



# FORTIS HEALTHCARE LIMITED

EARNINGS PRESENTATION – Q4 FY25 and FY25

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May 20, 2025

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# About Fortis Healthcare

## National Capital Region

- FMRI, Gurugram
- FEHI, New Delhi
- Shalimar Bagh
- Noida
- Vasant Kunj (O&M)
- Faridabad
- Manesar, Gurugram
- La Femme GK
- Def Col
- C-DOC (O&M)
- Greater Noida (O&M)



**27 Healthcare Facilities\***



**~4,750 Operational Beds^**



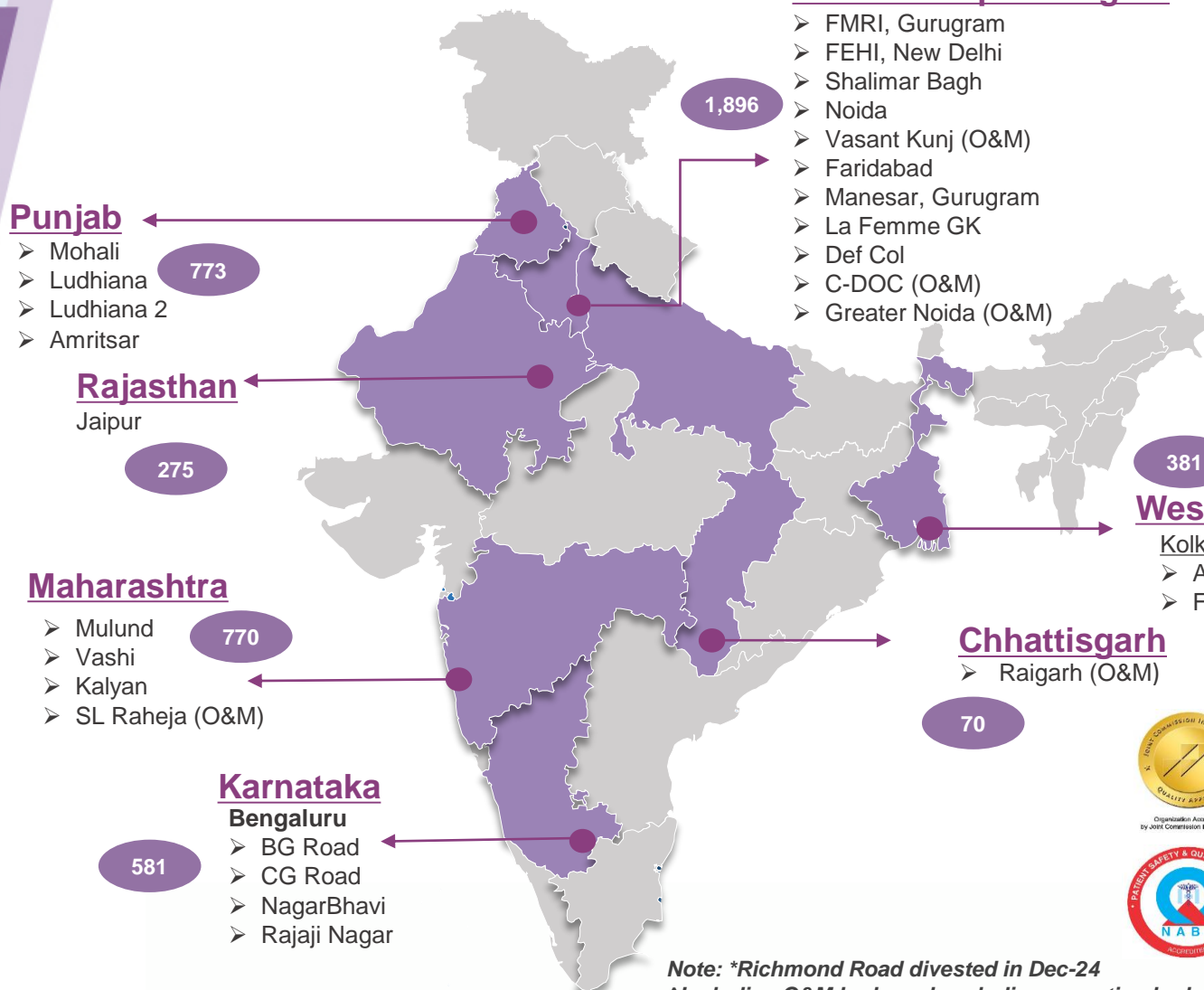
**7,500+ Doctors**



**7,500+ Nurses#**



**23,000+ employees  
(including Agilus)**



4 JCI Accredited



25 NABH Accredited/  
Certified

**Amongst the  
most accredited  
healthcare  
network in India**

Note: \*Richmond Road divested in Dec-24

^Including O&M beds and excluding operating beds for Richmond Road

# Including trainee nurses

# AGENDA

1. Clinical Excellence at Fortis
2. Performance Highlights
  - Earnings and Financial Summary – Q4FY25 and FY25
3. Performance Review - Hospital Business
  - Beds Expansion Update
  - ESG Highlights
4. Performance Review - Diagnostics Business
5. Appendix





# CLINICAL EXCELLENCE AT FORTIS

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## KEY HIGHLIGHTS

# CLINICAL EXCELLENCE

## FY25 Performance – Key Procedures



**67,400+**

**Cardiac Procedures<sup>1</sup>**



**30,500+**

**Joint Replacements and  
Other Ortho Procedures**



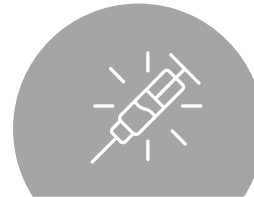
**~6,200**

**Robotic Surgeries<sup>3</sup>**



**1,000+**

**Transplants<sup>2</sup>**



**~9,200**

**Neuro and Spine  
Surgeries**



**12,600+**

**Radiation Therapy  
Patients**

**Note:**

FY25 witnessed YoY growth across key procedures: Cardiac Procedures grew by 11%, Ortho Procedures by 9%, Robotic Surgeries by 72%, Radiation Therapy by 14%, and Neuro and Spine Procedures by 17%

<sup>1</sup>Cardiac Procedures include Cardiac Surgery, Angiography, Angioplasty and other Cardiology procedures

<sup>2</sup>Transplants include Kidney, Liver and Bone Marrow Transplants

<sup>3</sup>Robotic Surgeries include Cardiac, Urology, Oncology, Gynae, Ortho and General Surgery

# CLINICAL EXCELLENCE

## Q4 FY25

- **Fortis Escorts, Okhla Road, New Delhi**, performed India's first kidney auto-transplant on a 6-year-old boy from Uzbekistan with bilateral Wilms tumour—a rare kidney cancer—enabling precise tumour removal while minimizing the risk of cancer cell spread.

## Q1–Q3 FY25

- **Fortis Hospital, Gurugram**, performed the first-of-its-kind complex portal vein reconstruction by innovatively utilizing the umbilical vein on a 14-year-old child suffering from chronic Budd-Chiari Syndrome, a rare disorder affecting the liver and blood vessels.
- **Fortis Hospital, Gurugram**, performed specialized endoscopic procedure to treat a rare case of Killian-Jamieson Diverticulum, an upper esophageal disorder, using a cutting-edge modified Per-Oral Endoscopic Myotomy (POEM) technique on a 48-year-old patient.
- **Fortis Hospital, BG Road, Bengaluru** achieved a significant feat in treating a 58-year-old man diagnosed with Left Kidney Cancer with Solitary Metastasis to Left humerus, resulting in complete cure - a rare case with few reported instances worldwide
- **Fortis Hospital, Mohali**, became the first hospital in north of Delhi NCR to perform Robotic Trans-Axillary Nipple Sparing Mastectomy with Implant Reconstruction Surgery on two patients. While the first patient was suffering from multifocal mucinous breast cancer, the other had multifocal locally advanced breast cancer post neoadjuvant chemotherapy.



# AUGMENTING MEDICAL PROGRAMS



➤ **Fortis Hospital, Gurugram,** launched North & Central India's first MR LINAC, to treat tumors with precision



➤ **Fortis Hospital, Gurugram,** introduced South Asia's first Gamma Knife Espirit radiosurgery equipment for neurosurgical treatment to attain precision to target brain tumors



➤ **Fortis Nagarbhavi, Bengaluru,** expanded to 92-bed multi-specialty tertiary care facility (~50 beds pre-expansion) in a significant upgrade



➤ **Fortis Escorts, Okhla Road, Delhi,** launched a surgical robot, revolutionizing Cardiothoracic & Vascular Surgery (CTVS), Urology, and GI Surgeries enabling precision and faster recovery

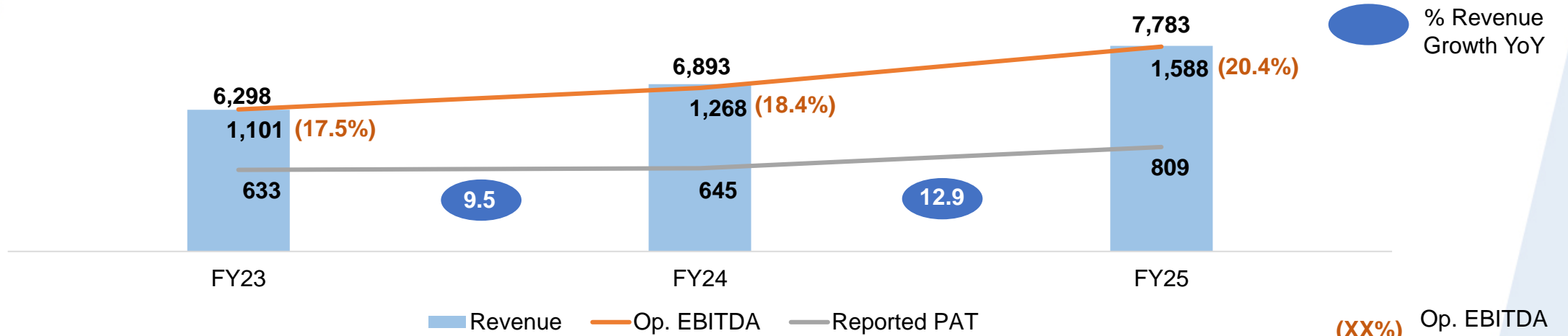
- During the year, Fortis launched State-of-the-Art Advanced **Vertigo Labs** at Fortis Ludhiana, Fortis Manesar and Fortis Gurugram
- **Fortis Shalimar Bagh** introduced a new Dialysis Block of 16 beds equipped with cutting-edge technology



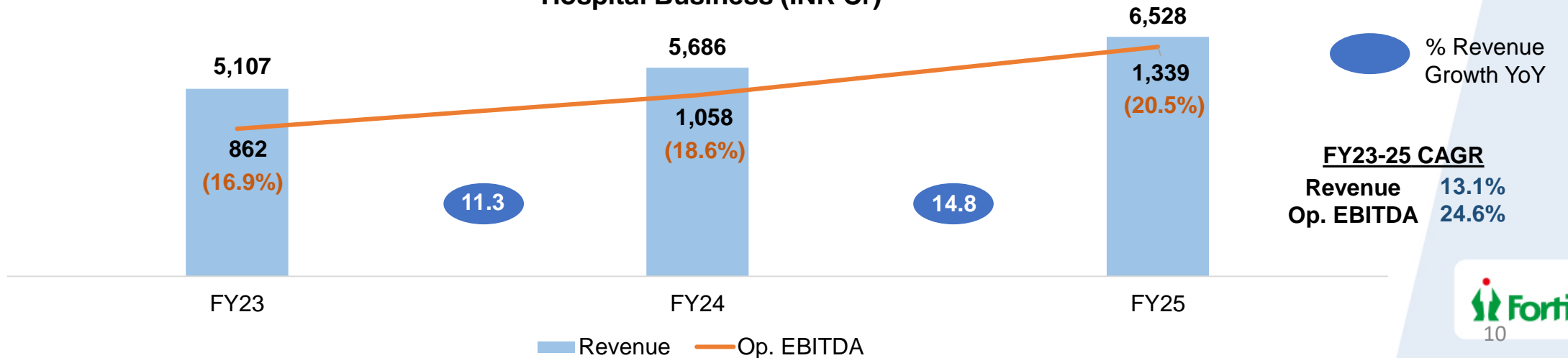
**Q4FY25 and FY25**  
PERFORMANCE HIGHLIGHTS

