

Business Responsibility and Sustainability Report

BRSR Section A: General Disclosures

Details of the listed entity

1. Corporate Identity Number (CIN):	L85110GJ2004PLC044667
2. Name of the Listed Entity:	Shalby Limited
3. Year of Incorporation:	2004
4. Registered Office Address:	Shalby Hospitals, Opp. Karnavati Club, S. G. Road, Ahmedabad 380051, Gujarat, India
5. Corporate Office Address:	B-301, B-302, B-310 & B-311, Mondeal Heights, Opp. Karnavati Club, SG Highway, Ahmedabad- 380015
6. E-mail:	companysecretary@shalby.in
7. Telephone:	(079) 40203000
8. Website:	https://www.shalby.org/
9. Financial year for which reporting is being done	April 1, 2023 to March 31, 2024
10. Paid-up Capital:	₹ 1,080,097,700
11. Name of the Stock Exchange(s) where shares are listed:	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	<ul style="list-style-type: none"> Dr. Vikram Shah, Chairman & Managing Director (DIN: 00011653) and Dr Nishita Shukla, Group COO Contact number - +91 79402 03000 E-mail ID: drnishita.shukla@shalby.org, cmd@shalby.org
13. Reporting boundary:	Disclosure of Shalby BRSR is on Standalone basis
14. Name of Assurance Provider :	NA
15. Type of Assurance Obtained :	NA

Products / services

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

Description of main activity	Description of business activity	% of turnover
Hospital and Medical Care	Hospital Activities	100

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

Sr.	Product / Service	NIC Code	% of total turnover contributed
1	Hospital Services	86100	100%

Operations

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

Locations	Number of plants	Number of offices / Units (incl. OPD centres)	Total
National	NA	77	77
International	NA	23	23

19. Markets served by the entity:

a) **Number of locations:**

Locations	Number
National (no. of states)	15 States
International (no. of countries)	5 Countries

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

Ans- 1.09%

c) **A brief on types of customers:**

The Company's customers include insured and non-insured patients across domestic and international locations, patients covered under various government sponsored schemes (CGHS/ ECHS/ other central & state govt. health schemes) for domestic geographies and patients covered under social security options, sponsored under institution/organisation cover for health coverage for international geographies. For Implant Business, the type of customers are Distributors and Surgeons and for Pharmaceuticals, we deal with Hospitals and Distributors.

Employees

20. Details as at the end of financial year:

a) **Employees and workers (including differently abled):**

Particulars	No.	% of total
Employees		
Permanent	2853	100.00
Male	1559	54.64
Female	1294	45.36
Other than Permanent	640	100.00
Male	352	55.00
Female	288	45.00
Total Employees	3493	100.00
Male	1911	54.71
Female	1582	45.29

WORKERS: The Company does not have any workers as defined in the BRSR Guidance Note.

- b) **Differently abled employees and workers:** During the Financial Year 2023-24, the Company did not have any differently abled employees or workers as defined in the BRSR Guidance Note. However, the Company believes and offers equitable opportunity for all, hence is always open to hire such people.

21. Participation / Inclusion / Representation of women:

Particulars	No.	% of total
Board of Directors	7	
Female	1	14.29%
Key Management Personnel	2	
Female	0	0.00%

22. Turnover rate for permanent employees and workers:

	Turnover rate in FY2024	Turnover rate in FY2023	Turnover rate in FY2022
Permanent employees	34.90%	58.7%	59.2%
Male	17.70%	29.9%	30.6%
Female	17.20%	28.9%	28.6%
Permanent workers	Not applicable, as company is not into manufacturing business, it does not employ any workers		
Male			
Female			

Holding, Subsidiary and Associate Companies (including Joint Ventures)**23. Names of holding / subsidiary / associate companies / joint ventures:**

Sr.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate / joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Mars Medical Devices Limited	Subsidiary	100.00%	Yes
2	Slaney Healthcare Private Limited	Subsidiary	100.00%	Yes
3	Shalby Hospitals Mumbai Private Limited	Subsidiary	100.00%	Yes
4	Yogeshwar Healthcare Limited	Subsidiary	94.68%	Yes
5	Vrundavan Shalby Hospitals Limited	Subsidiary	100.00%	Yes
6	Shalby International Limited	Subsidiary	100.00%	Yes
7	Shalby (Kenya) Limited	Subsidiary	100.00%	Yes
8	Griffin Mediquip LLP	Subsidiary	95.0%	Yes
9	PK Healthcare Private Limited	Subsidiary	87.26%	Yes
10	Ningen Lifecare Pvt. Ltd.	Step down Subsidiary	87.26%	Yes
11	Healers Hospital Private Limited	Subsidiary	100.00%	Yes
12	Shalby Advanced Technologies* (SAT)	Step down Subsidiary	100.00%	Yes
13	Shalby Global Technologies Pte Ltd* (SGT)	Step down Subsidiary	99.33%	Yes

* Mars Medical Devices Limited holds 100% equity shares in SAT and 99.33% equity shares in SGT.

