

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

ESG: A Core Value at Fortis Healthcare

At Fortis Healthcare, ESG goes beyond being a trend; it's getting deeply embedded within our growth strategy. We recognise that the healthcare sector has a significant environmental footprint, and we believe that adopting sustainable practices is not only essential for the environment but also contributes to long-term business success and the well-being of the larger society we serve.

Fortis Healthcare has undertaken a comprehensive approach to ESG, focusing on optimising energy consumption, water usage, responsible bio-medical waste management, achieving employee welfare through human-first policies and robust corporate governance. This multifaceted approach ensures a holistic sustainability strategy, championing Environmental, Social & Governance parameters.

FY 2023-24 was a testament to the efforts Fortis Healthcare has been putting in towards achieving environmental sustainability. We have implemented a program focused on continuous monitoring, benchmarking, and improvement of per-occupied bed energy & water consumption for each of our units. We have empowered a dedicated team of ESG champions within each unit and leverage monthly connect forums to share best practices in various ESG initiatives.

Our approach towards achieving energy & water efficiency can be summarised as below:

- **Per Occupied Bed Energy & Water Monitoring:** We meticulously monitor energy consumption per occupied bed across all Fortis healthcare facilities on a monthly basis. This granular data allows us to identify the most and least energy-efficient units and facilitates best practices across the organisation.
- **Benchmarking and Initiative Identification:** Based on the facilitates monitoring data, we have conducted in-depth benchmarking across all units. This process has resulted in the identification of 19 distinct initiatives designed to optimise energy consumption.
- **Unit-Specific Improvement Opportunities:** Each unit was then benchmarked against the 19 identified initiatives. This analysis allowed us to pinpoint specific areas for improvement within each facility, ensuring a targeted and effective approach.
- **Financial and Environmental Benefits:** Measurable results have translated to a **reduction in per occupied bed energy by 3.4% & reduction in per occupied bed water consumption by 8.4%** on a consolidated level. Beyond financial benefits – the energy and water thus saved have added back to the environmental bounty that the Indian society enjoys at large.

Fortis Healthcare is committed to responsible bio-medical waste management. We closely monitor the bio-medical waste generated per occupied bed for each hospital across the five categories outlined by the Government of India as per the Bio-Medical Waste Management guidelines, 2016. This rigorous monitoring ensures proper segregation, treatment, and disposal of bio-medical waste, minimising environmental and health risks.

Our directors and all our employees, including senior management, conduct themselves in accordance with the highest moral and ethical standards. We are committed to ensuring a fair workplace for our employees as well as partners with whom we do business. We have strict policies to protect against unlawful discrimination and harassment. Our Values and business principles encourage honest and direct communication to resolve issues and concerns in an expeditious manner. We also have a channel that provides an alternative and anonymous method of reporting suspected compliance violations, unlawful or unethical behavior, or fraud.

The company's Code also reflects our longstanding dedication to the preservation of basic rights and human dignity in our workplace and beyond. We hold human rights to be an essential component of our business. We reject all forms of forced or child labor, as well as contemporary slavery and human trafficking. This position applies not only to our company but also to our business partners. We consider governance practices to be essential to creating and preserving value for its shareholders and other stakeholders. This includes a sound approach to corporate governance that aims to comply with all applicable laws, rules, regulations and policies, as well as adherence to corporate values and business principles. We have an effective, committed and highly skilled Board of Directors.

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We promote board independence and embrace board diversity in all its facets, including skills, experience, gender, ethnicity, and race.

Detailed performance of Fortis Healthcare against the Business Responsibility & Sustainability parameters has been mentioned in this BRSR report that follows.

Sustainability in healthcare is a long & fulfilling journey. We at Fortis healthcare are committed towards the same in our thoughts, words & actions.

A compelling testament to the sustainability efforts of Fortis Healthcare is seen in the multiple awards that we have received in FY 2023-24:

- Fortis Healthcare has been recognised for its **outstanding contribution to sustainability** by Tata Power-DDL (Delhi Distribution Limited) under the 'Green Warriors 2.0' initiative, a program aimed at raising awareness about sustainability practices. Fortis Healthcare was awarded a **Certificate of Excellence under the category of 'Top 3 Green Transition Stories'**. This award was announced in April 2024.
- In March 2024, Fortis Hospital Anandpur, Kolkata was awarded the **prestigious CAHOCON Environment Sustainability Award, 2024** - a national honor recognising exemplary practices in promoting sustainability within healthcare facilities by Consortium of Accredited Healthcare Organisation (CAHO). Fortis Anandpur won this award in the **east region** award category.
- SL Raheja – a Fortis associate hospital in Mumbai, was awarded the prestigious **CAHOCON Environment Sustainability Award, 2024 in the west region** award category

SECTION A- GENERAL DISCLOSURES

I. Details of the listed entity

I-1.	Corporate Identity Number (CIN) of the listed entity	L85110PB1996PLC045933
I-2.	Name of the listed entity	Fortis Healthcare Limited
I-3.	Year of incorporation	1996
I-4.	Registered office address	Fortis Hospital, Sector 62, Phase – VIII, Mohali – 160062
I-5.	Corporate address	Fortis Healthcare Limited Tower-A, Unitech Business Park, Block-F, South City 1, Sector – 41, Gurgaon, Haryana – 122 001 (India)
I-6.	E-mail	secretarial@fortishealthcare.com
I-7.	Telephone	0124 492 1033
I-8.	Website	www.fortishealthcare.com
I-9.	Financial year for which reporting is being done	2023-24
I-10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
I-11.	Paid-up Capital	₹ 7,54,95,81,480
I-12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	Ms. Richa Debgupta- Group Head- ESG, Chief of Strategy & Operations - Jaipur, Kolkata, Chennai Email- secretarial@fortishealthcare.com Telephone- +91-124 4921021
I-13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures are made on a consolidated basis for the entity Fortis Healthcare Limited.. Reporting boundary excludes Agilus diagnostics Limited.
I-14.	Name of assurance provider	Not Applicable
I-15.	Type of assurance obtained	Not Applicable

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II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Hospital and Medical Care	Hospital activities	100

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Hospital and Medical Care	861	100

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	0	26	26
International	0	0	0

Remarks: Total 25 hospitals and 1 corporate office. The hospital operations of Fortis Malar Hospital, Chennai and Fortis Vadapalani (Arcot Road) have been divested in FY 2023-24 and hence, not accounted for.

III-19. Markets served by the entity: a. Number of locations

Locations	Number
National (No. of States)	7
International (No. of Countries)	0

Remarks: The hospital operations of Fortis Malar Hospital, Chennai and Fortis Vadapalani (Arcot Road) have been divested in FY 2023-24 and hence, not accounted for.

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

The Company has national presence and serves around 7 states across the nation. The Company does not export & thus there is no contribution of exports to the turnover of the entity. The patients, however, include Indian citizens as well as citizens of foreign nationalities, who visit our hospitals in India for availing healthcare services.

c. A brief on types of customers

As the Company along with its subsidiaries are operating in the healthcare industry (Hospital & Diagnostics), the type of consumers are largely patients availing healthcare services.