# BUSINESS PERFORMANCE

## Consolidated (INR Cr)



## Hospital Business (INR Cr)



# Q4FY25 SNAPSHOT

Consolidated Revenue

**2,007 Crores**

 12.4%

Consolidated Op EBITDA

**435 Crores**  
(21.7% Margin)

 14.3%

Consolidated PBT<sup>1</sup>

**290 Crores**

 8.2%

Consolidated PAT<sup>1</sup>

**242 Crores**

 20.8%

Net Debt / (Cash)<sup>3</sup>

**1,694 Crores**

Net Debt to EBITDA<sup>2,3</sup>

**0.93x vs 0.17x**

1. Excluding exceptional items

2. Basis Q4FY25 annualized EBITDA; 3. Net Debt as on 31<sup>st</sup> Mar 2025

# FY25 SNAPSHOT

Consolidated Revenue

**7,783 Crores**

 12.9%

Consolidated Op EBITDA

**1,588 Crores**  
(20.4% Margin)

 25.3%

Consolidated PBT<sup>1</sup>

**1,096 Crores**

 30.2%

Consolidated PAT<sup>1</sup>

**899 Crores**

 42.8%

Net Debt / (Cash)<sup>3</sup>

**1,694 Crores**

Net Debt to EBITDA<sup>2,3</sup>

**0.93x vs 0.17x**

Board recommends dividend of INR 1 per share (10% of face value); subject to shareholders' approval

1. Excluding exceptional items

2. Basis Q4FY25 annualized EBITDA; 3. Net Debt as on 31<sup>st</sup> Mar 2025

# Key Updates

## Q4 FY25

### 'Fortis' brand and trademarks

**Mar'25/ Apr'25** : The company successfully acquired the 'Fortis' brand and trademarks through a public auction for a consideration of INR 200 Cr.

### Acquisition of Shrimann Hospital

**Feb'25:** The company signed definitive agreements for the acquisition of 228-bedded Shrimann Superspecialty Hospital in Jalandhar, Punjab that has a potential future bed capacity of 450 beds (through adjunct land parcel).

## Q1–Q3 FY25

### Richmond Road

**Dec'24:** Continuing with the portfolio rationalization strategy, the company divested business operations of the Richmond Road facility, Bangalore in Dec'24.

### Diagnostics Business

**Jan'25:** The company consolidated its stake in Agilus Diagnostics Ltd. to 89.2% by acquiring 31.52% from Private Equity investors.

### Fortis Manesar

**Sep'24:** Fortis Hospital, Manesar, Gurugram, a 350 bedded facility, commenced operations in Sep'24.

# Q4FY25 SNAPSHOT

- Hospital business revenues grew 14.2% to INR 1,701 Cr versus INR 1,490 Cr in Q4FY24
- Hospital Business Operating EBITDA stood at INR 372 Cr, up 11.7%; while operating margin was at 21.9%\* versus 22.4%\* in Q4FY24
- Q4FY25 hospital business ARPOB was at INR 2.51 Cr per annum vs INR 2.32 Cr in Q4FY24, up 8.4%; Surgical : Non-Surgical mix stood at 58:42, compared to 57:43 in Q4FY24
- Occupancy for the quarter stood at 69% versus 66% in Q4FY24
- The company's diagnostics business reported gross revenues of INR 348.5 Cr versus INR 338.4 Cr in Q4FY24
- Operating EBITDA Margin of the diagnostics business (basis gross revenues) stood at 18.0% versus 14.0% in Q4FY24

*\*Note: The financials of the hospital business related primarily to Q4FY25 and Q4FY24 comprise adjustments of amounts related to write back of excess provisions / unclaimed balances/ expected credit loss and other year end adjustments which have been accounted for in the quarters but pertain to the full year.*



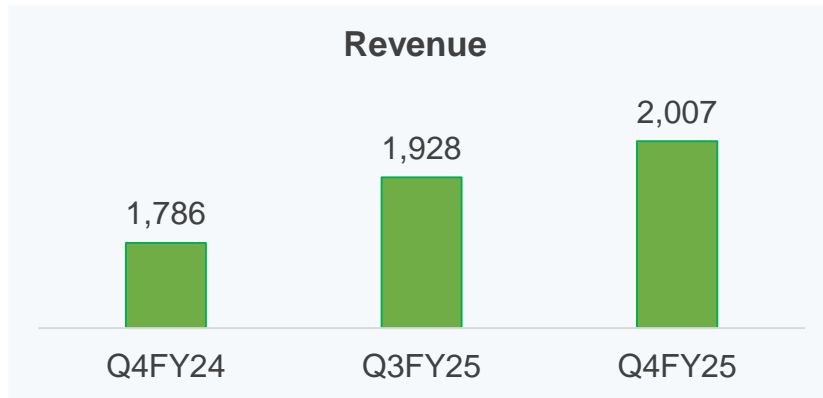
# FY25 SNAPSHOT

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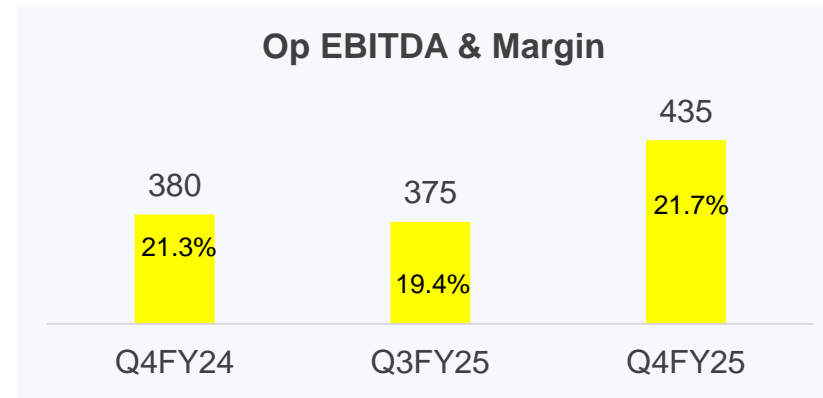
- Hospital business revenue at INR 6,528 Cr versus INR 5,686 Cr in FY24, a growth of 14.8%
- Hospital business Operating EBITDA at INR 1,339 Cr versus INR 1,058 Cr in FY24, a growth of 26.6%; Margin at 20.5% vs 18.6% in FY24
- FY25 hospital business ARPOB at INR 2.42 Cr vs INR 2.22 Cr in FY24, up 9.0% ; Surgical : non-surgical mix stood at 59:41, similar to the FY24
- Occupancy for the year stood at 69% in FY25 versus 65% in FY24
- Diagnostic business gross revenues were at INR 1,407 Cr versus INR 1,372 Cr in FY24
- Diagnostic Operating EBITDA Margin (basis gross revenues) for the year stood at 17.7% versus 15.3% in FY24

# CONSOLIDATED EARNINGS SUMMARY – Q4FY25

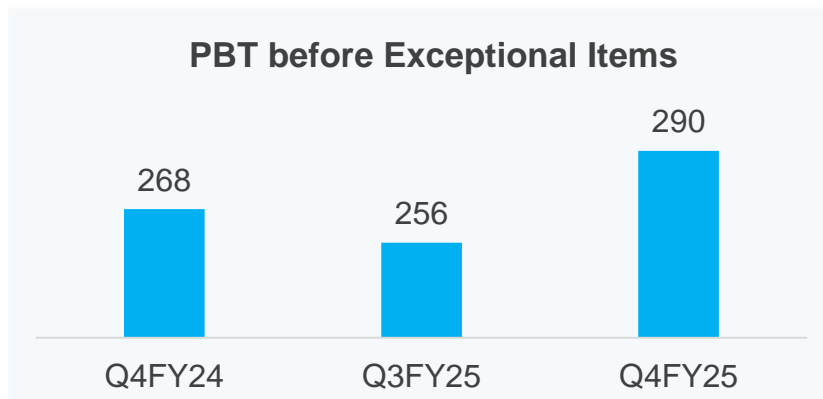
All figures in INR Cr



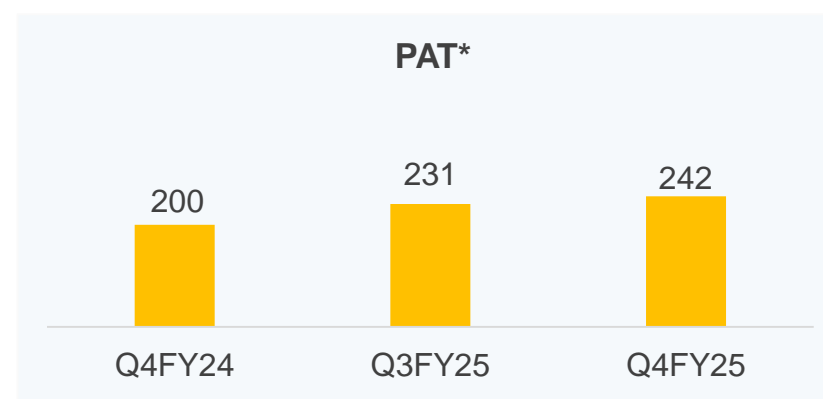
Up 12.4%



Up 14.3%



Up 8.2%



Up 20.8%

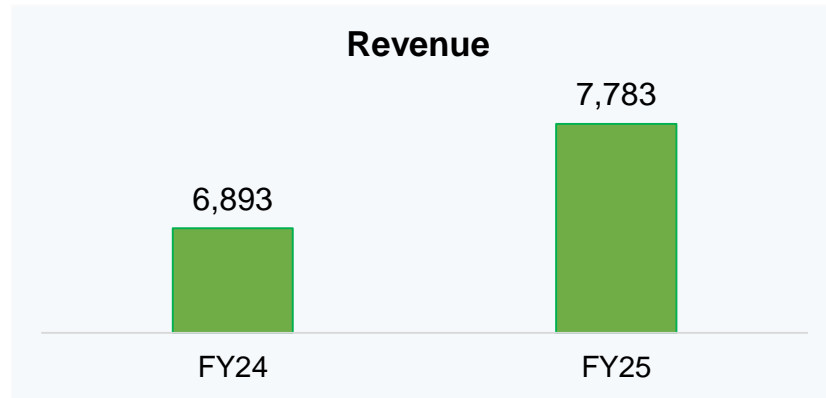
\* Q4FY25 PAT excludes exceptional loss of INR 53.6 Cr which pertains primarily to the impairment of investment in an associate Company and impairment of assets in a subsidiary company

\* Q3FY25 PAT excludes exceptional gain of INR 23.5 Cr related to the divestment of the Richmond Road, Bangalore facility in December 2024 and INR 0.3 Cr related to reversal of allowance on interest accrued

