

**Fortis Healthcare Limited**

Tower-A, Unitech Business Park, Block-F,
South City 1, Sector – 41, Gurgaon,
Haryana – 122 001 (India)

Tel : 0124 492 1033

Fax : 0124 492 1041

Emergency : 105010

Email : secretarial@fortishealthcare.com

Website : www.fortishealthcare.com

FHL/SEC/2026-27

July 17, 2026

**National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra East, Mumbai – 400 051**

**BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai – 400 051**

Scrip Symbol: FORTIS

Scrip Code: 532843

Sub: Notice convening the 30th Annual General Meeting and Annual Report for the Financial Year 2025- 2026

Dear Sir/Madam,

This is to inform that the 30th Annual General Meeting (“AGM”) of the Company will be held on **Tuesday, August 11, 2026 at 12:00 hours (IST)** through Video Conferencing (VC)/ Other Audio-Visual Means (OAVM) in accordance with the applicable circulars issued by the Ministry of Corporate Affairs (MCA) and Securities and Exchange Board of India (SEBI).

The Company has fixed Friday, July 03, 2026 as the cut-off date to determine the eligibility of shareholders to whom notice of 30th AGM and Annual Report will be sent.

Pursuant to Regulation 34(1) and 53(2) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Notice of 30th AGM along with the Annual Report of the Company for the financial year 2025-26 and other Statutory Reports including Business Responsibility and Sustainability Report (‘BRSR’), which is being sent through electronic mode to those Members whose e-mail addresses are registered with the Company/Registrar & Share Transfer Agent (‘RTA’)/Depository Participant(s) (‘DPs’).

Additionally, pursuant to Regulation 36(1)(b) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, letter containing the Company’s weblink to access the Annual Report of FY 2025-26 is being sent through ordinary post to those Members whose email addresses are not registered with the Company/ RTA/ DPs.

Pursuant to Regulation 44 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, Company is providing facility for remote e-voting to its members as per the below schedule of events relating to AGM: -

Event	Day and Date	Time
Record date for payment of dividend	Friday, July 24, 2026	Not Applicable
Cut-off date to determine the eligibility of the shareholders to cast their votes on AGM resolutions	Tuesday, August 04, 2026	Not Applicable
Commencement of e-Voting	Thursday, August 06, 2026	09.00 A.M (IST)

FORTIS HEALTHCARE LIMITED

Regd. Office : Fortis Hospital, Sector 62, Phase – VIII, Mohali – 160062
Tel : 0172-4692222, Fax : 0172-5096221, CIN : L85110PB1996PLC045933

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End of e-Voting	Monday, August 10, 2026	05.00 P.M (IST)
Annual General Meeting	Tuesday, August 11, 2026	12.00 P.M (IST)

The Annual Report and the Notice of AGM are also uploaded on the Company's website at www.fortishealthcare.com

This is for your information and records.

Thanking you,

Yours Sincerely,
For **Fortis Healthcare Limited**

Satyendra Chauhan
Company Secretary & Compliance Officer
M. No. – A14783

Encl: As stated above

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Business Responsibility and Sustainability Report – FY 2025-26

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

ESG at Fortis Healthcare: Inspiring Purpose, Accelerating Impact

At Fortis Healthcare, ESG goes beyond being a reporting requirement; it has been the fundamental operating framework for decision making. Guided by the Triple Bottom Line and systems thinking, we view healthcare as a powerful vehicle for societal and environmental regeneration. FY 2025–26 served as a pivotal year where we transitioned from strategy to institutionalized excellence—translating rigorous data into decisive action and weaving sustainability into every layer of our organizational fabric.

This commitment is underscored by a credible third-party endorsement from NSE Sustainability, which bolstered our ESG rating from 58 in FY 2023–24 to 68 in FY 2024–25, with our most significant acceleration in the 'Environmental' domain—rising from 42 to 59 in the same period.

Environmental Stewardship: Scaling Efficiency and Circularity

In FY 2025–26, we demonstrated that operational growth and resource conservation are mutually reinforcing:

Energy efficiency improvement: We achieved a 3.68% reduction in per-occupied-bed energy consumption at the group level, culminating in a 13% improvement in energy intensity over the last three years.

Carbon Decoupling: Through targeted energy efficiency projects, we reduced per-occupied-bed carbon emissions by 8.7% year-on-year. Juxtaposed against our growth in beds and occupancy, this resulted in a net decrease of 4,435 metric tons of CO₂ on a consolidated basis.

Water Resilience: Addressing water stress remains a national imperative. By recycling an annual quantity of 2.75 lakh kiloliters of STP-treated water for horticulture, flushing, and cooling towers, we preserved fresh raw water equivalent to 110 Olympic-sized swimming pools.

Waste Circularity: Our transition to compostable plastic bags diverted over 104 metric tons of plastic waste.

Social Impact: Strengthening Outcomes and Stewardship

Our clinical mission is deeply linked to the safety and well-being of the communities we serve and the people we employ.

Skill building through training: We have completed multiple trainings for the employee base, focusing on improving and upgrading their skillsets. Training percentage related to skill upgradation has improved from 81% in FY 24-25 to 90% in FY 25-26.

Clinical Excellence: We have driven substantial improvements in patient safety, with CAUTI rates reaching 0.16 (vs 0.23 in FY 23–24) and CLABSI rates improving to 0.59 (vs 0.99 in FY 23–24) per thousand patient days.

Patient Centricity: Both IPD and OPD patient Net Promoter Scores (NPS) have seen year-on-year growth, reflecting our dedication to elevated patient experiences. IPD NPS score has improved to 73.89% in FY 2025-26 from 70.02% in FY 2024-25. Similarly, OPD NPS score has improved to 72.41% in FY 2025-26 from 67.32% in FY 2024-25.

Human Capital: – Year on Year, our commitment to a stable work environment has successfully improved our overall employee attrition rate. In FY 2025-26, overall attrition rate was 27%, down significantly from 36% in FY 2021–22.

Community Engagement: On World Environment Day 2025, our hospitals became hubs of advocacy. Through initiatives like "Nukkad Natak" on waste segregation, plantation drives, and distributing saplings to discharged patients, we fostered a shared culture of responsibility. We further signaled our intent by introducing low-emission, "no-flame" food options in our cafeterias.

Governance and Transparency: The Bedrock of Trust

Governance at Fortis remains the cornerstone of our ability to scale impact with integrity:

Data Integrity: We have successfully maintained zero patient data breach incidences for three consecutive years, reinforcing our role as custodians of sensitive health information.

Coherence and Accountability: By aligning our internal governance processes with rigorous sustainability metrics, we ensure that every unit operates with the same level of transparency and commitment to our broader ESG goals.

Independent third party assurance of BRSR Core data: SGS India – the Indian entity of one of world's leading testing, inspection and certification companies, has provided reasonable level of assurance to our BRSR Core data disclosure.

As we look toward the future, we remain committed to the philosophy of "ever better." Our ESG journey is an evolving

Business Responsibility and Sustainability Report (contd.)

discipline—one that moves beyond compliance toward a model of conscious, resilient healthcare delivery. We are grateful to our teams and partners who remain steadfast in this journey, ensuring that Fortis Healthcare continues to heal not just the individual, but the ecosystem we inhabit.

I. Details of the listed entity

- I-1. Corporate Identity Number (CIN) of the listed entity - L85110PB1996PLC045933
- I-2. Name of the listed entity - Fortis Healthcare Limited
- I-3. Year of incorporation- 1996
- I-4. Registered office address - Fortis Hospital, Sector 62, Phase VIII, Mohali-160062, Punjab
- I-5. Corporate address - Tower A, 3rd Floor, Unitech Business Park, South City-1, Gurugram, Haryana-120001
- I-6. E-mail - secretarial@fortishealthcare.com
- I-7. Telephone - +91-124 4921021
- I-8. Website - www.fortishealthcare.com
- I-9. Financial year for which reporting is being done - 2025-2026

I-10. Name of the Stock Exchange(s) where shares are listed - BSE Limited; National Stock Exchange of India Limited

I-11. Paid-up Capital - Rs. 7,549,581,480

I-12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report. - Ms. Richa Debgupta-Group Head- ESG, Chief of Strategy & Operations - Jaipur, Kolkata Email- secretarial@fortishealthcare.com Telephone- +91-124 4921021

I-13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). - The disclosures are made on a consolidated basis for the entity Fortis Healthcare Limited excluding Agilus diagnostics Limited.

I-14. Name of assurance provider - SGS India Private Limited

I-15. Type of assurance obtained - Reasonable assurance

II. Products/services

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

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

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

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

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	0	27	27
International	0	0	

III-19. Markets served by the entity:

a. Number of locations

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

Business Responsibility and Sustainability Report (contd.)

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

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

- c. A brief on types of customers

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

IV. Employees

IV-20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Employees						
1	Permanent (D)	14,649	6647	45.38%	8,002	54.62%
2	Other than Permanent (E)	14,967	8726	58.30%	6,241	41.70%
3	Total employees (D + E)	29,616	15,373	51.91%	14,243	48.09%
Workers						
1	Permanent (F)	0	0		0	
2	Other than Permanent (G)	0	0		0	
3	Total Workers (F + G)	0	0		0	

b. Differently abled Employees and workers:

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Differently Abled Employees						
1	Permanent (D)	13	8	61.54%	5	38.46%
2	Other than Permanent (E)	3	2	66.67%	1	33.33%
3	Total differently abled employees (D + E)	16	10	62.50%	6	37.50%
Differently Abled Workers						
1	Permanent (F)	0				
2	Other than Permanent (G)	0				
3	Total Workers (F + G)	0				

IV-21. Participation/Inclusion/Representation of women –

	Total(A)	No. and percentage of Females	
		No(B)	%(B/A)
Board of Directors	9	1	11.11%
Key Management Personnel	3	0	0.00%

Business Responsibility and Sustainability Report (contd.)

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

	FY 2025-26			FY 2024-25			FY 2023-24		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.96%	17.31%	15.90%	20.18%	28.45%	24.81%	30.17%	44.82%	38.53%
Permanent Workers									

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	IHH Healthcare Berhad	Ultimate Holding	NA	No
2	Integrated Healthcare Holdings Limited	Intermediate Holding Company	NA	No
3	Parkway Pantai Limited	Intermediate Holding Company	NA	No
4	Northern TK Venture Private Limited	Holding Company	NA	No
5	Fortis Hospotel Limited	Subsidiary Company	74.35	Yes
6	Adayu Mindfulness Limited	Subsidiary Company	100	No
7	Hiranandani Healthcare Private Limited	Subsidiary Company	100	Yes
8	Agilus Diagnostics Limited	Subsidiary Company	89.2	No
9	Fortis Healthcare International Limited	Subsidiary Company	100	No
10	Fortis Hospitals Limited	Subsidiary Company	100	Yes
11	Escorts Heart Institute and Research Centre Limited	Subsidiary Company	100	Yes
12	Fortis CSR Foundation	Subsidiary Company	100	No
13	International Hospital Limited	Subsidiary Company	78.4	Yes
14	Fortis Health Management Limited	Subsidiary Company	52	Yes
15	Escorts Heart and Super Speciality Hospital Limited Escorts Heart Institute and Research Centre	Indirect Subsidiary Company	48.58	Yes
16	Fortis Cancer Care Limited	Step down subsidiary Company	No direct holding	No
17	Fortis Malar Hospitals Limited	Step down subsidiary Company	No direct holding	No

Business Responsibility and Sustainability Report (contd.)

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

Business Responsibility and Sustainability Report (contd.)

VI. CSR Details

VI-24. Provide the following CSR details

- i) Whether CSR is applicable as per section 135 of Companies Act, 2013 - Yes
- ii) Turnover (in Rs.) - INR 77,726,983,000
- iii) Net worth (in Rs.) - INR 101,685,040,000

VII. Transparency and Disclosures Compliances

VII-25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 2025-26			FY 2024-25		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0		0	0	
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	0	0		0	0	
Employees and workers	Yes - through Fortis HRMS system	14	0		14	0	
Customers	Yes	0	0		0	0	
Value Chain partners	Yes	0	0		0	0	-
Other (please specify)	-	0	0		0	0	

Remarks:

1. Complaints by employees on NGRBC principles constitute the Prevention of Sexual Harassment at workplace cases
2. Complaints by patients on clinical care related to doctors, nurses, hospital food etc. have been mentioned separately in the answer to Q E13 in Principle 9 of BRSR.

VII-26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Business Ethics & Regulatory Compliance	Risk + Opportunity	Highly Regulated Sector: Healthcare is subject to stringent regulations (e.g., Clinical Establishments Act, Biomedical Waste Rules, PCPNDT Act, NABH standards). Non-compliance can lead to license suspensions, legal penalties, or reputational damage. Ethical Sensitivities: Ethical lapses—such as overcharging, unnecessary procedures, patient data misuse, or opaque billing—can provoke media backlash, litigation, or loss of public trust, all of which directly impact revenues and brand value.	Complete adherence to compliance	Negative for Risk, Positive for Opportunity
2	Quality of Care & Patient Satisfaction	Opportunity	Opportunity to increase goodwill and Net Promoter Score by maintaining high level of care quality and patient satisfaction	Not applicable	Positive

Business Responsibility and Sustainability Report (contd.)

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	Waste Management	Risk	Medical waste, if not properly disposed, can pose hazard to the environment.	Approach to mitigate - as per defined protocols by pollution control boards	Negative
4	Pricing and Billing Transparency	Opportunity	Opportunity to attain competitive advantage	Not applicable	Positive
5	ESG Risk Management	Risk	Risk Management	Deploying proactive initiatives to mitigate ESG risks	Positive
6	Energy Management & GHG Emissions	Opportunity	Opportunity to attain operational efficiency and competitive advantage	Not applicable	Positive
7	Innovation, Digitization & Data Security	Opportunity	Opportunity to attain operational efficiency and competitive advantage	Not applicable	Positive
8	Workforce Health & Safety	Risk	Risk of injury and lost work hours leading to lesser productivity. Risk to life of workforce	Strict adherence to workplace health and safety measures	Negative
9	Water Management	Risk	Multiple Fortis units operate in areas of water stress. Low availability of water can put hospital operations at risk	Optimization of per occupied bed water consumption	Negative
10	Employee Recruitment, Development & Retention	Opportunity	Opportunity to be an employer of choice, increased workforce morale and productivity	Not applicable	Positive

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes		Yes	Yes	Yes	Yes	Yes	Yes
1. b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. c. Web Link of the Policies, if available	https://www.fortishealthcare.com/drupal-data/investors/Code-of-Conduct.pdf	https://www.fortishealthcare.com/drupal-data/investors/0_19530300_1468569988_Sustainability-Policy.pdf	https://www.fortishealthcare.com/drupal-data/investors/PolicyforPreventionProhibitionandRedressalofSexualHarassment.pdf	https://www.fortishealthcare.com/drupal-data/investors/Corporate%2BSocial%2BResponsibility%2BPolicy%2B2022.pdf	https://www.fortishealthcare.com/drupal-data/investors/Code-of-Conduct.pdf	https://www.fortishealthcare.com/drupal-data/investors/0_19530300_1468569988_Sustainability-Policy.pdf	https://www.fortishealthcare.com/drupal-data/investors/Policy%2Bon%2BRelated%2BParty%2BTransactions.pdf	https://www.fortishealthcare.com/drupal-data/investors/Corporate%2BSocial%2BResponsibility%2BPolicy%2B2022.pdf	https://www.fortishealthcare.com/drupal-data/2023-12/Whistle%20Blower%20Policy.pdf
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	Yes	No	No	No	No	No	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	JCI, NABH		JCI, NABH		JCI, NABH				

Business Responsibility and Sustainability Report (contd.)

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.	Fortis Healthcare has undertaken its detailed double materiality evaluation. As a result of this evaluation, Fortis has committed itself to continued, industry leading performance in the following key material issues: 1. Business Ethics & Regulatory Compliance 2. Quality of Care & Patient Satisfaction 3. Waste Management 4. Pricing and Billing Transparency 5. ESG Risk Management 6. Energy Management & GHG Emissions 7. Innovation, Digitization & Data Security 8. Workforce Health & Safety 9. Water Management 10. Employee Recruitment, Development & Retention Environmental Commitments A.1. Energy Optimization Fortis Healthcare is committed to reducing per-occupied-bed energy consumption through targeted efficiency interventions across its hospitals. Our approach will include the installation of smart devices such as variable frequency drives (VFDs), timers for fans, occupancy sensors for lighting, and the strengthening of energy-efficiency standard operating procedures (SOPs). These measures are intended to improve energy performance in a structured and scalable manner, while supporting operational resilience and sustainability. A.2. Water Stewardship Recognizing water as a shared and finite resource, Fortis will continue to strengthen circular water management across its facilities. We plan to install aerators across taps to reduce freshwater consumption, while also expanding the reuse of treated water from sewage treatment plants for flushing, horticulture, and cooling towers. These initiatives are aimed at improving water efficiency and reinforcing responsible water stewardship across the network. A.3. Non-Hazardous Waste Management in addition to ensuring strict compliance for Bio-medical waste management Going beyond ensuring strict compliance to Bio Medical Waste management as per Government mandates, Fortis remains committed to improving the management of non-hazardous waste through a more systematic and circular approach. We will assess existing practices related to waste generation and post-generation handling, identify gaps in current waste management systems, and develop a robust framework for non-hazardous waste management. This will help strengthen segregation, handling, and disposal practices while supporting better resource recovery and operational discipline.								

Business Responsibility and Sustainability Report (contd.)

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Social Commitments B.1. Patient Safety Excellence Fortis Healthcare remains steadfast in its commitment to upholding patient safety as a non-negotiable principle. We aim to continue enhancing our clinical protocols, training, and monitoring frameworks in pursuit of a zero-harm environment that prioritizes trust, dignity, and care outcomes. B.2. Community Health & Skilling We aim to deepen our role as a catalyst for equitable healthcare by expanding access to preventive care and health education. Through partnerships and outreach, we aspire to empower underserved communities and future health professionals via apprenticeship and digital upskilling initiatives in FY 26-27.								
	Governance Commitments C.1. Cybersecurity & Data Integrity We are committed to upholding the highest standards of patient confidentiality and digital trust. Our goal is to maintain robust cybersecurity practices across our IT infrastructure, with a continued aspiration toward maintaining zero data breaches in FY 26-27, through proactive governance, vigilance, and system strengthening.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	On track								

Governance, leadership and oversight

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

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

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

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.

S. no	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Yes, SGS India	Yes, SGS India	Yes, SGS India	Yes, SGS India	Yes, SGS India	Yes, SGS India	Yes, SGS India	Yes, SGS India	Yes, SGS India

Business Responsibility and Sustainability Report (contd.)

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	4	Changes in SEBI (Listing obligations & disclosure requirements) regulations, 2015, companies act, 2013 & all other applicable sector specific laws. The topics are meant to apprise the BoD of the latest regulatory.Fortis Healthcare's top management accordingly	100%
Key Managerial personnel	4	- Training on Prevention of Sexual Harassment at Workplace - Training on Occupational Safety and Health Administration - Training on Anti Bribery And Anti-Corruption Policy - I-Globe training	100%
Employees other than BoD and KMPs	26625 programs conducted (842 of these programs were unique)	Individual training courses in the following categories: 1. Compliance and Regulatory Training This includes mandatory courses that ensure the organization adheres to laws and regulations. Examples include Anti-Money Laundering (AML), Know Your Customer (KYC), and General Data Protection Regulation (GDPR). 2. Health, Safety, and Environment (HSE) This category focuses on workplace safety and environmental protection. E.g. Courses such as Fire Safety, First Aid at Work, Hazard Identification, and Emergency Response Planning. 3. Information Technology (IT) and Cybersecurity These courses cover technical skills and data protection. Key examples include Cyber Security Awareness, Phishing Protection, Cloud Computing Basics, and Network Security.	100%

Business Responsibility and Sustainability Report (contd.)

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
		4. Leadership and Management Development Designed for supervisors and managers, these courses include Strategic Planning, Performance Management, Conflict Resolution, and Change Management. 5. Soft Skills and Communication This category focuses on interpersonal effectiveness. It includes Effective Communication, Emotional Intelligence, Time Management, and Presentation Skills. 6. Financial and Risk Management These courses deal with fiscal responsibility and risk mitigation, such as Financial Risk Management, Corporate Governance, Internal Audit Basics, and Fraud Prevention. 7. Human Resources (HR) and Onboarding Focuses on employee relations and company culture. Examples include Diversity, Equity, and Inclusion (DEI), Sexual Harassment Prevention, and Employee Relations. 8. Technical and Functional Skills Specific to job roles, these include Data Analytics, Project Management (e.g., PMP or Agile), and Quality Management Systems (ISO 9001). 9. Customer Service and Sales Designed for client-facing roles, including Customer Experience (CX) Management, Advanced Negotiation Skills, and Sales Techniques. 10. Digital Transformation and Innovation Courses that help employees adapt to new technologies, like Artificial Intelligence (AI) in Business, Digital Literacy, and Design Thinking. 11. Ethics and Conduct Training focused on organizational values, such as Code of Conduct, Anti-Bribery and Corruption, and Whistleblowing Policy. 12. Mental Health and Well-being A growing category focusing on employee health, including Stress Management, Work-Life Balance, and Mental Health First Aid.	
Workers		Not applicable	

Business Responsibility and Sustainability Report (contd.)

EI-2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary

Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	0	-	-
Settlement	-	-	0	-	-
Compounding fee	-	-	0	-	-

Remarks: No fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year under review.

Non-Monetary

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

Remarks: No fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year under review.

EI-3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	None	-

Remarks: Not applicable

EI-4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

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

The policy may be referred here: <https://www.fortishealthcare.com/investor/policies%20&%20code/anti-bribery%20&%20corruption%20policy>

Business Responsibility and Sustainability Report (contd.)

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

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

Remarks: No such case.

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

Category	Current Financial Year		Previous Financial Year	
	Number - FY 2025-26	Remarks - FY 2025-26	Number - FY 2024-25	Remarks - FY 2024-25
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

Remarks: No such case.

EI-7. Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

No complaints pertaining to corruption or conflicts of interest were received by the Company during the reporting period. Consequently, there were no instances requiring corrective action by regulators, law enforcement agencies, or judicial institution.

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

Particulars	Current Financial Year	Previous Financial Year
Number of days of accounts payables	59.89	62.8

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

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.00%	0.00%
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0.00%	0.00%

Business Responsibility and Sustainability Report (contd.)

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0.00%	0.00%
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0.00%	0.00%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.00%	0.00%
	b. Sales (Sales to related parties / Total Sales)	0.28%	0.15%
	c. Loans & advances (to related parties / total loans & advances)	0.00%	0.00%
	d. Investments (in related parties / total investments)	0.00%	0.00%

Remarks:

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

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

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	1	Conducted ESG practices survey for top vendors of Fortis Healthcare	40.12%

PRINCIPLE 2

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

Essential Indicators

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

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100%	100%	Fortis Healthcare is actively managing a diverse and growing biomedical research portfolio, reflecting a balance between industry collaboration and academic leadership. • Industry Sponsored Clinical Trials: A total of 112 ongoing trials, including multicenter interventional studies across multiple therapeutic areas, conducted in partnership with leading global and national pharmaceutical companies and CROs. • Academic Research & Investigator Initiated Studies: 398 projects, encompassing DNB/FNB dissertations, investigator initiated studies, and collaborative academic research. These initiatives strengthen evidence based clinical practice and postgraduate medical education. Therapeutic Areas and Public Health Impact Industry sponsored research at Fortis Healthcare spans a broad range of high impact therapeutic areas, including Cardiology (32 studies), Oncology (29 studies), Gastroenterology (12 studies), Neurology (9 studies), Pulmonology (8 studies), Nephrology (9 studies), Rheumatology, and select public health domains (13 studies). This diverse research portfolio reflects Fortis Healthcare's strong commitment to addressing both chronic and complex diseases as well as emerging healthcare priorities. Through active participation in these clinical research programs, Fortis enables patient access to innovative therapies and advanced treatment modalities, while contributing meaningfully to evidence generation and public health outcomes.
			Academic Excellence and Capacity Building Education and workforce development are central to Fortis Healthcare's sustainability strategy. During the reporting period: • Over 400 DNB/FNB doctors across Fortis locations were supported with protocol development, research methodology training, and Ethics Committee approvals for their thesis and dissertation projects. • Multiple research capacity building initiatives, including webinars, workshops, internships, and biostatistics training sessions, were conducted to strengthen research skills and regulatory understanding. • Continuous access to global academic and clinical knowledge platforms, such as Elsevier, UpToDate, and ClinicalKey, was provided to clinicians, researchers, and trainees to promote evidence based practice and lifelong learning. In addition, Fortis Healthcare maintains academic collaborations with leading universities and professional institutions, fostering knowledge exchange, interdisciplinary learning, and sustained research capacity building across the organization.
Capex	100%	100%	As the Company operates in healthcare sector, the entirety of R&D (clinical trials) and Capex (medical equipment purchased), improve the social impact of products & processes, reducing the disease burden of the society

Business Responsibility and Sustainability Report (contd.)

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

Yes

EI-2.b. If yes, what percentage of inputs were sourced sustainably?

Our endeavor has always been to employ the services of vendors who are equally committed to sustainability.

However, due to the nature of the sector we operate in, some materials are also sourced from local vendors, MSMEs etc., who are still on the path of formalizing sustainability practices. Sustainably sourced inputs percentage has not been quantified.

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

Category	Description
(a) Plastics (including packaging)	As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorized Operator of the common Bio-Medical Waste Treatment Facility for collection, reception, storage, transport, treatment and disposal. We do not reuse or recycle any Bio-Medical Waste, but accordingly handover all waste from each of our Hospitals to the State Pollution Control Board authorized Operator of the common Bio-Medical Waste Treatment Facility for final disposal. We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for Segregation at source, collection, handling transport within the Hospitals, Pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board authorized Operator of the common Bio-Medical Waste Treatment Facility. The staff Health Check-ups, Vaccination, Training etc. are done as per the requirements of the Bio-Medical Waste Handling Rules. The SOP compliance is tracked on a monthly basis. In bio medical waste, Red category is infected plastic waste.
(b) E-waste	All E waste is handed over to pollution control board authorized vendors only.
(c) Hazardous waste	As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorized Operator of the common Bio-Medical Waste Treatment Facility for collection, reception, storage, transport, treatment and disposal. We do not reuse or recycle any Bio-Medical Waste, but accordingly handover all waste from each of our Hospitals to the State Pollution Control Board authorized Operator of the common Bio-Medical Waste Treatment Facility for final disposal. We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for Segregation at source, collection, handling transport within the Hospitals, Pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board authorized Operator of the common Bio-Medical Waste Treatment Facility. The staff Health Check-ups, Vaccination, Training etc are done as per the requirements of the Bio-Medical Waste Handling Rules. The SOP compliance is tracked on a monthly basis.
(d) Other waste	-

EI-4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable

Business Responsibility and Sustainability Report (contd.)

Leadership Indicators

LI-2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

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

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

S. No.	Indicate input material	Recycled or re-used input material to total material	
		FY 2025-26	FY 2024-25
1	Not applicable		

PRINCIPLE 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	6,647	6,647	100.00%	6,647	100.00%		0.00%	6,647	100.00%	6,647	100.00%
Female	8,002	8,002	100.00%	8,002	100.00%	8,002	100.00%		0.00%	8,002	100.00%
Total	14,649	14,649	100.00%	14,649	100.00%	8,002	100.00%	6,647	100.00%	14,649	100.00%
Other than permanent Employees											
Male	8,726	2,583	29.60%	2,583	29.60%		0.00%	2,583	29.60%	2,583	29.60%
Female	6,241	2,583	41.39%	2,583	41.39%	2,583	41.39%		0.00%	2,583	41.39%
Total	14,967	5,166	34.52%	5,166	34.52%	2,583	41.39%	2,583	29.60%	5,166	34.52%

EI-1.b. Details of measures for the well-being of workers:

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

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

Particulars	Current Financial Year	Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the company	0.60%	0.59%

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

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
PF	100.00%	Not applicable	Y	100.00%	Not applicable	Y
Gratuity	100.00%	Not applicable	NA	100.00%	Not applicable	NA

Business Responsibility and Sustainability Report (contd.)

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
ESI	100.00%		Y	100.00%		Y
Others – please specify						

EI-3. Are the premises / offices of the entity accessible to differently-abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

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

EI-4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

- Yes. Our recruitment policies do not restrict any person from getting hired due to his/her disabilities, which is directly linked to the ability of the candidate to perform the required tasks.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	61.76%	Not applicable	Not applicable
Female	100%	59.15%	Not applicable	Not applicable
Total	100%	60.48%	Not applicable	Not applicable

EI-6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

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

Business Responsibility and Sustainability Report (contd.)

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

Category	FY 2025-26			FY 2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	14,649	14	0.10%	12,237	17	0.14%
Male	6,647	12	0.18%	5,414	14	0.26%
Female	8,002	2	0.02%	6,823	3	0.04%
Total Permanent Workers	0	0	Not applicable	0	0	Not applicable
Male	0	0	Not applicable	0	0	Not applicable
Female	0	0	Not applicable	0	0	Not applicable

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

Category	FY 2025-26					FY 2024-25				
	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	6,647	5,782	87%	5,946	89%	5,410	4,737	88%	4,126	76%
Female	8,002	7,195	90%	7,310	91%	6,821	6,225	91%	5,830	85%
Total	14,649	12,977	89%	13,256	90%	12,231	10,962	90%	9,956	81%
Workers										
Male	0	0	Not applicable	0	Not applicable	0	0	Not applicable	0	
Female	0	0	Not applicable	0	Not applicable	0	0	Not applicable	0	
Total	0	0	Not applicable	0	Not applicable	0	0	Not applicable	0	

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	6,647	6,647	100%	5,414	5,414	100%
Female	8,002	8,002	100%	6,823	6,823	100%
Total	14,649	14,649	100%	12,237	12,237	100%
Workers						
Male	0	0	Not applicable	0	0	Not applicable
Female	0	0	Not applicable	0	0	Not applicable
Total	0	0	Not applicable	0	0	Not applicable

Business Responsibility and Sustainability Report (contd.)

EI-10.a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Yes. OSHA trainings are provided to all employees. Reporting of serious and non-serious injuries is non-negotiable with detailed incident reporting.

EI-10.b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Our hospitals are NABH accredited and follow the procedures and practices laid down by NABH on work-related hazards.

EI-10.c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)

Not Applicable

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

Yes

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

Safety Incident/Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.4	0
	Workers	0	0
Total recordable work-related injuries	Employees	14	70
	Workers	0	0
No. of fatalities	Employees	2	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0
Number of Permanent Disabilities	Employees	0	0
	Workers	0	0

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

-Following measures have been taken by the company to ensure a safe healthy work place:

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

Business Responsibility and Sustainability Report (contd.)

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0		0	0	0
Health & Safety	0	0		0	0	0

EI-14. Assessments for the year:

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

EI-15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

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

Leadership Indicators
LI-1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

Yes. All employees are covered under group personal accident and life insurance policies.

LI-2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

Payments to the vendors are dependent on the submission of proof of statutory dues and compliance.

This is verified by a third-party auditor, and compliance certificates are issued based on the documents submitted by the vendors.

LI-4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)

Yes, we provide, depending upon opportunities within and outside Fortis Network.

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

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	40.12%
Working Conditions	40.12%

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders.

Essential Indicators

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

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

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

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

Leadership Indicators

LI-1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

- Feedback and concerns, if any, from stakeholder groups are discussed and resolved in the periodic review meeting between key management personnel, heads of hospitals and functional vertical heads. Summary and critical information from such consultations are presented in board meetings. Changes in policies are implemented after approval from Board.

Business Responsibility and Sustainability Report (contd.)

LI-2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

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

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

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

To address the concern of vulnerability due to health-related issues, we have specific processes which include the following:

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

PRINCIPLE 5

Businesses should respect and promote human rights.

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	%(B / A)	Total (C)	No. of employees / workers covered (D)	%(D / C)
Employees						
Permanent	14,649	14,649	100.00%	12,237	12,237	100.00%
Other than permanent	14,967	14,967	100.00%	14,324	14,324	100.00%
Total Employees	29,616	29,616	100.00%	26,561	26,561	100.00%
Workers						
Permanent	0	0	Not applicable	0	0	Not applicable
Other than permanent	0	0	Not applicable	0	0	Not applicable
Total Workers	0	0	Not applicable	0	0	Not applicable

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

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

Category	Equal to Minimum Wage- CY	More than Minimum Wage- CY	Equal to Minimum Wage- PY	More than Minimum Wage- PY
Number of Permanent Employees - Male	0	6,647	0	5,414
Number of Permanent Employees - Female	0	8,002	0	6,823
Number of Other than Permanent Employees - Male	0	8,726	0	8,599
Number of Other than Permanent Employees- Female	0	6,241	0	5,725

EI-3. a. Details of remuneration/salary/wages, in the following format: Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	INR 10,50,000	1	-
Key Managerial Personnel	3	INR 6,19,67,008	0	-
Employees other than BoD and KMP	6,647	INR 4,86,228	8,002	INR 3,84,000
Workers	0	Not Applicable	0	Not Applicable

Business Responsibility and Sustainability Report (contd.)

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

Particulars	Current Financial Year	Previous Financial Year
Gross wages paid to females as % of total wages	43.02%	43.13%

EI-4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes.

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

Fortis Healthcare has a well-defined internal framework to address grievances related to human rights concerns in a fair, timely, and confidential manner. Our mechanisms are designed to ensure that concerns are heard, investigated, and resolved through a structured process that reinforces accountability and respect across the organization.

The foundation of this framework is our Code of Conduct, which sets clear expectations for ethical behavior, dignity at work, and compliance with applicable laws and internal standards. Any violation of these standards attracts consequence management, ensuring that breaches are reviewed appropriately and action is taken in line with the severity and nature of the issue.

Employees and other stakeholders may also raise concerns through our Whistleblower Policy, which provides a protected channel for reporting misconduct, including human rights-related matters, without fear of retaliation. In addition, matters related to workplace harassment are addressed through our POSH Committee, which is empowered to receive and resolve complaints in accordance with the applicable legal framework and internal policy requirements.

At the local level, each unit follows a grievance handling process to ensure that concerns are escalated and resolved close to the point of impact. This local mechanism is supported by internal review and oversight, enabling timely redressal and appropriate closure. Together, these mechanisms create a robust system for grievance redressal, strengthening trust, accountability, and respect for human rights across Fortis Healthcare.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	14	0		14	0	
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

Business Responsibility and Sustainability Report (contd.)

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

Particulars	Current Financial Year	Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	14	14
Complaints on POSH as a % of female employees / workers	0.09%	0.12%
Complaints on POSH upheld	14	10

EI-8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

Fortis Healthcare has established safeguards to ensure that individuals who report discrimination or harassment concerns are protected from any adverse consequences. These safeguards are built into our reporting and redressal framework so that complainants can raise issues without fear of retaliation or disadvantage.

Our Whistleblower Policy provides a confidential channel for reporting concerns and includes protections against retaliation for good-faith reporting. Matters involving workplace harassment are handled through the POSH Committee, which is mandated to address complaints sensitively, impartially, and in accordance with applicable law, while maintaining confidentiality throughout the process. In addition, our Grievance Handling Committee supports timely review and resolution of complaints, with oversight to ensure that the complainant is not subjected to prejudice, bias, or punitive treatment because of the complaint.

Together, these mechanisms help create a safe and trusted environment for employees to speak up, while reinforcing fairness, accountability, and zero tolerance for retaliation.

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

Yes

EI-10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100.00%
Forced/involuntary labour	100.00%
Sexual harassment	100.00%
Discrimination at workplace	100.00%
Wages	100.00%
Others – please specify	

EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.

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

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

None

LI-2. Details of the scope and coverage of any human rights due-diligence conducted.

None

Business Responsibility and Sustainability Report (contd.)

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

Yes

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

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	40.12%
Discrimination at workplace	40.12%
Child labour	40.12%
Forced/involuntary labour	40.12%
Wages	40.12%
Others – please specify	

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

None.

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	42,599.77	40,795.15
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	42,599.77	40,795.15
From non-renewable sources		
Total electricity consumption (D)	2,93,610.20	2,58,626.8
Total fuel consumption (E)	47,843.36	44,955.11
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	3,41,453.56	3,03,581.91
Total energy consumed (A+B+C+D+E+F)	3,84,053.33	3,44,377.06
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	<i>0.49 GJ/ Lakh INR</i>	<i>0.53 GJ/ Lakh INR</i>
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	<i>100.50 GJ per million USD</i>	<i>108.99 GJ per million USD</i>
Energy intensity in terms of physical output	<i>Not applicable</i>	<i>Not applicable</i>

Remarks:

1. All energy data is mentioned in Gigajoules.
2. Over the course of last three financial years, we have taken several initiatives within our units to strengthen our data collection process. We are tracking our energy consumption on a monthly basis, as well as have developed processes to improve the accuracy of our reporting.
3. For PPP adjustment, the conversion factors have been taken from the International Monetary Fund. The link for the same can be found here: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC>

El-1. Indicate if any independent assessment/evaluation/assurance for energy has been conducted by an external agency. If Yes, provide the name of the agency:

Yes. SGS India Pvt. Ltd.

El-2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No- Not applicable

Business Responsibility and Sustainability Report (contd.)

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	15,399.00	10,438.50
(ii) Groundwater	8,27,556.55	7,98,122.00
(iii) Third party water	4,42,670.93	4,12,055.00
(iv) Seawater / desalinated water	0.00	0.00
(v) Others	0.00	0.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	12,85,626.48	12,20,615.50
Total volume of water consumption (in kilolitres)	9,04,702.29	9,04,916.14
Water intensity per rupee of turnover (Water consumed / turnover)	1.16 KL/ Lakh INR	1.39 KL/ Lakh INR
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	236.75 KL per million USD	286.58 KL per million USD
Water intensity in terms of physical output	Not applicable	Not applicable

Remarks: The consumption has been calculated according to the Central Groundwater Authority document on 'Estimation of water requirement for drinking and domestic use'. Accordingly, the discharge values have also been updated.

EI-3. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. -

Y. SGS India Pvt. Ltd.

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

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(ii) To Groundwater		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(iii) To Seawater		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
(iv) Sent to third-parties		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	3,80,924.19 Secondary	3,17,104.03 Secondary
(v) Others		
- No treatment	0.00	0.00
With treatment – please specify level of treatment	0.00	0.00
Total water discharged (in kilolitres)	3,80,924.19	3,17,104.03

Business Responsibility and Sustainability Report (contd.)

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

Y. SGS India Pvt. Ltd.

EI-5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

We have STP and ETP plants as per the guidelines of Central Pollution Control Board and the capacity of the hospital. We are doing wastewater treatment for further utilization in gardening, road cleaning, cooling tower system and flushing systems.

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

Parameter	Please specify unit	Current Financial Year	Previous Financial Year
NOx	µg/m3	23.15	24.13
SOx	µg/m3	12.61	12.96
Particulate matter (PM)	µg/m3	88.28	87.72
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)	µg/m3	0.8	
Others – please specify in the remark section			

Remarks: We have started to monitor and disclose Hazardous air pollutants (HAP) levels starting FY 2025-26.

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

No.

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	12,376.64	4,599.54
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	TCO ₂ e	57,906.46	52,228.25
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO ₂ e / rupee of turnover	0.09 T CO ₂ e/ Lakh INR	0.09 T CO ₂ e/ Lakh INR
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e / rupee of turnover	18.39 TCO ₂ e per million USD	17.98 TCO ₂ e per million USD
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e / rupee of turnover	Not applicable	Not applicable

Remarks: 1. Scope 1 emission in current financial year has increased primarily due to improvement in data coverage and disclosure of anesthetic gases, including Desflurane, Sevoflurane, Isoflurane, CO₂ and Nitrous Oxide.

2. Disclosure regarding scope 1 emissions pertaining to passenger transport through company owned vehicles has been added in current year, further increasing absolute value of scope 1 emissions.

Business Responsibility and Sustainability Report (contd.)

3. While scope 1 and scope 2 emissions intensity has remained the same in FY 25-26 vis-a-vis FY 24-25 despite of increase in the number of hospitals reported due to expansion in operational footprint, the scope 1 and scope 2 emissions intensity adjusted for PPP has increased because of change in the PPP conversion factor.

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

Yes. SGS India Pvt. Ltd.

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

Yes. Fortis Healthcare has undertaken multiple projects aimed at reducing greenhouse gas emissions by improving energy efficiency and increasing the use of cleaner power sources across its facilities.

- Installation of Variable Frequency Drives in AHUs, cooling towers, and HVAC pumping systems to optimize energy consumption.
- Replacement of energy-inefficient pumps, old chillers, and legacy AHU motors with more efficient equipment, including EC motors and E5-based technology.
- Installation of energy-efficient air compressors with VFD panels, IoT-based HVAC controls, differential pressure transmitters, automatic condenser tube cleaning systems, and timer-based controls for geysers and lighting.
- Deployment of dimmable, sensor-based LED lighting in AHU areas, electrical rooms, and staircases to reduce unnecessary electricity use.
- Replacement and modification of UPS systems to improve efficiency and reduce energy losses.
- Installation of solar energy systems on terraces and parking areas to support cleaner energy generation.
- Electrical bill audits and power-factor improvement initiatives, which helped reduce demand-related inefficiencies.

Collectively, these initiatives are designed to lower electricity consumption, improve operational performance, and reduce indirect greenhouse gas emissions across the Fortis network.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste(B)	28.18	25.40
Bio-medical waste (C)	2,364.53	2,016.77
Construction and demolition waste (D)		
Battery waste (E)	15.86	41.98
Radioactive waste (F)	0.25	0.21
Other Hazardous waste.Please specify, if any. (G)	6.16	3.78
Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	2,524.77	1,903.51
Total (A + B + C + D + E + F + G + H)	4,939.77	3,991.65
Waste intensity per rupee of turnover (Total Waste Generated / Revenue from operations)	0.0063 MT / Lakh INR	0.0061 MT/ Lakh INR
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP)	1.29 MT per million USD	1.26 MT per million USD

Business Responsibility and Sustainability Report (contd.)

Parameter	FY 2025-26	FY 2024-25
Waste intensity in terms of physical output (Total Waste Generated / Physical Output)	Not applicable	Not applicable
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste - Plastic		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total Plastic Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - E-Waste		
(i) Recycled	28.18	25.40
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total E-Waste Recycled, Re-used and other recovery operations	28.18	25.40
Category of waste - Bio-medical waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total Bio-medical Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Construction and demolition waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total Construction Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Battery waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total Battery Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Radioactive waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total Radioactive Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Other Hazardous waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0

Business Responsibility and Sustainability Report (contd.)

Parameter	FY 2025-26	FY 2024-25
Total Other Hazardous Waste Recycled, Re-used and other recovery operations	0	0
Category of waste - Other Non-Hazardous waste		
(i)Recycled	2,424.07	1,903.51
(ii)Re-used	0	0
(iii)Other recovery operations	100.71	
Total Other Non-hazardous Waste Recycled, Re-used and other recovery operations	2,524.78	1,903.51
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Plastic		
(i)Incineration	0	0
(ii)Landfilling	0	0
(iii)Other disposal operations	0	0
Total Plastic Waste Incineration, Landfilling and other disposal operations	0	0
Category of waste - E-Waste		
(i)Incineration	0	0
(ii)Landfilling	0	0
(iii)Other disposal operations	0	0
Total E-waste Waste Incineration, Landfilling and other disposal operations	0	0
Category of waste - Bio-medical Waste	0	0
(i)Incineration	0	0
(ii)Landfilling	0	0
(iii)Other disposal operations	2,364.53	2,016.77
Total Bio-medical Waste Incineration, Landfilling and other disposal operations	2,364.53	2,016.77
Category of waste - Construction and demolition waste		
(i)Incineration	0	0
(ii)Landfilling	0	0
(iii)Other disposal operations	0	0
Total Construction Waste Incineration, Landfilling and other disposal operations	0	0
Category of waste - Battery		
(i)Incineration	0	0
(ii)Landfilling	0	0
(iii)Other disposal operations	15.86	41.98
Total Battery Waste Incineration, Landfilling and Other disposal operations	15.86	41.98
Category of waste - Radioactive		
(i)Incineration	0	0
(ii)Landfilling	0	0
(iii)Other disposal operations	0.25	0.21

Business Responsibility and Sustainability Report (contd.)

Parameter	FY 2025-26	FY 2024-25
Total Radioactive Waste Incineration, Landfilling and Other disposal operations	0.25	0.21
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	6.16	3.78
Total Other Hazardous Waste Incineration, Landfilling and Other disposal operations	6.16	3.78
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total Other Non-hazardous Waste Incineration, Landfilling and Other disposal operations	0	0

Remarks:

- As per the Biomedical Waste management guidelines, 2016, issued by the Govt. of India, the red category of Biomedical waste is infected plastic waste. Because the same is to be already mentioned under Bio Medical waste (C)- all categories combined is 2364.53 MT, in order to avoid double counting, plastic waste (A) has been shown as 0 above. Actual plastic waste (Red category of Bio Medical Waste) is 1222.58 MT.
- Breakup of Other Hazardous Waste: Used Oil (DG) - 5.94 MT, Used Oil (Waste) - 0.22 MT
- Breakup of Other Non-Hazardous Waste: Scrap metals - 100.71 MT, Kitchen Waste- 983.85 MT, Other dry non-infectious office waste- 1440.22 MT
- For PPP adjustment, the conversion factors have been taken from the International Monetary Fund. The link for the same can be found here: <https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDCF>

EI-9. Indicate if any independent assessment/evaluation/assurance for Waste has been conducted by an external agency. If Yes, provide the name of the agency:

Y. SGS India Pvt. Ltd.

EI-10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Most of our hospitals being NABH/ JCI accredited/ certified, follow stringent quality norms while handling Bio-Medical waste. The staff is regularly trained on the same & compliance audited regularly. Annually we report the Bio Medical waste generated to the Pollution Control Board & also publish the same on our website. As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio-Medical waste from is handed over to State Pollution Control Board authorized operator for collection, reception, storage, transport, treatment and disposal.

We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for segregation at source, collection, handling transport within the hospitals, pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board authorized operator. The staff are trained to segregate the waste at the point of generation, so that there is no mixing of waste. The Bio-Medical Waste practices are audited every month in the hospitals & compliances.

Business Responsibility and Sustainability Report (contd.)

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

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

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

S. No.	Name and brief details of pro-ject	EIA Notifica-tion No.	Date	Whether conducted by inde-pendent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1	-	-	-	-	-	-

LI-3. With respect to the ecologically sensitive areas reported at EI-11 above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

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

Leadership Indicators

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

(i) Name of the area

Fortis Hospital Kalyan
Fortis Hospital B G Road Bengaluru
Fortis Hospital C G Road Bengaluru
Fortis Hospital Rajaji Nagar Bengaluru
Fortis Hospital Nagarbhavi Road Bengaluru
Fortis Hospital Ludhiana I Punjab
Fortis Hospital Ludhiana II Punjab
Fortis Hospital Amritsar Punjab
Fortis Hospital Jaipur Rajasthan
Fortis Hospital Okhla Delhi
Fortis Hospital Noida UP
Fortis Hospital Faridabad Gurugram
Fortis Hospital La Femme GK Delhi
Fortis Memorial Research Institutes Gurugram
Fortis Cancer Institute Defence Colony
Fortis Hospital Manesar

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(ii) Nature of operations

Usage in Hospital for regular activity.

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

Parameter	FY 2024-25	FY 2025-26
Water withdrawal by source (in kilolitres)		
(i) Surface water	15399	0
(ii) Groundwater	4,71,242.42	4,81,017
(iii) Third party water	2,49,515.43	2,27,246
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal(in kilolitres)	7,36,156.85	7,08,263
Total volume of water consumption (in kilolitres)	5,25,394.30	5,60,723.60
Water intensity per rupee of turnover (Water consumed / turnover)	0.6759 KL / Lakh	0.8589 KL/Lakh
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) Into Groundwater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) Into Seawater		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	0	0
- With treatment – please specify level of treatment	2,10,762.60 CY: Secondary level of treatment	1,47,539.04 PY: Secondary level of treatment
(v) Others		
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	2,10,762.60	1,47,539.04

LI-1. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Y. SGS India Pvt. Ltd.

Business Responsibility and Sustainability Report (contd.)

LI-2. Please provide details of total Scope 3 emissions (MTCO2E) & its intensity, in the following format:

Parameter	FY 2025-26	FY 2024-25
Total Scope 3 emissions	7019.98 TCO2e	
(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Total Scope 3 emissions are incorporating of all GHG gases including CO2, CH4, N2O, HFCs, PFCs, SF6, NF3 etc.	
Total Scope 3 emissions per rupee of turnover	0.0090 TCo2e per Lakh INR	

Remarks:

1. We have started monitoring Scope 3 emissions from the current financial year (FY 2025-26).
2. The scope 3 emissions' reporting boundary includes all our network hospital operations and business travel related to owned hospitals.
3. As this is the first year of Scope 3 emissions monitoring, we have considered the following two categories:
4. Category 6: Business Travel and Category 14: Franchises.
5. Upcoming financial years, we aim to expand our scope 3 categories coverage further

LI-2. 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.

LI-3. With respect to the ecologically sensitive areas reported at EI-11 above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable

LI-4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Optimization of per occupied bed energy consumption	1. Installation of Variable Frequency Distributors (VFD) to Air handling units (AHU), cooling towers and Heating, Ventilation and Air Conditioning (HVAC) pumping systems 2. Replacement of energy-inefficient pumps with energy efficient ones 3. Replacement of new energy efficient air compressor with VFD panels 4. Replacement of old chillers with new energy efficient chillers with VFD system 5. Added new dimmable and inbuilt sensor type LED lights in AHU, electrical rooms and staircases areas. 6. Installed IoT based technology for HVAC system 7. Installed timers for electrical water geyser systems 8. Replaced old AHU motor system with EC motors 9. Replace old AHU motors with E5 base technology	Reduced per occupied energy consumption by 3.68% in FY 2025-26, on a consolidated basis, vis-à-vis FY 2024-25 levels.

Business Responsibility and Sustainability Report (contd.)

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		10. Added DPT (Differential Pressure Transmitter) system to existing old HVAC pumps 11. Added automatic condenser tube cleaning system for chillers 12. Replaced UPS with energy efficient variants 12. Carried out electrical bill audit for multiple units 13. Installed solar panels on terrace and parking areas of multiple units	
2	Recycling of Sewage Treatment Plant treated waste water	Added ultra-filtration system in Sewage treatment plants, and used softeners to make STP treated water to be used for flushing, Horticulture and for cooling towers, thus reducing withdrawal of fresh raw water	By recycling an annual quantity of 2.75 lakh kiloliters of STP-treated water for horticulture, flushing, and cooling towers, we preserved fresh raw water equivalent to 110 Olympic-sized swimming pools.
3	Plastic waste reduction initiatives	1.Reduced plastic bottles usage by installing central water botting plant at FMRI unit. 2. Switched to compostable plastic bags for handling general waste at all Fortis units	Our transition to compostable plastic bags diverted over 104 metric tons of plastic waste.
4	Other environment saving initiatives	1. In Delhi-NCR, Karnataka, and Maharashtra, in accordance with applicable CPCB circulars, the we have adopted technologies to reduce DG set air emission factors, including dual-fuel kits and retrofitted emission control devices. 2. Modifications to the UPS supply system have helped reduce battery load, thereby contributing to lower hazardous waste generation. 3. We have initiated the use of EV cars for marketing events and staff transportation purposes. 4. EV charging points have been installed at identified facilities to support the adoption of electric mobility. 5. Awareness stickers have been placed in parking areas requesting vehicle users not to keep engines idling while parked. 6. Old diesel-based boiler systems have been removed and replaced with PNG-based water heater systems, thereby reducing reliance on fossil fuels.	Collectively, these measures have strengthened our environmental performance by reducing emissions, conserving resources, and advancing cleaner operations, creating long-term benefits that will be shared by society at large.

LI-5. Does the entity have a business continuity and disaster management plan? If yes, please give details in 100 words or input web link.

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

PRINCIPLE 7

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

Essential Indicators

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

4 (Four)

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

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

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

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

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

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

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

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

For complaints received through social media, our corporate marketing team monitors the social media and complaints, if any, are shared with the hospital's patient experience head for early resolution and closure. There is a feedback/complaint option available on the Fortis website which can be filled and submitted. One can also write to feedback@fortishealthcare.com.

This feedback is deposited in the PDMS (patient delight and management system) and specific hospital's Patient Experience team takes action on these complaints. All complaints are tracked for satisfactory closure.

Otherwise for any general query, one can reach us on reachus@fortishealthcare.com.

EI-4. