

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A - GENERAL DISCLOSURES

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 at Fortis Healthcare: Deepening Purpose, Broadening Impact

At Fortis Healthcare, ESG is not a peripheral function—it is the deep code of our institutional operating system. Inspired by the Triple Bottom Line framework (People, Planet, Profit) and Donella Meadows' systems thinking principles about interconnected wholes instead of isolated parts, our ESG philosophy views healthcare not just as a service, but as a force for societal regeneration. FY 2024–25 marked a year of weaving ESG more tightly into our organisational DNA—translating strategy into structure, data into decisions, and intent into institution-wide alignment.

We operate in a sector where the stakes are inherently high—where each kilowatt saved, each litre of water conserved, and each human treated with dignity echoes far beyond the walls of our hospitals. Our ESG strategy is thus shaped by double materiality, balancing enterprise value with ecosystem wellbeing, and aligning short-term excellence with long-term shared prosperity.

Environmental Stewardship: Doing More with Less

In FY 2024–25, we continued to push the frontiers of operational sustainability:

- A 6.53% reduction in per occupied bed electricity consumption marked a significant step in our energy optimisation efforts. This achievement is not just a metric—it reflects improved system efficiency, enhanced behavioral alignment, and smart engineering solutions.
- With 98% water metering infrastructure deployed, we are future-ready in water governance—enabling precision, accountability, and proactive conservation across our hospitals.
- Our approach to bio-medical waste management is evolving from compliance to circularity. We are embracing principles of reduce, reuse, recycle, and life-cycle thinking—ensuring safe, scientific, and sustainable waste management across all five mandated categories.

Social Impact: From Awareness to Ownership

Sustainability is a team sport. This year, we expanded ESG engagement across functions and stakeholders:

- Multiple trainings were held for our employees in HR, IT, Supply Chain, Secretarial, Unit Engineering & Admin teams, along with our top vendor partners. The trainees were sensitised and trained on ESG and BRSR data principles—fostering a shared language of sustainability.
- Thousands were engaged during World Environment Day through hospital-led outreach, awareness drives, and green pledges—taking our message beyond our walls.
- We completed a sustainability assessment of our top vendors, embedding ESG expectations into our procurement ecosystem.
- The launch of the Fortis Premier League ESG Excellence Awards gamified impact and inspired bottom-up innovation, rewarding teams that turned intent into action.

Governance & Transparency: Raising the Bar

In an era that demands radical transparency, we made substantial progress in disclosure maturity:

- We continue to maintain zero data breaches – a testament to our efforts to safeguard sensitive patient data.
- We conducted our first double materiality assessment, ensuring that our ESG priorities reflect both internal risk and external stakeholder relevance.
- We secured third-party reasonable assurance for BRSR Core disclosures, a significant milestone that enhances trust, accountability, and comparability for all stakeholders.

We believe ESG is not just about compliance—it is about coherence. It is about aligning purpose with performance, and ambition with accountability.

A compelling testament to the sustainability efforts of Fortis Healthcare is seen in the multiple awards that we have received in FY 2024-25:

- In February 2025, Fortis Hospital Mohali bagged the National Energy Leader Award & National Excellence in Energy Management, instituted by the Confederation of Indian Industry (CII)
- In March 2025, Fortis Hospital Anandpur, Kolkata was awarded the prestigious CAHOCON Environment Sustainability Award, 2025 - 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.

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Looking Ahead: ESG as a Practice of Becoming

Sustainability is not a destination—it is a discipline of continuous becoming. At Fortis Healthcare, we envision ESG not as a static checklist, but as a living, evolving commitment to excellence. As we look ahead, we remain guided by a philosophy of “ever better”—refining our energy practices, deepening our social equity lens, and advancing governance as an act of stewardship.

We aspire to move beyond efficiency into empathy, from metrics to meaning, and from compliance to conscious capitalism. Our vendor partners are not ancillary actors, but fellow travelers—co-authors of a shared ESG journey. Together, we are reimagining what it means to heal: not just the individual, but the institution, the industry, and the ecosystem.

The detailed outcomes of our FY 2024–25 performance across Business Responsibility & Sustainability parameters are outlined in the report that follows. We extend our gratitude to every individual, team, and partner who has made this journey purposeful—and who walks with us towards a healthier, more harmonious future.

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, Punjab
I-5. Corporate address	Tower A, 3rd Floor, Unitech Business Park, South City-1, Gurugram, Haryana- 120001
I-6. E-mail	secretarial@fortishealthcare.com
I-7. Telephone	+91-124 4921021
I-8. Website	www.fortishealthcare.com
I-9. Financial year for which reporting is being done	2024-2025
I-10. Name of the Stock Exchange(s) where shares are listed	BSE Limited; National Stock Exchange of India Limited
I-11. Paid-up Capital	₹ 7,549,581,480
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 Degupta- Chief of Strategy, Group Head- ESG & Business Head - Jaipur, Kolkata 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 excluding Agilus diagnostics Limited.
I-14. Name of assurance provider	SGS India Private Limited
I-15. Type of assurance obtained	Reasonable assurance

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

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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	27	27
International	0	0	

Remarks: Total 22 hospitals, 4 network hospitals and 1 corporate office.

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

Locations	Number
National (No. of States)	8
International (No. of Countries)	0

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 8 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.

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)	12,237	5,414	44.24%	6,823	55.76%
2	Other than Permanent (E)	14,324	8,599	60.03%	5,725	39.97%
3	Total employees (D + E)	26,561	14,013	52.76%	12,548	47.24%
Workers						
1	Permanent (F)	0	0	0.00%	0	0.00%
2	Other than Permanent (G)	0	0	0.00%	0	0.00%
3	Total Workers (F + G)	0	0	0.00%	0	0.00%

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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)	13	8	61.54%	5	38.46%
2	Other than Permanent (E)	3	2	66.67%	1	33.33%
3	Total differently abled employees (D + E)	16	10	62.50%	6	37.50%
Differently Abled Workers						
1	Permanent (F)	0	0	0.00%	0	0.00%
2	Other than Permanent (G)	0	0	0.00%	0	0.00%
3	Total Workers (F + G)	0	0	0.00%	0	0.00%

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)

	FY 2024-25			FY 2023-24			FY 2022-2023		
	(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	20.18%	28.45%	24.81%	30.17%	44.82%	38.53%	31.16%	45.05%	39.24%
Permanent Workers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