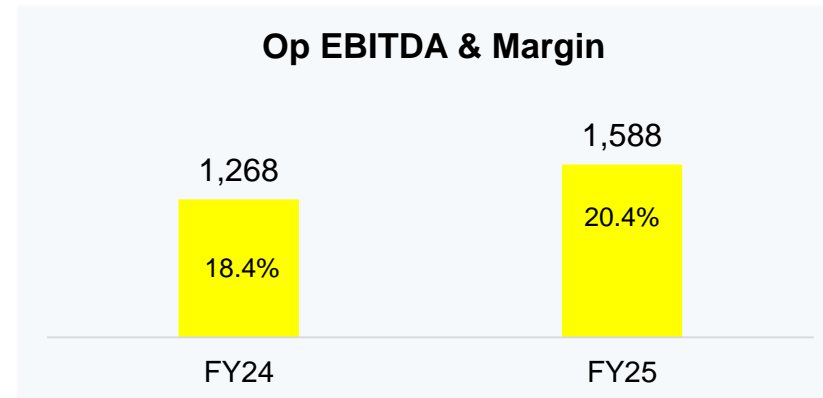
\* Q4FY24 PAT excludes exceptional net gain of Rs 3.1 Cr related to the Fortis Malar divestment transaction

# CONSOLIDATED EARNINGS SUMMARY – FY25

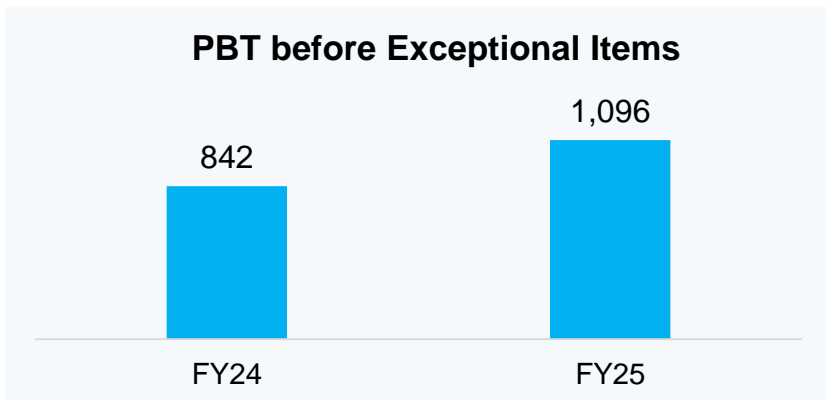
All figures in INR Cr.



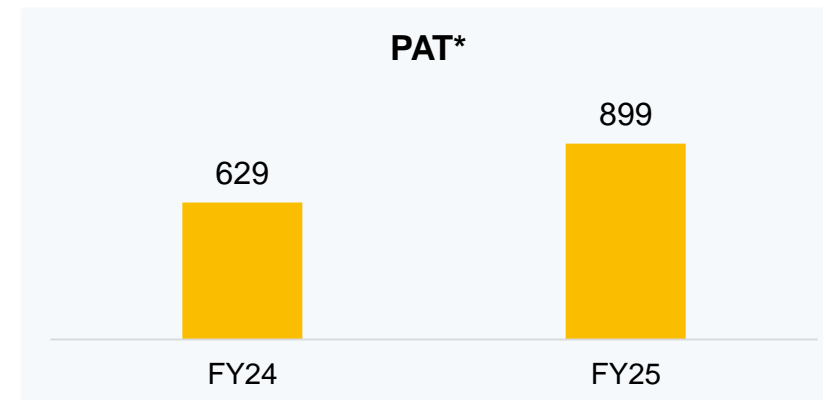
Up 12.9%



Up 25.3%



Up 30.2%



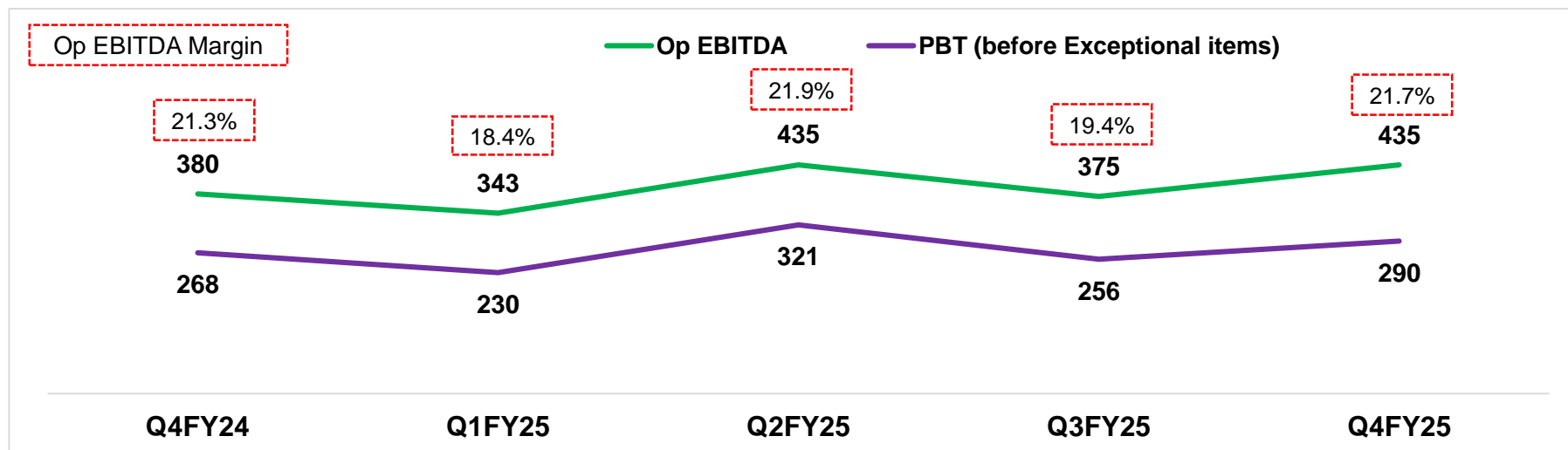
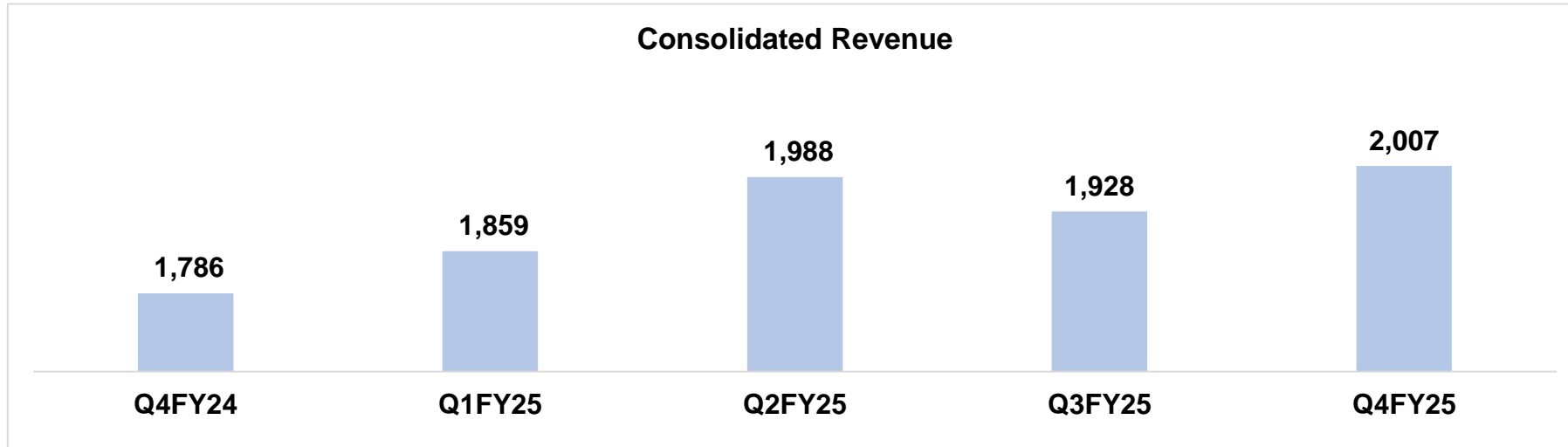
Up 42.8%

\* FY25 PAT excludes exceptional net loss of INR 89.3 Cr primarily pertaining to the impairment of investment in an associate Company and impairment of assets in a subsidiary company, offset by gain related to the divestment of the Richmond Road, Bangalore facility

\* FY24 PAT excludes exceptional gain of Rs 16.0 Cr related to the divestment of the Chennai facilities and reversal of impairment in an associate Company

# CONSOLIDATED EARNINGS SUMMARY

All figures in INR Cr

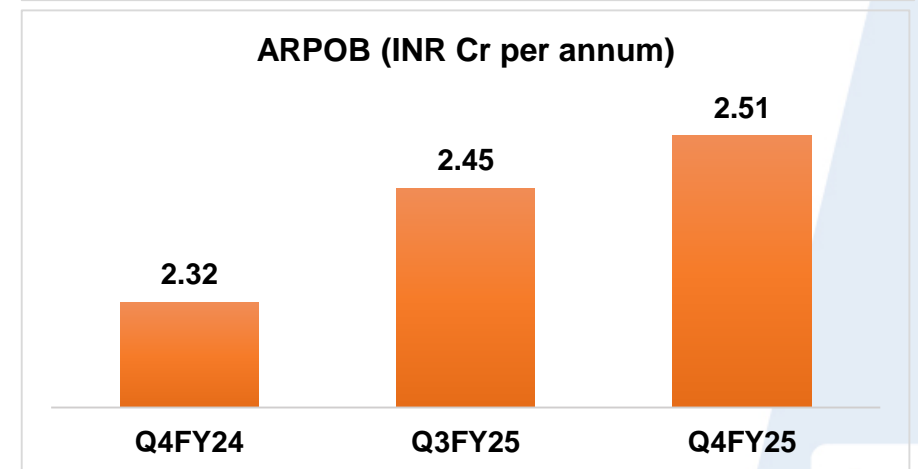
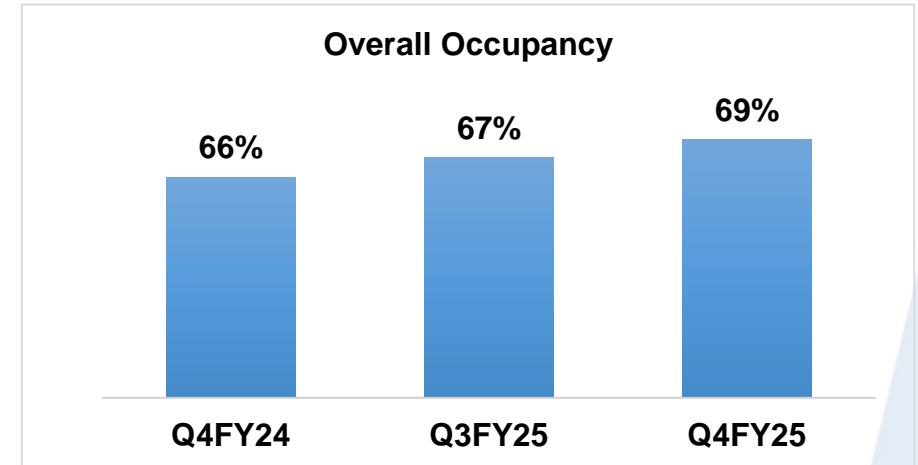


# Q4FY25

## HOSPITAL BUSINESS HIGHLIGHTS

- Occupancy was at 69%, compared to 66% in Q4FY24. Occupied beds increased to 2,855 compared to 2,706 in Q4FY24, a growth of 5.5%.
- Revenue from focus specialties comprising Oncology, Neurosciences, Cardiac Sciences, Gastroenterology, Orthopedics and Renal Sciences grew 15.7% and contributed 62% to overall hospital business revenues, compared to 61% in Q4FY24.
- International Patient revenues grew 17% to INR 145 Cr in Q4FY25 vs INR 124 Cr in Q4FY24. The business contributed 8.1% to overall hospital business revenues versus 7.9% in Q4FY24.
- Revenues from digital channels viz website, mobile application and digital campaigns witnessed a 25.6% YoY growth; contributed 29.2% to overall hospital revenues versus 26.6% in Q4FY24.