CSR Details**24. CSR Activities**

- I. **Whether CSR is applicable as per section 135 of Companies Act, 2013:** YES
- II. **Turnover (FY 2023-24):** ₹ 8,296.83 Million
- III. **Net worth (as on March 31, 2024):** ₹ 10,621.76 Million
- IV. **Total amount spent on CSR for FY 2023-24:** ₹ 24.03 Million

Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place If Yes, then provide web-link for grievance redress policy	FY 2023-24			FY 2022-23		
		Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks	Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholders)	Yes https://www.shalby.org/investors/	-	-	Investors can contact us via email id as mentioned on our website.	-	-	Investors can contact us via email id as mentioned on our website.
Shareholders	Yes https://www.shalby.org/investors/	8	Nil	-	13	Nil	-
Employees and workers	Yes https://myshalby.peoplestrong.com/	39	Nil	Employees can register their complaints on internal portal, which is not available to general public.	13	Nil	Employees can register their complaints on internal portal, which is not available to general public.
Customers	Yes info@shalby.org	-	-	Post service feedbacks are taken from customers	-	-	Post service feedbacks are taken from customers
Value Chain Partners	Yes info@shalby.org	-	-	-	-	-	-
Others	-	-	-	-	-	-	-

We have grievance mechanism in place for all stakeholders and all the grievances are resolved promptly by the concerned person.

26. Overview of the entity’s material responsible business conduct issues: Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications:

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	Accessible Healthcare	O	<p>Accessible healthcare is fundamental to ensuring that all individuals have timely and equitable access to essential medical services and treatments, regardless of their background or socioeconomic status. By prioritizing accessibility to healthcare we can not only improve health outcomes but also foster a more inclusive and equitable society.</p> <p>We set up SOCE, a standalone orthopedics hospital as a franchise model to offer a comprehensive orthopedic center with easy access and quality treatment for all orthopedic-related issues, including joint replacement surgeries at affordable rates. Through proactive initiatives and ongoing community engagement, we are continuously working to enhance accessibility to healthcare services.</p>	NA	Positive

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)
2	Community Support	O	<p>Allocating resources for student training, internships, and community programs may benefit both the community and the organization.</p> <p>Shalby Academy has been extending support to the healthcare institutions to provide On-Job trainings along with experiential learning in various streams like nursing, paramedics, physiotherapy, healthcare administration & many more. More than 2000 students have been trained by our expert faculties. Shalby Academy is playing a crucial role in bridging the gap between industry requirements & academic delivery by providing various types of customized skilled training tool.</p>	NA	Negative
3	Patient Safety and Service Quality	R	<p>Mishandling safety and health issues could deter potential patients from seeking healthcare services, resulting in reduced patient volume. Moreover, any issues related to patient safety and service quality may harm Our reputation, diminishing patient trust and loyalty. It is essential to prioritize patient safety and service quality to uphold patient satisfaction, protect reputation, and secure ongoing success as a trusted healthcare provider.</p>	<p>Patient safety and service quality are at the heart of everything we do. We adhere strictly to rigorous safety protocols and best practices to minimize risks and prevent errors. Our healthcare professionals are dedicated to delivering evidence-based, patient-centered care that meets the highest standards of quality.</p> <p>We invest in the development and maintenance of infrastructure, including hospital buildings, patient rooms, medical equipment and machines, updated technology, and support facilities, to ensure optimal performance.</p>	Negative

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)
4	Customer Satisfaction	O	Enhancing customer satisfaction through personalized service, high-quality interactions in affordable and accessible manner can strengthen reputation and increase loyalty. Shalby Limited has implement robust customer feedback systems, and we address issues promptly to enhance service quality.	NA	Positive
5	Occupational Health and Safety	R	Giving utmost importance to Occupational Health and Safety is critical for establishing a secure work environment, attracting skilled talent, safeguarding the organization's reputation, and optimizing overall performance.	In our commitment to excellence and holistic care, ensuring the health and safety of our staff has been a cornerstone of our operations at Shalby. Throughout this past year, we have continued to prioritize Occupational Health and Safety (OHS) as a fundamental aspect of our organizational culture.	Negative
6	Diversity and Inclusion	O	Valuing diverse talents and perspectives fosters creativity, innovation, and effective problem-solving. Implementing inclusive recruitment strategies helps attract a diverse range of candidates, promotes fairness, and improves the overall talent pool. We strive to provide leadership training focused on diversity and inclusion, establish clear inclusivity goals, and model inclusive behaviors at all levels of leadership.	NA	Positive

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)
7	Training and Development	O	Investing in employee training, engagement, and retention enhances the workforce's skills, expertise, and motivation. A skilled and dedicated workforce leads to higher patient satisfaction and improved operational performance. At Shalby, we have various employees training and development programmes designed to improve skills and efficiency of employees and also support career growth initiatives.	NA	Positive
8	Employee Engagement & Empowerment	O	Allocating resources to employee training, engagement, and retention enhances the workforce's skills, expertise, and motivation. A proficient and committed workforce results in increased patient satisfaction and enhanced operational performance. We prioritize creating a supportive and inclusive workplace where every individual feels valued and respected. We believe in empowering our employees by providing opportunities for professional growth, training, and career development.	NA	Positive
9	Corporate Governance	O	Strong Corporate Governance enhances investor confidence, reduces risks, and supports responsible decision-making. We at Shalby believe in being transparent and we commit to adhere to good governance practices at all times. The Board of Directors is at the core of Company's Corporate Governance practices and oversees how management serves and protects the long term interests of its stakeholders.	NA	Positive