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

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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)
8	Agilus Diagnostics Limited	Subsidiary Company	89.2	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	Fortis Cancer Care Limited	Step down subsidiary Company	No direct holding	No
17	Fortis Malar Hospitals Limited	Step down subsidiary Company	No direct holding	No
18	Fortis Health Management (East) Limited	Step down subsidiary Company	No direct holding	No
19	Fortis C-Doc Healthcare Limited	Step down subsidiary Company	No direct holding	No
20	Birdie & Birdie Realtors Private Limited	Step down subsidiary Company	No direct holding	No
21	Stellant Capital Advisory Services Private Limited	Step down subsidiary Company	No direct holding	No
22	Fortis Global Healthcare (Mauritius) Limited	Step down subsidiary Company	No direct holding	No
23	Fortis Emergency Services Limited	Step down subsidiary Company	No direct holding	No
24	Malar Stars Medicare Limited	Step down subsidiary Company	No direct holding	No
25	RHT Health Trust Manager Pte Ltd	Step down subsidiary Company	No direct holding	No
26	Fortis HealthStaff Limited	Step down subsidiary Company	No direct holding	No
27	Fortis Asia Healthcare Pte Limited	Step down subsidiary Company	No direct holding	No
28	Mena Healthcare Investment Company Limited	Step down subsidiary Company	No direct holding	No
29	Medical Management Company Limited	Step down subsidiary Company	No direct holding	No
30	Agilus Pathlabs Private Limited	Step down subsidiary Company	No direct holding	No
31	Agilus Diagnostics FZ- LLC	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)
32	Agilus Pathlabs Reach Limited	Step down subsidiary Company	No direct holding	No
33	Hospitalia Eastern Private Limited	Step down subsidiary Company	No direct holding	No
34	DDRC Agilus Pathlabs Private Limited	Step down subsidiary Company	No direct holding	No
35	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. Provide the following CSR details

- i) Whether CSR is applicable as per section 135 of Companies Act, 2013 - Yes
- ii) Turnover (in ₹) - ₹ 65,28,02,75,878
- iii) Net worth (in ₹) - ₹ 91,69,39,03,735

Remarks: Turnover depicts revenue from hospital operations only. Net worth includes Agilus entities additionally.

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 2024-25			FY 2023-24		
		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	14	0		14	0	
Customers	Yes	0	0		0	0	
Value Chain partners	Yes	0	0	-	0	0	-
Other (please specify)	-						

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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	Business Ethics & Regulatory Compliance	Risk + Opportunity	Highly Regulated Sector: Healthcare is subject to stringent regulations (some of these include Clinical Establishments Act, Biomedical Waste Rules, PCPNDT Act, NABH standards etc.) Non-compliance can lead to license suspensions, legal penalties, or reputational damage. Ethical Sensitivities: Ethical lapses—such as overcharging, unnecessary procedures, patient data misuse, or opaque billing—can not only impact the trust of patients, but also provoke media backlash or litigation, all of which directly impact revenues and brand value.	Strict adherence to compliance measures	Negative for Risk, Positive for Opportunity
2	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
3	Waste Management	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
4	Pricing and Billing Transparency	Opportunity	Opportunity to attain competitive advantage & sustained public trust	Not applicable	Positive
5	ESG Risk Management	Risk	Risk Management	Deploying proactive initiatives to mitigate ESG risks	Positive
6	Energy Management & GHG Emissions	Opportunity	Opportunity to attain operational efficiency, competitive advantage & positive impact on the environment	Not applicable	Positive
7	Innovation, Digitisation & Data Security	Opportunity + Risk	Opportunity to attain operational efficiency and competitive advantage	Deploy mechanisms to ensure zero data breaches	Positive + Negative



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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)
8	Workforce Health & Safety	Risk	Risk of injury and lost work hours leading to lesser productivity. Risk to life of workforce	Strict adherence to workplace health and safety measures	Negative
9	Water Management	Risk	Multiple Fortis units operate in areas of water stress. Low availability of water can put hospital operations at risk, will also lead to negative impact on environment and quality of public life	Optimisation of per occupied bed water consumption	Negative
10	Employee Recruitment, Development & Retention	Opportunity	Opportunity to be an employer of choice, increased workforce morale and productivity	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%2BResponsible%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%2BResponsible%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.	JCI, NABH	JCI, NABH	JCI, NABH		JCI, NABH	JCI, NABH			



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<p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</p>	<p>Fortis Healthcare has undertaken its initial double materiality evaluation in the latest reporting cycle (FY 24-25). As a result of this evaluation, Fortis has committed itself to continued, industry leading performance in the following key material issues:</p> <ol style="list-style-type: none"> 1. Business Ethics & Regulatory Compliance 2. Quality of Care & Patient Satisfaction 3. Waste Management 4. Pricing and Billing Transparency 5. ESG Risk Management 6. Energy Management & GHG Emissions 7. Innovation, Digitisation & Data Security 8. Workforce Health & Safety 9. Water Management 10. Employee Recruitment, Development & Retention <p>Environmental Commitments</p> <p>A.1. Plastic Waste Reduction</p> <p>Fortis Healthcare seeks to progressively transition away from single-use plastic water bottles across high-footfall units. As a first step, we are committed to initiate the installation of RO-based in-house bottling plants at select hospitals in FY 25-26, with the broader vision of cultivating a culture of circular plastic use across the network.</p> <p>A.2. Water Recycling</p> <p>Recognising water as a shared and finite resource, Fortis aspires to enhance circular water practices. We intend to maximise the reuse of treated wastewater from STPs across our hospitals—primarily for gardening, flushing, and HVAC cooling in FY 25-26—while continually improving related infrastructure and processes.</p> <p>A.3. Compostable Waste Handling</p> <p>Fortis is committed to advancing responsible waste segregation by increasingly adopting compostable plastic garbage bags for non-hazardous general waste across its hospitals. In next 2 years, we aim to make this a standard practice across 100% of our hospitals, aligning with evolving best practices in sustainable hospital waste management.</p> <p>Social Commitments</p> <p>B.1. Patient Safety Excellence</p> <p>Fortis Healthcare remains steadfast in its commitment to upholding patient safety as a non-negotiable principle. We aim to continue enhancing our clinical protocols, training, and monitoring frameworks in pursuit of a zero-harm environment that prioritises trust, dignity, and care outcomes.</p> <p>B.2. Community Health & Skilling</p> <p>We aim to deepen our role as a catalyst for equitable healthcare by expanding access to preventive care and health education. Through partnerships and outreach, we aspire to empower underserved communities and future health professionals via apprenticeship and digital upskilling initiatives in FY 25-26.</p> <p>Governance Commitments</p> <p>C.1. Cybersecurity & Data Integrity</p> <p>We are committed to upholding the highest standards of patient confidentiality and digital trust. Our goal is to maintain robust cybersecurity practices across our IT infrastructure, with a continued aspiration toward maintaining zero data breaches in FY 2025-26, through proactive governance, vigilance, and system strengthening.</p>
<p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p>	<p style="text-align: center;">On track</p>

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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)	Mentioned on the opening page of this 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	SGS India Private Limited has issued reasonable assurance to BRSR Core Data, against the 9 NGRBC principles.								