### Key Performance Indicators



Up 8.4%

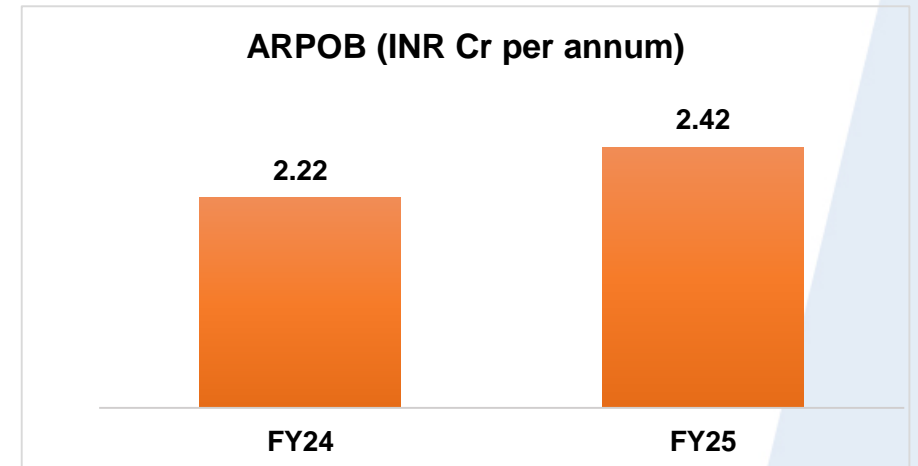
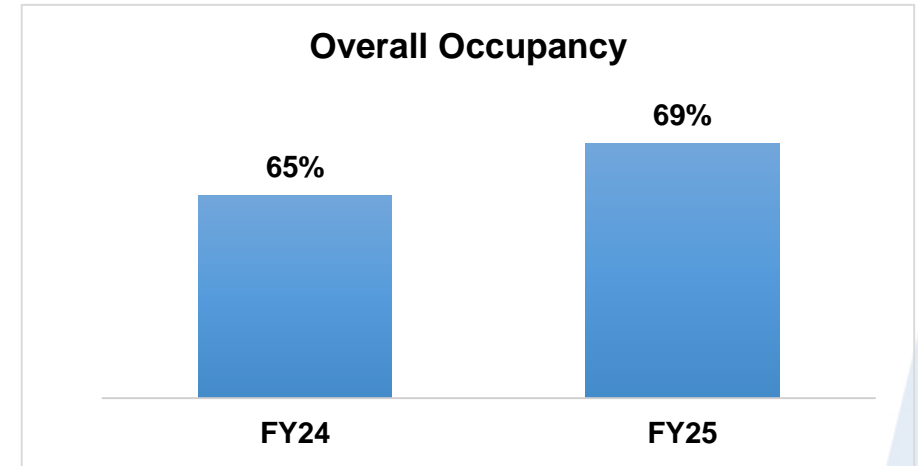


# FY25

## HOSPITAL BUSINESS HIGHLIGHTS

- Occupancy was at 69%, compared to 65% in FY24. Occupied beds increased to 2,838 compared to 2,700 in FY24, a growth of 5.1%.
- Revenue from focus specialties comprising Oncology, Neurosciences, Cardiac Sciences, Gastroenterology, Orthopedics and Renal Sciences grew 15.5% and contributed 62% to overall hospital business revenues, similar to FY24.
- International Patient revenues grew 13% to INR 539 Cr in FY25 vs INR 479 Cr in FY24. The business contributed 7.8% to overall hospital business revenues versus 8.0% in FY24.
- Revenues from digital channels viz website, mobile application and digital campaigns witnessed a 35.1% YoY growth; contributed 29.6% to overall hospital revenues versus 25.2% in FY24.
- Key surgical procedure volumes performed across Neurosciences and Robotic Surgeries increased by 17% and 72% YoY.

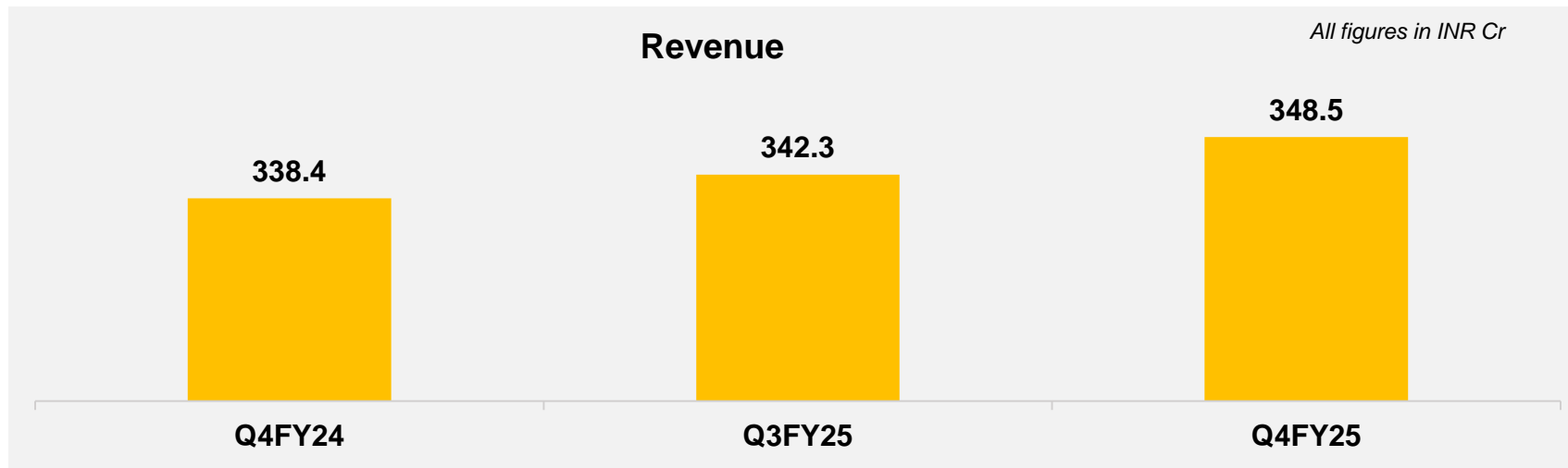
### Key Performance Indicators



# Q4FY25

## DIAGNOSTIC BUSINESS HIGHLIGHTS

- Agilus reported gross revenue of INR 348.5 Cr in Q4FY25 as compared to INR 338.4 Cr in Q4FY24.
- Operating EBITDA stood at INR 62.6 Cr in Q4FY25 versus INR 47.2 Cr in Q4FY24 (18.0% versus 14.0% EBITDA margin basis gross revenues).
- Operating EBITDA before one-off expenses\* was at INR 81.7 Cr in Q4FY25 versus INR 55.1 Cr in Q4FY24 (23.4% versus 16.3% EBITDA margin basis gross revenues).



\* In Q4FY25, one off expenses pertain primarily to rebranding expenses and a contingent consideration payment for an earlier lab acquisition

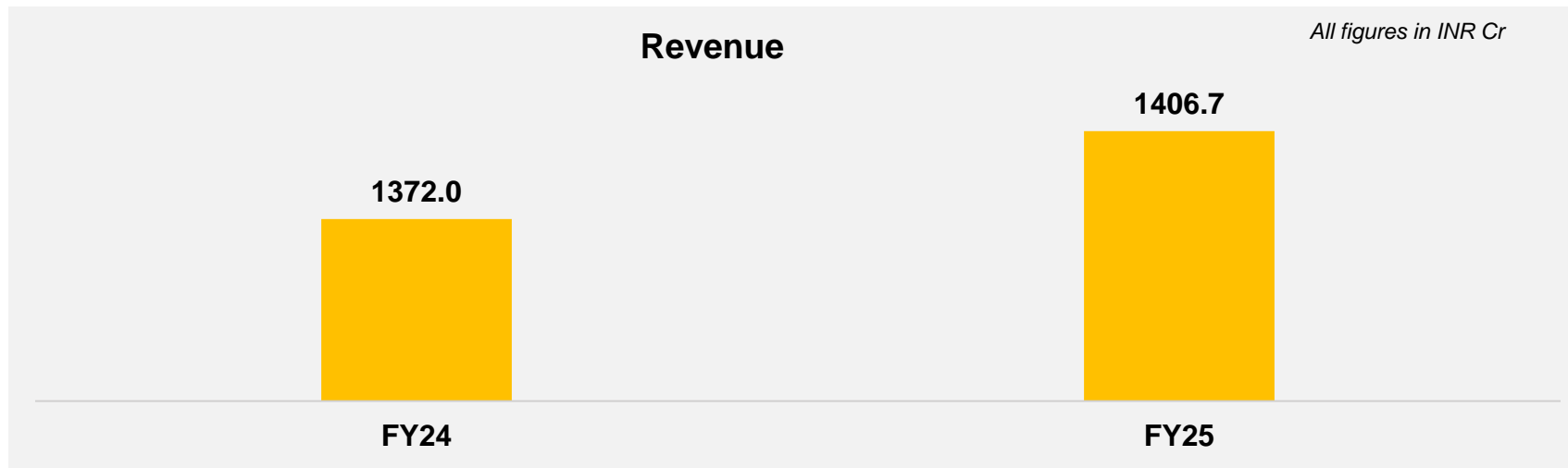
\* In Q3FY25, one off expenses primarily relates to rebranding expenses

\* In Q4FY24, one off expenses pertain primarily to rebranding expenses, provision related to certain government businesses and a contingent consideration payment for an earlier lab acquisition

# FY25

## DIAGNOSTIC BUSINESS HIGHLIGHTS

- Agilus reported gross revenue of INR 1,406.7 Cr in FY25 as compared to INR 1,372.0 Cr in FY24.
- Operating EBITDA (basis gross revenues) stood at INR 248.6 Cr in FY25 versus INR 209.4 Cr in FY24 (17.7% versus 15.3% EBITDA margin basis gross revenues).
- Operating EBITDA before one-off expenses\* was at INR 309.3 Cr in FY25 versus INR 269.0 Cr in FY24 (22.0% versus 19.6% EBITDA margin basis gross revenues).



