

YH/SE/45/2025-26  
September 08, 2025

The Listing Department  
**National Stock Exchange of India Limited**  
Exchange Plaza, 5th Floor, Plot No. C/1  
G Block, Bandra-Kurla Complex, Bandra (E)  
Mumbai - 400 051, India

Dept. of Listing Operations  
**BSE Limited,**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400001, India

Symbol: YATHARTH  
ISIN: INEOJO301016

Scrip Code: 543950  
ISIN: INEOJO301016

**Subject: Submission of Business Responsibility & Sustainability Report (BRSR) for  
FY 2024-25**

Dear Sir/Madam,

Pursuant to applicable Regulations of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility & Sustainability Report (BRSR) of the Company for the Financial year 2024-25.

The aforesaid BRSR will also be hosted on the website of the company at <https://www.yatharthhospitals.com/investors>

This is for your kind information and records.

Thanking You

Yours Faithfully,  
For Yatharth Hospital & Trauma Care Services Limited

**Ritesh Mishra**  
**Company Secretary & Compliance Officer**  
M. No. A51166

Encl: A/a

#### Registered Office

JA-108, DLF Tower A, Jasola District Centre, New Delhi-110025  
Tel: 011-49967892

#### Corporate Office

HO-01, Sector-01, Greater Noida West-201306  
Tel: 0120-6811236 | Email: [cs@yatharthhospitals.com](mailto:cs@yatharthhospitals.com)  
Web: [www.yatharthhospitals.com](http://www.yatharthhospitals.com)

#### Our Hospitals

- 📍 Sector-110, Noida, Uttar Pradesh-201304
- 📍 Sector Omega-01, Greater Noida, Uttar Pradesh-201308
- 📍 Sector-01, Greater Noida West, Uttar Pradesh-201306
- 📍 Jhansi Mauranipur Highway, Orchha, Madhya Pradesh-472246
- 📍 Sector-88, Faridabad, Haryana-121002
- 📍 4C Institutional Area, North Extension, Model Town 3, New Delhi-110009
- 📍 Plot No. 9 & 9A, Sector 20B, Faridabad, Haryana-121001

# Business Responsibility and Sustainability Report



## SECTION A: GENERAL DISCLOSURES

### I. Details of listed entity

1.	Corporate Identity Number (CIN) of the Company	L85110DL2008PLC174706
2.	Name of the Company	YATHARTH HOSPITAL & TRAUMA CARE SERVICES LIMITED
3.	Year of Incorporation	2008
4.	Registered Office Address	JA 108 DLF Tower A, South Delhi, Jasola District Centre, Delhi, India, 110025
5.	Corporate Address	Second Floor, Sovereign Capital Gate, FC 12 Sector 16A, Noida Sector 16, Uttar Pradesh, India, 201301
6.	Email Address	<a href="mailto:cs@yatharthhospitals.com">cs@yatharthhospitals.com</a>
7.	Telephone	0120-6811236
8.	Website	<a href="https://www.yatharthhospitals.com/">https://www.yatharthhospitals.com/</a>
9.	Financial Year Reported	2024-25
10.	Name of the Stock Exchanges where shares are listed	NSE and BSE
11.	Paid-up Capital	963543570
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ritesh Mishra 8800110091 <a href="mailto:cs@yatharthhospitals.com">cs@yatharthhospitals.com</a>
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).	Consolidated Basis
14.	Name of assurance provider	Not Applicable (NA)
15.	Type of assurance obtained	NA

### 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.	Hospital Activity	Hospital Business	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.	Healthcare Services	8610	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	Total*
National	0	8	8
International	0	0	0

\* Note: As on 31.03.2025

19. Markets served by the Company

a. Number of locations

Location	Number of plants
National (No. of States)	4
International (No. of Countries)	0

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

0.51% of total turnover

c. Types of customers

Operating in the healthcare sector with a specialization in hospital and diagnostic services, the Company primarily serves patients in need of medical care and treatment.

#### IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	4895	2798	57.16	2097	42.84
2.	Other than Permanent (E)	122	73	59.84	49	40.16
3.	<b>Total employees (D + E)</b>	<b>5017</b>	<b>2871</b>	<b>57.22</b>	<b>2146</b>	<b>42.78</b>
<b>WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total workers (F + G)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	11	7	63.64	4	36.36
2.	Other than Permanent (E)	0	0	0	0	0
3.	<b>Total employees (D + E)</b>	<b>11</b>	<b>7</b>	<b>63.64</b>	<b>4</b>	<b>36.36</b>
<b>WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	<b>Total workers (F + G)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	1	16.67
Key Management Personnel	6	0	0

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

	FY 2024-25			FY 2023-24			FY'2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.72%	4.28%	10.00%	5.55%	4.45%	10.00%	7.22%	5.78%	13.00%
Permanent Workers									

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

23. Name of holding/subsidiary/associate companies/joint ventures

Sl. 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	AKS Medical & Research Centre Pvt. Ltd.	Subsidiary	100%	Yes
2	Ramraja Multispeciality Hospital	Subsidiary	100%	Yes
3	Pristine Infracon Private Limited	Subsidiary	100%	Yes
4	Sanskar Medica India Limited	Subsidiary	100%	Yes
5	MGS Infotech & Research Centre Private Limited	Subsidiary	60%	Yes

