

OUR
SPECIALITY
IS
YOU

www.artemishospitals.com

ARTEMIS®
HOSPITALS

Date: July 7, 2023

The Secretary, National Stock Exchange of India Limited Exchange Plaza, Bandra-Kurla Complex, Bandra (E), Mumbai – 400 051	The Secretary, BSE Limited Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001
NSE Code: ARTEMISMED	Scrip Code: 542919

Sub: Submission of Business Responsibility and Sustainability Report for FY23

Dear Sir/Ma'am,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY23, which also forms part of the Annual Report for FY23.

Submitted for your information & records.

Thanking you,

Yours faithfully,

For Artemis Medicare Services Limited

**Poonam Makkar
Company Secretary & Compliance Officer**

Encl.: As above



♦ **Artemis Hospital (A unit of Artemis Medicare Services Ltd.)**
♦ Sector 51, Gurugram - 122001, Haryana, India. Ph.: +91-124-4511 111 | Fax: +91-124-4588 899
♦ **Emergency & Trauma: +91-124-4588 888**

Registered Office: Plot No. 14, Sector 20, Dwarka, New Delhi - 110075 | Corporate Office: Artemis Hospital, Sector 51, Gurugram - 122001, Haryana, India
CIN: L85110DL2004PLC126414 | GST: 06AAFCA0130M1Z1(HR), 07AAFCA0130M1ZZ(DEL) | TAN: DELA16048E | PAN: AAFA0130M | Email: info@artemishospitals.com



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

Corporates across the world are taking cognisance of the impact of their operations on environmental, social and governance (“ESG”) parameters. Sustainability reporting is a means by which corporates make their commitment to ESG goals public. Many globally recognised reporting frameworks have been adopted by companies including in India, to measure, monitor, and disclose their performance on ESG indicators.

Investors globally and in India are also increasingly seeking to make more informed investment decisions based on how environmentally and socially conscious companies are.

In India the sustainability reporting landscape has been evolving since the Ministry of Corporate Affairs (“MCA”) introduced the Corporate Social Responsibility Voluntary Guidelines in 2009. In 2011, MCA introduced the National Voluntary Guidelines on Social, Environment, and Economic Responsibilities of Business (“NVG”). Based on the NVGs, the Securities and Exchange Board of India (“SEBI”) introduced the Business Responsibility Report (“BRR”) in the same year. By 2019, the mandatory BRR was extended to the top 1,000 listed companies by market capitalisation and consequently it became applicable to Artemis Medicare Services Limited (“Artemis”/ “the Company”).

The MCA issued National Guidelines on Responsible Business Conduct (“NGRBCs”) in 2019, based on which SEBI introduced the Business Responsibility & Sustainability Report (“BRSR”) in 2021. Filing of BRSR was made mandatory for the top 1,000 listed companies (by market capitalisation), with effect from FY23, thus replacing BRR (in terms of amendment to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI Listing Regulations”) vide Gazette notification no. SEBI/LAD-NRO/GN/2021/22 dated May 5, 2021). Artemis consequently is required to present its first Business Responsibility and Sustainability Report for FY23.

As an organisation and a responsible corporate citizen, Artemis endeavours to balance its operations with its ESG responsibilities. The Company’s business performance and impact based on the 9 Principles set out in the NGRBCs are disclosed herewith.

Section A: General Disclosures

I. Details of the listed entity:

1	Corporate Identity Number (CIN) of the listed entity	L85110DL2004PLC126414
2	Name of the listed entity	Artemis Medicare Services Limited
3	Year of incorporation	2004
4	Registered office address	Plot No. 14, Sector 20, Dwarka, Delhi - 110075
5	Corporate address	Artemis Hospital, Sector-51, Gurugram- 122001, Haryana
6	E-mail	investor@artemishospitals.com
7	Telephone	+ 91 -124 -4511111
8	Website	www.artemishospitals.com
9	Financial year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited & BSE Limited
11	Paid-up Capital	₹ 13,41,18,750
12	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sujata Soy sujata.soy@artemishospitals.com Phone No. + 91 -124 -4511111
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 under this report are made on a standalone basis, i.e. only for Artemis Medicare Services Limited and does not include its subsidiaries that form part of the consolidated financial statements.

II. Products / services

14. 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	Healthcare Services	Multi-speciality medical services	99.65%

15. 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 Activities	86100	97.70%

III. Operations

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

Location	Number of plants*	Number of offices	Total
National	6	NA	6
International	NA	Nil	Nil

*For Artemis, the term "plants" is interpreted as hospitals/units.

17. Markets served by the entity:

a. Number of locations:

Locations	Number
National (No. of States)	3
International (No. of Countries)	Nil

The Company does not have any hospital setup abroad but it serves the patients coming to India for treatment from different parts of the globe.