*\* In FY25, one off expenses pertain primarily to rebranding expenses and a contingent consideration payment for an earlier lab acquisition*

*\* In FY24, one off expenses pertain primarily to rebranding expenses, provision related to certain government businesses and a contingent consideration payment for an earlier lab acquisition*

# OPERATING PERFORMANCE

## HOSPITAL BUSINESS

Particulars (INR Cr)	Hospital Business				
	Q4FY24*	Q3FY25	Q4FY25*	FY24	FY25
<b>Operating Revenue</b>	<b>1,490</b>	<b>1,623</b>	<b>1,701</b>	<b>5,686</b>	<b>6,528</b>
Revenue Growth vs LY	10.3%	16.8%	14.2%	11.3%	14.8%
<b>Reported EBITDA</b>	<b>339</b>	<b>340</b>	<b>384</b>	<b>1,090</b>	<b>1,388</b>
EBITDA growth vs LY	47.5%	34.0%	13.2%	18.3%	27.3%
<b>Margin</b>	<b>22.8%</b>	<b>20.9%</b>	<b>22.6%</b>	<b>19.2%</b>	<b>21.3%</b>
Adj: Other Income <sup>^</sup>	6	14	12	32	49
<b>Operating EBITDA</b>	<b>333</b>	<b>325</b>	<b>372</b>	<b>1,058</b>	<b>1,339</b>
<b>Margin</b>	<b>22.4%</b>	<b>20.0%</b>	<b>21.9%</b>	<b>18.6%</b>	<b>20.5%</b>

- \* The financials of the hospital business related primarily to Q4FY25 and Q4FY24 comprise adjustments of amounts related to write back of excess provisions / unclaimed balances / expected credit loss and other year end adjustments which have been accounted for in the quarters but pertain to the full year
- Above financials includes financials of International entities which are part of Fortis group; mainly RHTTM
- <sup>^</sup>Hospital business reported EBITDA for FY24 includes other income primarily as a result of the dividend income received from the Company's majority owned subsidiary Agilus Diagnostics. Hospital business reported EBITDA for FY25 includes other income primarily pertaining to gain on sale of assets, interest on tax refund, interest income and dividend income received from the Company's majority owned subsidiary Agilus Diagnostics
- <sup>^</sup>Hospital business reported EBITDA for Q4FY25 and Q3FY25 includes other income primarily pertaining to gain on sale of assets, interest on tax refund and interest income

# OPERATING PERFORMANCE

## DIAGNOSTIC BUSINESS

Particulars (INR Cr)	Diagnostic Business				
	Q4FY24	Q3FY25	Q4FY25	FY24	FY25
<b>Operating Revenue</b>	<b>338</b>	<b>342</b>	<b>348</b>	<b>1,372</b>	<b>1,407</b>
Revenue Growth vs LY	1.9%	3.5%	3.0%	1.8%	2.5%
<b>Reported EBITDA</b>	<b>52</b>	<b>56</b>	<b>71</b>	<b>229</b>	<b>274</b>
EBITDA growth vs LY	-5.7%	51.1%	37.9%	-12.8%	19.8%
<b>Margin</b>	<b>15.2%</b>	<b>16.4%</b>	<b>20.4%</b>	<b>16.7%</b>	<b>19.5%</b>
Adj: Other Income incl FX	4	7	9	20	26
<b>Operating EBITDA</b>	<b>47</b>	<b>49</b>	<b>63</b>	<b>209</b>	<b>249</b>
<b>Margin</b>	<b>14.0%</b>	<b>14.4%</b>	<b>18.0%</b>	<b>15.3%</b>	<b>17.7%</b>
Adj: One off expenses*	8	24	19	60	61
<b>Operating EBITDA before one off exp</b>	<b>55</b>	<b>73</b>	<b>82</b>	<b>269</b>	<b>309</b>
<b>Margin</b>	<b>16.3%</b>	<b>21.3%</b>	<b>23.4%</b>	<b>19.6%</b>	<b>22.0%</b>

- \* In Q4FY25 and Q4FY24, one off expenses pertain primarily to rebranding expenses and a contingent consideration payment for an earlier lab acquisition; In Q3FY25, one off expenses primarily relates to rebranding expenses; For FY24, one off expenses includes rebranding expenses, provision related to certain government business and a contingent consideration payment for an earlier lab acquisition; For FY25, one off expenses includes rebranding expenses and a contingent consideration payment for an earlier lab acquisition
- Diagnostics business revenue is on Gross Basis; Diagnostic business Q4FY25 net revenue (net of inter company elimination) stood at INR 306.3 Cr versus INR 296.0 Cr in Q4FY24 and INR 305.2 Cr in Q3FY25.

# BALANCE SHEET (CONSOLIDATED)

March 31, 2025

Balance Sheet (INR Cr)	March 31, 2024	Dec 31, 2024	Mar 31, 2025
Shareholder's Equity	8,556	8,984	9,169
Debt	859	2,341	2,196
Lease Liabilities (Ind AS 116)*	297	268	280
<b>Total Capital Employed</b>	<b>9,711</b>	<b>11,593</b>	<b>11,645</b>
Net Fixed Assets (including intangibles & CWIP)	6,221	6,477	6,636
Goodwill	4,194	4,194	4,194
Investments	230	178	169
Cash and Cash Equivalents	595	1,697	502
Net Other Assets^	(1,529)	(953)	144
<b>Total Assets</b>	<b>9,711</b>	<b>11,593</b>	<b>11,645</b>
Net Debt / (cash)	<b>264</b>	<b>644</b>	<b>1,694</b>
<b>Net Debt to Equity</b>	<b>0.03x</b>	<b>0.07x</b>	<b>0.18x</b>

- \*Pertains to lease liability on account of adoption of new accounting standard on leases w.e.f. April 1, 2019
- Net Debt excludes lease liabilities
- Net Debt to EBITDA was at 0.93x vs 0.17x for Q4FY25 and Q4FY24 (basis annualized EBITDA of Q4FY25 and Q4FY24, respectively)
- ^Includes PUT option liability for the period Mar'24 and Dec'24 pertaining to Agilus' 31.52% Stake held by private equity investors; 7.61% stake was acquired from one of the private equity investors in Dec-24 and the remaining was acquired in Jan-25

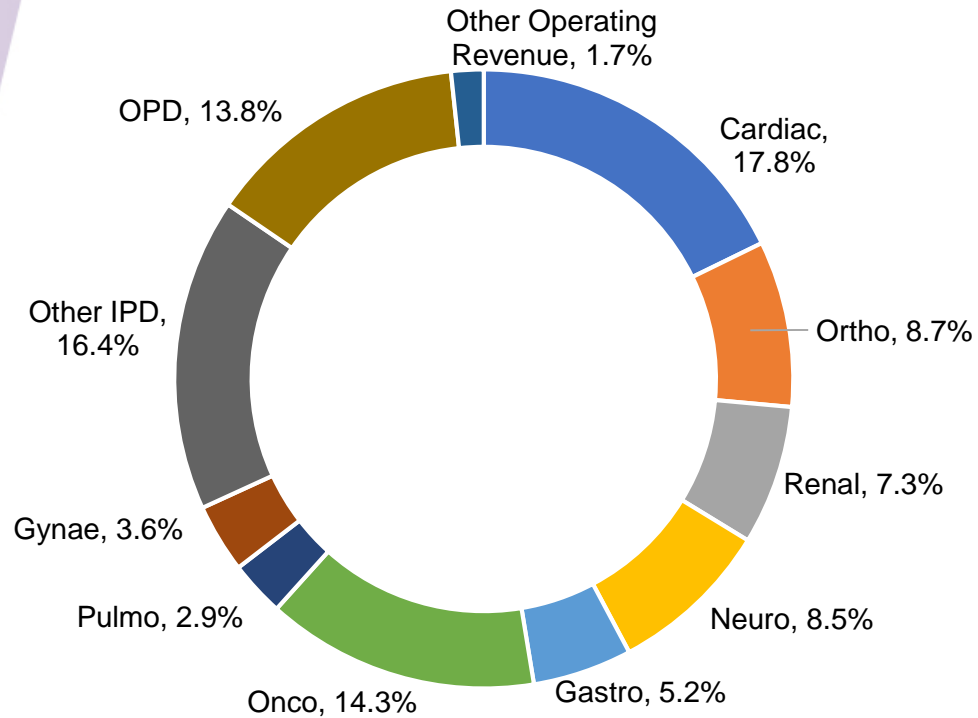


# PERFORMANCE REVIEW

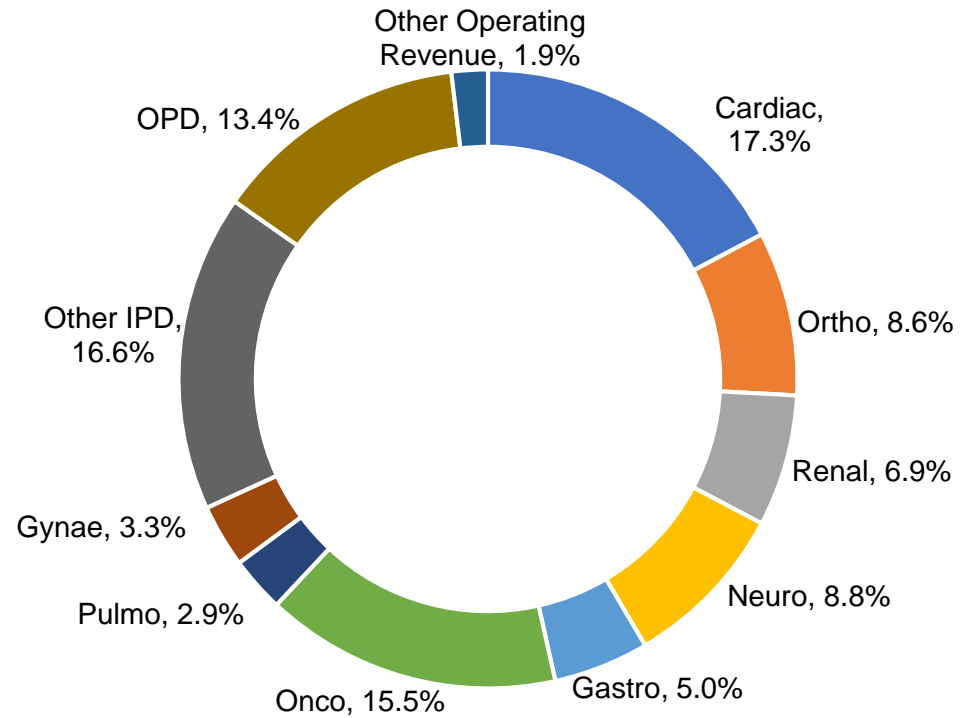
HOSPITALS BUSINESS

# SPECIALTY MIX

FY24



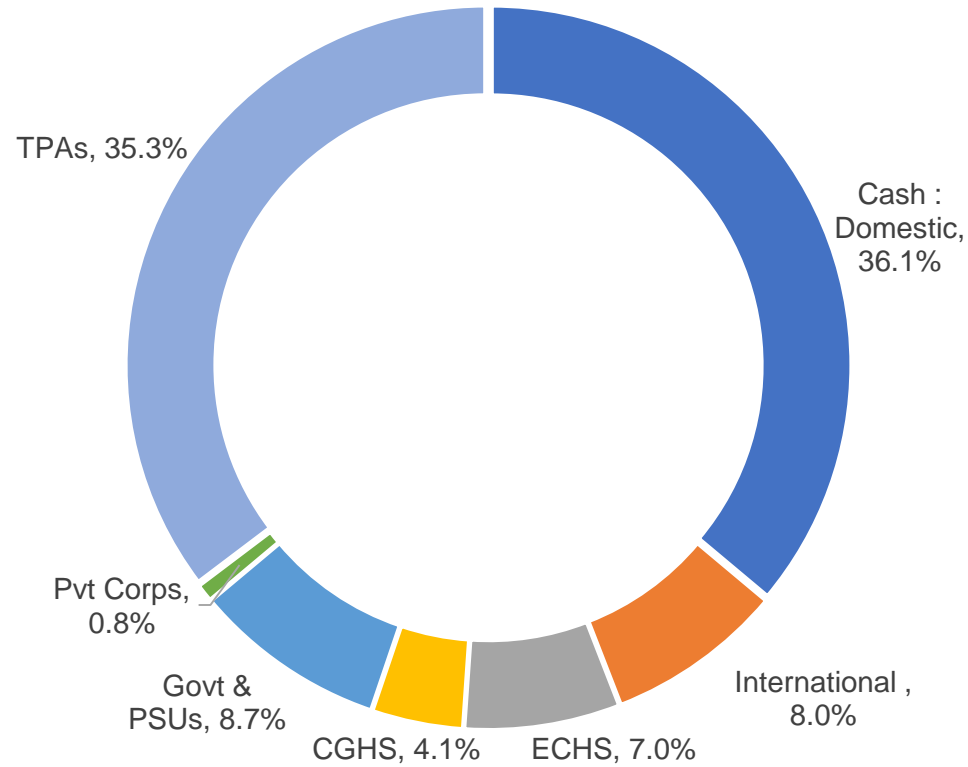
FY25



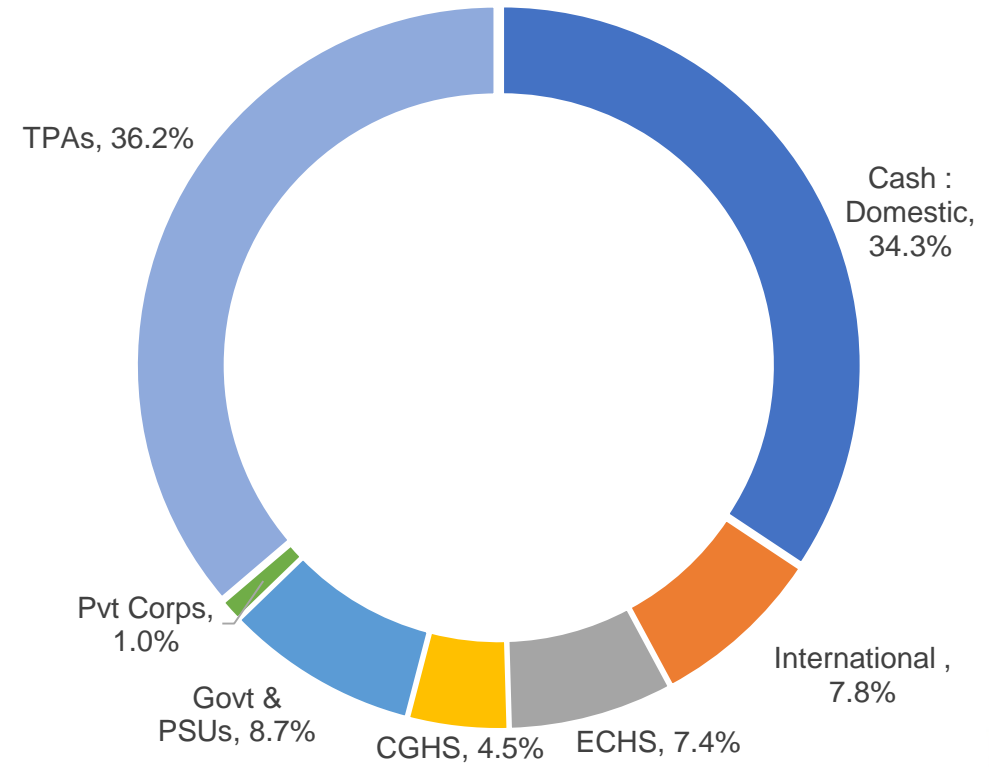
Specialties such as Oncology and Neurosciences witnessed Y-o-Y revenue growth of 25% and 19%, respectively

# PAYOR MIX

FY24

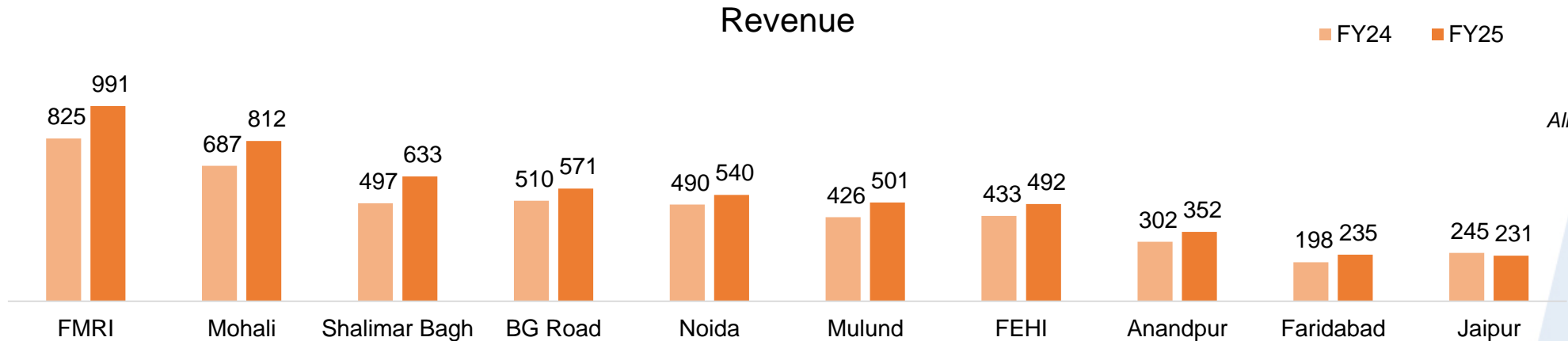
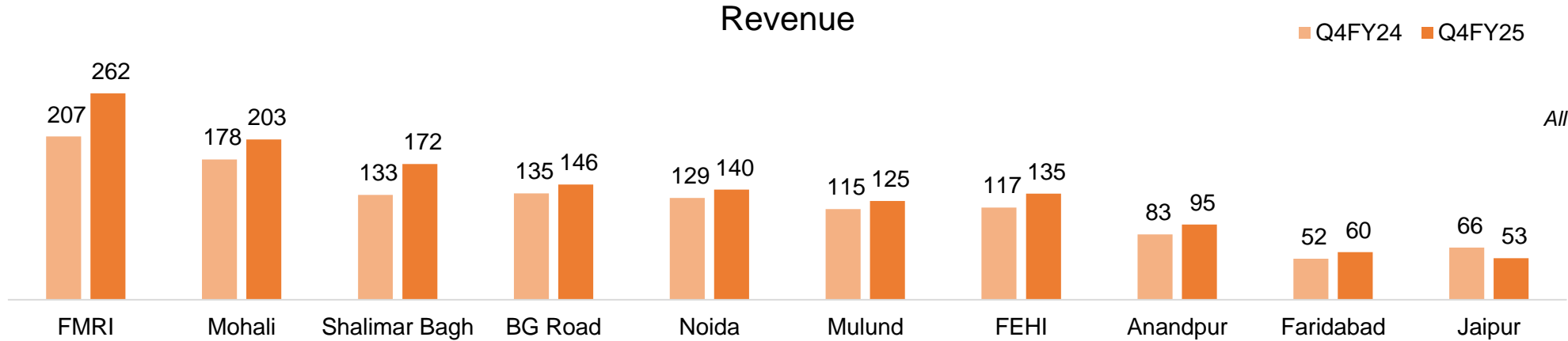


FY25



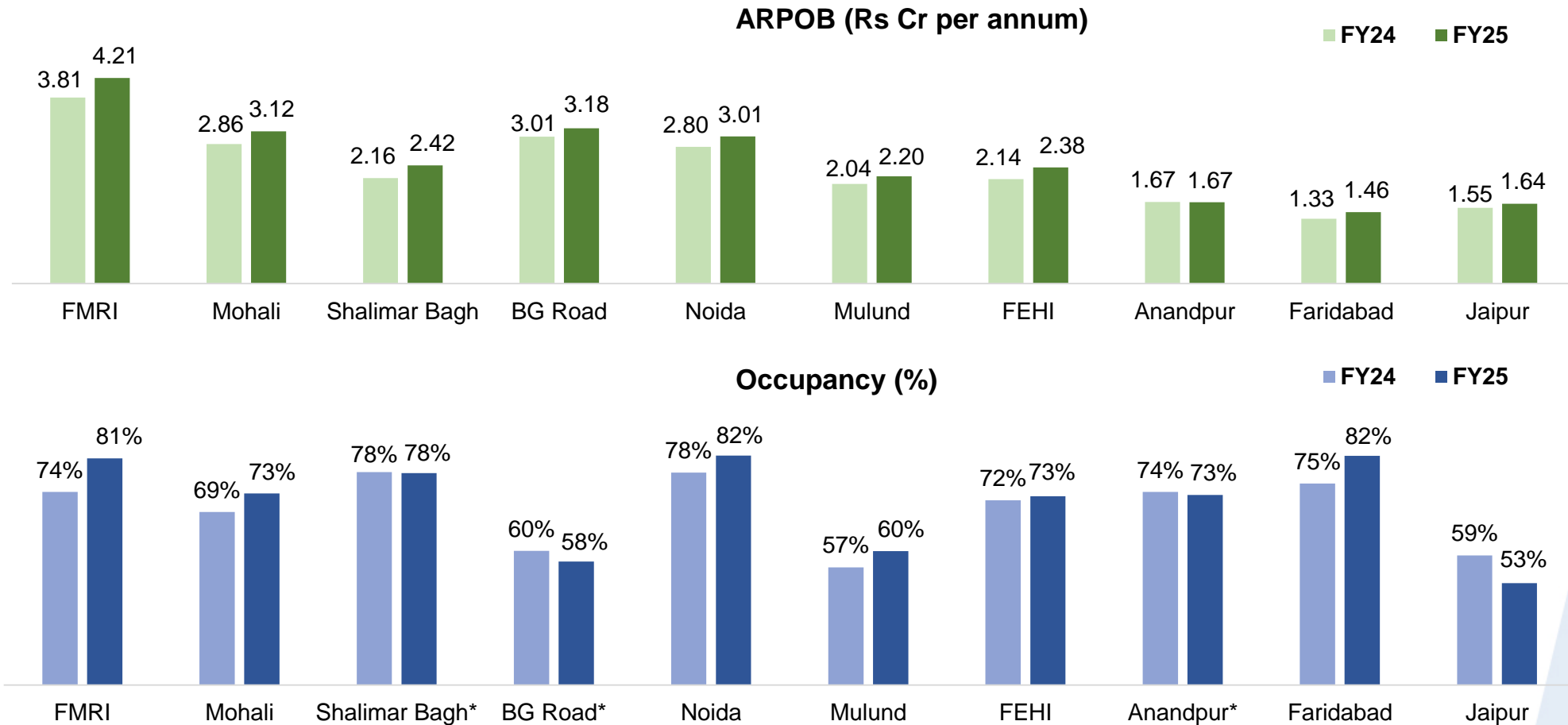
# HOSPITAL BUSINESS PERFORMANCE – Q4FY25 & FY25

Key healthcare facilities continue to witness a YoY upward momentum in revenues



# HOSPITAL BUSINESS PERFORMANCE – FY25

Key hospitals witnessed healthy ARPOB and Occupancy growth



Note: \* In FY25, Anandpur, Shalimar Bagh, and BG Road increased their operational bed capacity by ~50, ~40, and ~30 beds respectively