## VI. CSR Details

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

(ii) Turnover (in Rs.): 8404.87

(iii) Net worth (in Rs.): 16054.60

## 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 compliant is received	Grievance Redressal Mechanism in place (Yes/No) (If yes, then provide web link for grievance redressal policy)	FY 2024-25			FY 2023-24		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities*	Yes, <a href="https://www.yatharthhospitals.com/investors">https://www.yatharthhospitals.com/investors</a>	0	0	NA	0	0	NA
Investors/ Shareholders	Yes, <a href="https://www.yatharthhospitals.com/investors">https://www.yatharthhospitals.com/investors</a>	5	0	All Resolved	1009	0	All resolved
Employees and workers***	Yes, <a href="https://www.yatharthhospitals.com/investors">https://www.yatharthhospitals.com/investors</a>	0	0	NA	0	0	NA
Customers	Yes, <a href="https://www.yatharthhospitals.com/investors">https://www.yatharthhospitals.com/investors</a>				0	2	2 Cases pending pertaining last year
Value Chain Partners	Yes, Complaints/Grievances from Value Chain Partners are addressed by relevant Departments. Policies & Grievance redressal mechanisms are accessible at <a href="https://www.yatharthhospitals.com/investors">https://www.yatharthhospitals.com/investors</a>	0	0	NA	0	0	NA
Others	Vendors /Suppliers	6	0	NA	8	1	1 was under pro-cess and resolved subsequently

\* The Company has established a variety of mechanisms to receive and address community grievances. These include access to the email ID of the Compliance Officer, the Company's website, a customer helpline/toll-free number, and each outlet. Grievances from shareholders are addressed by the Compliance Officer in conjunction with the Stakeholders' Relationship Committee of the Board. This comprehensive approach ensures that all concerns are heard and addressed in a timely and effective manner.

\*\* The Board has established numerous Committees, each endowed with sufficient authority to concentrate effectively on various issues and ensure swift resolution of a wide range of matters. The Stakeholders' Relationship Committee is specifically tasked with addressing all grievances and complaints from Investors and Shareholders. This structure underscores The Company's commitment to maintaining open lines of communication and fostering positive relationships with its stakeholders.

\*\*\* The details of the grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6.

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:

Sl. 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	In case of risk, approach to adapt or mitigate
1	Energy and Emission	Risk	In the healthcare sector, energy consumption and related emissions pose significant challenges. Hospitals and medical facilities operate 24/7, requiring substantial energy to power medical equipment, maintain climate control, and ensure proper lighting. This intensive energy demand drives up operational costs and contributes to a larger carbon footprint. Volatile energy prices can further exacerbate financial strain. Moreover, high emissions levels may result in regulatory non-compliance and reputational damage, particularly as societal expectations around environmental responsibility continue to rise.	The Company is committed to energy conservation and has entered into a captive electricity agreement to reduce dependence on conventional energy sources. One of our hospitals has been awarded a prestigious three-star certification by the GRIHA Council, in recognition of its sustainable design and operational practices. To foster a culture of environmental responsibility, the Company actively promotes awareness among stakeholders on efficient energy use. In addition, tree-planting drives are regularly organized to enhance the local microclimate and contribute to carbon offsetting. Through the implementation of energy-efficient technologies, emissions reduction initiatives, and community engagement, the Company is advancing its mission toward a greener, more sustainable future.	<p><b>Positives:</b></p> <p>Cost Optimization: Adoption of energy-efficient practices contributes to the reduction of long-term operational costs.</p> <p>Environmental Stewardship: Utilizing renewable energy sources demonstrates a strong commitment to environmental sustainability and corporate responsibility.</p> <p><b>Challenges:</b></p> <p>High Operational Costs: Continued reliance on non-renewable energy sources leads to elevated operational expenses and exposure to energy price volatility.</p>
2	Water Management	Risk	Water management is a critical concern for healthcare facilities, which require substantial volumes of water for patient care, sanitation, equipment sterilization, and various medical procedures. Inefficient use or contamination of water resources can significantly increase operational costs, pose serious health risks, and lead to regulatory non-compliance. In water-scarce regions, supply constraints may further challenge the ability of healthcare institutions to maintain hygiene standards and ensure the uninterrupted delivery of essential medical services.	The Company proactively mitigates water management risks through responsible practices aligned with the 3R principle—Reduce, Reuse, and Recycle. A variety of water-saving initiatives have been implemented, including the installation of sewage treatment plants and low-flow fixtures in restrooms, aimed at optimizing consumption and minimizing waste. Furthermore, the Company is committed to achieving water neutrality and ultimately water positivity by managing resources efficiently and offsetting usage through sustainable and regenerative initiatives.	<p><b>Positives:</b></p> <p>Environmental Sustainability: By fostering a culture of responsible water usage, the Company actively contributes to water conservation and reinforces its commitment to sustainable environmental practices.</p> <p><b>Challenges:</b></p> <p>Operational and Financial Risk: Ineffective water management can result in service disruptions due to water scarcity, leading to potential operational downtime and increased financial burden.</p>

