

August 08, 2023

The Secretary Listing Department, BSE Limited, 1 st Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai 400001 Scrip Code: 540975	The Manager, Listing Department, The National Stock Exchange of India Ltd Exchange Plaza, C-1, Block G Bandra Kurla Complex Bandra (East), Mumbai 400051 Scrip Symbol: ASTERDM
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Dear Sir/ Madam,

Sub: Business Responsibility and Sustainability Report for FY 2022-23

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015 ("Listing Regulations"), we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022-23, which forms part of the Integrated Annual Report of Aster DM Healthcare Limited for FY 2022-23. This is for your information and records.

Thank You,

For **Aster DM Healthcare Limited**

HEMISH

PURUSHOTTAM

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HEMISH PURUSHOTTAM
Date: 2023.08.08
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Hemish Purushottam

Company Secretary and Compliance Officer

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity: L85110KA2008PLC147259
- Name of the Listed Entity: Aster DM Healthcare Limited
- Year of incorporation: 2008
- Registered office address: No. 1785, Sarjapur Road, Sector-1, HSR Layout, Ward No. 174, Agara Extension, Bengaluru- 560102, Karnataka, India
- Corporate address: Awfis, 2nd Floor Renaissance Centra, 27 & 27/1, Mission Road, Rama Nagar, Bengaluru, Karnataka- 560027
- E-mail: cs@asterdmhealthcare.com
- Telephone: +91 484 669 9999
- Website: www.asterdmhealthcare.com
- Financial year for which reporting is being done: April 01, 2022-March 31, 2023
- Name of the Stock Exchange(s) where shares are listed: National Stock Exchange of India Limited and BSE Limited
- Paid-up Capital: INR 499.52 Crores
- Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report: Mr. Hemish Purushottam, Company Secretary and Compliance Officer. +91 484 669 9999 Email: hemish.purushottam@asterdmhealthcare.com
- 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) : Consolidated basis unless otherwise specified.

II. Products/services

- 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	Revenue from hospital and medical services*	Healthcare services through hospitals and clinics	76.85%
2	Revenue from pharmacy	Sale of pharma, non-pharma products and opticals	22.91%

*includes sale of pharmacy products to the in patients

- 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	Revenue from hospital and medical services*	86110	76.85%
2	Revenue from pharmacy	4772	22.91%

*includes sale of pharmacy products to the in patients.

III. Operations

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

Location	Number of Hospitals/Clinics/Labs/Pharmacies	Number of offices	Total
National	Hospitals -17 Clinics- 12 Pharmacies -257* Labs & patient experience centers -205 (1 reference lab, 15 Satellite labs, 189 patient experience centers)	2	493
International	Hospitals-15, Clinics-115, Pharmacies-264	1	395

* (operated by Alfaone Retail Pharmacies Private Limited under brand license from Aster)

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	6 (Andhra Pradesh, Telangana, Tamil Nadu, Maharashtra, Karnataka and Kerala)
International (No. of Countries)	6

b. What is the contribution of exports as a percentage of the total turnover of the entity: 4.05% (Standalone)

c. A brief on types of customers: Patients requiring medical assistance and healthcare services.

IV. Employees

18. Details as at the end of Financial Year: FY 2022-23

a. Employees (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	24,653	9,513	39%	15,140	61%
2.	Other than Permanent (E)	5,677	3,241	57%	2,436	43%
3.	Total employees (D + E)	30,330	12,754	42%	17,576	58%

Note: 1. The Company has no workers on rolls of the Company.

2. Other than Permanent category includes outsourced and fees-based Doctors/Retainer.

b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	112	77	69%	35	31%
2.	Other than Permanent (E)	0	0	-	0	-
3.	Total employees (D + E)	112	77	69%	35	31%

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	2	17%
Key Management Personnel	3	1	33%

20. Turnover rate for permanent employees

	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	30%	34%	32%	25%	34%	30%	24%	33%	29%

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures

Refer to **Annexure 1** to the Board's report for information on holding / subsidiary / associate companies / joint ventures.

