

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

BRSR SECTION A: GENERAL DISCLOSURES

Details of the listed entity

- Corporate Identity Number (CIN):** L85110GJ2004PLC044667
- Name of the Listed Entity:** Shalby Limited
- Year of Incorporation:** 2004
- Registered Office Address:** Shalby Hospitals, Opp. Karnavati Club, S. G. Road, Ahmedabad 380051, Gujarat, India
- Corporate Office Address:** B-301, B-302, B-310 & B-311, Mondeal Heights, Opp. Karnavati Club, SG Highway, Ahmedabad-380015
- E-mail:** companysecretary@shalby.in
- Telephone:** (079) 40203000
- Website:** <https://www.shalby.org/>
- Financial year for which reporting is being done** April 1, 2024 to March 31, 2025
- Paid-up Capital:** ₹1,080,097,700
- 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)
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
 - Dr. Vikram Shah, Chairman & Managing Director (DIN: 00011653) and Dr Nishita Shukla, Group COO
 - Contact number - +91 79402 03000
 - E-mail ID: cmd@shalby.org; drnishita.shukla@shalby.org,
- Reporting boundary:** Disclosure of Shalby BRSR is on Standalone basis
- Name of Assurance Provider:** NA
- 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	75	75
International	NA	23	23

**The Company has OPD on Sudan, Addis Ababa, Rwanda, Nairobi, Dares Salaam, Dubai, Oman, Nepal, Iraq, Ethiopia, etc.

19. Markets served by the entity:

a) Number of locations:

Locations	Number
National (no. of states)	7
International (no. of countries)	13

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

Ans - 1.21%

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	2592	100.00
Male	1444	55.71
Female	1148	44.29
Other than Permanent	210	100.00
Male	116	55.24
Female	94	44.76
Total Employees	2802	100.00
Male	1560	55.67
Female	1242	44.33

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 2024-25, 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:

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

22. Turnover rate for permanent employees and workers:

	Turnover rate in FY2025	Turnover rate in FY2024	Turnover rate in FY2023
Permanent employees	35.45%	34.90%	58.7%
Male	15.11%	17.70%	29.9%
Female	20.34%	17.20%	28.9%
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:

	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	Shalby Medtech Limited (earlier known as 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	95.00%	Yes
9	PK Healthcare Private Limited	Subsidiary	87.26%	Yes
10	Healers Hospital Private Limited	Subsidiary	100.00%	Yes
11	Shalby Advanced Technologies Inc.* (SAT Inc.)	Step down Subsidiary	100.00%	Yes
12	Shalby Global Technologies Pte Ltd* (SGT)	Step down Subsidiary	99.33%	Yes
13	Shalby Advanced Technologies India Private Limited (SAT India)^	Subsidiary of Step-down Subsidiary	100.00%	Yes
14	Ningen Lifecare Private Limited#	Step-down subsidiary	87.26%	Yes

* Shalby Medtech Limited holds 100% equity shares in SAT Inc. and 99.33% equity shares in SGT.

^ SAT Inc. incorporated SAT India and holds 100% equity shares in it.

PK Healthcare Pvt. Limited holds 100% equity shares in Ningen Lifecare

CSR Details

24. CSR Activities

- Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- Turnover (FY 2024-25): ₹ 8,697.13 million
- Net worth (as on March 31, 2025): ₹ 11,310.24 million
- Total amount spent on CSR for FY 2024-25: ₹ 21.10 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	FY 2024-25			FY 2023-24		
	If Yes, then provide web-link for grievance redress policy	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.