# HOSPITAL MARGIN MATRIX

FY25\*

EBITDA	No of Facilities	Revenue Contribution	Operational beds	ARPOB (INR Cr)	Occupancy
>20%	10	73.2%	2,611	2.67	72%
15% - 20%	4	8.0%	487	1.49	75%
10% - 15%	2	8.8%	346	2.55	70%
<10%	5^	8.7%	652	1.80	52%

^ Note: <10% EBITDA Margin facilities include Ludhiana 2 (commissioned in Dec'23) and Manesar (commissioned in Sep'24)

FY24\*

EBITDA	No of Facilities	Revenue Contribution	Operational beds	ARPOB (INR Cr)	Occupancy
>20%	8	62.2%	1,998	2.56	72%
15% - 20%	5	13.4%	745	1.76	62%
10% - 15%	3	13.8%	640	1.89	70%
<10%	5	8.1%	551	1.81	50%

Note: \*FY24 numbers exclude Vadapalani, Malar facilities and include Ludhiana 2 facility; FY25 numbers exclude Richmond Road facility, Bangalore

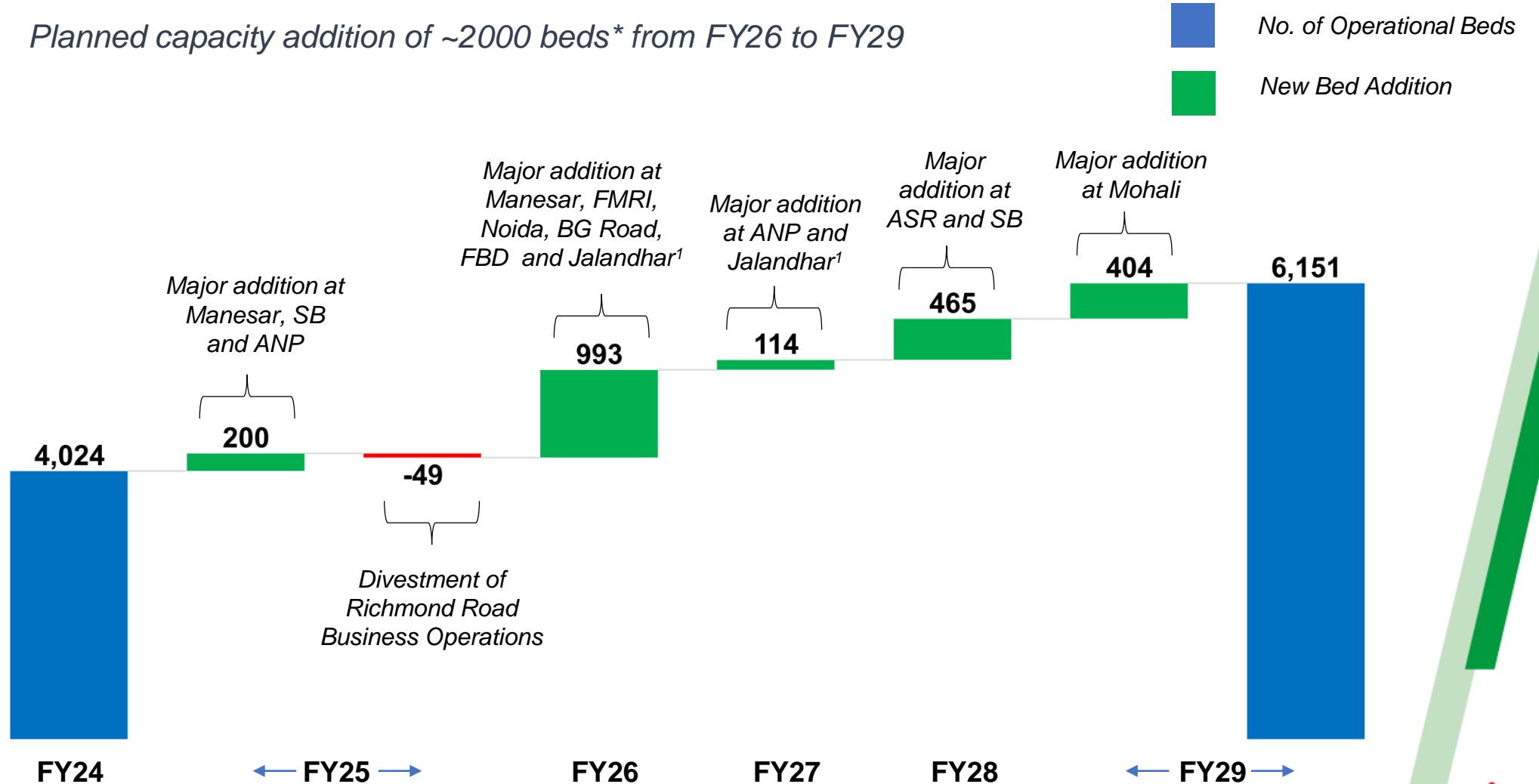


# **BEDS EXPANSION UPDATE**

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# Beds Expansion Plan

Planned capacity addition of ~2000 beds\* from FY26 to FY29



Note: 1. Jalandhar beds pertain to the acquisition of Shrimann Superspecialty Hospital, as per the signing of definitive documents in February 2025. The addition of these beds is subject to the closure of the transaction.

2. The chart shows total capacity addition in each year – ramp up of operational beds will be done as per the business growth and occupancy trends

# Key Ongoing Expansion Projects

*Manesar Facility (~300 Beds)\* –  
Phase 1 Operationalized (~90 Beds)  
Expected Phase 2 Capacity Addition: H1FY26*



*Faridabad New Tower (50 Beds) – Expected operationalization H1FY26*



*Noida New Tower (~150 Beds) –  
~60 Beds operationalized: Q1FY26  
~90 Beds Expected operationalization: Q2FY26*



*FMRI New Beds (20 Beds through Internal rejig) – Operationalized Q1FY26  
FMRI New Tower (200 Beds) – Expected operationalization H2FY26*



*Note: \*Manesar facility's total capacity is ~350 beds.*

The slide features a background with a blurred image of a person in a suit pointing upwards. Overlaid on this are several upward-pointing arrows in various colors (pink, green, blue, and olive) and a large white arrow pointing towards the top right. The text 'ESG HIGHLIGHTS' is centered in a bold green font with a green underline.

## **ESG HIGHLIGHTS**

# ESG HIGHLIGHTS



## Environment Stewardship



### Energy

Reduced per occupied bed energy consumption in FY25 by **6.0%**



### Water

**98%** deployment of water metering infrastructure across hospitals enhances our water governance readiness.

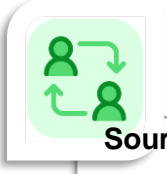


### Bio-Medical Waste

Monitoring **month-wise baseline for bio-medical waste** for all units, across all 5 Bio-medical waste categories



## Social Impact Leadership



### Sourcing from MSME/ Small producers

Direct sourcing from MSME/ Small producers has improved to **37.9% in FY25**, from **34.0% in FY24**



### Nation Building

Direct sourcing from within India improved to **98.8% in FY25**, up from **96.1% in FY24**

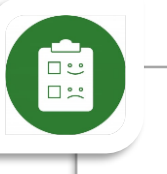


### Gender Diversity

**55.8%** of permanent employees at Fortis are **women**. Consistently high gender diversity across years



## Patient-centric care



### Robust Patient Feedback Management System

**Ticket based complaint resolution mechanism** for prompt resolution & closure



### Data-driven measurement of overall patient satisfaction

**Net Promoter Score (NPS)** based objective metric for OPD & IPD



### Transparent Billing Practices

High level of transparency **from admissions to discharge**, with assured pricing packages & financial counseling



## Systemic Governance



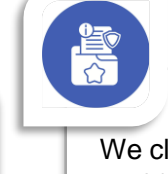
### Framework to report violations

**Alternative and anonymous method of reporting** suspected compliance violations, unlawful or unethical behavior



### Grievance Redressal Mechanism

Whatsapp-based grievance redressal mechanism. All complaints closed with RCA and CAPA



### Zero Data Breaches

We clocked **ZERO data breaches** in FY25 – ensured by robust IT systems at Fortis Healthcare



# PERFORMANCE REVIEW

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DIAGNOSTICS BUSINESS

# DIAGNOSTICS BUSINESS – Q4FY25 and FY25

## Q4FY25

- During Q4FY25, Agilus conducted 9.59 Mn tests, versus 9.19 Mn in Q4FY24.
- Agilus added 140+\* Customer touchpoints to its network in Q4FY25.
- Agilus' B2C: B2B revenue mix stood at 51:49 in the quarter, similar to Q4FY24.

## FY25

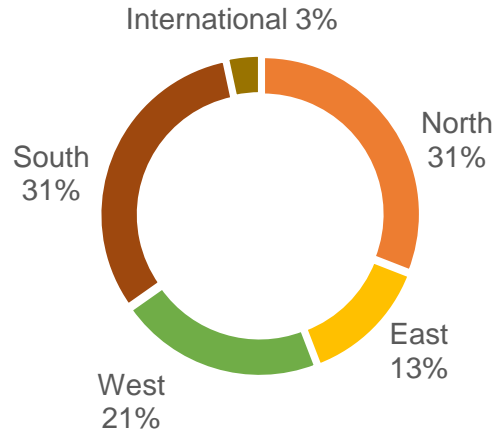
- During FY25, Agilus conducted 39.2 Mn tests, versus 38.8 Mn in FY24.
- Agilus added 640+\* Customer touchpoints to its network in FY25. Total CTPs as on 31st March 2025 stood at 4,171.
- Agilus' B2C: B2B revenue mix stood at 52:48 in FY25 compared to 51:49 in FY24.

*\*Note: Gross additions*

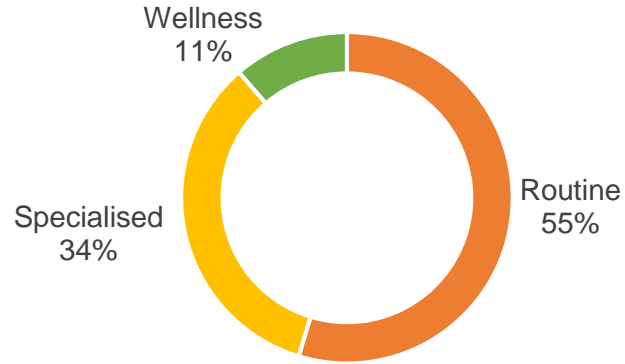
# YEARLY REVENUE MIX

FY25

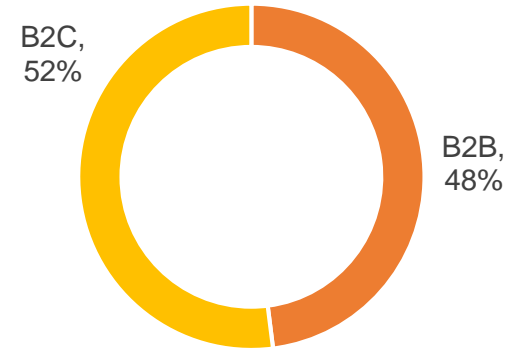
### Geographic mix



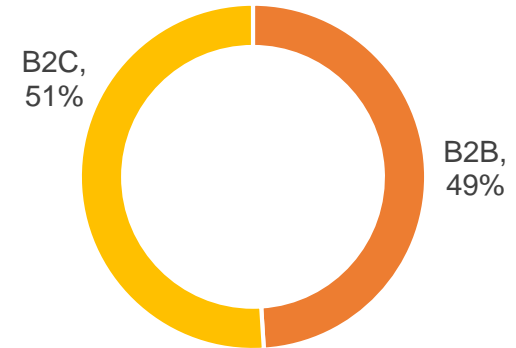
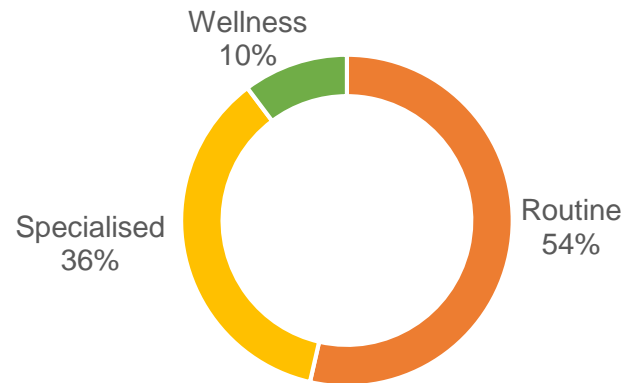
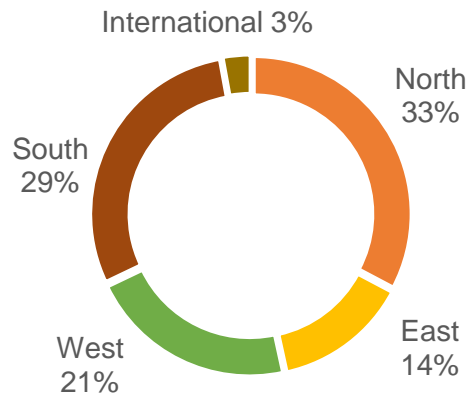
### Product Mix