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover INR 1,116.47 crores (Standalone)

(iii) Net worth INR 2,579.54 crores (Standalone)

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) (If Yes, then provide web-link for grievance redress policy)	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 https://www.asterdmhealthcare.com/about-us/corporate-governance#	0	0		0	0	
Investors (other than shareholders)	Yes https://www.asterdmhealthcare.com/investor/contact-us	0	0		0	0	
Shareholders	Yes https://www.asterdmhealthcare.com/investors	1	0	-	2	0	-
Employees	Yes https://www.asterdmhealthcare.com/about-us/corporate-governance#	5	0	Aster Hospital: 01 Aster Clinic: 01 Aster Retail: 01 Medicare: 02	37	4	

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 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
Customers	<p>Information on the Litigations filed by the Customers (Patients) are sent by the Courts to the registered office or to the concerned hospital</p> <p>Legal Notices are sent by the Customers (Patients) to the registered office or to the concerned hospital directly</p> <p>Legal notices/litigation shall be sent to registered office of the subsidiaries in the GCC https://www.asterdmhealthcare.com/about-us/corporate-governance</p>	106	142	<p>Number of complaints filed during the year -India -18 Consumer litigations & 9 Consumer Notices. Number of complaints pending resolution at close of the year -India -73 Consumer litigations including those accumulated from previous years & 0 Notices. (For Notices, we have responded appropriately and therefore it is deemed closed).</p> <p>Number of complaints filed during the year-GCC -Aster Hospital- 53, Medicare Hospital- 26. Number of complaints pending resolution at close of the year Aster Hospital- 43 & Medicare Hospital -26. These are the Medico-legal complaints received from DHA against our facilities in UAE.</p>	116	387	<p>Number of complaints filed during the year- India -12 Consumer litigations & 21 Consumer Notices. Number of complaints pending resolution at close of the year-India - 65 Consumer litigations including those accumulated from previous years & 0 Notices. (For Notices, we have responded appropriately and therefore it is deemed closed).</p> <p>Number of complaints filed during the year-GCC -7 Consumer litigations & 73 Consumer Notices. Number of complaints pending resolution at close of the year- GCC-76 litigations including those accumulated from previous years & 246 Consumer Notices.</p> <p>Complaints received on Ethics line- 3 and pending resolution Nil.</p>
Value Chain Partners	Yes https://www.asterdmhealthcare.com/about-us/corporate-governance#	1	0		3	2	

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	Environment : Engaging patients on Climate actions through our solutions	Opportunity	<ul style="list-style-type: none"> Increased revenue through development and / or expansion of services to help our patients manage their climate change risks. Savings through lower-emission energy sources Global leadership in addressing climate change through advocacy 		Positive : Scope to improve Aster DM's competitiveness and capitalize on the shifting patient preferences by leveraging our expertise in sustainability, low-carbon transition, and digital / IT to help our patients in their sustainability and low-carbon journeys

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Societal : Facilitating best-in-class employee experience	Risk	Inability to facilitate best-in-class employee experience may impact our ability to attract, hire, train, engage and retain talent.	<ul style="list-style-type: none"> - Employee engagement and support - Holistic employee retention and recognition efforts - Focus on career and leadership development - Occupational health and safety measures - Succession planning 	Negative : Impact on employer reputation, increased cost of talent, etc.
3	Governance : Data privacy and information management	Risk	Cyber attacks that breach our information network and / or failure to protect sensitive and confidential information of our stakeholders in accordance with applicable laws and contractual obligations may impact our operations and patient satisfaction or result in significant regulatory penalties.	<ul style="list-style-type: none"> - Robust cybersecurity and data privacy frameworks and controls - Multi-layered governance process with oversight by the executive and the Board - Continued investment in technology - Readiness to respond to incidents - Awareness programs and trainings - Region-specific data protection controls and awareness campaigns 	Negative : Increased operational cost for technological investments and hiring and training talent

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/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.asterdmhealthcare.com/fileadmin/user_upload/BRR_Policy.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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	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.	GRI standards, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	No								
Governance, leadership and oversight									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements- At Aster, we believe that our responsibility of ensuring sustained growth goes beyond our operations to ensuring societal growth through spearheading ESG activities. We consider environmental leadership as a long-term strategic imperative and are involved very deeply in community connect through the Aster Volunteers program in many geographies including India, the GCC and Africa, among others.									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Stakeholders relationship committee of the Board oversees the Business Responsibility Policy.								
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.	Yes. Stakeholder Relationship Committee of the Board								
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)				
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Committee of the Board					Annually			
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Committee of the Board					Annually			
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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
The entity does not consider the Principles material to its business (Yes/No)	Not applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