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IV. Employees

IV-20. Details as at the end of Financial Year a. Employees and workers (including differently abled):

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Employees						
1	Permanent (D)	12,088	5,295	43.80%	6,793	56.20%
2	Other than Permanent (E)	11,255	7,400	65.75%	3,855	34.25%
3	Total employees (D + E)	23,343	12,695	54.38%	10,648	45.62%
Workers						
1	Permanent (F)	0	0	0.0%	0	0.0%
2	Other than Permanent (G)	0	0	0.0%	0	0.0%
3	Total Workers (F + G)	0	0	0.0%	0	0.0%

IV-20. Details as at the end of Financial Year: b. Differently abled Employees and workers:

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Differently Abled Employees						
1	Permanent (D)	6	5	83.33%	1	16.67%
2	Other than Permanent (E)	0	0	0.0%	0	0.0%
3	Total differently abled employees (D + E)	6	5	83.33%	1	16.67%
Differently Abled Workers						
1	Permanent (F)	0	0	0.0%	0	0.0%
2	Other than Permanent (G)	0	0	0.0%	0	0.0%
3	Total Workers (F + G)	0	0	0.0%	0	0.0%

IV-21. Participation/Inclusion/Representation of women

	Total(A)	No. and percentage of Females	
		No(B)	%(B/A)
Board of Directors	11	2	18.18%
Key Management Personnel	3	0	0.00%

Remarks: MD & CEO is counted as a Board Member and KMP both

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

	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23.49%	39.14%	30.42%	29%	45%	34.87%	28.45%	43.42%	36.59%
Permanent Workers	-	-	-	-	-	-	-	-	-

Remarks: We do not have workers. In the last year (FY 2022-23) report, turnover numbers were reported on a consolidated basis for both genders. This has now been rectified in this year's report.

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V. Holding, Subsidiary and Associate Companies (including joint ventures)
V-23. (a) Names of holding / subsidiary / associate companies / joint ventures.

S. No.	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	IHH Healthcare Berhad	Ultimate Holding	NA	No
2	Integrated Healthcare Holdings Limited	Intermediate Holding Company	NA	No
3	Parkway Pantai Limited	Intermediate Holding Company	NA	No
4	Northern TK Venture Private Limited	Holding Company	NA	No
5	Fortis Hospotel Limited	Subsidiary Company	74.35	Yes
6	Adayu Mindfulness Limited	Subsidiary Company	100	No
7	Hiranandani Healthcare Private Limited	Subsidiary Company	100	Yes
8	Agilus Diagnostics Limited	Subsidiary Company	56.95	No
9	Fortis Healthcare International Limited	Subsidiary Company	100	No
10	Fortis Hospitals Limited	Subsidiary Company	100	Yes
11	Escorts Heart Institute and Research Centre Limited	Subsidiary Company	100	Yes
12	Fortis CSR Foundation	Subsidiary Company	100	No
13	International Hospital Limited	Subsidiary Company	78.4	Yes
14	Fortis Health Management Limited	Subsidiary Company	52	Yes
15	Escorts Heart and Super Speciality Hospital Limited Escorts Heart Institute and Research Centre	Indirect Subsidiary Company	48.58	Yes
16	Artistry Propoerties Private Limited	Subsidiary Company	99.99	No
17	Fortis Cancer Care Limited	Step down subsidiary Company	No direct holding	No
18	Fortis Malar Hospitals Limited	Step down subsidiary Company	No direct holding	No
19	Fortis Health Management (East) Limited	Step down subsidiary Company	No direct holding	No
20	Fortis C-Doc Healthcare Limited	Step down subsidiary Company	No direct holding	No
21	Birdie & Birdie Realtors Private Limited	Step down subsidiary Company	No direct holding	No
22	Stellant Capital Advisory Services Private Limited	Step down subsidiary Company	No direct holding	No
23	Fortis Global Healthcare (Mauritius) Limited	Step down subsidiary Company	No direct holding	No
24	Fortis Emergency Services Limited	Step down subsidiary Company	No direct holding	No

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S. No.	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)
25	Malar Stars Medicare Limited	Step down subsidiary Company	No direct holding	No
26	RHT Health Trust Manager Pte Ltd	Step down subsidiary Company	No direct holding	No
27	Fortis HealthStaff Limited	Step down subsidiary Company	No direct holding	No
28	Fortis Asia Healthcare Pte Limited	Step down subsidiary Company	No direct holding	No
29	Mena Healthcare Investment Company Limited	Step down subsidiary Company	No direct holding	No
30	Medical Management Company Limited	Step down subsidiary Company	No direct holding	No
31	Agilus Pathlabs Private Limited	Step down subsidiary Company	No direct holding	No
32	Agilus Diagnostics FZ- LLC	Step down subsidiary Company	No direct holding	No
33	Agilus Pathlabs Reach Limited	Step down subsidiary Company	No direct holding	No
34	Hospitalia Eastern Private Limited	Step down subsidiary Company	No direct holding	No
35	DDRC Agilus Pathlabs Private Limited	Step down subsidiary Company	No direct holding	No
36	Agilus Diagnostics (Nepal) Private Limited	Step down subsidiary Company	No direct holding	No

Remarks: The shareholding disclosed from serial no.5 to 15 are direct holding held by the Company, whereas rest of the shareholding in step down subsidiary Company is held through fellow subsidiaries.

VI. CSR Details

- VI-24.** (i). Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - Yes
- VI-24.** (ii). Turnover (in ₹) - 56,86,00,00,000
- VI-24.** (iii). Net worth (in ₹) - 85,56,13,77,000

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VII. Transparency and Disclosures Compliances
VII-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 (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0		0	0	-
Investors (other than shareholders)	Yes	0	0		0	0	-
Shareholders	Yes	0	0		0	0	-
Employees and workers	Yes - through Fortis HRMS system	0	0		0	0	-
Customers	Yes	22,725	12		21,289	1	-
Value Chain partners	Yes	0	0		0	0	-
Other (please specify)							

VII-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, as per the following format.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Greenhouse Gas Emissions	Risk	GHG emissions are detrimental to the environment, & cause global warming	Approach to mitigate - increasing dependence on renewable energy sources	Positive
2	Energy Management	Opportunity	Opportunity to reduce energy expenditure by using energy efficient equipment	Not applicable	Positive
3	Water Management	Opportunity	Opportunity to reduce water wastage by using water efficient equipment	Not applicable	Positive

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Waste Management (Hazardous & Non- Hazardous)	Risk	Medical waste, if not properly disposed, can pose hazard to the environment.	Approach to mitigate - as per defined protocols by pollution control boards	Negative
5	Diversity, Equity & Inclusion	Opportunity	Opportunity to promote the access of resources & health facilities according to need (equity). Also there is an opportunity to promote gender equality through financial independence & empowerment of women.	Not applicable	Positive
6	Quality of Care & Patient Satisfaction	Opportunity	Opportunity to increase goodwill and Net Promoter Score by maintaining high level of care quality and patient satisfaction	Not applicable	Positive
7	Audits & Certifications	Opportunity	Opportunity to create and maintain a highly efficient organisation operating sustainably	Not applicable	Positive

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SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. c. Web Link of the Policies, if available	https://www.fortishealthcare.com/drupal-data/investors/Code-of-Conduct.pdf	https://www.fortishealthcare.com/drupal-data/investors/0.19530300_1468569988_Sustainability-Policy.pdf	https://www.fortishealthcare.com/drupal-data/investors/PolicyforPreventionProhibitionandRedressalofSexualHarassment.pdf	https://www.fortishealthcare.com/drupal-data/investors/Corporate%2BSocial%2BResponsibility%2BPolicy%2B2022.pdf	https://www.fortishealthcare.com/drupal-data/investors/Code-of-Conduct.pdf	https://www.fortishealthcare.com/drupal-data/investors/0.19530300_1468569988_Sustainability-Policy.pdf	https://www.fortishealthcare.com/drupal-data/investors/Policy%2BRelated%2BParty%2BTransactions.pdf	https://www.fortishealthcare.com/drupal-data/investors/Corporate%2BSocial%2BResponsibility%2BPolicy%2B2022.pdf	https://www.fortishealthcare.com/drupal-data/2023-12/Whistle%20Blower%20Policy.pdf
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	Yes	No	No	No	No	No	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NABH/ JCI	-	NABH/JCI	-	NABH/JCI	-	-	-	-
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	We are in the process of developing goals & targets with timelines & KPI's								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	A performance monitoring mechanism & review process will be implemented once goals & targets are developed.								