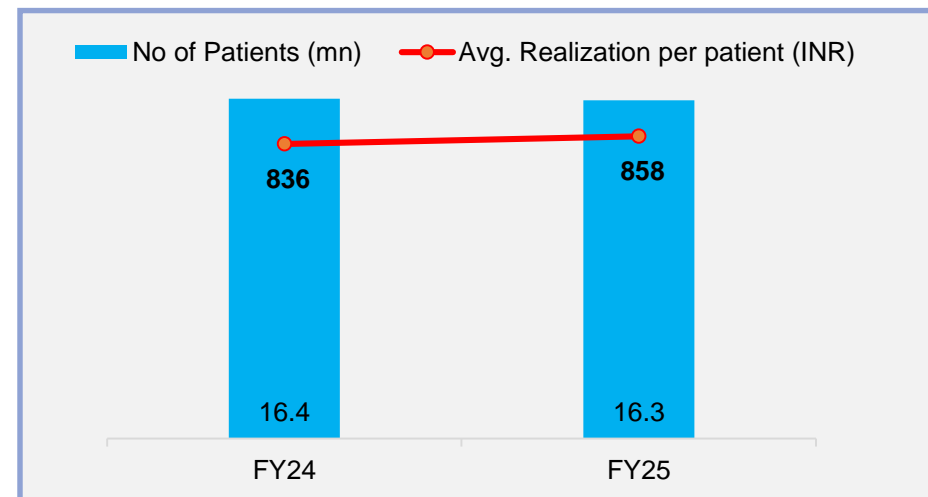
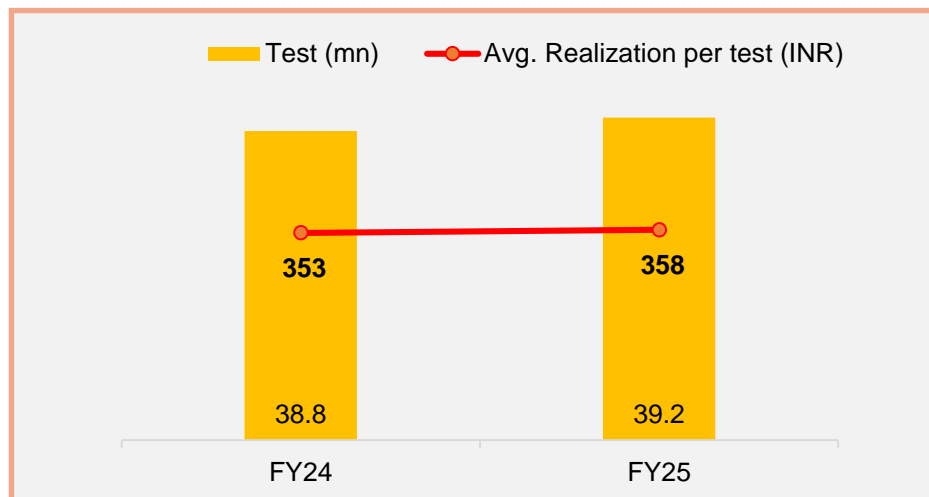
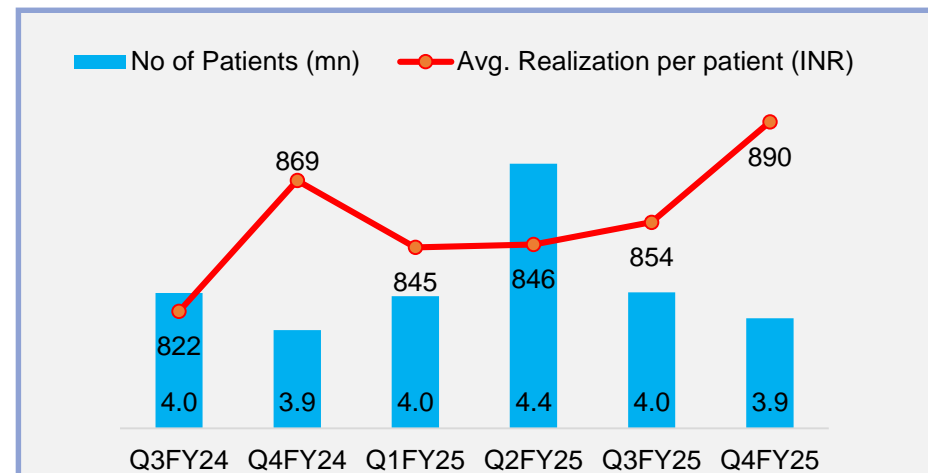
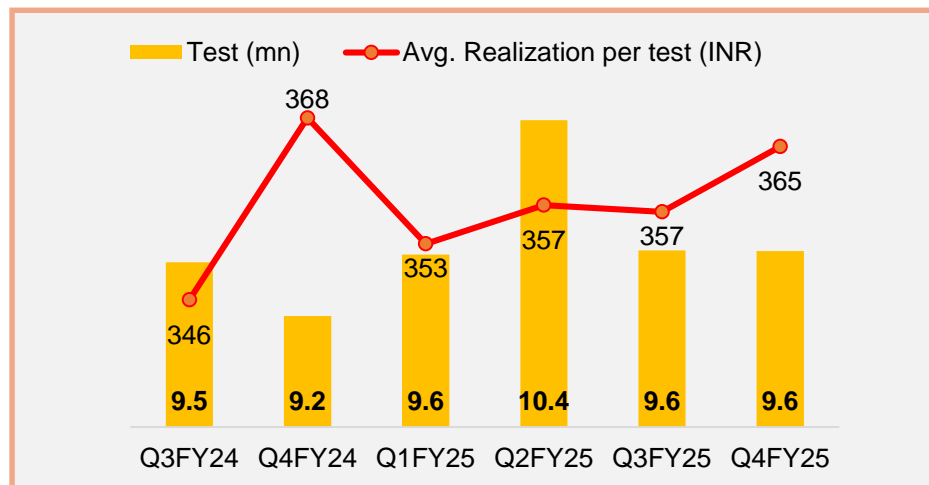
### Segment Mix



FY24



# KEY PERFORMANCE METRICS





# APPENDIX

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# GROUP CONSOLIDATED P&L – Q4FY25

Particulars ( INR Cr)	Q4FY24	Q3FY25	Q4FY25
<b>Revenue from operations</b>	<b>1,785.9</b>	<b>1,928.3</b>	<b>2,007.2</b>
Other income	9.8	20.9	19.8
<b>Total income</b>	<b>1,795.7</b>	<b>1,949.2</b>	<b>2,027.0</b>
Expenses	1,404.9	1,553.1	1,571.7
<b>EBITDA*</b>	<b>390.8</b>	<b>396.0</b>	<b>455.3</b>
<b>Margin</b>	<b>21.9%</b>	<b>20.5%</b>	<b>22.7%</b>
Finance costs	34.7	45.2	67.6
Depreciation and amortisation expense	92.2	97.3	102.2
<b>PBT</b>	<b>263.9</b>	<b>253.5</b>	<b>285.5</b>
Share of profit / (loss) of associates and joint ventures (net)	4.3	2.1	4.6
<b>Net profit / (loss) before exceptional items and tax</b>	<b>268.2</b>	<b>255.6</b>	<b>290.1</b>
Exceptional gain/loss**	3.1	23.8	-53.6
<b>Profit / (loss) before tax from continuing operations</b>	<b>271.4</b>	<b>279.4</b>	<b>236.6</b>
Tax expense / (credit)	68.2	25.1	48.5
<b>Net profit / (loss) for the period from continuing operations</b>	<b>203.1</b>	<b>254.3</b>	<b>188.0</b>
<b>Profit / (loss) from continuing operations attributable to Owners of the company</b>	<b>178.7</b>	<b>247.9</b>	<b>183.9</b>

\* EBITDA includes other income, forex and exceptional/non-recurring expenses

\*\* Q4FY24 exceptional net gain related to the Fortis Malar divestment transaction

\*\* Q3FY25 exceptional gain of INR 23.5 Cr related to the divestment of the Richmond Road, Bangalore facility in December 2024 and INR 0.3 Cr related to reversal of allowance on interest accrued

\*\* Q4FY25 exceptional loss pertains primarily to the impairment of investment in an associate Company and impairment of assets in a subsidiary company

# GROUP CONSOLIDATED P&L – FY25

Particulars (INR Cr)	FY24	FY25
<b>Revenue from operations</b>	<b>6,892.9</b>	<b>7,782.8</b>
Other income	38.3	66.9
<b>Total income</b>	<b>6,931.2</b>	<b>7,849.7</b>
Expenses	5,625.3	6,194.8
<b>EBITDA*</b>	<b>1,305.9</b>	<b>1,654.9</b>
<b>Margin</b>	<b>18.9%</b>	<b>21.3%</b>
Finance costs	131.0	184.4
Depreciation and amortisation expense	342.5	385.6
<b>PBT</b>	<b>832.5</b>	<b>1,084.9</b>
Share of profit / (loss) of associates and joint ventures (net)	9.5	11.5
<b>Net profit / (loss) before exceptional items and tax</b>	<b>842.0</b>	<b>1,096.4</b>
Exceptional gain/loss**	16.0	-89.3
<b>Profit / (loss) before tax from continuing operations</b>	<b>858.0</b>	<b>1,007.1</b>
Tax expense / (credit)	212.8	197.7
<b>Net profit / (loss) for the period from continuing operations</b>	<b>645.2</b>	<b>809.4</b>
<b>Profit / (loss) from continuing operations attributable to Owners of the company</b>	<b>598.9</b>	<b>774.2</b>

\* EBITDA includes other income, forex and exceptional/non-recurring expenses

\*\* FY24 exceptional gain of INR 16.0 Cr related to the divestment of the Chennai facilities and reversal of impairment in an associate Company

\*\* FY25 exceptional net loss of INR 89.3 Cr primarily pertains to the impairment of investment in an associate Company and impairment of assets in a subsidiary company, offset by gain related to the divestment of the Richmond Road, Bangalore facility



**THANK YOU**