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								

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Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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			
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						Not applicable			
It is planned to be done in the next financial year (Yes/No)						Not applicable			
Any other reason (please specify)						Not applicable			

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	4	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.	100.00%
Key Managerial personnel	2	ESG Workshop for Fortis EC Members. POSH Workshop - Statutory and Sensitisation Updates	100.00%
Employees other than BoD and KMPs	25,965	<ul style="list-style-type: none"> - Servicing with the heart program for all employees - How to explain procedures to patients effectively - Communicating care for Nursing - Patients care program - How to effectively communicate with Patients for Resident doctors - Supervisory skill program for Nursing Leaders - How to respond effectively to competing Tasks - Winning Together Program for all Employees - Advanced MS Excel Program for all employees - MIT Sloan School of Management: Leadership in an Exponentially Changing World 	100.00%

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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
		<ul style="list-style-type: none"> - Corporate Innovation: Strategies for Leveraging Ecosystems - A strategic approach to talent management - Innovating in Health Care Leadership in an Exponentially Changing World - Introduction to Online Education & Course Planning - Antimicrobial Stewardship: Improving Clinical Outcomes By Optimisation of Antibiotic Practices - Optimising Antimicrobial Therapy with Timeouts - Supply Chain Management Tools and Techniques Data - Visualisation and Building Dashboards with Excel and Cognos - Emergency Code Management - Standard Precaution Handling of Blood and body fluid exposure - HAZMAT (Hazardous Material) - BMW (Bio Medical Waste)/PPE (Personal Protective Equipment)/Hand Hygiene Biomedical Equipment - Safety Cleaning of infected rooms & handling of infected linen - Fire Safety Mock Drills - Critical Care - Nursing - Occupational Safety & Health Administration (OSHA) Module - Prevention of sexual harassment module - Information security awareness module - Anti Bribery & Anti-Corruption Policy - Mental Wellbeing Program series for all employees - Financial Wellbeing program series for all employees <p>These trainings have upskilled the employees, leading to an improvement in their day to day performance.</p>	
Workers		-	

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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 to <https://www.fortishealthcare.com/investor/policies%20&%20code/anti-bribery%20&%20corruption%20policy>

Business Responsibility & Sustainability Report (Contd.)

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

Remarks: None

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

Remarks: None

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 action 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	62.8	62.23

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.00%	0.00%
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0.00%	0.00%
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	0.00%	0.00%
	b. Number of dealers/distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	0.00%	0.00%

Business Responsibility & Sustainability Report (Contd.)

Parameter	Metrics	FY 2024-25	FY 2023-24
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	0.00%	0.00%
	b. Sales (Sales to related parties/Total Sales)	0.15%	0.07%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	0.00%	0.00%
	d. Investments (Investments in related parties/Total Investments made)	0.00%	0.00%

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 mentioned as column headers.
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	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	1	BRSR Core Disclosures for Value Chain Partners, Training on ESG practices survey for top vendors of Fortis Healthcare	34.61%

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.

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100%	100%	As part of its commitment to advancing medical science and patient care, Fortis Healthcare is actively involved in a wide range of biomedical research initiatives. These projects span across industry-sponsored clinical trials, academic research, and investigator-led studies. As of the current reporting period, the total number of ongoing projects stands at 279, demonstrating the institution's significant role in India's clinical research ecosystem.

Business Responsibility & Sustainability Report (Contd.)

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
			<p>1. Industry-Sponsored Clinical Trials – 107 Projects</p> <p>These trials are conducted in collaboration with global and national pharmaceutical companies and Contract Research Organisations (CROs). They follow international regulatory standards and contribute to the development of innovative therapies and medical devices.</p> <ul style="list-style-type: none"> 91 Ongoing Trials: These include interventional studies across multiple therapeutic areas such as Cardiology, Oncology, Neurology, Gastroenterology, Pulmonology, Nephrology, and Rheumatology. The trials are in various stages of execution—from patient recruitment and data collection to interim analysis. 16 Projects Nearing Closure: These studies are in the final stages, involving database finalisation, final monitoring visits, closure meetings, and regulatory documentation submission. They reflect successful execution and near-completion in line with global clinical research standards. <p>These industry collaborations enhance Fortis’s ability to provide patients with access to the latest treatment options while maintaining strict adherence to ethical and scientific guidelines.</p> <p>2. Academic Research, DNB Scholar Projects & Investigator-Initiated Studies (IIS) – 172 Projects</p> <p>Fortis Healthcare actively promotes academic research and capacity-building through strong integration with its academic programs and institutional research culture.</p> <ul style="list-style-type: none"> Academic Research Projects: These include dissertation and thesis-based studies undertaken by postgraduate medical trainees (DNB/FNB scholars) under the guidance of experienced faculty. Investigator-Initiated Studies (IIS): These are conceptualised and led by Fortis investigators based on real-world clinical challenges, patient care innovations, or exploratory hypotheses. Collaborative and Multicenter Studies: A portion of the academic research also involves multicenter participation, conducted in partnership with academic institutions and regulatory bodies. These studies support knowledge generation in emerging fields and public health. <p>This strong portfolio of 279 biomedical research projects reinforces Fortis Healthcare’s vision of integrating clinical excellence with scientific innovation, while fostering a culture of evidence-based medicine and medical education.</p>

Business Responsibility & Sustainability Report (Contd.)

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
			<p>3. Therapeutic Areas Covered in Industry-Sponsored Research</p> <p>Fortis Healthcare is actively involved in a wide range of industry-sponsored clinical trials across multiple high-impact therapeutic areas. The current distribution of ongoing studies is as follows:</p> <ul style="list-style-type: none"> Cardiology (40 studies): Focus areas include Coronary Artery Disease, Atrial Fibrillation, Cardiac Implantable Devices, Aortic and Mitral Valve Replacement therapies, among others. Oncology (15 studies): Research encompasses Lung Cancer, Prostate Cancer, Ovarian Cancer, Brain Tumors, Multiple Myeloma, and Bone Marrow Transplantation. Gastroenterology (15 studies): Includes studies on Crohn’s Disease, Ulcerative Colitis, and both Alcoholic and Non-Alcoholic Liver Diseases. Neurology (10 studies): Research areas include Multiple Sclerosis, Parkinson’s Disease, and Ischemic Stroke. Pulmonology (10 studies): Focused on Asthma and Chronic Obstructive Pulmonary Disease (COPD). Nephrology (9 studies): Covering Chronic Kidney Disease and related disorders. Rheumatology and Others (8 studies): Includes studies on Systemic Sclerosis and Scleroderma. Additional research projects are underway in emerging and cross-disciplinary areas based on evolving healthcare needs and sponsor interest.
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

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.

Business Responsibility & Sustainability Report (Contd.)

EI-3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life for the following:

Category	Description
(a) Plastics (including packaging)	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 do not reuse or recycle any Bio-Medical Waste, but accordingly 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.
(b) E-waste	All E waste is handed over to pollution control board authorised vendors only.
(c) Hazardous 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 do not reuse or recycle any Bio-Medical Waste, but accordingly 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.
(d) Other waste	-

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.

Business Responsibility & Sustainability Report (Contd.)

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).

S. No.	Indicate input material	Recycled or re-used input material to total material	
		FY 2024-25	FY 2023-24
1	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.

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:

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	5,414	5,414	100.00%	5,414	100.00%	0	0.00%	5,414	100.00%	0	0.00%
Female	6,823	6,823	100.00%	6,823	100.00%	6823	100.00%	0	0.00%	6,823	100.00%
Total	12,237	12,237	100.00%	12,237	100.00%	6823	100.00%	5,414	100.00%	6,823	55.76%
Other than permanent Employees											
Male	8,599	2,196	25.54%	2,196	25.54%	0	0.00%	2,196	25.54%	0	0.00%
Female	5,725	2,177	38.03%	2,177	38.03%	2177	38.03%	0	0.00%	0	0.00%
Total	14,324	4,373	30.53%	4,373	30.53%	2177	38.03%	2,196	25.54%	0	0.00%

Business Responsibility & Sustainability Report (Contd.)

EI-1. b. Details of measures for the well-being of 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	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Other than permanent Workers											
Male	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%

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 wellbeing measures as a % of total revenue of the Company	0.595%	0.596%

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%	0.00%	Y	100%	0.00%	Y
Gratuity	100%	0.00%	NA	100%	0.00%	NA
ESI	100%	0.00%	Y	100%	0%	Y
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. Our recruitment policies do not restrict any person from getting hired due to his/her disabilities, which will be directly linked to the ability of the candidate to perform the required tasks.

Business Responsibility & Sustainability Report (Contd.)

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	100.00%	74.71%	-	-
Female	100.00%	68.29%	-	-
Total	100.00%	71.56%	-	-

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

EI-7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 2024-25			FY 2023-24		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No.of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	12,237	17	0.14%	12,088	19	0.16%
Male	5,414	14	0.26%	5,295	17	0.32%
Female	6,823	3	0.04%	6,793	2	0.03%
Total Permanent Workers	0	0	0.00%	0	0	0.00%
Male	0	0	0.00%	0	0	0.00%
Female	0	0	0.00%	0	0	0.00%

Business Responsibility & Sustainability Report (Contd.)

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	5,410	4,737	88%	4126	76%	5,295	3,809	72%	4,448	80%
Female	6,821	6,225	91%	5830	85%	6,793	5,263	77%	5,638	85%
Total	12,231	10,962	89.6%	9956	81%	12,088	9,072	75.0%	10,086	83%
Workers										
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%

- Remarks: 1. Training date mentioned above is as of March 31st, 2025.
2. Training data mentioned above is for regular employees of Fortis Healthcare only

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	5,414	5,414	100%	5,295	5,295	100%
Female	6,823	6,823	100%	6,793	6,793	100%
Total	12,237	12,237	100%	12,088	12,088	100%
Workers						
Male	0	0	0.00%	0	0	0.00%
Female	0	0	0.00%	0	0	0.00%
Total	0	0	0.00%	0	0	0.00%

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. OSHA trainings are provided to all employees. Reporting of serious and non-serious injuries is non-negotiable with 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:

Business Responsibility & Sustainability Report (Contd.)

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	70	45
	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
Number of Permanent Disabilities	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:

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

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

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%

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.

Business Responsibility & Sustainability Report (Contd.)

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 the submission of proof of statutory dues and compliance. 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 or workers having suffered high consequence work-related injury/ill-health/fatalities (as reported in EI-11 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 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Workers	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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.

LI-5. Details on assessment of value chain partners:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	34.61% (Top vendors of Fortis Healthcare with whom more than 0.3% of total procurement was done individually in last financial year, by business value)
Working Conditions	34.61% (Top vendors of Fortis Healthcare with whom more than 0.3% of total procurement was done individually in last financial year, by business value)

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.

Business Responsibility & Sustainability Report (Contd.)

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 interactions, 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. For instance, our key managerial personnel have undergone training on diversity, equity, inclusion, and belonging (DEIB) and Occupational Safety and Health Administration (OSHA) as per our training need identification mechanism.

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

- Most of our patients are vulnerable due to their health-related issues. There is process & system in our hospitals through which patients and their attendants share their feedback or raise concerns, if any, about our services.

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 antiskid 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.

Business Responsibility & Sustainability Report (Contd.)

- e) No patient is to be left unattended.
- f) Nursing call bells have been installed next to the patient beds

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 2024-25			FY 2023-24		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	12,237	12,237	100%	12,088	12,088	100%
Other than permanent	14,324	14,324	100%	11,255	11,255	100%
Total Employees	26,561	26,561	100%	23,343	23,343	100%
Workers						
Permanent	0	0	0%	0	0	0%
Other than permanent	0	0	0%	0	0	0%
Total Employees	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.

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	12,237	0	0.00%	12,237	100.00%	12088	0	0.00%	12,088	100.00%
Male	5,414	0	0.00%	5,414	100.00%	5295	0	0.00%	5,295	100.00%
Female	6,823	0	0.00%	6,823	100.00%	6793	0	0.00%	6,793	100.00%
Other than Permanent	14,324	0	0.00%	14,324	100.00%	11225	0	0.00%	11,255	100.00%
Male	8,599	0	0.00%	8,599	100.00%	7381	0	0.00%	7,381	100.00%
Female	5,725	0	0.00%	5,725	100.00%	3844	0	0.00%	3,844	100.00%
Workers										
Permanent	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%

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Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Other than Permanent	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%

Remarks: Permanent employees are paid as per industry standards. The lower threshold of payment to outsourced employees is minimum wage, as applicable in the location of work.

EI-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	14,00,000	2	99,00,000
Key Managerial Personnel	3	58188120	0	0
Employees other than BoD and KMP	5414	462672	6823	369384
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.

EI-3. b. Provide information on Gross wages paid to females by the entity, in the following format:

Particulars	Current Financial Year	Previous Financial Year
Gross wages paid to females as % of total wages	43.13%	44.48%

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.

Business Responsibility & Sustainability Report (Contd.)

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	14	0	-	14	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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	14
Complaints on POSH as a % of female employees/workers	0.12%	0.13%
Complaints on POSH upheld	10	14

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

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	

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 such concerns reported, hence there is no corrective action being undertaken.

Leadership Indicators

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

None

Business Responsibility & Sustainability Report (Contd.)

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

LI-4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	34.61%
Discrimination at workplace	34.61%
Child labour	34.61%
Forced/involuntary labour	34.61%
Wages	34.61%
Others – please specify	

Remarks: This represents the top vendors of Fortis Healthcare with whom more than 0.3% of total procurement was done individually in last financial year, by business value.

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

None

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

Essential Indicators

EI-1. Details of total energy consumption in GigaJoules (GJ), in the following format:

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	40,795.13	39,919.23
Total fuel consumption (B)	0.00	0.00
Energy consumption through other sources (C)	0.00	0.00
Total energy consumed from renewable sources (A+B+C)	40795.15	39,919.23
From non-renewable sources		
Total electricity consumption (D)	2,58,626.80	2,58,073.38
Total fuel consumption (E)	44,955.11	38,337.50
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	3,03,581.83	2,96,410.88
Total energy consumed (A+B+C+D+E+F)	3,44,376.98	3,36,330.11
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.53 GJ/Lakh	0.59 GJ/Lakh
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	108.99 GJ/Million USD	122.21 GJ/Million USD
Energy intensity in terms of physical output	0.34 GJ/Number of Occupied Bed Days	0.35 GJ/Number of Occupied Bed Days
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Business Responsibility & Sustainability Report (Contd.)

Remarks:

- All energy data is mentioned in Gigajoules.
- Over the course of last two financial years, 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.
- 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 for energy has been conducted by an external agency. If Yes, provide the name of the agency:

Yes, SGS India Private Limited

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 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	10,438.50	0.00
(ii) Groundwater	7,98,122.00	6,89,717.00
(iii) Third party water	4,12,055.00	3,83,046.00
(iv) Seawater/desalinated water	0.00	0.00
(v) Others	0.00	0.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	12,20,615.50	10,72,763
Total volume of water consumption (in kilolitres)	9,04,916.14	5,85,936.00
Water intensity per rupee of turnover (Water consumed/turnover)	1.39 KL/Lakh	1.03 KL/Lakh
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	286.58 KL/Million USD	212.9 KL/Million USD
Water intensity in terms of physical output	0.88 KL/Number of Occupied Bed Days	0.61 KL/Number of Occupied Bed Days
Water intensity (optional) – the relevant metric may be selected by the entity. KL/of	-	-

Remarks: The consumption numbers have been re-stated for FY 23-24 due to the utilisation of a better methodology as recommended by the Industry Standards. The consumption has been calculated according to the Central Groundwater Authority document on 'Estimation of water requirement for drinking and domestic use'. Accordingly, the discharge values have also been updated.

In addition, our consumption has increased in 2024-25 due to more accurate reporting, as several units have installed water meters. Additional consumption represents the difference between CGWA guiding document and actual measurement on-site using water flow meters.

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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. -

Yes . SGS India Private Limited

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

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(ii) To Groundwater		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(iii) To Seawater		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(iv) Sent to third-parties		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	3,17,104.03 Secondary level of treatment	4,86,827.00 Secondary level of treatment
(v) Others		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
Total water discharged (in kilolitres)	3,17,104.03	4,86,827.00

Remarks: The consumption numbers have been changed for FY 23-24 due to the utilisation of a better methodology as recommended by the Industry Standards. The consumption has been calculated according to the Central Groundwater Authority document on 'Estimation of water requirement for drinking and domestic use'. Accordingly, the discharge values have also been updated. In addition, our consumption has increased in 2024-25 due to more accurate reporting, as several units have installed water meters.

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. -

Yes . SGS India Private Limited

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.

Business Responsibility & Sustainability Report (Contd.)

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	µg/m ³	24.13	33.7
Sox	µg/m ³	12.96	19.29
Particulate matter (PM)	µg/m ³	87.72	83.9
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify in the remark section			

EI-6. Indicate if any independent assessment/evaluation/assurance for Air emissions has been conducted by an external agency. If Yes, provide the name of the agency:-

No

EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2) in MTCO₂e, in the following format:

Parameter	Unit	FY 2024-25	FY 2023-24
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	4599.54	4850.90
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	52,228.25	51,327.93
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO₂e/rupee of turnover	0.09 TCO ₂ /Lakh	0.10 TCO ₂ e/Lakh
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO₂e/rupee of turnover	17.98 TCO ₂ e/Million USD	20.41 TCO ₂ e/Million USD
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO₂e/rupee of turnover	0.06 TCO₂e/ Number of Occupied Bed Days	0.06 TCO₂e/ Number of Occupied Bed Days
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	TCO₂e/of	-	

EI-7. Indicate if any independent assessment/evaluation/assurance for GHG Emissions (Scope 1 and 2) has been conducted by an external agency. If Yes, provide the name of the agency: -

Yes. SGS India Private Limited

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

- We are purchasing renewable electricity 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 1,41,06,823 kWh units, across all Fortis hospitals including network hospitals. This corresponds to 13.94% (up from 12.26% in FY 23-24) of total electricity consumed by all Fortis units including network hospitals.

Fortis Hospital Mulund – Wind energy

Fortis Hospital BG Road - Wind energy

Fortis Hospital Mohali - Solar energy

Fortis Hospital Ludhiana - Solar energy

Fortis Hospital Jaipur - Solar energy

Business Responsibility & Sustainability Report (Contd.)

Fortis Memorial Research Institute, Gurugram - Solar energy

Fortis Vasant Kunj- Solar energy

Fortis Escorts Hospital, Faridabad - Solar Energy

EI-9 Provide details related to waste management by the entity for the Current Financial Year:

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.00	0.00
E-waste(B)	25.40	13.18
Bio-medical waste (C)	2016.77	1,886.40
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	41.98	59.91
Radioactive waste (F)	0.21	0.34
Other Hazardous waste.Please specify, if any. (G)	3.78	2.49
Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	1,903.51	1,628.00
Total (A + B + C + D + E + F + G + H)	3,991.78	3,590.32
Waste intensity per rupee of turnover (Total Waste Generated/ Revenue from operations)	0.0061 MT/Lakh	0.0063 MT/Lakh
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated/Revenue from operations adjusted for PPP)	1.2633 MT/Million USD	1.3046 MT/Million USD
Waste intensity in terms of physical output	0.0039 MT/ Number of Occupied Bed Days	0.0037 MT/ Number of Occupied Bed Days
Waste intensity (optional) the relevant metric may be selected by the entity		
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	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Plastic Waste Recycled, Re-used and other recovery operations total	0	0
Category of waste - E-Waste		
(i) Recycled	25.40	13.18
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total E-Waste Recycled, Re-used and other recovery operations	25.4	13.18
Category of waste - Bio-medical waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Bio-medical Waste Recycled, Re-used and other recovery operations	0	0

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Parameter	FY 2024-25	FY 2023-24
Category of waste - Construction and demolition waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Construction Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Battery waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Battery Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Radioactive waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Radioactive Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Other Hazardous waste		
(i) Recycled	0.00	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Other Hazardous Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Other Non-Hazardous waste		
(i) Recycled	1,903.51	1,628.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
Total Other Non-hazardous Waste Recycled, Re-used and other recovery operations	1,903.51	1,628.00
Total	1,928.91	1,641.18
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Plastic		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total Plastic Waste Incineration, Landfilling and other disposal operations	0	0
Category of waste - E-Waste		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00

Business Responsibility & Sustainability Report (Contd.)

Parameter	FY 2024-25	FY 2023-24
Total E-waste Waste Incineration, Landfilling and other disposal operations	0	0
Category of waste - Bio-medical Waste		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	2,016.77	1,886.40
Total Bio-medical Waste Incineration, Landfilling and other disposal operations	2,016.77	1,886.4
Category of waste - Construction and demolition waste		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total Construction Waste Incineration, Landfilling and other disposal operations	0	0
Category of waste - Battery		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	41.98	59.91
Total Battery Waste Incineration, Landfilling and Other disposal operations	41.98	59.91
Category of waste - Radioactive		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.21	0.34
Total Radioactive Waste Incineration, Landfilling and Other disposal operations	0.208	0.34
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	3.78	2.49
Total Other Hazardous Waste Incineration, Landfilling and Other disposal operations	3.78	2.49
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.00	0.00
Total Other Non-hazardous Waste Incineration, Landfilling and Other disposal operations	0.00	0.00
Total	2,062.74	1,949.14

Remarks:

- As per the Biomedical Waste management guidelines, 2016, issued by the Govt. of India, the red category of Bio medical waste is infected plastic waste. Because the same is to be already mentioned under Bio Medical waste (C) - all categories combined is 2,016.77 MT, in order to avoid double counting, plastic waste (A) has been shown as 0 above. Actual plastic waste (Red category of Bio Medical Waste) is 1,028.54 MT.

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2. Over the course of last two financial years, 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. The other hazardous waste category's reporting has been expanded to include used oil.
3. 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-9. Indicate if any independent assessment/evaluation/assurance for Waste has been conducted by an external agency. If Yes, provide the name of the agency:

- Yes. SGS India Private Limited

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

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	-	-	-	-	-	-



Business Responsibility & Sustainability Report (Contd.)

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.			

Leadership Indicators

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

(i) Name of the area

- Hospital name with location
- Fortis Hospital Kalyan, Maharashtra
- Fortis Hospital B G Road Bengaluru, Karnataka
- Fortis Hospital C G Road Bengaluru, Karnataka
- Fortis Hospital Rajaji Nagar Bengaluru, Karnataka
- Fortis Hospital Nagarbhavi Road Bengaluru, Karnataka
- Fortis Hospital Ludhiana I Punjab
- Fortis Hospital Ludhiana II Punjab
- Fortis Hospital Amritsar Punjab
- Fortis Hospital Jaipur Rajasthan
- Fortis Hospital Okhla Delhi
- Fortis Hospital Noida UP
- Fortis Hospital Faridabad Gurugram, Haryana
- Fortis Hospital La Femme GK Delhi
- Fortis Memorial Research Institute Gurugram, Haryana
- Fortis Cancer Institute Defence Colony Delhi

(ii) Nature of operations

Usage in Hospital for regular activity.

Business Responsibility & Sustainability Report (Contd.)

(iii). Water withdrawal, consumption and discharge in areas of water stress (in kilolitres) for the current year:
Water withdrawal, and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	4,81,017	4,32,514
(iii) Third party water	2,27,246	2,09,240
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal(in kilolitres)	7,08,263	6,41,754
Total volume of water consumption (in kilolitres)	5,60,723.60	3,56,987.00
Water intensity per rupee of turnover (Water consumed/turnover)	0.8589 KL/Lakh	0.6278 KL/Lakh
Water intensity (optional) – the relevant metric may be selected by the entity. KL/of		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	0.00	0.00
- With treatment – please specify level of treatment	0.00	
(ii) Into Groundwater		
- No treatment	0.00	0.00
- With treatment – please specify level of treatment	0.00	0.00
(iii) Into Seawater		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(iv) Sent to third-parties		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	1,47,539.40	2,84,766.50
	CY:Secondary level of treatment	PY:Secondary level of treatment
(v) Others		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
Total water discharged (in kilolitres)	1,47,539.40	2,84,766.50

Business Responsibility & Sustainability Report (Contd.)

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.

- Yes. SGS India Private Limited

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>- In the last two financial years, we have 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: Energy consumption optimisation:</p> <ol style="list-style-type: none"> 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>Measurable results have translated to a reduction in per occupied bed energy by 6.53% on a consolidated level in FY 2024-25, and additional 3.4% in FY 2023-24. This reduction was achieved despite increase in the overall bed occupancy (at consolidated reporting level) in FY 23-24 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>

Business Responsibility & Sustainability Report (Contd.)

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2	Optimisation of per occupied bed water consumption	<p>- In the last two financial years, 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.</p> <p>- Focused initiatives to reduce water consumption included the following:</p> <ol style="list-style-type: none"> 1. Installation of water flow meters 2. Installation of foam water aerators for basin taps 3. used treated Sewage Treatment Plant (STP) water for flushing, cooling towers and gardening purposes 4. Used RO reject water for flushing and kitchen cleaning purposes 5. Replaced old water flushing system with new technology – ensuring leakage repairing of Commode flushing system in patient rooms/ public toilets to control direct flow 	Water flow meters have been installed at 90 input and output points across multiple Fortis hospitals – thus providing a data driven baseline for further optimisation of water usage across hospitals.

LI-5. Does the entity have a business continuity and disaster management plan? If yes, please give details in 100 words or input 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 document, 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 assistance in shifting & treatment of the patients during a disastrous situation.

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

Business Responsibility & Sustainability Report (Contd.)

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
5	0	0
6	0	0
7	0	0
8	0	0
9	0	0
10	0	0

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	-	-	-

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 Financial Year (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 acts 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	37.93%	34.0%
Sourced directly from within India	98.76%	96.1%

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	0.00%	0.00%
Semi-urban	0.00%	0.00%
Urban	20.17%	20.03%
Metropolitan	79.83%	79.97%

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	Andhra Pradesh	Visakhapatnam	₹ 1,77,350
2	Assam	Dhubri	₹ 68,900
3	Chhattisgarh	Korba	₹ 1,00,000
4	Jammu & Kashmir	Baramulla	₹ 1,00,000
5	Jharkhand	Bokaro	₹ 71,956
6	Jharkhand	Girdih	₹ 89,600
7	Jharkhand	Hazaribag	₹ 85,000
8	Maharashtra	Osmanabad	₹ 67,250
9	Maharashtra	Gadchiroli	₹ 1,00,000
10	Maharashtra	Washim	₹ 90,300
11	Odisha	Balangir	₹ 1,23,588
12	Odisha	Kalahandi	₹ 1,00,000
13	Rajasthan	Baran	₹ 93,000
14	Uttarakhand	Udham Singh Nagar	₹ 93,600
Total			₹ 13,60,544

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	Ambulance donation	1,13,000 (lifetime of the ambulance)	100%
2	Smart HWC & Cancer Screenings	6,291	100%
3	PHC upgradation	21,00,000 (estimated basis population served)	100%
4	Digital Health Training	92	0%
5	Whole School Transformation	12,036	100%
6	Scholarships to MBBS students	194	100%
7	Apprenticeship Program	1,585	100%
8	IIT Madras Brain Research	NA	NA
Total		22,33,198	

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

Business Responsibility & Sustainability Report (Contd.)

Category	As a percentage to total turnover
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 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 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	Complaint categories mentioned below	0	0	Complaint categories mentioned below
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	2157	0		3120	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	0	0		0	0	

Remarks: Following complaint categories have been considered from Inpatient department patients, related to Doctors & Nurses regarding clinical care - to arrive at the complaint data for 'Delivery of essential services':

1. Timely Response to call bell & needs
2. Being professional
3. Inadequate response for care needs
4. Delayed response to call bell
5. Care related concerns
6. Doctor did not visit
7. Delay in medication administration
8. Delayed response
9. No response to call bell
10. Concern with cannula insertion
11. Explanation of diagnosis & line of treatment
12. Improper medication administration
13. Promptness in assessment & care by doctor/nurse
14. Concern with blood sampling
15. Concern with injection administration

Business Responsibility & Sustainability Report (Contd.)

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

Category	Number	Reasons for recall
Voluntary recalls	0	Not applicable
Forced recalls	0	Not applicable

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.

- Yes. 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 any of the following: i. Advertising; ii. Delivery of essential services; iii. Cyber security and data privacy of customers; iv. Re-occurrence of instances of product recalls V. penalty/action taken by regulatory authorities on safety of products/services.

- Advertising: Responsible advertising practices to ensure no misleading claims are made
- Delivery of essential services: Timely resolution with the concerned medical/non-medical team
- Cyber security: Deployment of robust information technology systems to ensure zero data breaches
- Product Recalls: Not applicable
- Penalty/action taken by regulatory authorities on safety of products/services: None

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

- a. Number of instances of data breaches - 0
- b. Percentage of data breaches involving personally identifiable information of customers - 0%
- c. Impact, if any, of the data breaches - None

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 (X): https://x.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.

Business Responsibility & Sustainability Report (Contd.)

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.

LI-4. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

- Yes. 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.



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INDEPENDENT ASSURANCE STATEMENT

Independent Assurance Statement to Fortis Healthcare Limited on its Business Responsibility & Sustainability Report (BRSR) for the FY 2024-25

The Board of Directors,

Fortis Healthcare Limited,

Tower A, Unitech Business Park,
Block - F, South City 1, Sector - 41,
Gurgaon, Haryana – 122001

Nature of the Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by Fortis Healthcare Limited (the 'Company' or 'Fortis') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting (BRSR) (the 'Report') pertaining to the reporting period of April 1, 2024, to March 31, 2025. SGS India has conducted a Reasonable level of Assurance for BRSR core parameters. This assurance engagement was conducted in accordance with "International Standard on Assurance Engagements (ISAE) 3000 (Revised) and ISAE 3410.

Reporting Framework

The Report has been prepared following the

- 1) BRSR Core–Framework for assurance and ESG disclosures for value chain (SEBI vide Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122) dated July 12, 2023
- 2) BRSR reporting guidelines (Annexure II) as per SEBI Circular No. SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021, and incorporated Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/2023/120 dated July 11, 2023 and as amended from time to time .
- 3) Greenhouse Gas Protocol standard

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all Fortis Healthcare Limited's Stakeholders.

Responsibilities

The information in the report and its presentation are the responsibility of the management of the Company. SGS India has not been involved in the preparation of any of the material included in the report.

Our responsibility is to express an opinion on the text, data, and statements within the defined scope of assurance, aiming to inform the management of the Company, and in alignment with the agreed terms of reference. We do not accept or assume any responsibility beyond this specific scope. The Statement shall not be used for interpreting the overall performance of the Company, except for the aspects explicitly mentioned within the scope.

Assurance Standard

SGS has conducted an engagement in accordance with the International Standard on Assurance Engagement (ISAE) 3000(revised) and ISAE 3410 (Assurance Engagements other than Audits or Reviews of Historical Financial Information). Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of assurance, which is a high level of assurance in accordance with ISAE 3000(revised) standard but is not absolute certainty. It involves obtaining sufficient appropriate evidence to support the conclusion that the information presented in the report is fairly stated and is free from material misstatements.



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Statement of Independence and Competence

The SGS Group of companies is the world leader in inspection, testing and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social and ethical auditing and training; environmental, social and sustainability report assurance. SGS affirm our independence from Fortis Healthcare Limited, being free from bias and conflicts of interest with the organization, its subsidiaries and stakeholders.

The assurance team was assembled based on their knowledge, experience and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification and GHG Validation Lead Auditors and experience on the SRA Assurance.

Scope of Assurance

The assurance process involved assessing the quality, accuracy, and reliability of BRSR Indicators (KPIs) within the report for the period April 1, 2024, to March 31, 2025. The reporting scope and boundaries include 21 Hospitals and Head Office spread across different states in India.

Assurance Methodology

The assurance comprised a combination of desktop review, interaction with the key personnel engaged in the process of developing the report, on-site visits, and remote verification of data. Specifically, SGS India undertook the following activities:

- Assessment of the suitability of the applicable criteria in terms of its comprehensiveness, reliability, and accuracy.
- Interaction with key personnel responsible for collecting, consolidating, and calculating the BRSR core KPIs and assessing the internal control mechanisms in place to ensure data quality.
- Application of analytical procedures and verification of documents on a sample basis for the compilation and reporting of the KPIs.
- Assessing the aggregation process of data at the Head Office level.
- Critical review of the report regarding the plausibility and consistency of qualitative and quantitative information related to the KPIs.

Limitations

The assurance scope excludes:

- Disclosures other than those mentioned in the assurance scope.
- Data review outside the operational sites as mentioned in the reporting boundary.
- Validation of any data and information other than those presented in "Findings and Conclusion."
- The assurance engagement considers an uncertainty of $\pm 5\%$ based on the materiality threshold for Assumption/estimation/measurement errors and omissions.
- The Company's statements that describe the expression of opinion, belief, aspiration, expectation, aim to future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.
- Strategy and other related linkages expressed in the Report.
- Mapping of the Report with reporting frameworks other than those mentioned in the Reporting Criteria above.

SGS India verified data on a sample basis; the responsibility for the authenticity of the data entirely lies with the Company. The assurance scope excluded forward-looking statements, product- or service-related information, external information sources and expert opinions. SGS India has not been involved in the evaluation or assessment of any financial data/performance of the company. Our opinion on financial indicators is based on the third-party audited financial reports of the Company. SGS India does not take any responsibility for the financial data reported in the audited financial reports of the Company.



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Findings and Conclusions

Based on the procedures we have performed and the evidence we have obtained, we are satisfied that the information presented by the Company in its report, on the Core Indicators (as per Annexure A) is complete, accurate, reliable, has been fairly stated in all material respects, and is prepared in line with the BRSR requirements.

For and on behalf of SGS India Private Limited

	
<p>Ashwini K. Mavinkurve, Technical reviewer Head – ESG & Sustainability Services, SGS India Pune, India 26th June, 2025</p>	<p>Abhijit M. Joshi Lead Verifier – ESG & Sustainability Services, SGS India Pune, India Team Members: Muskan Jain, Blessy Sen, Harishanker Tiwari, Namrata Kamble, Dheeraj Sindhe</p>



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Annexure A

The list of BRSR Indicators that were verified within this assurance engagement is given below:

S.No.	BRSR Core Attributes	BRSR Core Indicators
1	Greenhouse gas (GHG) footprint	<ul style="list-style-type: none"> ~ Total Scope 1 emissions ~ Total Scope 2 emissions ~ GHG Emission Intensity (Scope 1 +2)
2	Water footprint	<ul style="list-style-type: none"> ~ Total water Extraction ~ Total water consumption ~ Water consumption intensity ~ Water Discharge by destination and levels of Treatment
3	Energy footprint	<ul style="list-style-type: none"> ~ Total energy consumed ~ % of energy consumed from renewable sources ~ Energy intensity
4	Embracing circularity	<ul style="list-style-type: none"> ~ Plastic waste ~ E-waste ~ Bio-Medical Waste ~ Construction and Demolition waste ~ Battery waste ~ Radioactive Waste ~ Other hazardous waste ~ Other non-hazardous waste ~ Total waste generated ~ Waste intensity ~ Total waste recovered through recycling, re-using or other recovery operations ~ Total waste disposed by nature of disposal method
5	Employee well-being and safety	<ul style="list-style-type: none"> ~ Spending on measures towards well-being of employees as a % of total revenue from operations of the Company ~ Details of safety related incidents for employees
6	Enabling gender diversity in business	<ul style="list-style-type: none"> ~ Gross wages paid to females as % of total wages paid ~ Complaints on POSH
7	Enabling inclusive development	<ul style="list-style-type: none"> ~ Input material sourced from MSMEs/ small producers as % of total purchases directly sourced from MSMEs/ small producers and directly from within India ~ Job creation in smaller towns - Wages paid to persons employed in smaller towns as % of total wage cost
8	Fairness in engaging with customers and suppliers	<ul style="list-style-type: none"> ~ Instances involving loss/breach of data of customers as a percentage of total data breaches or cyber security events ~ Number of days of accounts payable
9	Open-ness of business	<ul style="list-style-type: none"> ~ Concentration of purchases & sales done with trading houses, dealers, and related parties ~ Loans and advances & investments with related parties