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)
10	Risk Management	R	Inadequate management of critical risks such as medical emergencies, natural disasters, or cyber-attacks can disrupt services, damage reputation, and lead to financial losses.	We have developed and implemented comprehensive risk management strategies, including crisis response plans, and conduct regular simulations and training. Our Risk Management policy underscores a commitment to maintaining a structured approach to risk management, ensuring resilience and stability across all levels.	Negative
11	Transparency and Disclosure	O	Transparent communication about billing practices, treatment options, and care procedures fosters trust and confidence among patients. This can lead to higher patient satisfaction and loyalty. Open communication about organizational goals, performance, and decision-making processes can improve employee morale. Transparent practices contribute to a positive work environment and may reduce turnover rates. We prioritize transparency through various channels of communication to engage openly with stakeholders, and address concerns promptly. We strive to build trust among patients, employees and investors, while nurturing a culture of accountability and integrity.	NA	Positive

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)
12	Business Ethics and Compliance	O	Strong ethical leadership enhances corporate reputation and employee trust. As a healthcare institution, we acknowledge our duty to maintain integrity and ethical conduct across all aspects of our operations. We have implemented Code of Conduct for Directors and Senior Management for honest and ethical conduct within the entity, we also encourage ethical behavior among the employees through various sessions on behavioral topics.	NA	Positive
13	Regulatory Compliance and Framework	R	Non-compliance with regulatory requirements can lead to legal penalties, operational disruptions, and damage to the company's reputation.	We have established policies and procedures to timely address regulatory issues and a dedicated team to monitor regulatory changes, and update policies and procedures accordingly.	Negative
14	Business Continuity	R	Inadequate continuity planning can result in unpreparedness for disruptions, leading to extended downtime and operational challenges. Unexpected disruptions such as natural disasters, cyber-attacks, or other emergencies can lead to significant interruptions in business operations.	Establish a robust business continuity framework, involving all key departments in planning, and continuously update plans based on risk assessments. Develop and implement a comprehensive business continuity plan, conduct regular drills, and ensure backup systems are in place.	Negative
15	Carbon Emissions	R	Human health is increasingly impacted by climate change and ecological degradation, which undermine the effectiveness of healthcare systems. High carbon emissions and greenhouse gases (GHGs) contribute to global warming, adversely affecting the entire ecosystem and health outcomes.	Shalby Hospital focused on reducing carbon emissions by upgrading to energy-efficient systems, optimizing energy usage, and reducing overall energy consumption across its facilities. This included the installation of LED lighting, energy-efficient HVAC systems, and smart energy management solutions. We have implemented comprehensive carbon reduction strategies and invest in energy-efficient technologies to mitigate emissions.	Negative

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)
16	Waste Management	R	Improper disposal of waste poses a genuine threat to environmental degradation, potentially polluting air, water bodies, and soil, thereby adversely affecting the ecosystem.	Shalby Hospital enhanced its waste management practices by implementing comprehensive waste segregation protocols. This ensures proper separation of medical, hazardous, and general waste. We are dedicated to ensuring that our waste management practices adhere to the highest standards of environmental stewardship and regulatory compliance. Throughout the year, we have implemented robust waste segregation practices, recycling initiatives, and safe disposal methods for biomedical and hazardous waste.	Negative
17	Water & Energy Management	O	We recognize the impact of healthcare operations on environment and significance of energy efficiency & water management, we prioritize minimizing our water use and emissions. We aim to reduce wastage or expenditure by using water/energy efficient equipment. To address water scarcity and promote conservation, the hospital introduced watersaving technologies such as low-flow faucets and fixtures. We have energy optimization practices implemented in transformer operation such as introduction of motion sensor for lights to reduce power. These initiatives are aligned with our objective to diminish the organization's energy footprint and advocate for environmental stewardship.	NA	Positive

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)
18	Fire Risk	R	Fire risk poses a significant threat to safety, operational continuity, and property. It can lead to severe damage, loss of assets, interruption of services, and potential harm to staff and patients.	We have implemented comprehensive fire safety protocols for dealing with fire-related emergencies and have provided uniform guidelines for managing patients/ situations in case of emergency. We regularly review and update fire safety practices to ensure compliance with current regulations.	Negative
19	Economic performance	R	Economic uncertainties, market fluctuations, and cost pressures can affect revenue generation and profitability. Failure to achieve desired financial performance may hinder investment opportunities, expansion plans, and resource allocation for quality healthcare services.	Focus on achieving financial targets through improved operational efficiency, cost management, and strategic financial planning. Implement effective financial management practices, optimize operational efficiencies, and pursue strategic investments to boost economic performance.	Negative
20	Operational Efficiency and Supply chain	O	Integrating advanced technologies into operations and supply chain management can enhance efficiency, improve visibility, and support better decision-making. Shalby has diversified its core hospital services business into related and high-growth implant product offerings with high quality US FDA approved implants. We constantly endeavour to integrate implant design and innovative technology for launching innovative new products and surgical techniques in the market for improving the healthcare ecosystem.	NA	Positive