Sl. 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	In case of risk, approach to adapt or mitigate
3	Waste Management	Risk	Waste management is a critical concern in the healthcare sector, given the significant volumes of hazardous, biomedical, and pharmaceutical waste generated. Improper handling, storage, or disposal of such waste can lead to severe health risks, environmental contamination, and substantial legal liabilities. Healthcare facilities must comply with stringent regulations governing medical waste disposal, with non-compliance potentially resulting in heavy fines and legal action. Moreover, inefficient waste management practices can increase operational costs and negatively impact the organization's reputation. As the volume of medical waste continues to rise, healthcare providers face increasing pressure to implement safe, compliant, and sustainable waste management solutions to mitigate these risks effectively.	The Company ensures systematic segregation of hazardous waste, biomedical waste, e-waste, and both dry and wet waste streams. Disposal of biomedical, hazardous, and electronic waste is carried out through government-authorized vendors and certified recyclers, in strict adherence to all applicable regulatory standards, ensuring safe and environmentally responsible waste management.	<p><b>Positives:</b></p> <p>Environmental and Cost Benefits: Efficient waste management supports environmental preservation and promotes cost optimization through streamlined disposal processes and resource recovery.</p> <p><b>Challenges:</b></p> <p>Reputational and Community Impact: Improper waste disposal can degrade the surrounding environment, leading to community dissatisfaction and potentially straining stakeholder relationships.</p>
4	Patient Care and Service Quality	Risk	Inadequate patient care can result in severe health outcomes, increased readmission rates, and, in critical cases, loss of life. These consequences may expose healthcare providers to malpractice litigation, reputational harm, and a deterioration of patient trust. Maintaining consistently high standards of care presents an ongoing challenge, particularly in the context of evolving medical practices, rapid technological advancements, and rising patient expectations.	The Medical Superintendent and Facility Directors serve as custodians of all medical complaints within the Company, rigorously managing the complaint tracker to ensure prompt and effective resolution. Following established protocols, the Company takes appropriate actions to address patient concerns and, when required, implements new procedures or corrective measures to maintain the highest standards of patient satisfaction.	<p><b>Positives:</b></p> <p>Improved Clinical Outcomes: A dedicated focus on patient safety helps reduce medical errors and adverse events, leading to better clinical results.</p> <p>Increased Patient Trust: Emphasizing patient safety and quality of care builds stronger trust and loyalty among patients.</p> <p><b>Challenges:</b></p> <p>Reputational Risk: Any failure in maintaining patient safety can lead to negative media exposure, potentially harming the organization's public reputation.</p>

Sl. 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	In case of risk, approach to adapt or mitigate
5	Corporate Governance structures	Risk	Weak governance can lead to mismanagement, financial irregularities, and non-compliance with healthcare standards and regulations. Such failures may result in legal complications, loss of accreditation, and erosion of stakeholder trust. In a sector as sensitive and heavily regulated as healthcare, poor governance can jeopardize patient care, increase the risk of data privacy breaches, and cause financial instability. Furthermore, ineffective leadership and a lack of accountability can contribute to a negative organizational culture, diminishing staff morale and ultimately affecting the quality of care provided. Therefore, robust governance is essential for navigating the complexities of the healthcare sector and securing the organization's long-term sustainability.	The Company's Board of Directors champions the organization's vision and strategic goals, providing strong leadership and direction. To maintain clear hierarchy and accountability, the Company has established dedicated Board and internal committees. Key management personnel and Board members act in the best interests of investors and stakeholders, ensuring their concerns are thoroughly represented and effectively addressed.	<p><b>Positives:</b></p> <p>Ethical Decision-Making: Strong governance frameworks foster ethical decision-making, nurturing a culture of integrity and responsible business practices.</p> <p>Transparency and Accountability: Effective corporate governance enhances transparency and accountability, reinforcing stakeholder trust and confidence.</p> <p><b>Challenges:</b></p> <p>Reputational Risk: Weak governance can lead to reputational damage, undermining stakeholder trust and confidence.</p>

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

**Principle 2:** Business should provide goods and services in a manner that is sustainable and safe

**Principle 3:** Business should respect and promote the wellbeing of all employees, including those in their value chains

**Principle 4:** Business should respect the interests of and be responsive to all its stakeholders

**Principle 5:** Business should respect and promote human rights

**Principle 6:** Business should respect and make efforts to protect and restore the environment.

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

**Principle 8:** Businesses should promote inclusive growth and equitable development.

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether the Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	All the policies which are necessarily required are approved by the competent internal committees.								
c. Weblink of the policies, if available	All the policies relevant for the various stakeholders are available on the Company website: <a href="https://www.yatharthhospitals.com/investors">https://www.yatharthhospitals.com/investors</a>								
2. Whether the Company has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to the Company's value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	N	Y
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by the Company and mapped to each principle.	All the Policies has been made and adopted as per the Companies Act, 2013 and the rules made thereunder, SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs. JCI (Noida extension Hospital), NABH and NABL (ISO 15189:2012), NABH Nursing Excellence								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	The Company has set specific objectives and targets with a focus on prioritising environmental protection, employee safety, and customer safety. The strategies and operations of the Company are designed around these commitments, thereby ensuring a sustainable and secure environment for all.								
6. Performance of the Company against the specific commitments, goals and targets along with reasons, in case the same are not met.	Not Applicable.								
<b>Governance, leadership and oversight</b>									
<b>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)</b>									
<p>The healthcare sector carries a substantial environmental footprint, and we acknowledge that integrating sustainable practices is essential not only for environmental preservation but also for the long-term resilience and success of our business, as well as the well-being of the communities we serve.</p> <p>Our commitment to Environmental, Social, and Governance (ESG) principles is comprehensive and strategic. We focus on optimizing resource utilization, including energy and water consumption, enforcing responsible biomedical waste management, enhancing employee welfare through human-centric policies, and maintaining strong corporate governance frameworks. This integrated approach enables us to effectively address and advance sustainability across all ESG dimensions.</p> <p>In line with our Environmental, Social &amp; sustainability agenda, during the year, we entered into an agreement with a fourth partner for captive power consumption. This strategic initiative is a significant step towards enhancing our energy efficiency and reducing our dependence on conventional energy sources. By transitioning to captive power usage, we aim to lower our carbon emissions, increase energy cost predictability, and reinforce our long-term commitment to cleaner and more resilient energy solutions.</p> <p>We maintain stringent controls over biomedical waste management, ensuring full compliance with the Bio-Medical Waste Management Rules, 2016, issued by the Government of India. This includes systematic monitoring, segregation, treatment, and safe disposal of biomedical waste to mitigate environmental and health risks.</p> <p>Our leadership, senior management, and workforce are committed to upholding the highest standards of ethics and integrity. We promote a workplace environment that is equitable, inclusive, and free from unlawful discrimination and harassment. Our governance framework includes policies that encourage transparent communication and provide confidential channels for reporting any violations related to compliance, ethics, or fraud.</p> <p>These sustained efforts underscore our dedication to responsible management and positive societal impact. Moving forward, we will continue to prioritize innovation and operational excellence in healthcare delivery, with sustainability deeply embedded in all aspects of our business operations.</p>									