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Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	As mentioned in the starting segment of this BRSR report
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Ashutosh Raghuvanshi - Managing Director and Chief Executive Officer
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	There is no specified committee of the Board/ director responsible for decision making on sustainability related issues. However, the Company has a separate ESG department which is headed by Chief of Strategy & Operations, & Group Head ESG.

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

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

Remarks: The review of NGRBC principles was undertaken by Corporate ESG team of Fortis Healthcare.

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Sr. no	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	As the Company has recently started implementation of ESG concepts across the business, independent assessment is planned for forthcoming years								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not applicable as the answer to question (1) above is yes								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	Not applicable as the answer to question (1) above is yes								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not applicable as the answer to question (1) above is yes								
It is planned to be done in the next financial year (Yes/No)	Not applicable as the answer to question (1) above is yes								
Any other reason (please specify)									

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

EI-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	Percentage of persons in respective category covered by the awareness programmes
Board of directors	The Board of Directors are informed about the regulatory changes in every board meeting	Changes in SEBI (Listing Obligations & disclosure requirements) regulations, 2015, Companies Act, 2013 & all other applicable sector specific laws. The topics are meant to apprise the BoD of the latest regulatory developments, so that they can help guide Fortis Healthcare's top management accordingly.	100%
Key Managerial personnel	3	Online Program Conducted: -POSH, OSHA, Fire Safety, IT Awareness Module. The trainings are done to support the KMPs in ensuring responsible business conduct throughout Fortis Healthcare's operations.	100%
Employees other than BoD and KMPs	29,534	810 Unique programs conducted including functional program to different category of members based on thier job profile. The choice of the trainings conducted help the employees to be aware of the latest SOPs and processes, while also facilitating skill development and career growth.	100%
Workers	0	0	0

Remarks: Additional trainings have been provided to the employees to develop the following skills:

Servicing with the Heart

Fire Safety

Mock Code Red Drill

Bio-Medical Waste Management

Telequ бере

Communicating Care

Spandan

Patient First

Corporate Grooming

Impacting Service behaviour on the floor

How to be an effective representative of your unit

Needle Stick Injury

Fortifying patient experience

Response during Man-made disaster

Bomb threat mock drill

Hospital Evacuation

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Prevention of Sexual harassment
 Hospital safety hazards
 Hospital fire safety hazards
 IT Awareness Module

EI-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)

Monetary

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

Remarks: No 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 under review.

Non-Monetary

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

Remarks: No 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 under review.

EI-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.

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	-	-

Remarks: Not Applicable

EI-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 including its subsidiaries has zero-tolerance against bribery and corruption. It is committed to conduct its business with integrity; promote values of integrity, transparency, accountability and good corporate governance; strengthening internal systems that support corruption prevention and complying with laws relating to fighting corruption. The Anti-Bribery and Anti-Corruption Policy ('ABAC Policy') has been formulated to set out standards of integrity and behavior that is required of the Company, its directors, employees and third parties. ABAC Policy prescribes that no financial and/or other inducements are offered or accepted by or on behalf of the Company, its directors and employees. It is also to encourage them to be vigilant, to act with integrity and report against any individual(s) involved in bribery and corruption. The policy may be referred at <https://www.fortishealthcare.com/drupal-data/2024-06/Anti-Bribery%20and%20Corruption%20Policy.pdf>

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

Category	(Current Financial Year)	(Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Category	Number (CY)	Remarks (CY)	Number (PY)	Remarks (PY)
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	0	0

EI-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.

No such corrective actions taken by regulators/ law enforcement agencies/ judicial institutions on cases of corruption and conflicts of interest.

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

Particulars	Current Financial Year	Previous Financial Year
Number of days of accounts payables	62.23	65.11

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Nil	Nil
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0%	0%

Business Responsibility & Sustainability Report (Contd.)

Parameter	Metrics	FY 2023-24	FY 2022-23
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties / Total Sales)	0.07%	0.08%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

Remarks:

1. We are not procuring from Export houses (Trading Houses)
2. The row regarding concentration of sales is not applicable. The Company is engaged in the business of providing healthcare services and deals with patients which are its primary customers.
3. Above % are calculated based on the transactions made during the years
4. 'Sales to related parties' above refers to revenue from operations.

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

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	1	Training on ESG, decoding BRSR process and 9 NGRBC Principles	39 %

Remarks: Top 50 vendors comprising of 39% spend were called for above training.

LI-2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.- Yes, the Company secures a Declaration of Conflict of Interest from its Senior Management Personnel (SMPs) and Board of Directors on an Annual Basis. The data so collated is then shared with Accounts department for tagging into the Accounting system to track / monitor any actual / potential Related / Interested Party Transaction.

PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe
Essential Indicators
EI-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.

Category	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100%	100%	46 New Research Projects initiated in FY 2023-24, totaling to 128 (Enrolling 65/ Follow up 29/ waiting for close out 34) Sponsored Clinical Trials & 163 investigator-initiated/DNB & Academic studies.
Capex	100%	100%	As the Company operates in healthcare sector, the entirety of R&D (clinical trials) and Capex (medical equipment purchased), improve the social impact of products & processes, reducing the disease burden of the society.

Business Responsibility & Sustainability Report (Contd.)

- EI-2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)-** Yes
- EI-2. b. If yes, what percentage of inputs were sourced sustainably?-** Our endeavor has always been to employ the services of vendors who are equally committed to sustainability. However, due to the nature of the sector we operate in, some materials are also sourced from local vendors, MSMEs etc., who are still on the path of formalising sustainability practices. Sustainably sourced inputs percentage has not been quantified.
- EI-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.-** As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio- Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board Authorised Operator of the common Bio-Medical Waste Treatment Facility for collection, reception, storage, transport, treatment and disposal. We handover all waste from each of our Hospitals to the State Pollution Control Board Authorised Operator of the common Bio-Medical Waste Treatment Facility for final disposal. We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for segregation at source, collection, handling transport within the Hospitals, Pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board Authorised Operator of the common Bio-Medical Waste Treatment Facility. The staff Health Check-ups, Vaccination, Training etc are done as per the requirements of the Bio-Medical Waste Handling Rules. The SOP compliance is tracked on a monthly basis.
- EI-4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.-** Due to nature of healthcare business, Extended Producer Responsibility is not applicable to the entity's activities. We follow the guidelines notified by CPCB, MOEF and CC for Biomedical waste and Electronic scrap.