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place	FY 2024-25			FY 2023-24		
	If Yes, then provide web-link for grievance redress policy	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
Shareholders	Yes https://www.shalby.org/investors/	2	Nil	-	8	Nil	-
Employees and workers	Yes https://myshalby.peoplestrong.com/	19	Nil	Employees can register their complaints on internal portal, which is not available to general public.	39	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		-	-	NA		NA	
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	Accessible healthcare is a cornerstone of a fair and inclusive society, ensuring that every individual-regardless of background or socioeconomic status-can receive timely and essential medical care. Recognizing this need, we established SOCE, a dedicated orthopedic hospital operating under a franchise model. Our goal is to provide comprehensive, high-quality orthopedic care, including joint replacement surgeries, at affordable prices. By combining clinical excellence with ease of access, SOCE aims to address a wide range of orthopedic concerns. Through proactive outreach and continued community involvement, we remain committed to expanding healthcare accessibility and improving outcomes for all.	N.A.	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.	Occupational Health and Safety	R	Prioritizing Occupational Health and Safety is critical in creating a safe and secure work environment. It not only helps, attracts and retain skilled talent but also protects the organization's reputation and contributes to improved operational performance.	At Shalby, our commitment to excellence and holistic care extends to the well-being of our staff. Ensuring their health and safety remains a foundational pillar of our operations. Over the past year, we have consistently prioritized Occupational Health and Safety (OHS) as an integral part of our organizational culture.	Negative
3.	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.	N.A.	Positive
4.	Patient Safety and Service Quality	R	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.	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. 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.	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)
5.	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.	N.A.	Positive
6.	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.	Company has adopted robust system and conducting frequent audits and provide required training to employees.	Negative
7.	Waste Management	R	Inefficient waste management poses environmental, legal, and financial risks. Improper disposal of waste can lead to contamination and health hazards for our people, patients, and the community. Regulatory non-compliance or non-adherence to hazardous waste and biomedical waste management rules can result in hefty fines, legal actions, and the potential loss of operating licenses.	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



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)
8.	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 water-saving 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
9.	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
10.	Data Security & Privacy	R	Exposure of sensitive patient information can lead to significant penalties, legal issues, and loss of trust among stakeholders. Breaches can disrupt operations, resulting in downtime and costly recovery efforts. Additionally, reputational damage from data breaches can deter potential patients and partners, impacting revenue and growth	We are committed to safe guarding sensitive information through a well-designed privacy and security systems. We have established a robust Information and Cyber Security systems underpinned by comprehensive policies and standards aligned with industry best practices.	Negative

For other risks, please refer to the Key Risks & Mitigation Strategies section of Management Discussion and Analysis.

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-Policy-v1.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):	<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: cmd@shalby.org, drnishita.shukla@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	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Questions									
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	• Familiarisation programme	100%
Key Managerial Personnel		• 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%
Employees other than BoD and KMPs	1664	• sessions on Clinical Topics	100%
Workers		• sessions on Behavioral Topics	
		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				
Penalty / Fine		NA		
Settlement				
Compounding fee				
Non-Monetary				
Imprisonment		NA		
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) in the following format:**

	FY 2024-25	FY 2023-24
Number of days of accounts payables	82.71	84.98

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	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%

Parameter	Metrics	FY 2024-25	FY 2023-24
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	26.34%	20.55%
	b. Sales (Sales to related parties / Total Sales)	0%	0%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	55.65%	8.12%
	d. Investments (Investments in related parties / Total Investments made)	83.01%	77.33%

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.

- 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.
- 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:
 - 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;
 - 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.

- 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

1a. 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	1444	0	0	1444	100%	NA	NA	NA	NA	NA	NA
Female	1148	0	0	1148	100%	1148	100%	NA	NA	NA	NA
Total	2592	0	0	2592	100%	1148	100%	NA	NA	NA	NA
Other than Permanent employees											
Male	116	0	0	116	100%	NA	NA	NA	NA	NA	NA
Female	94	0	0	94	100%	94	100%	NA	NA	NA	NA
Total	210	0	0	210	100%	94	100%	NA	NA	NA	NA