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)
21	Research & Development (R&D)	O	Investing in R&D can lead to innovative products, improved processes, and competitive advantages. It drives growth, enhances market positioning, and can lead to the development of new technologies and solutions.	NA	Negative
22	Data Security & Privacy	R	Privacy and data security are increasingly critical in healthcare due to the digitalization of sensitive data. This transformation brings about significant concerns regarding the protection of various types of information such as patients personal information, insurance details, billing records, financial transactions etc.	Ensuring the integrity and security of sensitive patient information is our utmost priority. Adhering rigorously to compliance standards set by the National Accreditation Board for Hospitals & Healthcare Providers (NABH) and the new Data Protection and Digital Privacy (DPDP) Act of 2023, we have implemented robust measures. Our stringent controls prevent unauthorized sharing of patient data, coupled with continuous monitoring and proactive security enhancements.	Negative
23	Digitization	O	Digital tools can improve patient communication, access to health information, and overall satisfaction. Digitization allows for the efficient management of appraisal processes and training programs, leading to improved tracking of employee performance and fostering a culture of continuous improvement.	NA	Positive

BRSR Section B: Management and Process Disclosures

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

Principle 1 (P1)	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
Principle 2 (P2)	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
Principle 3 (P3)	Businesses should promote the well-being of all employees.
Principle 4 (P4)	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.
Principle 5 (P5)	Businesses should respect and promote human rights.
Principle 6 (P6)	Businesses should respect, protect and make efforts to restore the environment.
Principle 7 (P7)	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.
Principle 8 (P8)	Businesses should support inclusive growth and equitable development.
Principle 9 (P9)	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Disclosure questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1	a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies	https://www.shalby.org/wp-content/uploads/2017/10/Business-Responsibility-Sustainability-Policy-v3.pdf								
2	Whether the entity has translated the policy into procedures.	Yes								
3	Do the enlisted policies extend to your value chain partners?	Other vendors/suppliers/contractors do not participate in Company's BR initiatives.								
4	Name of the national and international codes / certifications / labels / standards adopted by your entity and mapped to each principle	NABH								
5	Specific commitments, goals and targets set by the entity with defined timelines	None								

6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met:

Collective efforts are taken by the Company and its stakeholders to adopt and implement the policies to ensure a sustainable existence for all.

7. Statement by director responsible for the business Responsibility & Sustainability report, highlighting ESG related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure).

As a participant in the healthcare sector, our company places significant importance on Environmental Sustainability, Social Sustainability, Economic Sustainability, and Governance principles. We operate various CSR programs aimed at improving healthcare access for underserved populations. We support our team members through comprehensive assistance and opportunities for career advancement. We prioritize sustainable economic growth and effective governance to uphold accountability and ensure our business aligns with social objectives. Regular reviews are conducted to assess the positive impact and value generated for all stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy (ies):

- Dr. Vikram Shah, Chairman & Managing Director (DIN: 00011653) and Dr Nishita Shukla, Group COO
- Contact number- +91 79402 03000
- E-mail ID: drnishita.shukla@shalby.org, cmd@shalby.org

9. Does the entity have a specified committee of the board / director responsible for decision making on sustainability related issues? If Yes, provide details.

Yes. The Directors and Senior Management Team monitors various aspects of Environmental, Social & Governance responsibilities of the Company on a continuous basis. The Company has formulated CSR committee for reviewing and taking decisions on CSR spending which is done in line with Sustainability. The Company’s business responsibility performance is reviewed by the Board of Directors and CSR committee on an annual basis.

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)								
		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
a	Performance against above policies and follow up action	The Board/committee assess the Business conduct & performance.									The Board/committee assess the BR performance annually.								
b	Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is in compliance with the statutory requirements as applicable.																	

											P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If yes, provide name of the agency.	The policies are reviewed by the Board and Senior Management Team and are amended periodically. The risks factors - existing and potential, both are periodically reviewed by the Internal Auditors and placed before the Board of Directors.																	

12 If principles not covered by a policy, provide reasons for the same.										
	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
a	The entity does not consider the Principles material to its business									NA
b	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles									NA
c	The entity does not have the financial or / human and technical resources available for the task									NA
d	It is planned to be done in the next financial year (Yes/No)									NA
e	Any other reason									NA

BRSR Section C: 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	% of persons in respective category covered by the awareness programmes
Board of Directors	2	<ul style="list-style-type: none"> Familiarisation programme During the year, the Board of Directors and Key Managerial Personnel spent considerable time on various updates comprising of business, environmental, social and governance 	100%
Key Managerial Personnel		100%	
Employees other than BoD and KMPs	1929	<ul style="list-style-type: none"> sessions on Clinical Topics sessions on Behavioral Topics 	100%
Workers		NA	

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

NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred?
Monetary		NA		
Penalty / Fine				
Settlement				
Compounding fee				
Non-Monetary		NA		
Imprisonment				
Punishment				

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

Nil

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

Yes, the Company has zero-tolerance against bribery and corruption. The Company is maintaining the highest standards of corporate governance and ethical business conduct. Focused efforts are undertaken to ensure that all disclosure requirements are met adequately. In line with this, the Company’s Code of Conduct does not allow any employee to engage in practices that are abusive, corrupt or related to bribes. This policy supports the value creation for all stakeholders in a fair and transparent manner with integrity and accountability.

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

Nil

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

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 conflicts of interest.

Nil

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

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	84.98	84.88

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:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	0%	0%
	b. Sales (Sales to related parties / Total Sales)	0%	0%
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0%	0%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	20.55%	19.91%
	b. Sales (Sales to related parties / Total Sales)	0%	0%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	8.12%	3.32%
	d. Investments (Investments in related parties / Total Investments made)	77.33%	47.91%

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	% of value chain partners covered (by value of business done with such partners) under the awareness programs
1	The company has achieved the reduction in generation of waste, raw material, and other resources through various initiatives like environment awareness campaigns, training, and monthly monitoring of hazardous & non-hazardous waste.	100

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? If Yes, provide details of the same.