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

Exports are 15.89% of the total turnover of the Company.

c. A brief on types of customers:

Insurance Companies, Corporate Customers, Empanelled Customers, International Patients, Retail Domestic Patients

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	319	236	74%	83	26%
2.	Other than Permanent (E)	1	1	100%	-	-
3.	Total employees (D + E)	320	237	74%	83	26%
WORKERS						
4.	Permanent (F)	1,618	752	46%	866	54%
5.	Other than Permanent (G)	47	25	53%	22	47%
6.	Total workers (F + G)	1,665	777	47%	888	53%

b. Differently abled Employees and workers:

The Company does not currently have any differently abled persons on its payroll.

19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors*	10	3	30%
Key Management Personnel*	3	2	67%

*Dr. Devlina Chakravarty is Managing Director and KMP of the Company.

20. Turnover rate for permanent employees and workers:

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12.7%	17.0%	13.8%	12.9%	17.0%	14.1%	14.6%	17.0%	15.3%
Permanent Workers	40.2%	53.7%	47.3%	33.0%	33.0%	39.9%	41.2%	56.4%	49.4%

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (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	Constructive Finance Private Limited	Holding	Refer note below	No
2	Artemis Cardiac Care Private Limited	Subsidiary	65%	No

Constructive Finance Private Limited is the holding company of Artemis Medicare Services Limited with a holding of 68.92% of Artemis Medicare Services Limited share capital as on March 31, 2023.

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No): Yes

(ii) Turnover (in ₹): 71,433.11 lakhs

(iii) Net worth (in ₹): 19,443.58 lakhs

VII. Transparency and Disclosures Compliances

23. 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)*	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		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 ¹	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	NA	NA	NA	-	NA	NA	-
Shareholders	Yes ²	1	Nil	-	4	1	One complaint received in the last week of March, 2022 was resolved within the defined timeframe.
Employees and workers	Yes ³	Nil	Nil	-	Nil	Nil	-
Customers	Yes ⁴	545	Nil	-	520	Nil	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)*	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		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
Value Chain Partners	Yes ⁵	Nil	Nil	-	Nil	Nil	-
Other (please specify)	NA	NA	NA	-	NA	NA	-

****(If Yes, then provide web-link for grievance redress policy)***

¹Community members can raise their grievances through an e-mail to info@artemishospitals.com.

²Shareholders can raise their grievances through an e-mail to investor@artemishospitals.com. They can also raise complaints/grievance on the SEBI SCORES platform.

³Employees can raise their grievances at hr.artemis@artemishospitals.com.

⁴Customers can submit their grievances at feedback@artemishospitals.com.

⁵Value chain partners can raise grievances over e-mail to purchase@artemishospitals.com.

24. 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	Regulatory Risks Any change in Government norms with respect to emissions, waste disposal, green energy use, water use, social obligations such as EWS regulations which will lead to increase in costs or decrease in revenue are potential risks to the business.	Risk	Healthcare is a highly regulated industry which is under continuous scrutiny of multiple stakeholders. Any increased regulation entails higher costs and resource deployment.	The Company is focused on reducing waste, optimising costs and increasing operational efficiency to balance out the mentioned risks.	Negative: This will directly result in increased costs for the Company.
2	Availability of Skilled Clinical Talent Given the niche verticals the Company operates in, recruiting and retaining specialised and well-trained manpower remains a challenge which is further compounded by the inevitable brain-drain specially targeting the nursing resources.	Risk	Highly skilled medical professionals and staff are key to our success. Therefore, shortage of talent, and attrition pose a significant risk to the organisation leading to reduced quality of care, wage inflation and loss in business.	The Company focuses on training its nurses and paramedical staff regularly and rewards them as per best industry practices. We continue to diversify our recruitment sources to mitigate this challenge.	Negative: As the Company has to bear significant costs for upskilling the workforce as well as getting replacements in view of high attrition.

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)
3	Compliance Being a listed company, we are bound by various regulations and any increased compliance requirements may lead to increase in direct/indirect costs.	Risk	Any additional compliance requirement leads to increased resource deployment.	The Company keeps itself abreast of changes in the regulatory environment and also maintains detailed records in a secure environment to comply with any future compliance norms.	Negative: Due to potential increase in costs.