Leadership Indicators

- LI-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.**

S. No.	Name of Product / Service	Description of the risk / concern	Action Taken
1	Bio medical waste generation	Risk for the environment and human beings as this a contaminated waste generated during the hospital operations.	We handover the Biomedical waste to state Govt pollution board approved vendor, as per the Bio medical waste management guidelines 2016.

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
NA	NA	NA

Remarks: Owing to strict infection control measures and the very nature of medical and healthcare services sector, reused or recycled input material is not included in providing chargeable services to our patients. However, we ensure that recycled water is used for auxiliary services like horticulture.

Business Responsibility & Sustainability Report (Contd.)
LI-5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

S. No.	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
1	Nil	Nil

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains
Essential Indicators
EI-1. a. Details of measures for the well-being of employees (Permanent Employees).

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	5,295	5,295	100%	5,295	100%	0	0%	5,295	100%	0	0%
Female	6,793	6,793	100%	6,793	100%	6,793	100%	0	0%	6,793	100%
Total	12,088	12,088	100%	12,088	100%	6,793	100%	5,295	100%	6,793	56.19%
Other than permanent Employees											
Male	7,400	1,593	21.53%	1,593	21.53%	0	0.00%	1,593	21.53%	0	0.00%
Female	3,855	809	20.99%	809	20.99%	809	20.99%	0	0.00%	0	0.00%
Total	11,255	2,402	21.34%	2,402	21.34%	809	20.99%	1,593	21.53%	0	0.00%

Remarks: Daycare facilities are available at all hospital locations through 3rd party providers, except the following units, Ludhiana, Rajajinagar, and Nagarbhavi. These units have closed their agreements as there were no takers, however we are ready to reinstall any time on a demand basis.

EI-1. b. Details of measures for the well-being of workers. (Permanent Workers).

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other than permanent Workers											
Male	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%

Remarks: We do not have workers in our organisation

Business Responsibility & Sustainability Report (Contd.)

EI-1. c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Particulars	Current Financial Year	Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the Company	0.56%	0.63%

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

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
PF	100%	NA	Yes	100%		Yes
Gratuity	100%	NA	Yes	100%		Yes
ESI	100%	NA	Yes	100%		Yes
Others – please specify						

Remarks: All employees eligible for ESI benefits (with monthly gross salary less than 21,000) are covered.

EI-3. 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.- Yes, the premises/offices of the entity are accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016

EI-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.- Yes. We have drafted our Diversity, Equality, Inclusion and Belongingness (DEIB) Strategy which covers the specially-abled people. This, however, has not been finalized and we are working on it.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	94%	NA	NA
Female	100%	87%	NA	NA
Total	100%	91%	NA	NA

EI-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.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable, as we do not have workers
Other than Permanent Workers	Not Applicable, as we do not have workers
Permanent Employees	Yes- we have policies and SOPs in place to receive and redress grievances for our employees such as Code of conduct, consequence management, Whistle blower policy, POSH Committee and local grievance handling process.
Other than Permanent Employees	Yes- we have policies and SOPs in place to receive and redress grievances for our employees such as Code of conduct, consequence management, Whistle blower policy, POSH Committee and local grievance handling process.

Business Responsibility & Sustainability Report (Contd.)**EI-7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:**

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union(B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union(D)	% (D / C)
Total Permanent Employees	12,088	19	0.16%	13,010	139	1.07%
- Male	5,295	17	0.32%	5,499	89	1.62%
- Female	6,793	2	0.03%	7,511	50	0.67%
Total Permanent Workers	0	0	0.0%	0	0	0.0%
- Male	0	0	0.0%	0	0	0.0%
- Female	0	0	0.0%	0	0	0.0%

Remarks: One of the Business units Malar Hospital, Chennai demerged from the Group during the FY.

EI-8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	7,795	5,674	73%	6,579	84%	5,499	3,630	66%	4,391	80%
Female	8,545	7,456	87%	7,456	87%	7,511	5,559	74%	6,364	85%
Total	16,340	13,130	80.35%	14,035	85.89%	13,010	9,189	70%	10,755	82.67%
Workers										
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Total	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%

Remarks: i. We do not have workers in our organization

- ii. The training details mentioned above for FY 2023-24 includes training data for permanent employees as well as those on retainer contracts.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	5,295	5,295	100.00%	5,499	5,499	100.00%
Female	6,793	6,793	100.00%	7,511	7,511	100.00%
Total	12,088	12,088	100.00%	13,010	13,010	100.00%
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

Remarks: The above data pertains to the permanent employees of Fortis Healthcare.

Business Responsibility & Sustainability Report (Contd.)

EI-10.a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?- Yes. OHSAs trainings are provided to all employees. Reporting of serious and non-serious injuries is non-negotiable with the detailed incident reporting.

EI-10.b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?- Our hospitals are NABH accredited and follow the procedures and practices laid down by NABH on work related hazards.

EI-10.c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)- Not Applicable

EI-10.d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)- Yes

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	0	0.0616
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	0	194
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	0	0
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	Not Applicable	Not Applicable

EI-12. Describe the measures taken by the entity to ensure a safe and healthy work place.-

Following measures have been taken by the Company to ensure a safe & healthy work place:

- Awareness workshop specific to key areas of fire, chemical, infections, machine handling, and public handling
- Food and Water audits
- High cleaning standards of public areas and toilets
- Mental wellness workshops and helplines
- Preventive Vaccination against key infections
- Annual medical health check up
- Compulsory annual leave

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

Remarks: No such complaints received

Business Responsibility & Sustainability Report (Contd.)

EI-14. Assessments for the year:

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

Remarks: Regular monitoring of our hospitals and offices are being done by the entity (Fortis Healthcare)

EI-15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.- No such concerns reported, hence there is no corrective action being undertaken.

Leadership Indicators

LI-1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).- Yes, All employees are covered under group personal accident and life insurance policies..

LI-2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.- Payments to the vendors are dependent on submission of proof of statutory dues, and compliances. This is verified by a third-party auditor and compliance certificates are issued based on the documents submitted by the vendors.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	0	0	0	0

LI-4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)- Yes, We provide depending upon opportunities within and outside Fortis Network

Business Responsibility & Sustainability Report (Contd.)

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

EI-1. Describe the processes for identifying key stakeholder groups of the entity.- Every entity, person or organisation which features in the regular day to day running of a medical facility is a stakeholder to us. Our common stakeholders include, but are not limited to: patients, clinicians, nurses, paramedics, hospital administrator, clinical assistants, outsourced vendors, suppliers, payers as well as our shareholders, financial institutions, government agencies, regulatory bodies, nongovernment organisations and employees. We provide medical services to patients and all others associated with our hospitals help in fulfillment of the services.

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

S. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Shareholders/ Investors	No	Emails, calls, investor meets etc.	Quarterly	Quarterly engagement with investors is scheduled to brief the investors on the quarterly performance of the Company after the results are declared for each quarter.
2	Patients	Yes, vulnerable due to health related issues	In-person intercatons, Email, Website, calls SMS	Daily	Feedback on service improvements
3	Suppliers and Vendors	No	Email, Website, calls, SMS, industry promotion conference	Daily	Sourcing of quality supplies
4	Government Agencies/ Monitoring Agencies	No	Webinars, Seminars, Industry promotion conferences, ESG Summit	Others- as and when organised	Knowledge dissemination, skill building

Leadership Indicators

LI-1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.- Feedback and concerns, if any, from stakeholder groups are discussed and resolved in the periodic review meeting between key management personnel, heads of hospitals and functional vertical heads. Summary and critical information from such consultations are presented in board meetings. Changes in policies are implemented after approval from Board.