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

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

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

Benefits	FY2024-25			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 (Yes/No)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Yes/No)
PF	86.62%		Yes	88.85%		Yes
Gratuity	95.00%	NA	Yes	98.35%	NA	Yes
Employee State Insurance (ESI)	22.20%		Yes	26.88%		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	94.44%	26.39%
Total	94.44%	26.39%
Permanent workers	Not Applicable, as the Company does not have any workers as defined in the BRSR Guidance Note.	
Male		
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	<p>Not Applicable, as the Company does not have any workers as defined in the BRSR Guidance Note.</p> <p>Employee Grievance Redressal: 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.</p> <p>Suggestion Boxes: Placed at the office for employees to share concerns or suggestions anonymously</p> <p>Whistle-Blower Policy (Vigil Mechanism): Enables reporting of fraud, corruption, unethical conduct, or code violations confidentially and without fear of retaliation.</p>
Other than Permanent Workers	
Permanent Employees	
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:

	FY2024-25					FY 2023-24				
	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										
Male	1560	1326	85%	1435	92%	1559	1294	83%	1403	90%
Female	1242	1081	87%	1131	91%	1294	1105	85%	1152	89%
Total	2802	2407	86%	2566	92%	2853	2399	84%	2555	90%
Workers										
Male	Not Applicable, as the Company does not have any workers as defined in the BRSR Guidance Note.									
Female										
Total										

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

	FY 2024-25			FY 2023-24		
	Total (A) (total employees)	No. (B) (total participated)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2059	1076	52.26%	1559	1173	75.24%
Female	1475	867	58.78%	1294	853	65.92%
Total	3534	1943	54.98%	2853	2026	71.01%
Workers						
Male	The company is not into manufacturing business and hence not required to employ any workers.					
Female						
Total						

10. Health and safety management system:

- 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
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**
We prioritize proactive risk assessments to protect the health, safety, and wellbeing of everyone in the workplace. Our approach follows the threestep Hazard Identification and Risk Assessment (HIRA) methodology:

Identify potential sources of Hazard – Identify potential sources of harm (Hazard Identification).

Assess the Risk – Evaluate the likelihood and severity of each hazard (Risk Assessment).

Make the Changes – Implement measures to eliminate or control the identified risks (Risk Control).

Using the HIRA framework, we systematically pinpoint hazards, assess their risks, and apply controls to mitigate them. This is reinforced through periodic internal audits and continuous monitoring to ensure compliance with legal and safety standards, which uncover unsafe behaviours and conditions, driving continual improvement and optimizing risk levels.

- 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 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	NA	NA
Total recordable work-related injuries	Employees	-	-
	Workers	NA	NA
No. of fatalities	Employees	-	-
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	NA	NA

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 –

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

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 year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	10	2	2 pending complaints were disposed off after the closure of financial year	23	Nil	The complaints were disposed-off as per the respective guidelines
Health and Safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
	FY 2024-25	FY 2023-24
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.

Periodical POSH refresher training is conducted for male and female employees to safeguard from physical, mental, and verbal harassment. In depth background verification is conducted for relevant employees to protect the company from any unpleasant situation post hiring.

Leadership Indicators

- 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

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

As part of the contractual arrangements entered into with value chain partners and suppliers, the Company has incorporated specific clauses requiring adherence including deduction and timely deposit of statutory dues (such as PF, ESI etc).

- 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.

- 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

- Details on assessment of value chain partners:**

NA

- 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

- 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.

- 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.**

The Company has still not sought any such consultation.

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 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)
Employees						
Permanent	2592	2387	92.09%	2853	2596	91.00%
Other than permanent	210	187	89.05%	640	541	84.53%
Total Employees	2802	2574	91.86%	3493	3137	89.80%
Workers						
Permanent	Not applicable, as company is not into manufacturing business, it does not employ any workers					
Other than permanent						
Total Workers						

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

	FY 2024-25					FY 2023-24				
	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	2592	-	-	2592	100%	2853	-	-	2853	100%
Male	1444	-	-	1444	100%	1559	-	-	1559	100%
Female	1148	-	-	1148	100%	1294	-	-	1294	100%
Other than Permanent	210	-	-	210	100%	640	-	-	640	100%
Male	116	-	-	116	100%	352	-	-	352	100%
Female	94	-	-	94	100%	288	-	-	288	100%
Workers										
Permanent	Not applicable, as company is not into manufacturing business, it does not employ any workers									
Male										
Female										
Other than Permanent										
Male										
Female										