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Dr. Ajay Kumar Tyagi, Chairman and Whole-time Director								
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.	The Company does not have a designated committee on sustainability related issues. However, the Risk Management Committee is responsible to monitor various aspects of Environmental, Social & Governance responsibilities of the Company.								
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					Yes					We review and make revision as needed in the policies to address emerging issues, regulatory changes, or enhance clarity and enforceability.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Yes					We track the compliance requirements of each regulatory authority and proactively ensures all compliances are met well before the due date.								

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

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

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

## Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

**Essential Indicator:**

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	6	1-Familiarization Program Regular 2-Regulatory Updates. 3-Awareness on Prevention of Insider Trading 4-Corporate Governance	100
Key Managerial Personnel	12	1-Code of Conduct and Employee Rights & Responsibilities 2- Awareness on Prevention of Insider Trading 3-Quality Awareness 4-POSH	100
Employees other than Board of Directors and KMPs	24	1-POSH 2-Code of Conduct 3-Infection Control 4-Disaster Management 5-Fire Safety 6-Employee Rights and Responsibility 7-Radiation Safety 8-Quality Awareness 9-Safety Standards	100
Workers	-	-	-

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:

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

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

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
NA	NA

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

The Company is committed to upholding the highest standards of corporate governance and ethical business practices. Anti-bribery measures are an integral component of the Company's code of conduct. It firmly recognizes that preventing bribery is a vital aspect of its overall governance framework, contributing to legal compliance, reputational protection, risk mitigation, and the promotion of ethical conduct. This policy applies to all the level of our organisation, subsidiaries and all associated healthcare services provided in our network.

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 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	--	--

6. Details of complaints with regard to conflict of interest

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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.

Not applicable since there were no such complaints raised in the reporting year.

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

	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
i) Number of days of accounts payables		52

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchase to top 10 trading houses as % of total purchase to trading houses	Nil	Nil

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Sales	a. Sales to dealer / distributors as % of total sales b. Number of dealers / distributors to whom sales are made c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	As the company operates in the healthcare sector, our core services are directly delivered to patients, who constitute our primary customer base.	
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties as % of Total Sales)	Nil	Nil
	c. Loans & advances given to related parties as % of Total loans & advances	As disclosed in the Financial Statement	
	d. Investments in related parties as % of Total Investments made		

### Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Business conduct and integrity	53%*

\* Top 10 vendors comprising of 53% spend were called for above training.

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

All parties are expected to avoid engaging in any business or activity that may conflict with the interests of the Company. The matter of conflict of interest, especially concerning the Board, is thoroughly addressed in the Company's Code of Conduct for Board members and senior management. This policy clearly defines the concept of conflict of interest and underscores the expectation that directors and senior management personnel must avoid, and promptly disclose, any activity or affiliation that creates—or appears to create—a conflict between their personal interests and the Company's business interests.

**Web-link:** [https://www.yatharthhospitals.com/uploads/investors/yatharth\\_48870782.pdf](https://www.yatharthhospitals.com/uploads/investors/yatharth_48870782.pdf)

**Principle 2: Business should provide goods and services in a manner that is sustainable and safe**

**Essential Indicator:**

- 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 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R & D	-	-	
Capex	41 %  (Including the capex done for the acquisition of new hospitals.)	11%	As the Company operates in healthcare sector, Capex (advanced medical equipment purchased), improve the social impact of products & processes, reducing the disease burden of the society

\*The percentage has been provided on consolidated basis.

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

Yes

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

The Company is committed to sustainable sourcing, striving to ensure that its social and environmental values are reflected throughout its supply chain by consistently communicating expectations to vendors. It actively seeks to partner with vendors who share its dedication to sustainability. Given the nature of the industry, the Company emphasizes business localization, showing a clear preference for local vendors. It is dedicated to engaging with partners who uphold environmental responsibility, aiming to minimize negative impacts on the community, environment, and natural resources, while safeguarding public health and safety. Currently, the Company is in the process of assessing projects and developing a program that will reinforce its commitment to sustainable sourcing.

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)	Bio-medical waste is disposed of through a Bio-Medical Waste Treatment Facility authorized by the Central Pollution Control Board (CPCB), in strict compliance with the Bio-Medical Waste Management Rules, 2016.
(b) E-waste	E-waste is handed over to the vendor authorized by CPCB (Central Pollution Control Board).
(c) Hazardous waste	Hazardous waste, including residues from the Sewage Treatment Plant (STP) and general healthcare waste, is responsibly managed and disposed of through authorized municipal authorities. Wastewater is treated in the STP, and the resulting treated water is reused for irrigating plants, supporting the maintenance of greenery around the hospital premises.
(d) other waste.	Other waste is stored in a secured area and cleared regularly as per local municipality rules before collection by Municipal Authorities

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.**

Due to nature of healthcare business, Extended Producer Responsibility is not applicable to the entity's activities. The Company follows the guidelines notified by CPCB, MOEF and CC for Biomedical waste and Electronic scrap.