LI-2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.- Yes. Feedback received from patients (vulnerable due to health related issues) on the topics of environment and social topics were incorporated into policies and activities of the entity. In Fortis La Femme hospital, Delhi, plastic waste has been reduced significantly by framing various policies, like choosing only paper-based decorations for child birth celebrations, not using plastic PET water bottles in the hospital premises etc. Many of these inputs were received from patients.

Business Responsibility & Sustainability Report (Contd.)

Additionally, stakeholders' observations are to be received in the upcoming 'Materiality assessment exercise' – to be undertaken in ongoing financial year.

LI-3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalised stakeholder groups. - Each hospital has ramps for physically handicapped patients. To address the concern of vulnerability due to health related issues, we have specific processes which include the following:

- a) All wash-rooms have grab bars installed in them.
- b) All wash-rooms have either anti-skid flooring or anti-skid mats.
- c) Education is provided to the patient as well as the attendants regarding fall protection.
- d) Bed-side railings are required to be up at all times unless required otherwise.
- e) No patient is to be left unattended.

While the above processes have been designed keeping in mind all patients, all of the above become crucial in supporting the physically challenged patients.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	12,088	12,088	100.00%	13,010	13,010	100.00%
Other than permanent	11,255	0	0%	11,260	0	0%
Total Employees	23,343	12,088	51.78%	24,270	13,010	53.6%
Workers						
Permanent	0	0	0.0%	0	0	0.0%
Other than permanent	0	0	0.0%	0	0	0.0%
Total Workers	0	0	0.0%	0	0	0.0%

Remarks: Human rights in the workplace are covered in our training strategy programs. Our code of conduct and other governance policies are based on human rights. All these trainings are compulsory at the time of joining and are refreshed from time to time for the permanent employees.

Business Responsibility & Sustainability Report (Contd.)

El-2. Details of minimum wages paid to employees, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	12,088	0	0.00%	12,088	100%	13,010	0	0.00%	13,010	100%
Male	5,295	0	0.00%	5,295	100%	5,499	0	0.00%	5,499	100%
Female	6,793	0	0.00%	6,793	100%	7,511	0	0.00%	7,511	100%
Other than Permanent	11,255	11,255	100%	0	0.00%	11,260	11,260	100%	0	0.00%
Male	7,400	7,400	100.00%	0	0.00%	7313	7313	100.00%	0	0.00%
Female	3,855	3,855	100.00%	0	0.00%	3947	3947	100.00%	0	0.00%
Workers										
Permanent	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Other than Permanent	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%

Remarks: All Fortis employees are paid more than the respective states' minimum wages. Salary details of the other than permanent- employees are not available with Fortis, however as per the audit conducted by the party third-party vendor all outsourced staff are paid the minimum wages of the respective states, by their respective employers.

El-3. a. Details of remuneration/salary/wages, in the following format: 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)*	9	1,60,00,000	2	1,40,00,000
Key Managerial Personnel	3	3,57,22,700	0	0
Employees other than BoD and KMP	5,292	4,38,540	6,793	3,48,000
Workers	0	0	0	0

Remarks: The salary paid details, for employees other than BoD and KMP are for permanent employees only.

*includes commission paid to independent directors. Details of Sitting fee as paid to the Directors are included in the Corporate Governance Report.

Business Responsibility & Sustainability Report (Contd.)
EI-3. b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	Current Financial Year	Previous Financial Year
Gross wages paid to females as % of total wages	44.46%	45.04%

Remarks: This data includes only the permanent employee's salary paid for both the FY.

EI-4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)- Yes
EI-5. Describe the internal mechanisms in place to redress grievances related to human rights issues.- Code of conduct, consequence management, Whistleblower policy, POSH Committee and local grievance handling process.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	14	0	Previous year's one pending case was also closed this year	11	1	
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

Particulars	Current Financial Year	Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	14	11
Complaints on POSH as a % of female employees / workers	0.13%	0.1%
Complaints on POSH upheld	14	11

EI-8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.- Whistle blower policy, POSH Committee, Grievance handling committee.

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

Business Responsibility & Sustainability Report (Contd.)

EI-10. Assessments for the year:

Category	% of your plants and offices that were assessed (by 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	0

EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.- No corrective actions were required to be taken.

Leadership Indicators

LI-1. Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints. - None

LI-2. Details of the scope and coverage of any Human rights due-diligence conducted. - None

LI-3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?- Yes. All hospitals are accessible to differently abled visitors/ patients.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

EI-1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-2024	FY 2022-2023
From renewable sources		
Total electricity consumption (A)	39,919.23	41,325.40
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	39,919.23	41,325.4
From non-renewable sources		
Total electricity consumption (D)	2,58,073.38	2,49,846.92
Total fuel consumption (E)	2,82,218.95	14,092.55
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	5,40,292.33	2,63,939.48
Total energy consumed (A+B+C+D+E+F)	5,80,211.56	3,05,264.88
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	102.04 GJ / Crores	59.77 GJ / Crores
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	228.57 GJ/ million USD	132.50 GJ/ million USD
Energy intensity in terms of physical output	0.6 GJ/ Number of Occupied Bed Days	0.33 GJ/ Number of Occupied Bed Days

Business Responsibility & Sustainability Report (Contd.)

- Remarks: 1. All energy data is mentioned in Gigajoules.
2. Over the course of FY 2023-24, we have taken several initiatives within our units to strengthen our data collection process. We are tracking our energy consumption on a monthly basis, as well as have developed processes to improve the accuracy of our reporting.
 3. Energy intensity per rupee of turnover has jumped from 59.77 GJ/ Crore in FY 22-23 to 102.04 GJ/ Crore in FY 23-24. This substantial difference is because in FY 23-24, we have also accounted for natural gas (19,575.18 GJ) and LPG usage (2,52,095.29 GJ) - thus increasing overall energy consumption data reported.
 4. In the previous year of reporting, we had reported 2022-23 data with 27 hospitals. However, as the boundary of reporting has changed this year, wherein Fortis Network Hospitals are not included. Thus we are restating our 2022-23 data with the values of energy consumption from 21 hospitals.
 5. For PPP adjustment, the conversion factors have been taken from the International Monetary Fund. The link for the same can be found here: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDCF>

EI-1. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring per occupied bed energy consumption data for each hospital every month.

EI-2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.- No, not applicable.

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

Parameter	FY 2023-2024	FY 2022-2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	6,89,717	8,18,187
(iii) Third party water	3,83,046	3,71,423
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	10,72,763	11,89,610
Total volume of water consumption (in kilolitres)	2,93,941	2,72,582
Water intensity per rupee of turnover (Water consumed / turnover)	51.6956 KL / Crores	53.3742 KL / Crores
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	115.7982.KL/ million USD	118.3143 KL/ million USD
Water intensity in terms of physical output	0.3062 KL/Number of Occupied Bed Days	0.2910 KL/Number of Occupied Bed Days

Remarks: In the previous year of reporting, we had reported 2022-23 data with 27 hospitals. However, as the boundary of reporting has changed this year, wherein Fortis Network Hospitals are not included.

Thus, we are restating our 2022-23 data with the values of water withdrawal and discharge from 21 hospitals.

For PPP adjustment, the conversion factors have been taken from the International Monetary Fund. The link for the same can be found here: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDCF>

Business Responsibility & Sustainability Report (Contd.)

EI-3. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring per occupied bed water consumption data for each hospital every month.

EI-4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres)

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
With treatment – please specify level of treatment	7,78,822 Secondary level of treatment	9,17,028 Secondary level of treatment
(v) Others		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	7,78,822	9,17,028

Remarks: As per the guidelines from Central Board for Pollution Control, we have STP and ETP plants in most of our units. After the treatment, we generally used the water for flushing, cooling towers, and gardening purposes, and the rest of the treated water discharged into municipal cooperation drain lines.

EI-4. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring the output parameters of sewage treatment plants of all units, as per Central Pollution Control Board norms.

EI-5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.- We have STP and ETP plants as per the guidelines of Central Pollution Control Board and the capacity of the hospital. We are doing wastewater treatment for further utilisation in gardening, road cleaning, cooling tower system and flushing systems.

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

Parameter	Please specify unit	Current Financial Year	Previous Financial Year
NOx	ug/m3	33.70	20.00
SOx	ug/m3	19.29	11.40
Particulate matter (PM)	ug/m3	83.90	61.01
Persistent organic pollutants (POP)	0	0	0

Business Responsibility & Sustainability Report (Contd.)

Parameter	Please specify unit	Current Financial Year	Previous Financial Year
Volatile organic compounds (VOC)	0	0	0
Hazardous air pollutants (HAP)	0	0	0
Others – please specify	0	0	0

Remarks: In the previous year of reporting, we had reported 2022-23 data along with Fortis Network Hospitals. However, as the boundary of reporting has changed this year, wherein Fortis Network Hospitals are not included. Thus, we are restating our 2022-23 data this year.

EI-6. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring the output parameters of DG Stacks for all units, as per Central Pollution Control Board norms.

EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) in MTCO2E & its intensity, in the following format:

Parameter	Unit	FY 2023-2024	FY 2022-2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	20,482.98	1,055.07
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	50,897.81	56,215.56
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO₂e / rupee of turnover	12.5538 TCO₂e / Crores	11.2141 TCO₂e / Crores
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO₂e/ \$ Crore	28.1205 TCO₂e/ million USD	24.8583 TCO₂e/ million USD
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO₂e/ Number of Occupied Bed Days	0.0744 TCO₂e / Number of Occupied Bed Days	0.0597 TCO₂e/ Number of Occupied Bed Days

Remarks: 1. Over the course of FY 2023-24, we have taken several initiatives within our units to strengthen our data collection process. We are tracking our energy consumption on a monthly basis, as well as have developed processes to improve the accuracy of our reporting.

2. Total Scope 1 & Scope 2 emissions per rupee of turnover has increased from 11.2141 in FY 22-23 to 12.5538 in FY 23-24. This difference is because in FY 23-24, we have also accounted for natural gas (1,135.36 TCO₂e) and LPG usage (16,129.32 TCO₂e) - thus increasing overall emissions data reported.

3. In the previous year of reporting, we had reported 2022-23 data with 27 hospitals. However, as the boundary of reporting has changed this year, wherein Fortis Network Hospitals are not included. Thus we are restating our 2022-23 data with the values of energy consumption from 21 hospitals.

4. For PPP adjustment, the conversion factors have been taken from the International Monetary Fund. The link for the same can be found here: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDCF>.

EI-7. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring the output parameters of DG Stacks for all units, as per Central Pollution Control Board norms.

Business Responsibility & Sustainability Report (Contd.)

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

- We are purchasing renewable energy from outsourced vendors for a majority of our category A hospitals. There are two categories of renewable energy that Fortis hospitals are utilising, totaling to annual utilisation of 1,10,88,674 kWh units. This corresponds to 15.47% of total energy consumed by all Fortis units on a consolidated level.

Fortis Hospital Mulund - Wind energy

Fortis Hospital BG Road - Wind energy

Fortis Hospital Mohali - Solar energy

Fortis Hospital Ludhiana - Solar energy

Fortis Hospital Anandpur - Solar energy

Fortis Memorial Research Institute, Gurugram - Solar energy

Additionally, under energy initiatives projects, we have reduced per occupied bed kWh consumption from 89.28 kWh per occupied bed day to 87.88 kWh per occupied bed per day. This has been achieved even when the the bed capacities have been increased in almost all units. We have installed the following energy conservation equipment:

- VFDs for AHU, HVAC pumps and cooling towers
- Energy efficient pumps for HVAC and water management
- Timers for lighting systems and AHU systems - IoT-based automation for HVAC systems
- LED lights
- Cooling tower Epoxy type fan blades
- Dimmable and sensor-based lights
- Motion sensors

EI-9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	70.05	0
E-waste(B)	111.52	0
Bio-medical waste (C)	1,886.4	1,876.04
Construction and demolition waste (D)	8425	0
Battery waste (E)	59.91	369.12
Radioactive waste (F)	0.34	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1,681.08	2,034.11
Total (A + B + C + D + E + F + G + H)	12,234.30	4,279.27
Waste intensity per rupee of turnover (Total Waste Generated / Revenue from operations)	2.1517 MT / Crores	0.8379 MT / Crores
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP)	4.8197 MT/ million USD	1.8574 MT/ million USD
Waste intensity in terms of physical output	0.0127 MT/ Number of Occupied Bed Days	0.0046 MT/ Number of Occupied Bed Days

Business Responsibility & Sustainability Report (Contd.)

- Remarks: 1. Over the course of FY 2023-24, we have taken several initiatives within our units to strengthen our data collection process. We are tracking waste generation data on a monthly basis, as well as have developed processes to improve the accuracy of our reporting.
2. For our plastic waste, we are estimating the generated waste on the basis of the plastic bottles that have been purchased in FY 2023-24. In addition, the construction and demolition waste has been estimated on the basis of load capacities of the trolleys and trucks for whom gate passes were issued. While last year we had assumed a weight of 40 kgs for our batteries, this year we were able to determine the exact waste quantity.
3. Waste intensity per rupee of turnover has jumped from 0.8379 MT/ Crore in FY 22-23 to 2.1517 MT/ Crore in FY 23-24. This substantial difference is because in FY 23-24, we have also accounted for Construction & Demolition waste (8,425 MT), Plastic waste (70.05 MT), e-waste (111.52 MT) & Radio-active waste (0.34 MT) - thus increasing overall waste generation data reported.
4. In the previous year of reporting, we had reported 2022-23 data with 27 hospitals. However, as the boundary of reporting has changed this year, wherein Fortis Network Hospitals are not included. Thus we are restating our 2022-23 data with the values of energy consumption from 21 hospitals.
5. For PPP adjustment, the conversion factors have been taken from the International Monetary Fund. The link for the same can be found here: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDCF>

Parameter	FY 2023-24	FY 2022-23
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste - Plastic		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - E-Waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Bio-medical waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Construction and demolition waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0

Business Responsibility & Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
Category of waste - Battery waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Radioactive waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Other Hazardous waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Other Non-Hazardous waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Plastic		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	70.05	0
Total	70.05	0
Category of waste - E-Waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	111.52	0
Total	111.52	0
Category of waste - Bio-medical Waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	1,886.4	1876.04
Total	1,886.4	1876.04
Category of waste - Construction and demolition waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	8,425	0
Total	8,425	0

Business Responsibility & Sustainability Report (Contd.)

Parameter	FY 2023-24	FY 2022-23
Category of waste - Battery		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	59.91	369.12
Total	59.91	369.12
Category of waste - Radioactive		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0.34	0
Total	0.34	0
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	1,681.08	2,034.11
Total	1,681.08	2,034.11

- EI-9. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.-** No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring per occupied bed waste generation data for each hospital every month.
- EI-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.** - Most of our hospitals being NABH/ JCI accredited/ certified, follow stringent quality norms while handling Bio-Medical waste. The staff is regularly trained on the same & compliance audited regularly. Annually we report the Bio Medical waste generated to the Pollution Control Board & also publish the same on our website. As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio-Medical waste from is handed over to State Pollution Control Board authorised operator for collection, reception, storage, transport, treatment and disposal. We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for segregation at source, collection, handling transport within the hospitals, pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board authorised operator. The staff are trained to segregate the waste at the point of generation, so that there is no mixing of waste. The Bio-Medical Waste practices are audited every month in the hospitals & compliances tracked regularly. FY 2023-24 onwards, we have started to measure and monitor the waste generated in general categories, such as plastic, construction & demolition waste, e-waste etc. The same are being segregated and handed over to state pollution control board approved vendors.

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EI-11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	-	-	-

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

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1	-	-	-	-	-	-

EI-13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	Each unit has the local pollution board's consent to operate compliance certificates.	-	Nil	-

Leadership Indicators

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

Hospital name with location

1. Fortis Hospital Kalyan Kalyan
2. Fortis Hospital B G Road Bengaluru
3. Fortis Hospital C G Road Bengaluru
4. Fortis Hospital Richmond Road Bengaluru
5. Fortis Hospital Rajaji Nagar Bengaluru
6. Fortis Hospital Nagarbhavi Road Bengaluru
7. Fortis Hospital Ludhiana Punjab
8. Fortis Hospital Amritsar Punjab
9. Fortis Hospital Jaipur Rajasthan
10. Fortis Hospital Okhla Delhi
11. Fortis Hospital Noida UP
12. Fortis Hospital Faridabad Gurugram

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13. Fortis Hospital La Femme GK Delhi
14. Fortis Memorial Research Institutes Gurugram

LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): (ii) Nature of operations- Usage in Hospital for regular activity.

LI-1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Water withdrawal, and consumption in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	4,32,514	4,71,464
(iii) Third party water	2,09,240	1,71,589
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	6,41,754	6,43,053
Total volume of water consumption (in kilolitres)	2,12,147	1,67,012
Water intensity per rupee of turnover (Water consumed / turnover)	37.3104 KL / Crores	32.7026 KL / Crores
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
With treatment – please specify level of treatment	4,29,607 CY: Secondary level of treatment	4,76,041 PY: Secondary level of treatment
(v) Others		
- No treatment	0	0
With treatment – please specify level of treatment	0 CY:	0 PY:
Total water discharged (in kilolitres)	4,29,607	4,76,041

LI-1. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No independent assessment has been carried out by an external agency. However, internally, corporate ESG team has been monitoring per occupied bed water consumption data for each hospital every month.

Business Responsibility & Sustainability Report (Contd.)

LI-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, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Optimisation of per occupied bed energy consumption	<p>- We meticulously monitored energy consumption per occupied bed across all Fortis healthcare facilities on a monthly basis. - Based on the monitoring data, we conducted in-depth benchmarking across all units. This process resulted in the identification of 19 distinct initiatives designed to optimise energy consumption. - Unit-Specific Improvement Opportunities: Each unit was then benchmarked against the 19 identified initiatives. This analysis allowed us to pinpoint specific areas for improvement within each facility, ensuring a targeted and effective approach - The focused initiatives for energy consumption optimisation included the following:</p> <p>Energy consumption optimisation: 1. Installation of Variable Frequency Distributors (VFD) to Air handling units (AHU), cooling towers and Heating, Ventilation and Air Conditioning (HVAC) pumping systems 2. Replacement of old cast iron type cooling towers fans with Epoxy material 3. Replacement of energy-inefficient pumps with energy efficient ones 4. Replacement of old chillers with new energy efficient chillers with VFD system 5. Replacement of old CFL with LED lights 6. Installed IoT based technology for HVAC system 7. Installed the timers and motion sensors for lighting system</p>	<p>Measurable results have translated to a reduction in per occupied bed energy by 3.4% on a consolidated level. This reduction was achieved despite increase in the overall bed occupancy by 0.21% (at consolidated reporting level) in FY 23-24</p> <p>Beyond financial benefits to the organisation– the energy thus saved has added back to the environmental bounty that the Indian society enjoys at large.</p>
2	Optimisation of per occupied bed water consumption	<p>-Per occupied bed water consumption was meticulously monitored for each unit over the year - This granular data allows us to identify the most and least water-efficient units and sharing of best practices across the organisation. - Focused initiatives to reduce water consumption included the following:</p> <p>Installation of water flow meters 1. Installation of foam water aerators for basin taps 2. used treated Sewage Treatment Plant (STP) water for flushing, cooling towers and gardening purposes 3. Used RO reject water for flushing and kitchen cleaning purposes 4. Replaced old water flushing system with new technology – ensuring leakage repairing of Commode flushing system in patient rooms / public toilets to control direct flow</p>	<p>Measurable results have translated to a reduction in per occupied bed water by 8.4% on a consolidated level. This reduction was achieved despite increase in the overall bed occupancy by 0.21% (at consolidated reporting level) in FY 23-24. Beyond financial benefits to the organisation – the water thus saved has added back to the environmental bounty that the Indian society enjoys at large.</p>

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Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
3	Setting data-driven baseline for Bio-Medical waste generation across units	<p>Month-wise, category-wise Bio-Medical Waste Baseline was successfully set up for not only the 5 key Fortis Units (as envisioned initially), but across all Fortis Units. The same is being tracked month on month for all Bio-Medical Waste categories. Additional results achieved: - Seasonality related variations and bed occupancy variation challenges have been successfully tackled by introducing per occupied bed factor and month markers in the baseline for each unit - Rolled out the following 2 initiatives for improvement of Bio-Medical Waste Management requirements as per the BRSR reporting mandate: 1. Plastic Waste Measurement Exercise: Unlike FY 2022-23, in FY 23-24, we have rolled out a process of calculating plastic waste generated at each unit, taking suitable assumptions. The same has been included in this BRSR Report 2. Construction Debris Measurement Exercise: Similar to Plastic waste, a process has been rolled out to measure construction debris waste generated at each unit. The same has been included in this BRSR Report</p>	<p>Key Outcomes: 1. Setting of month-wise, category-wise Bio-medical waste generation, factoring in seasonality and bed occupancy variables 2. We started separate monitoring of plastic waste and construction debris generated in the hospitals. The same were reported in the current year's BRSR report, and will be monitored year on year, henceforth.</p>

LI-5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.- Yes, A standardised security SOP 'Hospital Evacuation' (centrally prepared as a guiding document) is shared with all the Fortis hospitals. Based on this documents, all the Fortis Hospitals have prepared their own unit specific evacuation plan mentioning the response during different man-made & natural disasters to ensure the preparedness and business continuity. Mock drills are conducted once in a quarter to check efficacy of the plan on ground. A safety training calendar is prepared & followed by all the hospitals covering scenarios for natural disasters, eg. earthquakes, floods, storm etc. and man-made disasters, eg fire, bomb threat, terrorist attack etc. Additionally, all the Fortis Hospitals have a tie up with a minimum of two hospitals in the near vicinity to ensure the assistance in shifting & treatment of the patients during a disastrous situation.