Section B: Management and Process Disclosures

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
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
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	https://www.artemishospitals.com/BackEndImages/downloads/Investorsdata/business-responsibility-and-sustainability-policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Company has Standard Operating Procedures/SOPs that put the policies described above, into action.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, Service level Agreements with our value chain partners cover the Company's policies.								
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.	International: <ul style="list-style-type: none"> Joint Commission International (JCI), USA. National: <ul style="list-style-type: none"> National Accreditation Board for Hospitals and Healthcare Providers (NABH Hospitals) National Accreditation Board for Hospitals and Healthcare Providers (NABH Blood Bank) National Accreditation Board for Hospitals and Healthcare Providers (NABH Ethics Committee) National Accreditation Board for Testing & Calibration of Laboratories (NABL) National Accreditation Board for Hospitals and Healthcare Providers (NABH Nursing Excellence) Internal Organization for Standardization (ISO 27001 certification) 								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company is committed to conserving natural resources for a sustainable future.</p> <p>Toward this end, the Company is taking requisite steps including installing equipment and designing processes to conserve energy, water and reducing our carbon footprint.</p> <p>The Company also plans to adopt renewable sources to meet its energy requirements.</p>																		
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>The Company has started using eco-friendly green refrigerants in place of CFC gases in all its air conditioners and other cooling equipment.</p> <p>Water aerators are used to help conserve water.</p> <p>An external agency also assesses energy consumption based on which we take further steps towards saving energy.</p>																		
Governance, leadership and oversight																			
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (<i>listed entity has flexibility regarding the placement of this disclosure</i>): As healthcare providers, we understand the critical role we play in providing high-quality care while also being committed to addressing the environmental, social and governance (ESG) concerns. We are committed to promoting patient safety and improving access to care for marginalised communities. We are also dedicated to becoming a more inclusive organisation and promoting workplace diversity. To address environmental challenges, we regularly monitor our greenhouse gas emissions, increase use of renewable energy, reduce water consumption and minimise waste generation. In the past year, we have installed new rooftop solar panels and have implemented various water conservation measures. We have policies and procedures in place to adhere to and monitor all related statutory and legal compliances. We recognise our responsibility to monitor our ESG performance and targets in collaboration with all stakeholders. We understand that more initiatives are required to augment the performance and we are committed to continuous improvement.																			
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Dr. Devlina Chakravarty Managing Director DIN: 07107875																		
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.	<p>Yes, the Business Responsibility and Sustainability Committee, a committee of the Board, is responsible for making decisions on sustainability related issues.</p> <p>Details of the Committee: Dr. Devlina Chakravarty- Chairperson Dr. N. K. Ganguly- Member</p>																		
10. Details of Review of NGRBCs by the Company:																			
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee					Frequency (Annually/ Half yearly/ Quarterly/ Any other – 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	Policies wherever stated have been approved by the Board /Committees of the Board / Senior Management of the Company. They are reviewed and updated periodically in all aspects including to comply with statutory requirements as stated in the policy concerned.																		
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company has necessary procedures in place to ensure compliance with all relevant regulations.																		
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.	P1	P2	P3	P4	P5	P6	P7	P8	P9										
	The Company has not engaged an external agency to carry out an independent assessment /evaluation of its policies, however all policies and processes are subject to audits / reviews done internally in the Company from time to time.																		
12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated: Not applicable since the policies of the Company cover all Principles of the NGRBCs.																			

Section C: Principle-wise Disclosures

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

Essential Indicators

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	Various updates pertaining to business conduct and regulatory matters, safety, ESG, etc.	100%
Key Managerial Personnel	4	Artemis Code of Conduct & ESG	100%
Employees other than BoD and KMPs	73	The principles mentioned in this section are covered under the "Core Value" of the Organisation & the "Code of Conduct" covers all the aspects of these values: Core Values include: <ul style="list-style-type: none"> • Care for Customers • Respect for Associates • Excellence through teamwork • Always learning • Trust Mutually • Ethical Practice 	55%
Workers	73	These core values are shared with all new employees during orientation programmes. Also, the Code of Conduct is signed by every employee annually. Further, the training on fire safety and POSH are also undertaken from time to time.	75%

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)

There are no such monetary payments made (by the entity or by Directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, nor have any non-monetary actions (imprisonment or punishment) been initiated against the Company/ Director/ KMPs.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	

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

The Company has an "Anti - Bribery Fraud and Corruption Policy".

According to the Policy, Artemis is committed to maintaining honesty and integrity in all its activities. It is also committed to prevent fraud, bribery and corruption and adhering to rigorous investigations, if any allegations of such nature are reported. The policy is available on the Company's intranet and is accessible to all employees.

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Not applicable: as no such disciplinary action has been taken by any law enforcement agency for charges of bribery/ corruption against either Directors, KMPs, employees or workers.	
KMPs		
Employees		
Workers		

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

Particulars	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	No such complaints have been received.			
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

This question is not applicable as no such issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest have arisen during the current financial year or the previous financial year.

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

Essential Indicators

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

Particulars	FY 2022-23 (Current FY)	FY 2021-22 (Previous FY)	Details of improvements in environmental and social impacts
R&D	100%	100%	Research on basic and translational aspects of biology is the basis of constant improvement in medicine and patient care. The importance of research was underscored during the Covid pandemic, when the scientific community came up with life-saving vaccines within a very short period of time.
Capex	0.28%	0.04%	The Company's research is ultimately tailored to improve patient care, whether it is developing a test, procedure or a machine. For example, rapid molecular methods to detect antibiotic resistance genes and organisms from patients and environmental samples can not only promote judicious use of antibiotics in the hospitals and communities but also track the transmission of multi-drug resistant organisms in the environment. Such research promotes one health approach to management of antibiotic resistance which includes animals, humans and the environment.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes, the Company has procedures in place for sustainable sourcing. All related processes and protocols are in place. Sustainable sourcing is governed by SOPs for all categories of vendors which is duly approved by the management.