- 1) Yes, every Director of the Company discloses his concern or interest in any Company or Companies or bodies corporate, firms, or other association of individuals and any change therein, at the first Board Meeting of the in which he participates and thereafter at the first Board Meeting held in every financial year or whenever there is any change in the disclosures already made, then at the first Board meeting held after such change, which includes the shareholding, in such manner as prescribed.
- 2) Further every Director of the Company who is in any way, whether directly or indirectly, concerned or interested in a contract or arrangement entered into or to be entered into:
 - (a) With a body corporate in which such Director or such Director in association with any other Director, holds more than two percent shareholding of that body corporate or is a Promoter, Manager, Chief Executive Officer of that body corporate or;
 - (b) With a firm or other entity in which, such Director is a Partner, Owner or Member, as the case may be, discloses the nature of his concern or interest at the meeting of the board in which the contract or arrangement is discussed and does not participate in such meetings.

The details of the aforesaid transactions are also entered into a register prescribed for the purpose under the Companies Act, 2013 and placed before the board for noting.

- 3) Every director of the company discloses his material interest, if any, directly or indirectly, or on behalf of the third parties, in any transaction or matter directly affecting the company at the beginning of every year.

BRSR Section C: Principle 2

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

Essential Indicators

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

Since the Company is not into manufacturing business, no R&D and Capital Expenditure investments were made.

2. Does the entity have procedures in place for sustainable sourcing? If Yes, what percentage of inputs were sourced sustainably?

Ans: The Company ensures sustainable sourcing to maintain the quality and safety of materials procured from vendors. We are committed to reducing our energy and water consumption by adopting innovative techniques and alternative methods. For instance, this includes using infrared controllers for water taps, implementing rainwater harvesting systems in our new projects, reusing wastewater for irrigation, and employing motion sensors for lighting automation. In our healthcare service business, the products and services we use are regulated by statutory requirements and internal SOPs. Therefore, we procure these items from approved vendors who adhere to our stringent standards for quality, social responsibility, and environmental sustainability.

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.

Ans: The Company thrives to maintain quality standards, reduce waste generation, and segregate recyclable waste at hospitals. The Company ensures that all its procedures are in keeping with applicable rules and safety regulation. It also strictly adheres to legal and safety requirements. The Company ensures to dispose of bio-medical and other waste in accordance with the government guidelines. Recyclable wastes were collected and disposed of through authorized recycler. E-waste generated at the facility were disposed of through authorized agent. We have policy in place to dispose of bio medical waste in accordance with the guideline of the government and to ensure minimum generation of radiation in and around the hospital.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. 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.

Extended Producer Responsibility does not apply to our company as we are engaged in providing healthcare services and do not fall under the category of “Producer” according to the Plastic Waste Management Rules, 2016 (as amended by the Plastic Waste Management Rules, 2022).

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?

Since the Company is not into manufacturing business, its business activities has nil or minimum impact on environment aspects. However, the Company is diligent on the matter, and would promptly consider / execute the control over the same if its business activities would in any way impact the environment, in future.

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
1 Electricity used in all units & offices	Carbon emission	Implementation of HVAC efficiency

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).

Not applicable, as company is not into manufacturing business.

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

Since the Company is not into manufacturing business, its business activities has nil or minimum impact on environment aspects, there is nil or negligible information which are not measurable.

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

Not Applicable since the Company operates under service industry.

BRSR Section C: Principle 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
Permanent employees											
Male	1559	NA	NA	1559	100	NA	NA	NA	NA	NA	NA
Female	1294	NA	NA	1294	100	1294	100	NA	NA	NA	NA
Total	2853			2853	100						
Other than Permanent employees											
Male	352	NA	NA	352	100	NA	NA	NA	NA	NA	NA
Female	288	NA	NA	288	100	288	100	NA	NA	NA	NA
Total	640			640	100						

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

The company is not into the manufacturing business hence does not employ any workers.

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

	FY 2023-24	FY 2022-23
Cost incurred on wellbeing measures as a % of total revenue of the company	0.01%	0.01%

2. Details of retirement benefits, for current financial year and previous financial year:

Benefits	FY2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	88.85%	NA	Yes	76%*	NA	Yes
Gratuity	98.35%		Yes	100.0%		Yes
Employee State Insurance (ESI)	26.88%		Yes	34.7%		Yes
Others	-		-	-		-

*Some of the employees have not opted for Provident fund scheme

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

Not applicable. However, Most of the offices/ workplace are well equipped for accessibility to differently abled persons.

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

We recognize the importance of maintaining a diverse work environment through the creation of a strong and healthy work environment that fosters innovation and shared learning experiences. Our anti-discrimination policy educates employees on discrimination and harassment topics, as well as how to address them and report them when they occur. Diversity metrics are monitored on an ongoing basis, and appropriate measures are in place. We provide equal employment opportunities that allow all individuals to maximize their capabilities and thereby enrich our work environment.

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

Gender	Return to work rate	Retention rate
Permanent employees		
Male	Paternity leave not applicable	Paternity leave not applicable
Female	100%	9.5%
Total	42[100%]	4[9.5%]
Permanent workers		
Male	Not Applicable, as the Company does not have any workers as defined in the BRSR Guidance Note.	
Female		
Total		

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:

	If Yes, then give details of the mechanism in brief
Permanent Workers	Not Applicable, as the Company does not have any workers as defined in the BRSR Guidance Note.
Other than Permanent Workers	Note.
Permanent Employees	The company has implemented an online system of Employee Grievance Redressal (E Care) that is integrated with its HRMS. This mechanism enables all employees to raise their grievances through the online portal, which is accessible 24/7. The portal is designed to ensure that all employee grievances are addressed promptly and efficiently. Once a grievance is raised, it is assigned to the concerned department or personnel for redressal. The grievance is then resolved within 48 hours and the employee is provided with an update on the status of their grievance. This online system ensures transparency and accountability in their grievance redressal process and helps to maintain a positive work environment.
Other than Permanent Employees	NA

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

The Company does not have any employee associations. The Company, however, recognises the right to freedom of association.

8. Details of training given to employees and workers:

	FY2023-24					FY 2022-23				
	Total (A)	Health and safety measures		Skill upgradation		Total (A)	Health and safety measures		Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						2678	2491	93%	2412	90%
Male	1559	1294	83%	1403	90%	1481	1394	94%	1294	87%
Female	1294	1105	85%	1152	89%	1197	1097	92%	1118	93%
Total	2853	2399	84%	2555	90%	2678	2491	93%	2412	90%
Workers	Not Applicable, as the Company does not have any workers as defined in the BRSR Guidance Note.					Not Applicable				
Male										
Female										
Total										

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1559	1173	75.24%	1481	1481	100%
Female	1294	853	65.92%	1197	1197	100%
Total	2853	2026	71.01%	2678	2678	100%
Workers	The company is not into manufacturing business and hence not required to employ any 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? If Yes, the coverage such system?

Yes, Company provides free medical checkup to it's employees and it is covered under NABH & NABL certified.

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 adheres to rigorous procedures and continuous monitoring to ensure compliance with legal and safety standards. In light of potential risks, the Company places particular emphasis on adhering to radiation surveillance procedures and maintaining comprehensive records for legal purposes.

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

Employees are trained to report unsafe conditions to their reporting managers.

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

Yes

11. Details of safety related incidents:

Safety Incident / Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

The Company provides a systematic way to ensure a safe and healthy workplace for all employees

Key measures taken includes –

- a. Education on Health and Safety at workplace
- b. Training on Disaster Management measures such as Fire Mock Drill etc.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	23	Nil	The complaints were disposed-off as per the respective guidelines	3	Nil	The complaint was disposed off as per the respective guidelines
Health and Safety	0	0	-	10	Nil	The complaint was disposed off as per the respective guidelines

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
	FY 2023-24	FY 2022-23
Health and safety practices	100% NABH, PCB	100% NABH, PCB
Working Conditions	100% NABH, PCB	100% NABH, PCB

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

None. Risk assessment of health and safety practices is a on-going process and required steps are taken from time to time depending on the risk foreseen.

Leadership Indicators

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

Yes, the Company provides accidental death benefit covering all employees through insurance policy.

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

HR department obtains a copy of all challan filed by such partners like PF, ESIC etc

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

No such incident was reported by any of the employee during the year.

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

No

5. Details on assessment of value chain partners:

NA

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.

The Company has not so far received any report of significant risk / concern due to nil or minimum exposure to health hazards.

BRSR Section C: Principle 4

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

Essential Indicators

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

Internal and external group of stakeholders have been identified. Presently the given stakeholder groups have the immediate impact on the operations and working of the company. This includes Employees, Shareholders & Investors, Customers, Communities and Vendors.

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

Stakeholder Group	Whether identified as vulnerable and marginalized group	Channels of communication	Frequency of engagement (annually / half yearly / quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1 Employees	No	E-mail, SMS, meetings, Whatsapp, Various learning and development initiatives	Ongoing	Business Communication, Employee Policy & Benefits, Regular Company updates / Training Needs, Health and Wellness and Growth Opportunities.
2 Vendors	No	E-mail, Digital meetings, In person meetings	As and when required	To ensure that the highest standard of quality and timely availability is ensured for seamless business operations
3 Customers	No	SMS, Website, E-mail, Calls	Ongoing	Customer Satisfaction and feedback, complaint and queries
4 Shareholders & Investors	No	E-mail, Website, Analyst Meets, etc.	Annual	Requests / Resolution, to share the financial performance, achievements, challenges, future roadmap and resolving their queries and grievances.

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.

A continuous connect enables aligning of expectations, thereby helping the Company to serve its stakeholders better. The Board is periodically reported on various developments and their deliberation / advice is sought upon.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. 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.

We recognize the importance of engaging with our stakeholders, we use patient feedback to refine our care protocols and improve patient satisfaction.

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

The Company actively participates in the CSR activities organized. Kindly refer to the Corporate Social Responsibility Report given as Annexure - D to Director's report separately in Annual Report.

BRSR Section C: Principle 5

Businesses should respect and promote human rights

Essential Indicators

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

	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	2853	2596	90.99%	2678	-	-
Other than permanent	640	541	84.53%	683	-	-
Total Employees	3493	3137	89.81%	3361	-	-
Workers						
Permanent	Not applicable, as company is not into manufacturing business, it does not employ any workers					
Other than permanent	Not applicable, as company is not into manufacturing business, it does not employ any workers					
Total Workers						

2. Details of minimum wages paid to employees and workers:

	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage (B)	% (B / A)	More than Minimum Wage (C)	% (C / A)	Total (A)	Equal to Minimum Wage (B)	% (B / A)	More than Minimum Wage (C)	% (C / A)
Employees										
Permanent	2853	-	-	2853	100%	2678	-	-	2678	100%
Male	1559	-	-	1559	100%	1481	-	-	1481	100%
Female	1294	-	-	1294	100%	1197	-	-	1197	100%
Other than Permanent	640	-	-	640	100%	1327	-	-	1327	100%
Male	352	-	-	352	100%	819	-	-	819	100%
Female	288	-	-	288	100%	508	-	-	508	100%
Workers										
Permanent										
Male	Not applicable, as company is not into manufacturing business, it does not employ any workers									
Female	Not applicable, as company is not into manufacturing business, it does not employ any workers									
Other than Permanent										
Male	Not applicable, as company is not into manufacturing business, it does not employ any workers									
Female	Not applicable, as company is not into manufacturing business, it does not employ any workers									

3. Details of remuneration / salary / wages:

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	6	₹ 1,45,000/-	1	₹ 1,75,000/-
Key Managerial Personnel	2	₹ 47,31,012/-	0	N.A.
Employees other than BoD and KMP	2088	₹ 1,85,275/-	1852	₹ 1,71,653/-
Workers	NA	NA	NA	NA

* None of the Board members have received remuneration, except sitting fees as disclosed in Corporate Governance Report.

During the year under review some of the employees have worked for part of the year and accordingly calculation has been shown.

b. Gross wages paid to females as % of total wages paid

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages.	33.32%	34.25%

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

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

The company operates an internal portal dedicated to addressing human rights issues and concerns, accessible via <https://myshalby.peoplestrong.com/>. Oversight of this portal falls under the purview of the Chief Human Resources Officer as part of the vigil mechanism and whistleblower policy. Employees and stakeholders are encouraged to use this platform to raise any concerns or issues they may have. Regular reviews of submissions are conducted by the Audit Committee to ensure effective oversight and resolution.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour / Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

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

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

Company has adopted a Policy on prevention, prohibition, and redressal of sexual harassment at workplace under the provisions of Sexual Harassment of Women at the workplace (Prevention, Prohibition and Redressal) Act, 2013 and rules framed thereunder. The Company has Internal Committee to redress complaints received relating to sexual harassment.

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

The Company endeavors to cover the human rights requirements in its business agreements and contracts.

10. Assessments for the year:

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

NA: Not Applicable

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

All employees must mandatorily submit a copy of govt. ID Proof like Aadhar card to ensure they are not minor. An employment application form is in place to be filled by applicant to ensure he is applying to the job voluntarily and not under any external pressure.

Leadership Indicators

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

The Company has not received any grievances or complaints related to human rights. However, the Company remains dedicated to adjusting and adopting its business processes to address any issues that may arise.

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

Various mechanism and policies with respect to Human rights are in place for redressal. The Company follows zero tolerance to child, forced or compulsory labour.

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?

All the hospital units and offices are well equipped and is accessible for differently abled visitors.

4. Details on assessment of value chain partners:

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

No assessment was carried for value chain partners

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

So far, the Company has not received any complaint in the matter, hence no corrective action was taken.

BRSR Section C: Principle 6

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

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	59.37 TJ	58.79 TJ
Total fuel consumption (E)	2.31 TJ	2.21 TJ
Energy consumption through other sources (F)	-	-
Total energy consumed from nonrenewable sources (D+E+F)	61.68 TJ	61.00 TJ
Total energy consumed (A+B+C+D+E+F)	61.68 TJ	61.00 TJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.000000074	0.000000086
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	No	No

TJ = Tera Joules

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? 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.

NA

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	16160	16171
(ii) Groundwater	167011	184784
(iii) Third party water	61048	56935
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	244219	257890
Total volume of water consumption (in kilolitres)	244219	257890
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000294352	0.0000364243
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	No	

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	16920	17202
- No treatment	3040	3422
- With treatment – STP	13880	13780
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	16920	17202

Water being both vital to protecting patient health and for daily hospital operation we pay special attention to the leakages in taps, wastage of water in washing and drinking areas is avoided. There are infrared controllers in water taps as they provide water only when required, they get switch off automatically and can save between 5 to 15% of water per tap per year; Rainwater harvesting system is installed at our Greenfield to conserve natural resources.

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

As a part of water conservative initiatives, domestic wastewater generated from the hospitals is recycled in STP plant and it is being re-used in the hospitals for suitable purposes, i.e., gardening, flushing and use in cooling tower etc.

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

Parameter	Unit	FY2023-24	FY 2022-23
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency			

The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical fixtures in stores and offices.