**Leadership Indicators –**

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

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

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

Name of Product / Service	Description of the risk / concern	Action Taken
Bio medical waste Generation	Risk for the environment and human beings as this a contaminated waste generated during the hospital operations	We have efficient procedures for handover/ disposal of Biomedical waste to state Govt pollution board approved vendor, as per the Bio medical waste management guidelines.

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

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

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

	FY 2024-25			FY 2023-24		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	4.02	-	-	2.06
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	1.04	-	-	0.05
Other waste	-	-	125.91	-	-	67.40

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

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

**Principle 3: Business should respect and promote the wellbeing of all employees, including those in their value chains**

**Essential indicators:**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities#	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	2798	2798	100%	-	-	-	-	-	-	-	-
Female	2097	2097	100%	-	-	2097	100%	-	-	-	-
Others	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>4895</b>	<b>4895</b>	<b>100%</b>	-	-	<b>2097</b>	<b>100%</b>	-	-	-	-
<b>Other than Permanent employees</b>											
Male	73	-	-	-	-	-	-	-	-	-	-
Female	49	-	-	-	-	49	100	-	-	-	-
Others	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>122</b>	-	-	-	-	<b>49</b>	<b>100%</b>	-	-	-	-

Note: All employees both permanent and non-permanent who are not covered in Company's health insurance policy are covered under the ESI benefits.

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)
<b>Permanent Workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent Workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-

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

	FY 2024-25	FY 2023-24
Cost incurred on wellbeing measures as a % of total revenue of the company	0.05%	0.06%

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

Benefits	FY 2024-25			FY 2023-24		
	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	31.89%	-	Y	13.62%	-	Y
Gratuity	100.00%	-	NA	100.00%	-	NA
ESI	38.59%	-	Y	17.29%	-	Y
Others- please specify	-	-	-	-	-	-

**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.

Yatharth Hospital recognizes and respects the diverse cultures and backgrounds of its patients, visitors, and employees. The Company places strong emphasis on diversity and inclusiveness, believing that these values enrich the quality of patient care. Committed to ensuring equal access to healthcare services for all individuals, including those with disabilities, the Company has implemented supportive infrastructure such as ramps and separate urinals to accommodate differently-abled individuals. The staff at Yatharth demonstrates empathy and makes a conscious effort to understand and address the unique needs and challenges faced by these individuals, reflecting the Company's dedication to fostering an inclusive and compassionate environment.

**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.**

The Company is committed to offering equal employment opportunities to all individuals, regardless of race, gender, religion, national origin, age, or disability. It is dedicated to cultivating a fair and inclusive work environment where every employee is respected, valued, and given equal opportunities to succeed. Furthermore, the Company has a formal Recruitment and Selection Policy in place, which affirms its commitment to providing equal employment opportunities without discrimination based on sex, caste, creed, religion, or community.

**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	-	-	-	-
Female	-	-	-	-
<b>Total</b>	-	-	-	-

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than permanent workers	NA
Permanent employees	Grievances may be submitted either verbally or through a formal written complaint. Once received, the Company promptly forwards the concern to the Grievance Redressal Committee. All parties involved are given the opportunity to present their perspective. The Committee then conducts a thorough investigation and takes appropriate action. If an employee finds the Committee's resolution unsatisfactory, they have the option to file an appeal with the Management.
Other than permanent employees	

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

Category	FY 2024-25			FY 2023-24		
	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	-	-	-	-	-	-
<b>Total Permanent Workers</b>	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

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

Category	FY 2024-25					FY 2023-24				
	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	2871	2871	100%	1206	42%	2089	2089	100%	793	38%
Female	2146	2146	100%	987	46%	1647	1647	100%	713	43%
<b>Total</b>	<b>5017</b>	<b>5017</b>	<b>100%</b>	<b>2193</b>	<b>44%</b>	<b>3736</b>	<b>3736</b>	<b>100%</b>	<b>1506</b>	<b>40%</b>
<b>Workers</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	2871	2871	100%	2089	2089	100%
Female	2146	2146	100%	1647	1647	100%
<b>Total</b>	<b>5017</b>	<b>5017</b>	<b>100%</b>	<b>3736</b>	<b>3736</b>	<b>100%</b>
<b>Workers</b>						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

## 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 is committed to establishing and maintaining a safe and healthy work environment by implementing a comprehensive and effective health and safety management system.

- 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 Quality Department conducts regular audits to identify and monitor work-related hazards and to assess associated risks, ensuring a proactive approach to workplace safety.

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

Yes, the Company has established comprehensive Standard Operating Procedures (SOPs) for its employees and workers. These SOPs clearly define the steps to be followed in the event of an adverse safety incident and detail the processes for identifying, reporting, and mitigating work-related hazards. Employees are encouraged to report such hazards to the Business Manager and are provided with the necessary training to effectively manage these risks. This structured approach reflects the Company's strong commitment to ensuring a safe and secure working environment for all.

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

Yes, all employees are provided with access to medical care facilities across all our hospitals. For workers covered under the Employees' State Insurance (ESI) scheme, all requisite medical benefits, as mandated by ESIC regulations, are duly provided.

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

Safety Incident /Number	Category	FY 2024-25	FY 2023-24
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	1	-
	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 workplace.**

The Company firmly believes that creating a safe and healthy workplace is essential to the well-being of its employees and the overall success of the organization. This commitment encompasses all stakeholders, including employees, employers, customers, and others involved. In support of this, the Company complies with the provisions of the Prevention of Sexual Harassment (POSH) Act, has established a dedicated Grievance Committee, regularly conducts fire drills, and follows established emergency codes. Additionally, the Company ensures that departmental processes and protocols are strictly followed in accordance with applicable standards.

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

	FY 2024-25			FY 2023-24		
	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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

**14. Assessments for the year:**

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

Remark: The Company conducts consistence surveillance of its hospital and offices, ensuring the standards of service and safety are maintained.

**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.**

NA

**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).**

In case of any eventuality that might come in future, the Company will give adequate financial support for wellbeing of heirs.

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

- The Company conducts regular audits to ensure that all statutory dues have been deposited.
- The Company obligates through contractual third parties to ensure that all such dues are timely deposited.
- The compliance team ensures that all statutory dues have been reimbursed.

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

	Total No. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	-	-	-	-
Workers	-	-	-	-

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

The Company offers extensive opportunities for upskilling and reskilling through well-structured training programs. These sessions are aimed at fostering the development of new competencies, knowledge, and skills, empowering employees to enhance their capabilities and stay ahead in a rapidly evolving industry. Such initiatives support the acquisition of future-ready skills, ensuring long-term relevance and employability even beyond an individual's tenure with the Company.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

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

No corrective action plan has been necessitated on the above-mentioned parameters. In case any such risks/ concerns are observed, the Company may provide a reasonable timeframe for compliance. On a case to-case basis, the Company may evaluate the respective risks/ concerns and may call for a corrective action plan from the value chain partners.

**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.

Stakeholders encompass a broad and diverse group of individuals or entities whose interests are directly or potentially affected by an organization's actions. The Company identifies its key stakeholders—both internal and external—based on the extent of their influence on its operations and the areas where the Company's actions can drive meaningful impact. These stakeholders include current and prospective customers, employees, shareholders, investors, regulatory authorities, media, and the broader community. The Company's recognition of its stakeholders reflects its commitment to building strong, positive relationships and fostering mutual growth.

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
Investor/ shareholder	No	Website, Newspaper, Email, Meetings	Need basis - The company engages with stakeholders as and when required	<ul style="list-style-type: none"> <li>• Business and Financial Performance</li> <li>• Strategic roadmap for growth</li> <li>• ROCE, Dividends</li> </ul>
Patients	Yes	Website, Newspaper, Email, SMS, Pamphlets	As and when required	<ul style="list-style-type: none"> <li>• Quality of healthcare services</li> <li>• Data Privacy</li> <li>• Patient Relationship Management</li> <li>• Affordable healthcare Services</li> </ul>
Healthcare Professional	No	Email, Website, Newspaper, SMS, Meetings	As and when required	<ul style="list-style-type: none"> <li>• Health and Safety</li> <li>• Infrastructure Support</li> <li>• Research and Development</li> <li>• Occupational Health and Wellbeing</li> </ul>
Suppliers/ Vendors	No	Meetings, Email	As and when required	<ul style="list-style-type: none"> <li>• Ensuring quality in the supply chain</li> <li>• Mitigating the Environment &amp; Social risks in the supply chain</li> </ul>
Community	No	Newspaper, Website, Pamphlets, Advertisements	As and when required	<ul style="list-style-type: none"> <li>• Affordability Better Access to Health and Nutrition</li> </ul>

### 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.

Feedback and concerns from stakeholder groups, if any, are addressed during periodic review meetings involving key management personnel, hospital heads, and functional vertical heads. Summaries and critical insights from these consultations are subsequently presented during board meetings to ensure alignment with strategic decision-making and continuous stakeholder engagement.

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.

The identification and prioritization of material issues related to environmental, social, economic, and governance topics are carried out in consultation with stakeholders. Once identified, these issues are mapped to corresponding risks. As part of its comprehensive risk management plan, the Company formulates and implements strategic mitigation action plans to address and manage these risks effectively.

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

Each hospital within the Company's network is equipped with ramps to ensure accessibility for patients with physical disabilities. To address health-related vulnerabilities, the Company has implemented a set of dedicated procedures, including:

- Ensuring bedside railings remain elevated at all times, unless specific circumstances require otherwise.
- Installing grab bars in all washrooms.
- Providing thorough education to patients and their attendants on fall prevention.
- Enforcing a strict policy prohibiting patients from being left unattended.

While these measures benefit all patients, they are especially crucial in meeting the needs of those with physical challenges.

**Principle 5: Business should respect and promote human rights****Essential Indicators**

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	4895	3329	68	3607	2597	72
Other than Permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>4895</b>	<b>3329</b>	<b>68</b>	<b>3607</b>	<b>2597</b>	<b>72</b>
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-
<b>Total Workers</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	FY 2024-25					FY 2023-24				
	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>										
<b>Permanent</b>	4895	0	0	4895	100%	3607	0	0	3607	100%
Male	2798	0	0	2798	100%	2042	0	0	2042	100%
Female	2097	0	0	2097	100%	1565	0	0	1565	100%
<b>Other than Permanent</b>	122	122	100%	0	0	129	129	100%	0	0
Male	73	73	100%	0	0	47	47	100%	0	0
Female	49	49	100%	0	0	92	92	100%	0	0
<b>Workers</b>										
<b>Permanent</b>	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent</b>	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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)	5	12 million	1	-
Key Managerial Personnel	6	4.54 million	0	-
Employees other than BoD and KMP	2792	0.31 million	2097	0.29 million
Workers	-	-	-	-

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

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	39%	43%43%

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)

The Company is committed to upholding equitable human rights and fostering a supportive environment for its employees and stakeholders. Responsibility for addressing any modifications, implications, or amendments to this policy lies with the Chief Human Resource Officer. In addition, the Company has established a Grievance Redressal Policy that clearly outlines the procedures for resolving grievances related to human rights concerns.

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

The Company has instituted a Grievance Redressal Committee responsible for defining the processes and procedures to address all employee grievances. This mechanism is designed to maintain the confidentiality of the aggrieved individuals while ensuring timely and effective resolution of their concerns.

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

The details are provided below:

	FY 2024-25			FY 2023-24		
	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	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other Human rights related issues	0	0	-	0	0	-

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

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

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

The Company is committed to preventing all forms of discrimination, retaliation, or harassment against employees who report concerns under the Vigil Mechanism or participate in related investigations. The Whistle Blower Policy, Code of Conduct, and Grievance Policy collectively reinforce this commitment by safeguarding the identity of the complainant and ensuring confidentiality is maintained at every stage of the investigative process.

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

Yes

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	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Other- 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.

No corrective actions were required to be taken.

Leadership Indicators

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

As no grievances or complaints have been raised regarding human rights issues, this point is not applicable to the Company. However, the Company regularly reviews its policies and business processes, making updates as necessary to comply with regulatory changes or internal requirements.

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

The company does internal assessment periodically.

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 has developed an Equal Employment Opportunity Policy to ensure that a conducive environment is provided to persons with disabilities to perform their role and excel in the same.

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others – please specify	-

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

There were no significant risks/ concern arising from the above assessment.

**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 2024-25	FY 2023-24
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>-</b>	<b>-</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	54,224	44,330
Total fuel consumption (E)	1,714	1,574
Energy consumption sources (F)		
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>55,939</b>	<b>45,904</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>55,939</b>	<b>45,904</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	6.35	6.85
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)*	131.19	141.52
<b>Energy intensity in terms of physical output</b>	NA	NA
<b>Energy intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Note:</b> Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No		

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

Not Applicable

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

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	1,78,676	1,58,512
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres)</b> <b>(i + ii + iii + iv + v)</b>	<b>1,78,676</b>	<b>1,58,512</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>1,78,676</b>	<b>1,58,512</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations) (KL/Million)	20.29	23.64
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	419.19	488.40
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Water intensity</b> (optional) the relevant metric may be selected by the entity	-	-
<b>Note:</b> 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 2024-25	FY 2023-24
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	169,742	1,50,586
- No treatment	0	0
- With treatment – please specify level of treatment		1,50,586
<b>Total water discharged (in kiloliters)</b>	<b>169,742</b>	<b>1,50,586</b>

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

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

No

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

Parameter	Unit	FY 2024-25	FY 2023-24
NO <sub>x</sub>	Ug/m <sup>3</sup>	66	44
SO <sub>x</sub>	Ug/m <sup>3</sup>	13	22
Particulate matter (PM)	Ug/m <sup>3</sup>	83	124
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify Mercury, Cadmium, Chromium etc.	-	-	-

**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 independent assessment has been carried out by an external agency. However, internally, the corporate team has been monitoring the output parameters as per Central Pollution Control Board norms.

## 7. Provide details of greenhouse gas emissions (Scope1 and Scope 2 emissions) &amp; its intensity, in the following format:

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)			
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)			
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			

The Company has successfully installed a dual fuel kit at Faridabad hospital and in the process of implementing the dual fuel kit in all the DGs for effective and efficient greenhouse gas emissions.

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	-	-	-
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	-	-	-
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-
<b>Note:</b> Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			

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

The Company has successfully installed a dual fuel kit at Faridabad hospital and in the process of implementing the dual fuel kit in all the DGs for effective and efficient greenhouse gas emissions. Further we have successfully implemented captive electricity consumption through Fourth Partner Solar Power Private Limited for our Noida Hospital and in process to implement for Noida Extension and Greater Noida Hospital.

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

Parameter	FY 2024-25	FY 2023-24
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	4.02	2.06
E-waste (B)	-	-
Bio-medical waste (C)	125.91	67.40
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	1.04	0.05
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>130.97</b>	<b>69.51</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	-	-
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	-	-
<b>Waste intensity in terms of physical output</b>	-	-
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
<b>Note:</b> 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 is actively developing a comprehensive strategy and policy to implement best-in-class waste management practices, with a focus on sustainability, efficiency, and environmental responsibility.

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
-					

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
-				

#### Leadership Indicators -

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

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

- (i) Name of the area – Not Applicable  
(ii) Nature of operations – NA  
(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kiloliters)</b>	-	-
<b>Total volume of water consumption (in kiloliters)</b>	-	-
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	-	-
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		

Parameter	FY 2024-25	FY 2023-24
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

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

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

Parameter	Unit	FY 2024-25	FY 2023-24
<b>Total Scope 3 emissions</b>	-	-	-
(Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)			
<b>Total Scope 3 emissions per rupee of turnover</b>	-	-	-
<b>Total Scope 3 emission intensity</b>	-	-	-

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

3. With respect to the ecologically sensitive areas reported in Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
-	-	-	-

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

Yes, the Company currently has a comprehensive Business Continuity and Disaster Management Plan in place to address potential disruptions arising from natural or manmade disasters. This plan is designed to ensure the continuity of essential business operations during unforeseen events. It encompasses detailed procedures and strategies to mitigate the impact of emergencies such as cyberattacks, fire hazards, terrorism, water logging, pandemics, and natural disasters including earthquakes and floods, among others.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

There has been no adverse impact.

## 7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?

Not Applicable

## 8. How Many green credits have been generated or produced

a	By the listed entity	NA
b	By the top ten ( in terms of value of purchase and sales respectively) value chain partners	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.

One

## 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	Nat Health 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 the authority	Brief of the case	Corrective action taken
No regulatory body has issued adverse orders against the Company regarding anti-competitive conduct.		

**Leadership Indicators**

## 1. Details of public policy positions advocated by the Company:

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/ Others- please specify)	Web Link, if available
NA					

**Principle 8: Businesses should promote inclusive growth and equitable development.****Essential Indicators**

## 1. Details of Social Impact Assessments (SIA) of project 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
Not Applicable					

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	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

The hospital website provides relevant contact information for the community to reach out to Yatharth Hospital team to report grievances.

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

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/small producers	59.8%	58.60%
Sourced directly from within the district and neighbouring districts.	100%	100%

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

Location	FY 2024-25	FY 2023-24
<b>Rural</b>		
% of Job creation in Rural areas	-	-
<b>Semi-urban</b>		
% of Job creation in Semi-urban areas	12%	14%
<b>Urban</b>		
% of Job creation in Urban areas	-	-
<b>Metropolitan</b>		
% of Job creation in Metropolitan areas	88%	86%

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

### Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
-	-

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

S. No	State	Aspirational District	Amount spent (In INR)
1	Uttar Pradesh	Mathura Vrindavan and Others	2.50 Crores

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups?

The Company doesn't give any preference to any particular group of suppliers

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

Nil

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

Nil

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

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

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

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

6. 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	Swami Vivekanand Health Mission Society for building and providing healthcare services at Vrindavan, Mathura	Project is under construction phase	The Company does not distinguish to ensure equal assess the benefit and promote inclusivity
2	Antim Yatra Bus (memorial service) by Yatharth Foundation in the district of Bulandshahr, UP	More than 50 families benefitted	100%

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

### Essential indicators

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

Patients are regarded as valuable partners and play a crucial role in the Hospital's success. This principle is deeply embedded in the organizational culture, fostering a strong commitment to excellence and customer-centric care. Acknowledging the diverse needs of patients, the Hospital employs tailored feedback mechanisms to gather insights at various touchpoints, including post-service and post-discharge stages. A dedicated team conducts daily visits to inpatients to collect feedback and promptly resolve any concerns. Patient education is a priority, with contact information displayed on digital screens and provided through informational materials. Patients and their families are encouraged to approach any staff member to share feedback, ensuring they receive personalized attention and timely resolution. Additionally, the Hospital leverages online listening tools to monitor and respond to feedback across digital and social media platforms, adopting a proactive approach to brand reputation management and customer experience enhancement.

**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	The Company is dedicated solely to the provision of healthcare services and does not engage in the manufacture of any products that could pose potential harm to customers.
Safe and responsible usage	In accordance with the Bio-Medical Waste Management Rules, 2016, issued by the Central Pollution Control Board (CPCB), 100% of the bio-medical waste generated by the healthcare facilities is handed over to an operator authorized by the State Pollution Control Board for collection, transportation, storage, and disposal. Additionally, staff involved in handling bio-medical waste receive periodic training to ensure compliance with safety and regulatory standards.
Recycling and/or safe disposal	As a healthcare service provider, all medical products used by the Company are sourced from reputable vendors who are selected through a rigorous screening process to ensure safety and reliability. This process also emphasizes the importance of safe usage and responsible disposal practices.

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

Number of consumer complaints in respect of the following:	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	12	2	All complaints unresolved as at 31-03-2025 were resolved subsequently	0	0	-

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

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

**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 Company has implemented a comprehensive set of cybersecurity policies, developed by the IT Team, to strengthen data security and mitigate associated risks. These policies are made readily available on the IT Management System portal and are accessible to all relevant personnel.

Web-link: <https://www.yatharthhospitals.com/privacy>

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

There has been no issue, hence no corrective action was required.

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

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

**Leadership Indicators**

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

- <https://www.facebook.com/Yatharthhealthcare/>
- [https://www.instagram.com/yatharth\\_hospitals/?hl=en](https://www.instagram.com/yatharth_hospitals/?hl=en)
- <https://in.linkedin.com/company/yatharthhealthcare>
- [https://x.com/Yatharth\\_Health](https://x.com/Yatharth_Health)

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

The Hospital prioritises transparent disclosure of patient rights and responsibilities, prominently displaying this information throughout the facility to empower patients with a clear understanding.

- Informed consent is emphasised, with clinicians educating patients to facilitate informed decision-making regarding healthcare.
- Multidisciplinary care teams conduct counselling sessions with patients and families, discussing the patient’s condition and care plan.
- Patient empowerment is seen as crucial in preventing adverse events, with opportunities provided for patient involvement throughout the care process.
- Patient engagement is promoted through various measures, including comprehensive education at different touchpoints and ensuring bilingual informed consent.
- Patients and families are encouraged to ask questions, fostering a culture of engagement and collaboration.
- Barriers to care are minimised through easily accessible consultants, counsellors, and educators.
- Staff education programmes emphasise patient engagement to improve outcomes and enhance patient-provider relationships.

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

In the event of a service disruption or discontinuation, patients are informed through clearly displayed posters in reception and patient areas within the hospital. For patients with advance bookings, the call centre contacts them directly on their registered phone numbers to explain the situation and provide alternative options, if available.

**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)**

Feedback is collected from patients upon discharge by a third party. The Quality Department analyses the discharge feedback on a weekly basis. All feedback forms are reviewed by the Quality Department and sent to the relevant departments based on complaints and suggestions.