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**

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

Segment	Total number of training and awareness programmes held	Topics/Principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors	4	Principle 1,3,4,5	25%
Key Managerial Personnel	4	Principle 1,3,4,5	100%
Employees other than BOD and KMP's	134	Principle 3,4,5,7,8,9	< 30: 17% 30-50: 75% > 50: 8%

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 material monetary or non-monetary actions on the Company or its directors / KMPs with regulators / law enforcement agencies / judicial institutions, in the financial year.
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- 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. Yes. As Asterians, we are committed to doing business in a honest and ethical manner. We follow all applicable laws, treaties and regulations that prohibit bribery and other corruption in every country in which we do business. This is covered in our Whistle Blowing Policy and the same is available on our website at https://www.asterdmhealthcare.com/fileadmin/user_upload/Whistle_Blowing_Policy_Aug22_01.pdf.
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: There have been no cases involving disciplinary action by any law enforcement agency for the charges of bribery / corruption against directors / KMPs / employees that have been brought to our attention.
6. Details of complaints with regard to conflict of interest- None.
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- None.

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
4	Principles – 1,3,4,5	0.01%

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 receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the Acts as well as the Company's policies are in place before transacting with such entities / individuals. Directors recuse themselves from participation and discussion on the agenda where they are interested. All related party transactions are entered on arm's length and CFO presents certificate on the same to the Audit Committee and Board.

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. None during the reporting period.
2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)- No. The Company is in healthcare business and products have to be sourced as per regulatory and patient safety requirements. Hence, this is not applicable to the Company. However, the Company is reducing its carbon footprint through use of paper bags for our pharmacies and increased sourcing of green energy from solar and wind energy.
3. b. If yes, what percentage of inputs were sourced sustainably? - Not applicable.
4. 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- Not applicable as we are in healthcare services.
5. 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- Not applicable.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?- This activity hasn’t been carried out for the financial year.
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.- This activity hasn’t been carried out for the financial year.
3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry):

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23	FY 2021-22
Metal Scrap	2%	Not available
Plastic Waste	7%	Not available
Waste Cardboards	13%	Not available
Paper Waste	17%	Not available

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022-23			FY 2021-22		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	70,611	-	Not available	Not available	Not available
E-waste	-	-	3,795	Not available	Not available	Not available
Hazardous waste	-	-	1,054,043	Not available	Not available	Not available
Other waste	-	354,790	-	Not available	Not available	Not available

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category - Not applicable as we are in healthcare services.

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:.

Category	% of employees covered by								
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)
Permanent employees									
Male	9,513	9,513	100%	9,513	100%	NA	NA	9,513	100%
Female	15,140	15,140	100%	15,140	100%	15,140	100%	NA	NA
Total	24,653	24,653	100%	24,653	100%	15,140	100%	9,513	100%

- b. Details of measures for the well-being of workers: Not applicable

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

Benefits	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total employees	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 employees	Deducted and deposited with the authority (Y/N/N.A)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	20%	NA	Yes	20%	NA	Yes

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. Considering that the Rights of Persons with Disabilities Act 2016 is specific to India, our hospitals in India are in line with the law and are accessible to differently abled employees.

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 - As an organization, the Company does not discriminate and has zero tolerance against behaviours that are against the ethics and Code of Conduct. This is covered under our Code of Conduct – the 'Asterian Ethos'. <https://www.asterdmhealthcare.com/about-us/corporate-governance#>
5. Return to work and Retention rates of permanent employees and workers that took parental leave

Gender	Permanent employees	
	Return to work rate	Retention Rate
Male	100%	79%
Female	95%	77%
Total	97.5%	78%

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.