This includes, various checks at the time of onboarding and introduction of the suppliers / vendors / service providers in the organisation. Thereafter, all relevant documents obtained, are scanned, after which the vendor registration process is completed.

Regular vendor audits are also undertaken at vendor premises. The Company also has in place an Annual Vendor Evaluation Process to ensure continued adherence to prescribed protocols.

b. If yes, what percentage of inputs were sourced sustainably?

80% of our inputs are sourced sustainably.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste

Plastics (including packaging waste): Plastic waste is not reused or recycled in the hospital premises. All plastic waste generated in the hospital through delivery of patient services is disposed of through authorised waste management vendors.

E-waste, Hazardous & Other Waste: E-waste, hazardous waste and general waste are also not reused or recycled in the hospital premises. All such waste generated by the Company is disposed using government approved recyclers / vendors.

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

No, EPR is not applicable to the activities of the Company.

PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

% of Employees covered by											
Category	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	236	228	97%	236	100%	-	-	-	-	-	-
Female	83	74	89%	83	100%	83	100%	-	-	83	100%
Total	319	302	95%	319	100%	83	26%	-	-	83	26%
Other than Permanent Employees											
Male	1	-	-	1	100%	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	1	-	-	1	100%	-	-	-	-	-	-

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

% of Workers covered by											
Category	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	752	707	94%	752	100%	-	-	-	-	-	-
Female	866	804	93%	866	100%	866	100%	-	-	866	100%
Total	1,618	1,511	93%	1,618	100%	866	53%	-	-	866	53%
Other than Permanent workers											
Male	25	-	-	25	100%	-	-	-	-	-	-
Female	22	-	-	22	100%	22	100%	-	-	22	100%
Total	47	-	-	47	100%	22	47%	-	-	22	47%

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of Workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	NA	100%	100%	NA
ESI	-	47%	Y	-	44%	Y
Others– please specify	-	-	NA	-	-	NA

3. Accessibility of workplaces

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

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

The premises/offices have wheelchairs and wheelchair friendly elevators which can be accessed from the parking lot, thus making access friendly to our differently abled employees and visitors. Dedicated washrooms are also made available in our offices and hospital premises.

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, the Company does have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. The link to the policy is: <https://www.artemishospitals.com/BackEndImages/PublicInformationPdf/EO%20Policy.pdf>

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	NA	NA	NA	NA
Female	88%	100%	67%	100%
Other	-	-	-	-
Total	88%	100%	67%	100%

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, give details of the mechanism in brief.
Permanent Workers	Yes	<i>Details are provided in the note below</i>
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

The Company has a well-defined and written “Employee Grievance Redressal Policy” under which a Grievance Redressal Committee has been constituted which has an equal number of members from among employees and workers. The Committee works as per the provisions of the said policy.

Grievance redressal has three stages:

Stage 1:

- a) Employees can raise grievances in writing to their immediate supervisor or Reporting Manager (RM).
- b) The RM is required to resolve the grievance within 7 days.

Stage 2:

If the grievance is not resolved by the RM within the stipulated time, the RM in consultation with Human Resources (HR) or an HR representative, has to resolve the matter in 2 days.

Stage 3:

If the grievance has still not been resolved it is referred to the "Grievance Redressal Committee" (GRC). The GRC has to inform the employee / worker in writing, of its decision within 15 days of receipt of the complaint.

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

There are no association(s) or unions that are recognised by the Company and there are no instances of collective bargaining for wages, worker/employee rights, etc. during the current or previous financial year.

8. Details of training given to employees and workers:

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total	On Health & Safety Measures		On Skill Upgradation		Total	On Health & Safety Measures		On Skill Upgradation	
		No.	%	No.	%		No.	%	No.	%
Employees										
Male	237	237	100%	39	16%	220	220	100%	32	15%
Female	83	83	100%	16	19%	82	82	100%	11	13%
Total	320	320	100%	55	17%	302	302	100%	43	14%
Workers										
Male	777	777	100%	259	33%	719	719	100%	227	32%
Female	888	888	100%	410	46%	768	768	100%	327	43%
Total	1,665	1,665	100%	669	40%	1,487	1,487	100%	554	37%

Health and Safety training includes Fire and Safety, Radiation Safety, Infection Control, Basic Life Support (BLS) etc. Since these are mandatory, the organisation ensures that every employee/worker attends these training programmes every year.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total	No.	%	Total	No.	%
	(A)	(B)	(B/A)	(C)	(D)	(D/C)
Employees						
Male	237	203	86%	220	185	84%
Female	83	61	73%	82	64	78%
Total	320	264	83%	302	249	82%
Workers						
Male	777	529	68%	719	414	58%
Female	888	552	62%	768	392	51%
Total	1,665	1,081	65%	1,487	806	54%

All employees are subject to annual performance and career development reviews on completion of at least six months of service in the organisation.

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? **(Yes/ No)**. If yes, the coverage such system?

Yes. An occupational health and safety management system has been implemented by the Company.

Safety is of paramount importance at Artemis. The Safety Management Plan guides the policies and procedures to minimise safety risks to patients and staff through a comprehensive hazard surveillance program and analysis of aggregate information. It is intended to:

- protect staff from job-related injuries and illnesses;
- prevent accidents and fires;
- plan for emergencies;
- identify and control physical, chemical, and biological hazards in the workplace;
- communicate potential hazards to employees; and
- maintain a safe environment.

The coverage is 100 % and includes all patients, visitors and employees in the organisation. Occupational Health and Safety covers the following:

- Needle stick injury;
- Hospital acquired infection (HAIs), blood and body fluid exposures;
- Radiation hazards;
- Staff injuries;
- Vaccination, pre and post exposure prophylaxis;
- Exposure to spillages;
- Environment related hazards;
- Fire related accidents; and
- Equipment related hazards.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

The Safety Management Program comprises the following safety processes for identifying work related hazards and assesses risks on a routine and non-routine basis:

- i. Hazard and Risk Vulnerability Assessment (HRVA) to serve as a basis of emergency planning activities.
- ii. Risk Identification, Risk Analysis, Mitigation Strategies for every Facility Management Program.
- iii. Monitoring and review of Key Performance Indicators of all Facility Management Programs.
- iv. Monthly Facility & Safety Inspection rounds by a multi-disciplinary team to identify risks and physical hazards related to the facility.
- v. Area wise Hazard Identification and Risk Analysis (HIRA).
- vi. Periodic evaluation of mock drills and safety training needs.
- vii. Annual Culture of Safety Survey to address patient safety concerns by hospital staff.
- viii. Fire Detection Protection System Management.
- ix. Incident Reporting Mechanism for reporting of all types of errors, near misses etc.
- x. Third Party audits for following services, Water and Air Testing, Fire Safety Inspection, Electrical Safety Audits.

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

Yes, Artemis Hospital has an established incident reporting mechanism for both routine and non-routine jobs and provides safety related training / in-service training to staff.

The process of Incident Reporting followed in case of any adverse event or accident is described below:

- i. When an incident occurs, it is brought to the notice of the immediate superior by the staff concerned. An incident form is required to be filled within 2 hours and submitted to the Supervisor.
 - ii. The filled incident form is sent to the HOD concerned within 24 hours.
 - iii. The HOD concerned has to complete the Root Cause Analysis (RCA) and share the report with the Medical Superintendent (MS) of the Hospital within 48 hours. For the RCA to be considered thorough, the team must determine the causal factors in the system that contributed to the event and identify potential opportunities for improvement. A credible RCA requires the team to involve all key stakeholders, i.e. patients/family/staff involved in the event, in every step of the process to better understand the circumstances under which the event occurred.
 - iv. In case of any discrepancy, the MS of the Hospital returns the RCA to the HOD concerned for a re-look.
 - v. The MS verifies the RCA with comments within 72 hours and forwards the Incident Report with RCA to the Quality Department.
 - vi. The Quality Department is responsible for collating all Incident Reports, which are to be discussed at meetings of the Safety Committee.
 - vii. The organisation conducts monthly risk assessment rounds. Departmental risk assessments are conducted as per schedule and trainings are imparted for occupational hazards safety and staff are provided appropriate personal protective equipment to safeguard themselves from any occupational hazards in the workplace.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
- Yes, all the healthcare workers have access to non-occupational medical and healthcare services being provided in the hospital. Such medical services comprise:
- a. OPD services;
 - b. All diagnostic and lab investigations;
 - c. Pre and post exposure prophylaxis vaccinations;
 - d. Admissions or surgery etc.

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

Safety Incident	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per 1 million person hours worked)	Employee	0.38	0
	Worker	0	0
Total recordable work-related injuries	Employee	2	0
	Workers	0	0
Number of fatalities	Employee	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employee	1	0
	Workers	0	0

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

The measures taken by the Organisation to ensure a safe and healthy work place include the following:

- i. Monitoring the Hazard Surveillance Program at regular intervals by different stakeholders of the departments concerned;
- ii. Monitoring Risk Assessments, Risk Analysis and implementation of Mitigation Strategies;
- iii. Providing safety related training on the Hazard Communication Program, Safety Data Sheets, Spill Management, Emergency Disaster Management, Emergency Codes, Adherence to Personal Protective Equipment (safety glasses, TLD Badges radiation safety, aprons etc.);
- iv. Monthly facility and safety inspections;
- v. Conducting mock drills at defined intervals;
- vi. Third Party audits for utility services like water and air testing, fire and electrical safety etc.

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

Category	FY2022-23 (Current Financial Year)			FY2021-22 (Previous Financial Year)		
	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 Health & Safety	Employees and workers have not made any complaints related to working conditions or health and safety during the current or previous financial year.					

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%

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

There were no recordable events arising from assessments of health and safety practices and working conditions that required any corrective action, hence this question is not applicable.