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

Parameter	Break-up	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions	CO2	Metric tonnes	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.
	CH4	Metric tonnes		
	N2O	Metric tonnes		
	HFCs	Metric tonnes		
	PFs	Metric tonnes		
	SF6	Metric tonnes		
	NF3	Metric tonnes		
	Total	Metric tonnes		
Total Scope 2 emissions	CO2	Metric tonnes	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.
	CH4	Metric tonnes		
	N2O	Metric tonnes		
	HFCs	Metric tonnes		
	PFs	Metric tonnes		
	SF6	Metric tonnes		
	NF3	Metric tonnes		
	Total	Metric tonnes		
Total Scope 1 and Scope 2 emissions per rupee of turnover				
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		CO2 equivalent/ Metric tonnes		
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.			No	

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

We recognize our responsibility towards the environment and have a clear focus on reducing carbon footprint and optimizing resources. We ensure adherence to the local environmental regulations including the International Finance Corporation (IFC) performance standards, sustainability standards, and the World Bank Group Environment, Health and Safety (EHS) guidelines.

9. Provide details related to waste management by the entity:

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	NA	NA
Bio-medical waste (C)	194.39	234.31
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any.	NA	NA
Total (A+B + C + D + E + F + G + H)	194.39	234.31
Waste intensity per rupee of Turnover (Total waste generated / Revenue from operations)	0.0000000234	0.0000000331
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total		
Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? If Yes, name of the external agency.	No	No

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

Ans: Hospitals generate biomedical waste, as a by-product of healthcare services that can potentially pose serious health and environmental impacts if not handled correctly. At Shalby, we take this topic very seriously by putting in place an effective management system of healthcare waste which addresses the basic elements of waste minimization, segregation and identification by sorting into categories including medical, general, recycled and food waste. The company has achieved the reduction in generation of waste, raw material and other resources through various initiatives like environment awareness campaigns, training and monthly monitoring of hazardous & non- hazardous waste. We are not producing carbon but and at the same time, we have policy in place to dispose of bio medical waste in accordance with the guideline of the government and to ensure minimum generation of radiation within the hospital.

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:

The Company has no operations/offices in/around ecologically sensitive areas. Hence, required environmental approval/ clearances are not applicable for the Company.

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Environmental impact assessments of projects have not been undertaken for FY 2023-24.

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. If not, provide details of all such non-compliances:

Yes. The Company is in compliance with applicable environment regulations.

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:

NA

2. Please provide details of total Scope 3 emissions and its intensity:

NA

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Company has no operations/offices in/around ecologically sensitive areas.

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

None

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

NA

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?

No adverse impact to environment have been reported by the value chain partners of the Company.

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

NA

BRSR Section C: 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.

The Company had 6 affiliations for the period under review.

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

	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Gujarat Chamber of Commerce and Industry (GCCCI)	State
4	Ahmedabad Hospital & Nursing Home Association	Regional
5	Nathealth	National
6	Indian Chamber of Commerce	National

2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the entity, based on adverse orders from regulatory authorities.

NA

Leadership Indicators

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

NA

BRSR Section C: Principle 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

The Company has not undertaken any Social Impact Assessments of projects for FY 2023-2024.

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

NA

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

For complaints received through emails, website or calls, the company has processes in place to monitor these complaints, if any, for early resolution and closure. There is a feedback/complaint option available on the Shalby website which can be filled and submitted.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs small producers		
Sourced directly from within the district and neighbouring districts		NA

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 2023-24	FY 2022-23
Rural	-	-
Semi-Urban	-	-
Urban	31%	-
Metropolitan	69%	-

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).**

NA

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

State	Aspirational District	Amount spent (In INR)
Gujarat	Ahmedabad	₹ 24.03 million

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

No

- 3.b. **From which marginalized / vulnerable groups do you procure?**

NA

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

NA

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

NA

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

During the year there were no intellectual property related disputes.

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

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

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Raginiben Bipinchandra Sevakarya Trust	Unidentifiable	100%
Arya Foundation	Unidentifiable	100%

BRSR Section C: 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 uses CRM system for providing proactive service and communication to the customer. There are various channels available for the customer to connect with the Company which is tracked through CRM. Any service or product performance/ deficiencies trends through store and online interfaces are mapped on database in CRM systems and taken up for necessary action by concerned team members. Customers are updated about the actions taken and the customer service team ensures that necessary actions are being taken for the service requests/grievances.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and / or safe disposal	-

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

	FY 2023-24			FY 2022-23		
	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	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-security	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive trade practice	Nil	Nil	NA	Nil	Nil	NA
Unfair trade practices	Nil	Nil	NA	Nil	Nil	NA
Other	Nil	Nil	NA	Nil	Nil	NA

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

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

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

Yes, The Organization has input board affirmed approaches such as Cyber Security Approach, Social Media Security Arrangement, and Data Security Arrangement to guarantee adequate shields are input to anticipate any information spillage.

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.

The Company has so far not received any report on cyber security and data privacy issues with respect to customers; nor instances of product recalls due to safety issues ; neither has been imposed upon any penalty / action taken by regulatory authorities on safety of products / services.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches: Nil
- b. Percentage of data breaches involving personally identifiable information of customers: NA
- c. Impact, if any, of the data breaches: NA

Leadership Indicators

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

www.shalby.org

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

NA

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

NA

4. Does the entity display product information on the product over and above what is mandated as per local laws? 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 a whole?

The Company has in place the practice of receiving feedback from every patient being treated at Shalby Hospitals to improve its system, process and to improve patients' satisfaction; Shalby Hospitals serve the patients through its network of hospitals and OPDs in India and abroad. Patients' complaints are being addressed on daily basis through patient coordinator and floor manager in every unit of Shalby Limited; Our innovations such as the 'ZERO technique' and innovated OS Needle have helped in reducing the time under surgery and the length of hospital stay.