Business Responsibility & Sustainability Report (Contd.)

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

Essential Indicators

EI-1.a. Number of affiliations with trade and industry chambers/ associations.- 4 (Four)

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

S. No	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian chambers of Commerce & Industry	National
2	NATHEALTH	National
3	Confederation of Indian Industry	National
4	Associations of Healthcare Providers	National

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

S. No.	Name of authority	Brief of the case	Corrective action taken
1	-	-	-

Remarks: No adverse orders from regulatory authorities.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1	NA	NA	NA	NA	NA	NA

EI-2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
1	NA	NA	NA	NA	NA	NA

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

For complaints received through social media, our corporate marketing team monitors the social media and complaints, if any, are shared with the hospital's patient experience head for early resolution and closure. There is a feedback/complaint option available on the Fortis website which can be filled and submitted. One can also write to feedback@fortishealthcare.com. This feedback is deposited in the PDMS (patient delight and management system) and specific hospital's Patient Experience team takes action on these complaints. All complaints are tracked for satisfactory closure. Otherwise for any general query, one can reach us on reachus@fortishealthcare.com

Business Responsibility & Sustainability Report (Contd.)**EI-4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

Category	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	34%	27%
Sourced directly from within India	96.1%	Data not measured centrally

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

Location	Current Financial Year	Previous Financial Year
Rural	0%	0%
Semi-urban	0%	0%
Urban	20%	20%
Metropolitan	80%	80%

Remarks: Fortis has presences in Metro cities of Delhi-NCR, Kolkata, Bangalore, Mumbai, and urban cities of Jaipur and Mohali, Amritsar, and Ludhiana

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

S. No.	State	Aspirational District	Amount spent (In ₹)
1	Haryana	Mewat (Nuh)	50,00,000
2	Uttarakhand	Udham Singh Nagar	21,00,000

LI-3.a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)- Due to nature of healthcare business we don't have a preferential procurement policy for marginalised and vulnerable suppliers. To ensure effective and efficient healthcare delivery, we need to ensure the availability of quality product and services in our hospitals. The specifications, basis both international and Indian standards, as approved by our esteemed doctors and committees are defined to ensure quality product is procured and patient safety is ensured. Suppliers develop these products which are assessed on Quality, Safety, Delivery and Morals by respective stakeholders and feedback is provided for further improvements, if required. This helps suppliers to produce quality products and develop robust supply chain so as to compete with established suppliers. Similar process is also followed while procuring non-medical goods and services from suppliers. Periodic suppliers meeting and reviews are conducted to drive continuous improvement in quality of goods and services.

Business Responsibility & Sustainability Report (Contd.)

LI-6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Nikshay Project	9,739	100%
2	Strengthening public health infrastructure	NA	100%
3	Strengthening School WASH infrastructure	9,000	100%
4	Anaemia Eradication	35	100%
5	Scholarship	51	100%
6	School Digital Infrastructure	3,300	100%
7	Apprentice Training	797	100%
8	PM Cares fund	NA	100%

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

Essential Indicators

EI-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.- Every day post discharge or a visit to the hospital, we send a feedback message with a link on WhatsApp to the patients, through which patients fill the feedback form and can give us a detailed feedback of their experience. This feedback gets submitted in our patient feedback management application which is monitored and managed by the patient experience team.

All patient complaints and suggestions are assigned to the concerned department and these are closed with RCA and CAPA by the concerned department stakeholders. There is an escalation matrix in place where complaints get escalated within the unit and corporate office, in case the complaints are not closed timely. We have a dedicated patient feedback management system to capture, monitor and manage patient feedback. Any complaint submitted by a patient in the feedback generates a review ticket to the concerned department head, for resolution and closure. Department head has to perform root cause analysis (RCA) and CAPA (Corrective and Preventive Action) for all the complaints which is further approved by the Function head.

If ticket is not closed timely by the department head, it gets escalated to further levels within the unit and corporate office as per the defined escalation matrix. Patient complaints are analyzed monthly to identify most common and repeated issues, for service and process improvement. We have also displayed complaint escalation posters in patient care areas and waiting areas at all our hospitals. We have defined 3 levels for raising a complaint and escalation in these posters. Our patients can also share their feedback and complaints on the Fortis Healthcare website and email through a dedicated feedback form and email ID. Overall patient satisfaction is measured through Net Promoter Score (NPS). NPS is captured and monitored regularly, and is discussed in the monthly unit business review meetings and also presented in the GOC.

NPS variance is used to design training interventions, thus completing the feedback loop.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

Remarks: As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, 100% Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorised operator

Business Responsibility & Sustainability Report (Contd.)

for collection, reception, storage, transport, treatment and disposal. Being a healthcare services provider, almost all of the products utilised by us for medical consumption is sourced from reputed manufacturers which screen their products for safe usage and promote safe disposal.

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

	FY 2023-2024			FY 2022-2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	22,725	12	The 12 pending complaints are in various stages of being resolved.	21,289	1	The 1 pending complaint was resolved in FY 23-24
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	0	0	-	0	0	-

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

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

EI-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.- We have a robust Information Security policy in place for providing overall Information security governance framework for the organisation in managing different aspects related to Information security. To support that Information security incident management policy is also place covers cyber security framework, web link is intranet and presently accessible to IT function. Link for data privacy <https://www.fortishealthcare.com/privacy-policy>

EI-6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.- Not applicable

EI-7. Provide the following information relating to data breaches

- Number of instances of data breaches along-with impact- No such incidents reported to Fortis Security team.
- Percentage of data breaches involving personally identifiable information of customers- No such incidents reported to Fortis Security team.
- Impact, if any, of the data breaches- Not applicable.



Business Responsibility & Sustainability Report (Contd.)

Leadership Indicators

LI-1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).- Website: www.fortishealthcare.com

Facebook: <https://www.facebook.com/fortishealth>

Twitter: https://twitter.com/fortis_hospital

Youtube: <https://www.youtube.com/channel/UCn0ShMNqXI3kQP-Eoaf7olg>

Instagram: <https://www.instagram.com/fortis.healthcare>

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

At the time of hospital admission, Patient and their attendants are counseled and all relevant information about the treatment is provided to them. Similarly, we inform patient about discharge medication and precautions they must follow to ensure faster and safe recovery. During handing over of medicines in Pharmacy, our pharmacists educate patient about correct process and timings of taking the medicines

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

In case of disruption or discontinuation, patients are informed through posters displayed in reception and patient areas within hospitals. In case of any advance booking, the call center calls the Patient on their registered phone number explaining the situation and offering alternative options, if available. Such information is also displayed on website and social media channels of Fortis.