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

Essential Indicators

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

Artemis Medicare Services Limited is a healthcare organisation and based on the nature of its business, constantly engages with all its stakeholders. Individuals and / or organisations that add value to and impact the business of the organisation are identified as stakeholders. Key stakeholders of the organisation have been identified in consultation with the management. These include patients and their families, healthcare professionals, employees, investors, suppliers and vendors, governments, local communities and the other people we serve. Continuous stakeholder engagement facilitates sustainable decision making as it provides insights into the expectations and needs of the community at large. It also helps in managing risks and identifying opportunities.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (E-mail, 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
Patients	No	In person and telecommunication	Ongoing	The Company provides tertiary medical care services to some patients from marginalised communities. The purpose of engaging with them is to ensure that we provide quality care at affordable prices.
Doctors, Nurses, Other Employees, Consultants, etc.	No	E-mail, SMS	Ongoing	To understand their needs and challenges. For continuous education and training in new diagnostic technologies and equipment/ methodologies. To provide updates on Company policies and procedures. Career development, growth, pay/ wages, etc.

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (E-mail, 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
Suppliers/ Vendors/ Contractors	No	E-mail, telecommunication, in person	Ongoing	Quality assurance in the supply chain. To resolve any supply chain issues, procurement etc.
Shareholders & Investors	No	E-mail, SMS, press releases, general meetings, company website	Annual, quarterly, and ongoing (depending on nature of the communication)	To present information on financial performance and business strategy. To keep them up to date on developments in the Company and Industry. And to understand shareholder/ investor issues on various matters that impact the Company.
Government/ Regulatory Authorities	No	Newspapers, press releases regulatory filings	As and when required	For statutory compliances, to understand policies in various areas, to obtain support from authorities for resolution of issues.
Community	Yes	Community Meetings	As and when required	To promote health awareness and brand visibility through camps and various social media and print media.
Media	No	Press releases, Panel discussions	Ongoing	Dissemination of news on good practices, awards and achievements, new initiatives undertaken by the organisation, highlight issues.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	319	101	32%	302	79	26%
Other than permanent	1	-	-	-	-	-
Total Employees	320	101	32%	302	79	26%
Workers						
Permanent	1,618	1,067	66%	1,487	769	52%
Other than permanent	47	30	64%	-	-	-
Total Workers	1,665	1,097	66%	1,487	854	52%

Orientation programmes are mandatory for all new employees; they address various human rights issues such as sexual harassment, child labour, forced/ involuntary labour, anti-discriminatory practices, etc. These aspects of human rights are also included in the Company's Code of Conduct. All employees are required to annually submit a signed copy of the Code, signifying that they have read and understood it.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23 (Current Financial Year)				FY 2021-22 (Previous Financial Year)					
	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										
Male	236	-	-	236	100%	220	-	-	220	100%
Female	83	-	-	83	100%	82	-	-	82	100%
Other than permanent										
Male	1	-	-	1	100%	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	752	-	-	752	100%	719	-	-	719	100%
Female	866	-	-	866	100%	768	-	-	768	100%
Other than permanent										
Male	25	-	-	25	100%	-	-	-	-	-
Female	22	-	-	22	100%	-	-	-	-	-

3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors(BoD)	1	₹ 22.95 lakh [§]	1	₹ 1,393.84 lakh [#]
Key Managerial Personnel	1	₹ 83.23 lakh	*1	₹ 38.26 lakh*
Employees other than BoD and KMP	237	₹ 9.01 lakh	83	₹ 8.14 lakh
Workers	777	₹ 3.36 lakh	888	₹ 3.07 lakh

[§] The consultancy fee is paid to the Non-Executive Director.

[#] Remuneration paid to Managing Director

*Ms. Shilpa Budhia was Company Secretary till the close of working hours of October 7, 2022 and Ms. Poonam Makkar was appointed as Company Secretary from November 9, 2022.

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, the focal point of contact for addressing human rights impacts or issues is the Company's Chief People Officer.

Issues related to discrimination and harassment are dealt with on the basis of written complaints submitted under the following policies:

- Employee Disciplinary Action Policy
- Anti-Sexual Harassment Policy

Action is taken in accordance with the recommendations of the Employee Disciplinary Action Committee and POSH Committee.

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

The organisation has various policies such as "Employee Disciplinary Policy", "Employee Grievance Policy" and "Prevention of Sexual Harassment" that address various human rights issues. Written complaints received from aggrieved persons are addressed in accordance with the procedures laid down in these policies.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	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	2	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	The Company has not received any complaints in any of the other categories described here.					
Child Labour						
Forced Labour/ Involuntary Labour						
Wages						
Other human rights related issues						

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

- In case an employee raises a concern, the Company protects them against discrimination and adverse consequences of filing the complaint, under the organisation's "Grievance Redressal Policy," especially as the employee discloses his/her identity in good faith.
- The organisation does not tolerate attempts of retaliation against the employee who raises a concern in good faith.
- Sexual harassment cases are treated with utmost sensitivity and confidentiality, in line with the provisions of The Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013.

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

Yes.

