing high energy efficiency systems across all utilities, strategically designed to significantly reduce energy consumption and, consequently, net GHG emissions.

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

The required details are provided below:

Parameter	FY 2024	FY 2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NIL	NIL
E-waste (B)	1.71	0.78
Bio-medical waste (C)	43.44	17.93
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	25.78	18.59
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G)	NIL	NIL
Other Non-hazardous wastegenerated (H). Please specify, if any.	NIL	NIL
(Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)	70.93	37.30
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000012	0.0000000080
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)*	0.000000275	0.00000018
Waste intensity in terms of physical output	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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	43.44	17.93
(ii) Landfilling	NIL	-
(iii) Other disposal operations	27.49	19.37
Total	70.93	37.30

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by OECD for India which is 22.88

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 establishment. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The Company has implemented a comprehensive biomedical waste management system, strictly adhering to the Bio-Medical Waste Management Rules of 2016. This process involves meticulous segregation of waste, ensuring effective management. Categorized waste is allocated to an authorized state pollution control vendor for secure and environmentally responsible disposal. The Company believes that proper waste management and reducing dependency on harmful substances are essential for eco-friendly business practices. When the use of such chemicals is unavoidable, the Company upholds best practices in waste management, including thorough treatment of waste to mitigate harm and strict compliance with local and international regulations. Recognizing hazardous waste control as both a legal requirement and social responsibility, the Company continuously strives to manage harmful by-products appropriately.

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.
			NA

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
			NA		

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:

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
			NA	

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.
1
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company 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	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 Company, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
There have been no adverse orders against the Company pertaining to anti-competitive conduct from regulatory bodies.		

Principle 8 Businesses should promote inclusive growth and equitable development.

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the Company, 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
NA					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the Company, 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	Amount sent on R&R activities during FY 2024 (In ₹)
NA						

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

The Company has implemented a comprehensive approach for community engagement and grievance redressal, utilizing feedback channels such as dedicated email addresses, helplines, and regular community meetings. A dedicated grievance officer and team ensure timely acknowledgment and resolution of community concerns. The transparent grievance redressal process is clearly communicated, with regular monitoring and reporting to maintain accountability. Additionally, The Company actively engages with stakeholders, including local authorities, NGOs, and community leaders, to collaboratively address systemic issues. These initiatives aim to foster trust, accountability, and positive relationships with the community while ensuring the success of The Company's CSR endeavors.

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

Parameter	FY 2024	FY 2023
Directly sourced from MSMEs/small producers	3.91%	5.69%
Directly from Within India	-	-

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 Current Financial Year	FY 23 Previous Financial Year
Rural	3.26	4.85
Semi-urban	17.48	18.40
Urban	78.99	76.52
Metropolitan	0.27	0.23

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

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 group
1	Nutritional Food Supplement Kit Distribution to TB Patients (Nikshay Mitra Programme under Pradhan Mantri TB Mukta Abhiyan)	1,007	100%
2	Support to School for Construction of Classroom and Compound Wall	155	100%
3	Financial Assistance to Needy and Deserving Students	55	100%
4	Donation of CT-Scan Machine to Charitable Trust's Hospital	20*	100%

*The Machine was commissioned in the month of March, 2024.

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 implemented an efficient system for complaint and feedback reception and resolution. For the convenience of customers or patients, a specific email address (enquiry@krsnaa.in) and an exclusive helpline number (020 6814 6814) are provided to facilitate the ease of registering complaints and grievances. Once a complaint is lodged, it is promptly assigned to the relevant department for necessary measures towards resolution. The complaint management process prioritizes customer satisfaction and aims to swiftly address issues. Upon resolution, the respective customer or patient is promptly informed. Their feedback is integral to enhancing services and maintaining a high standard of customer service. The Company highly appreciates their patience and understanding and is committed to continual service improvement based on their valuable input.

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	NIL
Safe and responsible usage	NIL
Recycling and/or safe disposal	NIL

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

Number of consumer complaints in respect of the following:	FY 2024 (Current Financial Year)			FY 2023 (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	NIL	NA	-	NIL	NA	-
Advertising	NIL	NA	-	NIL	NA	-
Cyber-security	NIL	NA	-	NIL	NA	-
Delivery of essential services	NIL	NA	-	NIL	NA	-
Restrictive Trade Practices	NIL	NA	-	NIL	NA	-
Unfair Trade Practices	NIL	NA	-	NIL	NA	-
Other	124	NIL	-	17	NIL	-

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

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

Yes, The 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.**

Not Applicable

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

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	NIL
b. Percentage of data breaches involving personally identifiable information of customer	NA
c. Impact, if any, of the data breaches	NA

Essential Indicators

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

Information about the products and services offered by The Company can be conveniently accessed through various platforms, including the official website (www.krsnaadiagnostics.com), the dedicated mobile application, the customer service hotline, and physical visits to local centers.

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

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

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

The Company communicates any discontinuation or disruption to its customers by posting notifications on its website for public awareness. Additionally, The Company adheres to SEBI (Listing Obligations and Disclosure Requirements) Regulations, promptly informing stock exchanges about material events that may impact its operations.

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

As a provider of diagnostic services, The Company does not display product information. However, The Company conducts Net Promoter Score (NPS) surveys after each customer transaction to analyze results and enhance performance.