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	₹1,20,000	1	₹1,35,000
Key Managerial Personnel	2	₹54,80,865	NA	NA
Employees other than BoD and KMP	2120	₹2,23,561	1889	₹1,81,731
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 24-25	FY 23-24
Gross wages paid to females as % of total wages.	36.47%	33.34%

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 2024-25			FY 2023-24		
	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	1	0	-	-	-	-
Discrimination at workplace	5	1	Resolved after completion of financial year	-	-	-
Child Labour	0	0	-	-	-	-
Forced Labour / Involuntary Labour	0	0	-	-	-	-
Wages	3	0	-	-	-	-
Other human rights related issues	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
Total Complaints reported under Sexual Harassment on the Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	-
Complaints on POSH as a % of female employees/workers	0.06780%	-
Complaints on POSH upheld	0	-

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	No assessment was carried for value chain partners
Discrimination at workplace	
Child Labour	
Forced Labour / Involuntary Labour	
Wages	
Others – please specify	

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

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 – 2024-25	FY – 2023-24
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)	71.93 TJ	59.37 TJ
Total fuel consumption (E)	1.45 TJ	2.31 TJ
Energy consumption through other sources (F)	-	-
Total energy consumed from nonrenewable sources (D+E+F)	73.38 TJ	61.68 TJ
Total energy consumed (A+B+C+D+E+F)	73.38 TJ	61.68 TJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.0000000086	0.0000000074
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

J= 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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	12317	16160
(ii) Groundwater	149298	167011
(iii) Third party water	104400	61048
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	266015	244219
Total volume of water consumption (in kilolitres)	266015	244219
Water intensity per rupee of turnover (Water consumed / turnover)	0.0000313745	0.0000294352
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:

NA

Parameter	FY 2024-25 (Current Financial Year)	FY 2023-24 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	14984	16920
- No treatment	5126	3040
- With treatment – please specify level of treatment	9858	13880
(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)	14984	16920

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 recently, projects 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	FY2024-25	FY 2023-24
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 2024-25	FY 2023-24
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 – 2024-25	FY – 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	NA	NA
Bio-medical waste (C)	230.09	194.39
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)	230.09	194.39
Waste intensity per rupee of Turnover (Total waste generated / Revenue from operations)	0.0000000271	0.0000000234
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA

Parameter	FY – 2024-25	FY – 2023-24
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	NA	NA
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	NA	NA
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 2024-25

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 10 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?

The Company intends to achieve minimal environmental impact at each of these stages to ensure a sustainability

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

NA

8. How many Green Credits have been generated or procured?

a. By the listed entity: NA

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners": 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

- 1a. Number of affiliations with trade and industry chambers / associations.

The Company had 6 affiliations for the period under review.

- 1b. 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	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4	Gujarat Chamber of Commerce and Industry (GCCCI)	State
5	Indian Chamber of Commerce	National
6	Healthcare Federation of India (NatHealth)	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 2024-2025

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 2024-25	FY 2023-24
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 2024-25	FY 2023-24
Rural	-	-
Semi-Urban	-	-
Urban	35%	31%
Metropolitan	65%	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	₹21.10 million

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

No

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

NA

- 3c. **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%
Vidhyabharti Akhil Shiksha Sansthan	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 a CRM system to deliver proactive service and maintain communication with customers. Various channels are available for customers to connect with the Company, all of which are monitored through the CRM. Trends related to service or product performance issues, both in-store and online, are recorded in the CRM database and addressed by the relevant team members. Customers are kept informed about the actions taken, and the customer service team ensures that appropriate steps are being taken to resolve service requests and 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 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	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: Nil
- 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).

<https://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.