9. Assessments for the year

The Company's offices have not been subject to any such assessment by the entity or statutory authorities or third parties in relation to child labour, forced/involuntary labour, sexual harassment, discrimination at workplace and wages, or any such related matters.

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above

This question is not applicable based on the response to Question 9 above.

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

Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) – in giga joules	50,475	38,759
Total fuel consumption (B) – in giga joules	13,627	3,555
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	64,102	42,314
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)*	0.898	0.776

*Turnover in rupees lakhs

In FY 2022-23, due to delay in extension of power/electrical load, Tower -2 was running on DG set in the initial stages of operations, for approximately 6 months. This resulted in a significant increase in diesel consumption compared to the previous year.

The Company also measures energy intensity by floor space, details of which are provided below:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Average floor space (in m ²)	50,376	38,165
Energy intensity per m² of floor space (Total energy consumption/ Floor space)	1.27	1.11

Note: 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, an external agency, SABS India Sales Corporation has carried out an independent assessment/ evaluation/assurance.

Energy meter consumption is monitored by Dakshin Haryana Bijli Vitran Nigam Limited (DHBVN). The external agency carried out a detailed energy, electrical safety and thermography audit of utility systems in July 2022 and provided a report with their observations and suggestions. An energy audit is an effective means of establishing current efficiency levels and identifying potential areas of improving energy consumption thereby reducing it.

Some of the recommendations and suggestions provided in Chapter 10 of the said report include:

S. No.	Recommendations / Suggestions	Action taken / Status
1	To install automatic power factor control panel to reduce the consumption	Automatic power factor control panels are already available, some non-functional /weak capacitors have been replaced in December, 2022.
2	Replacement of conventional existing metallic bladed with FRP bladed in existing cooling towers	The process of replacing existing cooling towers with CTI approved towers has been initiated. Most 500TRX1, 350TRX1, and 110TRX1 towers have already been replaced. The remaining 350TRX1 towers will be replaced in FY24.
3	Proposal of replacement of conventional type light with LED lights	Approximately 85% of the lights have already been replaced with LED lights. The remaining will be replaced in a phased manner during FY24.
4	Energy saving proposal by using renewable energy resource	This is planned for FY24.

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**

The entity does not have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India, hence this question is not applicable.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	12,739	Nil
(iii) Third party water	Nil	Nil
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	130,655	100,164
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	143,394	100,164
Total volume of water consumption (in kilolitres)[#]	143,394	100,164
Water intensity per rupee of turnover (Water consumed / turnover)*	2.007	1.838

*Turnover in rupees lakhs

[#]The Company does not currently measure water discharged and plans to measure and report it from the next financial year 2023-24.

Accordingly, for the current financial year 2022-23, total water withdrawn is considered to be total water consumed.

The Company also measures water intensity by floor space, details of which are provided in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Average floor space (in m ²)	50,376	38,165
Water intensity per m² of floor space (Total water consumption/ Floor space)	2.85	2.62

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/assurance has been carried out by an external agency during the current or previous year.

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

The Company has not implemented a mechanism for Zero Liquid Discharge.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	Metric tonnes	0.85	0.84
SOx	Metric tonnes	0.70	0.80
Particulate matter (PM)	Metric tonnes	0.19	0.21
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	NA	-	-
Hazardous air pollutants (HAP)	NA	-	-
Others – please specify	NA	-	-

Note: 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, Perfect Researchers Private Limited

Since Artemis is a healthcare provider and in the service industry, there are very few sources of air emissions. The main source of air emissions and pollutants is the Company's emergency source of energy/electricity, i.e. diesel generators.

Being a healthcare establishment, the facility is provided with uninterrupted power supply from the electricity board (Dakshin Haryana Bijli Vitran Nigam Limited - DHBVN). Therefore, due to minimal number of power cuts, there is low dependency on the diesel generators.

During FY22, the Company had 4 generators that were used for approximately 159 hours (per generator), and during FY23, 7 generators were used for approximately 88 hours (per generator). The air emission numbers provided in the table above are calculated using the approximate runtime of these generators, the flow rate of exhaust, and the level of NOx and SOx measured during the half-yearly compliance check.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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)	Metric tonnes of CO ₂ equivalent	Nil*	Nil*
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)	Metric tonnes of CO ₂ equivalent	3,205.07	2,115.74
Total Scope 1 and Scope 2 emissions per rupee of turnover**	-	0.044	0.038
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*Scope 1 emission were not recorded during the current and previous financial year. The Company is under process of implementation of systems and procedures to monitor the emission.

** Turnover in rupees lakh

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No, there was no assessment done by external agency in the previous financial year.

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

The Company has not undertaken any specific project related to reducing Green House Gas emissions. However, several measures are being taken to ensure that emissions are limited. These include following the OT norms and implementation of AGSS (Anaesthetic Gas Scavenging System) in the OT for medical gases. Apart from this, it is ensured that the air conditioners purchased by the Company use only eco-friendly refrigerants, with no leakages and proper maintenance of equipment is undertaken through Annual Maintenance Contracts (AMC) with Original Equipment Manufacturers (OEMs), for critical equipment used in the Hospital. Disposal of such equipment is also undertaken as per standard guidelines.

8. Provide details related to waste management by the entity, in the following format:

<i>Parameter</i>	<i>FY 2022-23 (Current Financial Year)</i>	<i>FY 2021-22 (Previous Financial Year)</i>
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1.13	0.92
E-waste (B)	2.33	1.96
Bio-medical waste (C)	227.93	201.01
Construction and demolition waste (D)	0	0
Battery waste (E)	9.39	1.42
Radioactive waste (F)	0.000004	0.000004
Other Hazardous waste. Please specify, if any – waste lube oil-M3. (G)	0.36	0.74
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G + H)	241.140004	206.050004
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	Nil	Nil
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)*		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	241.140004	206.050004
Total	241.140004	206.050004

*Our waste is disposed through waste collectors approved by relevant authorities.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No independent assessment/ evaluation/assurance has been carried out by an external agency during the current or previous year.

9. 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

Bio medical waste, e-waste, battery waste and hazardous waste are disposed of as per Haryana State Pollution Control Board (HSPCB) guidelines.

All types of waste such as bio medical waste, e-waste, battery waste and hazardous waste are disposed of through government approved authorised collectors. Policies are in place for each type of waste and complied with strictly. We are promoting laparoscopic and robotic procedures to reduce bio-medical waste. Going forward we plan to conduct awareness sessions for the employees and patients on reducing waste.

10. **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.
This question is not applicable as the Company does not have operations / offices in / around ecologically sensitive areas where environmental approvals/ clearances are required.			

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

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
No new project/s was undertaken during the current financial year which required an environmental impact assessment, hence this question is not applicable.					

12. **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
The company is compliant with all applicable environmental laws/ regulations/ guidelines in India.				

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

Essential Indicators

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

The Company is affiliated with Ten (10) trade and industry chambers / associations.

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	ASSOCHAM (The Associated Chambers of Commerce & Industry of India)	National
2	PHDCCI (PHD Chamber of Commerce and Industry)	National
3	Federation of Indian Industry Haryana (FII)	State
4	GIA (Gurgaon Industrial Association)	State
5	Industrial Development Association - IDA (Regd)	State
6	Gurgaon Chamber of Commerce & Industry (GCCCI)	State
7	Services Export Promotion Council	National
8	Association of Healthcare Providers (India)	National
9	Federation of Madhya Pradesh Chamber of Commerce & Industries (FMPCCI)	State
10	Federation of Rajasthan Trade & Industry (FORTI)	State

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**

The Company has not received any adverse order from regulatory authorities related to anti-competitive conduct by the entity, hence this question is not applicable.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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
Not applicable, as the Company has not undertaken any projects during the current financial year that require social impact assessments under applicable laws.					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable						

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

Artemis has a policy that recognises its responsibility to listen to the suggestions, complaints, or grievances of the community with which it engages, and attempts to resolve their concerns. This policy is formulated to provide community members with a formal avenue to communicate their grievances directly. It also establishes procedures for an equitable, reciprocal, and timely resolution of these grievances.

Persons with grievance, can approach the Company’s Group Head-Community Outreach Program & Marketing (“COP”) at info@artemishospitals.com to submit their complaints.

The Company strives to support all community members in feeling safe and heard. Community members reporting grievances, if any, will be treated with respect and be given prompt and careful attention.

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	35.07%	35.52%
Sourced directly from within the district and neighbouring districts	90.32%	88.30%

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

Essential Indicators

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback

- The organisation provides various channels for patients to submit their complaints such as, phone, online feedback, paper forms, etc. Patients may also submit their complaints via e-mail at feedback@artemishospitals.com.
- All patients (OP, IP, Day-care, ER) are encouraged to give feedback through feedback forms and tabs. Feedback forms and drop boxes are also available in all in-patient and out-patient areas.
- The Guest Relations Officer (GRO) collects information about the patients being discharged in the morning from the nursing station, on a daily basis. The GRO takes daily rounds to meet patients and receive their complaints / feedback and documents them.
- The patients and/or their families are encouraged to put in their suggestions, positive and negative comments for internal review and improvement of services.
- Patients have the option of sharing feedback either on paper forms or through an online tool. If they opt for paper forms, the GRO collects it from them once final billing is completed.
- All complaints or grievances are addressed immediately and resolved at the earliest.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Delivery of essential services	2	-	Resolved within defined time frame	1	-	Resolved within defined time frame
Data privacy	Nil					
Advertising						
Cyber -security						
Restrictive Trade Practices						
Unfair Trade Practices						
Other	NA					

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

Instances	Number	Reasons for recall
Voluntary Recall	Nil	-
Forced Recalls	Nil	-

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

Yes, the Company has a framework / policy on cyber security and risks related to data privacy and the weblink is <https://www.artemishospitals.com/privacy-policy>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services

No issues have been reported during the year related to any of the above.