	Yes/No (If yes, the give details of the mechanism in brief)
Permanent employees	We have multiple channels for employees to raise concerns. These range from unit level grievance committees, whistle blower channel, anti-sexual harassment channel, to the corporate employee wellbeing and grievances channel. These are governed by the whistle blowing policy, anti-sexual harassment policy, anti-discrimination policy and the code of conduct policy of the Company.
Other than Permanent employees	

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

Category	FY 2022-23			FY 2021-22		
	Total employees in respective category (A)	No of employees in respective category, who are part of association(s) or union (B)	% B/A	Total employees in respective category (C)	No of employees in respective category, who are part of association(s) or union (D)	%D/C
Total permanent Employees	448	316	71%	483	379	78%
Male	209	154	74%	214	163	76%
Female	239	162	68%	269	216	80%

Note: This information is only for Prerana Hospital Limited, a subsidiary Company where there is a Union

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	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		HSE Induction sessions total = 1,986					HSE Induction sessions total = 1,027			
Female		Number induction attendees = 5,671					Number induction attendees = 2,723			
Total		HSE Training sessions = 440					HSE Training sessions = 395			
		Number HSE Training attendees = 4,306					Number HSE Training attendees = 3,025			
		Tool Box Talk sessions = 751					Tool Box Talk sessions = 39			
		Number of TBT attendees = 4,829					Number of TBT attendees = 120			

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	& B/A	Total (C)	No. (D)	& D/C
Employees						
Male	7,779	3,540	45%	8,165	5,595	68.5%
Female	13,065	5,002	38%	12,615	7,528	59.7%
Total	20,844	8,542	41%	20,780	13,123	63.2%

10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?- Yes, All facility related activities and subcontractors activities are covered under the H & S management system except H & S in clinical services
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? Integrated method of statement and risk assessment procedure to identify work related hazards, Risk and opportunities process for business risk identification.
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)- Yes
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)- Yes

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related Injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

- i. Effective HSE plan and procedures implementation
- ii. Periodic trainings to the staff
- iii. Regular HSE inspections
- iv. Appointment of safety officers in the hospitals.
- v. Compliance to all local regulations etc.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	11% (98 facilities were assessed (Hospitals, clinics and Pharmacies))
Working Conditions	

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- Incident Management process in place where incidents if any depending on its risk nature, get investigated and corrective actions are taken.

Leadership Indicators

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, to all permanent employees.
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.- The Company obtains confirmation from various vendors on the compliance with statutory dues.

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

Particulars	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 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	0	0	0	0
Workers	0	0	0	0

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)- No

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners- Nil

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- Across different locations, we have identified specific functions and departments to address the concerns of a particular set of stakeholders. We engage proactively and continuously with our stakeholders, using formal and informal approaches such as performance reviews meetings, surveys, feedback systems, media, events etc.
2. List of stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group- Our stakeholders are important to us, and engaging with them is key to our business strategy. Ongoing engagement with our stakeholders informs our materiality process and helps us identify important sustainability issues central to our sustainability strategy. Details of stakeholder groups identified and frequency of engagement is provided in page no. 24 of the Annual Report.

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board. - A materiality assessment survey was conducted for all stakeholder groups covering GRI standards to identify material topics for reporting for Aster DM Healthcare Limited.
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. The material topics from the survey are being reported in the current ESG report.
3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups. No instances to report.

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			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	24,653	1,631	7%	Not available	Not available	Not available
Other than permanent	0	0	0%	Not available	Not available	Not available
Total Employees	24,653	1,631	7%	Not available	Not available	Not available

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal Minimum Wage to		More than Minimum Wage		Total (D)	Equal Minimum Wage to		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	3,182	989	31%	2,193	69%	2,528	885	35%	1,643	65%
Female	6,822	3,353	49%	3,469	51%	5,180	2,725	53%	2,455	47%
Total	10,004	4,342	43%	5,662	57%	7,708	3,610	47%	4,098	53%

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)				
Key Managerial Personnel	Refer Particulars of Employees section of Annual report			
Employees other than BoD and KMP (GCC)	4,273	AED 5,000	6,051	AED 4,450
Employees other than BoD and KMP (India)	3,182	Rs. 17,147	6,822	Rs. 13,128

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

5. Describe the internal mechanisms in place to redress grievances related to human rights issues - Aster DM Healthcare Limited strives to create and maintain an inclusive environment where all employees feel heard, empowered and respected. We encourage our employees to share their concerns & grievances with us through the appropriate channels and forums to help us address them in a timely manner without fear of reprisal while continuing to improve our people practices. Employee grievance can be defined as any concern or challenge that an employee is facing at the workplace including dissatisfaction, behavioral concerns, psychological concerns and/or any issues pertaining to power dynamics. Being a listening organization, we have multiple channels for employees to raise concerns. These range from unit level grievance committees, whistle blower channel, anti-sexual harassment channel, to the corporate employee wellbeing and grievances channel. These are governed by the whistle blowing policy, anti-sexual harassment policy, anti-discrimination policy and the code of conduct policy.

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

	FY 2022-23			FY 2021-22		
	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	16	0		16	0	
Discrimination at workplace	1	0		134	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		14 (involuntary separation)	0	

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases - As stated in our Anti sexual harassment policy: Regardless of the outcome of a complaint made in good faith, the Employee lodging the complaint and any person providing information or any witness, will be protected from any form of retaliation. While dealing with complaints of sexual harassment, the Committee shall ensure that the Employee or the witness are not victimized or discriminated against by the Respondent. Any unwarranted pressures, retaliatory or any other type of unethical behavior from the Respondent against the Employee while the investigation is in progress should be reported by the complainant to the Committee as soon as possible. Disciplinary action will be taken by the Committee against any such complaints which are found genuine.

Further, Audit Committee noted that for instances where known employees have raised complaints/grievances all employees continue to be on roll and it was noted that there were zero instances of retaliation.

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

9. Assessment for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Nil
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks /concerns arising from the assessments at Question 9 above- There are no significant risks/concern that have been identified by the Ethics Committee.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints- None
2. Details of the scope and coverage of any Human rights due-diligence conducted- None
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
4. Details on assessment of value chain partners- During the year the Company has not conducted any assessment of value chain partners.
5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.- Not applicable.

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	FY 2021-22
Total electricity consumption (A)	90,039 MWh	61,039 MWh
Total fuel consumption (B)	Diesel – 3,852 KL Petrol –58 KL LPG – 242,967 Kg Firewood - 3,108,761 Kg	Diesel – 362 KL Petrol –77 KL LPG – 229,475 Kg Firewood - 2,049,635 Kg
Energy consumption through other sources (C)	Solar Energy – 3,675,000 kWh Wind Energy – 2,300,000 kWh Hydro Energy – 3,569,298 kWh	Solar– 5,625,000 kWh Wind – 1,770,000 kWh
Total energy consumption (A+B+C)	Electricity – 90,039 MWh Diesel – 3,852 KL Petrol –58 KL LPG – 242,967 Kg Firewood - 3,108,761 Kg	Electricity – 61,039 MWh Diesel – 362 KL Petrol –77 KL LPG – 229,475 Kg Firewood - 2,049,635 Kg
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	Electricity 7.55 MWh/Crore Diesel – 0.32 KL/Crore Petrol –0.005 KL/Crore LPG – 20.36 Kg/Crore Firewood – 260.5 Kg/Crore	Electricity – 5.95 MWh/Crore Diesel – 0.03 KL/Crore Petrol –0.006 KL/Crore LPG – 19.23 Kg/Crore Firewood – 171.76 Kg/Crore
Energy intensity (Number of Hospitals) – the relevant metric may be selected by the entity	Electricity Intensity – 3,215 Diesel Intensity - 138 Petrol Intensity – 2.1 LPG Intensity – 8,677 Firewood Intensity – 111,027	Electricity Intensity – 2,180 Diesel Intensity - 13 Petrol Intensity – 2.75 LPG Intensity – 8,195 Firewood Intensity – 73,201

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

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Rainwater Harvesting	222,360	-
(ii) Groundwater	225,989 KL	68,016 KL
(iii) Third party water (Water Tanker)	7,360 KL	395,432 KL
(iv) Recycled Water	100,972 KL	-
(v) Municipal Water Supply	804,714 KL	490,456 KL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,361,395 KL	953,904 KL
Total volume of water consumption (in kilolitres)	1,361,395 KL	953,904 KL
Water intensity per rupee of turnover (Water consumed/turnover)	114 KL/Crore	93 KL/Crore
Water intensity (Number of Hospitals) – the relevant metric may be selected by the entity	48,621 KL/Hospital	34,068 KL/Hospital

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

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.- No

5. Please provide details of air emissions (other than GHG emissions) by the entity: Not calculating this metric.
6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2022-23	FY 2021-22
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)	Tonnes of CO ₂ Equivalent	19,036	6,046
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)	Tonnes of CO ₂ Equivalent	55,469	55,567
Total Scope 1 and Scope 2 emissions per rupee of turnover		6.24 tCO₂e/Crore	6 tCO₂/Crore
Total Scope 1 and Scope 2 emission intensity (No. of Hospitals) – the relevant metric may be selected by the entity	Tonnes of CO ₂ equivalent/Hospital	2,660	2,200

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

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. -Yes, current projects related to Sewage Treatment Plants (STPs), energy efficient lightings, energy audits, and green medical equipment's
8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	70,611	Not available
E-waste (B)	3,795	Not available
Bio-medical waste (C)	1,054,042	Not available
Construction and demolition waste (D)	5,075	Not available
Battery waste (E)	5,070	Not available
Radioactive waste (F)	-	Not available
Other Hazardous waste. Please specify, if any. (G)	-	Not available
Waste Cardboards	141,290	Not available
Metal Scrap	24,788	Not available
Paper Waste	183,322	Not available
Food Waste	270,858	Not available
Garden Waste	315	Not available
Total (A+B + C + D + E + F + G + H)	1,759,167	Not available
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	696,259	Not available
(ii) Re-used	-	Not available
(iii) Other recovery operations	-	Not available
Total	696,259	Not available
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	Not available
(ii) Landfilling	-	Not available
(iii) Other disposal operations	1,062,908	Not available
Total	1,062,908	Not available

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

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.-

Aster DM Healthcare Limited has well established waste management practices adopted by the whole organization. The main intention of these practices is to identify, segregate and further recycle the waste generated as part of our operations. Currently we have a network of different vendors and various procedures for the collection and recycling of recyclable materials like metals, old newspapers, plastic cans, plastics and waste cartons.

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.
1.	Aster Medcity, Cheranalloor Village, Kanayannur Taluk, Ernakulam District, Kerala State, India – 682027	Hospital, Healthcare Industry	Yes

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: None.

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
1	Andhra Pradesh Electricity Regulatory Commission under Reg 1 of 2012 and Reg 1 of 2017 (Renewable Power Purchase Obligation Regulations).	Non-fulfilment of the obligation towards consumption from renewable energy sources - non-solar power consumption.	As there has been a violation, the ops team is having a discussion with management to deposit an amount of Rs. 5,19,000.	On going discussions with the business to pay the penalty.

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	Solar Energy – 3,675,000 kWh Wind Energy – 2,300,000 kWh Hydro Energy – 3,569,298 kWh	Solar– 5,625,000 kWh Wind – 1,770,000 kWh
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	Solar Energy – 3,675,000 kWh Wind Energy – 2,300,000 kWh Hydro Energy – 3,569,298 kWh	Solar– 5,625,000 kWh Wind – 1,770,000 kWh
From non-renewable sources		
Total electricity consumption (D)	85,697 MWh	61,039 MWh
Total fuel consumption (E)	Diesel – 3,852 KL Petrol – 58 KL LPG – 242,967 Kg Firewood – 3,108,761 Kg	Diesel – 362 KL Petrol – 77 KL LPG – 229,475 Kg Firewood – 2,049,635 Kg
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	85,697 MWh Diesel – 3,852 KL Petrol – 58 KL LPG – 242,967 Kg Firewood – 3,108,761 Kg	61,039 MWh Diesel – 362 KL Petrol – 77 KL LPG – 229,475 Kg Firewood – 2,049,635 Kg

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

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	Not available
- No treatment	-	Not available
- With treatment – please specify level of Treatment	-	Not available
(ii) To Groundwater	-	Not available
- No treatment	-	Not available
- With treatment – please specify level of Treatment	-	Not available
(iii) To Seawater	14,592	Not available
- No treatment	-	Not available
- With treatment – please specify level of Treatment	-	Not available
(iv) Sent to third-parties	63,922	Not Available
- No treatment	-	Not available
- With treatment – please specify level of Treatment	-	Not available
(v) Others	-	Not available
- No treatment	-	Not available
- With treatment – please specify level of Treatment	-	Not available
Total water discharged (in kilolitres)	78,514	Not available

Note: All the water discharged from our GCC operations are handled and treated by third parties. For India operations most of our hospitals have a STP where waste water is treated and reused within the facility for flushing, horticulture and cooling towers.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not applicable

4. Please provide details of total Scope 3 emissions & its intensity, in the following format

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tonnes of CO2 equivalent	469	436
Total Scope 3 emissions per rupee of turnover		0.04 tCO2e/Crore	0.04 tCO2e/Crore
Total Scope 3 emission intensity (No of Hospitals) – the relevant metric may be selected by the entity	tonnes of CO2 equivalent/ Hospital	16	15.5

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

- With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. There has been no significant direct or indirect impact on biodiversity
- 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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.		None for the reporting period	

7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.-

Each facility has a Disaster Recovery Plan (DRP) for addressing facility related disasters such as earthquakes, sandstorms, flood, explosions, power outages etc. Vertical risk assessment register is aligned with HVA and Risks against all hazards identified identified in the Vertical Risk Assessment Register. Disaster Management Plan and related policy is periodically reviewed and updated for recommendation made by DHA. Half yearly process of risk assessment and risk register in place to review and update with last review and next review date.

- Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard- Not done.
- Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.- Not done.

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.
- 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	Chamber of Commerce	National- UAE
2	Association of Healthcare Providers – India (AHPI)	National- India
3	Healthcare Federation of India (NATHEALTH)	National- India
4	Federation of Indian Chambers of Commerce & Industry (FICCI)	National- India
5	Confederation of Indian Industry (CII)	National- India
6	Kerala Private Hospital Association (KPHA)	State-Kerala
7	Private Hospitals & Nursing Homes Association (PHANA)	National-India

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. None for the reporting period

Leadership Indicators

1. Details of public policy positions advocated by the entity: None for the reporting period.

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 the 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
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None for the reporting period

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

Name of the project for which R & R is ongoing	State	District	No of project affected families (PAF's)	% of PAF's covered by R & R	Amounts paid to PAF's in the FY (in INR)
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Not applicable

3. Describe the mechanisms to receive and redress grievances of the community - Aster DM Healthcare Limited strives to create and maintain an inclusive environment where all stakeholders feel heard and respected. Being a listening organization, we have whistle blower channel to receive and redress grievances of the community.
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	8.76%	3.56%
Sourced directly from within the district and neighbouring districts	67.48%	85.70%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)- Not applicable
2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies- Please refer CSR report of this Annual report
3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No)- No. The Company has a procurement policy. In Healthcare setup quality compliance is the only parameter that is adhered to.
 (b) From which marginalized /vulnerable groups do you procure- Not applicable
 (c) What percentage of total procurement (by value) does it constitute- Not applicable
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge- Nil
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved- Nil
6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Aster Volunteer Mobile Medical Clinics	944,131	100%
2	Treatment Aid	50,915	100%
3	BLS Awareness Training	223,326	NA
4	Disaster Aid	304,161	NA

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- Consumer Complaints received in the form of legal notices or litigations which is sent to the registered office of the Company. A peer review of the allegations made by the Patients/Consumers is done with the help of the Clinical Excellence Team and based on the outcome of the peer review, response to the legal notice is provided within the framework of law. Apart from these we receive and act on consumer complaints raised to us via the Service excellence team. These complaints can come as an email, response to an SMS, surveys etc.

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

	As a percentage of 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		FY 2021-22	
	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year
Data privacy	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil
Delivery of essential services	Please refer S.no 23 of this report, Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct.			
Restrictive Trade Practices	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil
Other	Nil	Nil	Nil	Nil

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

https://www.asterdmhealthcare.com/fileadmin/user_upload/Risk_Management_Policy.pdf

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.-Nil

Leadership Indicators

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).- <https://www.asterdmhealthcare.com/investors/about-asterdm>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services- Not applicable as we are in healthcare services.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services- All communications will be made via the Public Relations team in Corporate head quarters and key messages to consumers will be passed on via them.
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. -No.

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) -No.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact- 1

1 data breach reported in March 2023 where 3 patients data were compromised for Aster Medcity (1 patient) and Aster RV (2) patients. As actions, enhanced the surveillance and security measures internally. Multi Factor Authentication and Restriction of Power Users Reassessment of the security and possible vulnerabilities in the Aster as well as vendor environment concluded. User awareness and training post incident concluded Lessons learnt workshop concluded.

- b. Percentage of data breaches involving personally identifiable information of customers- 100%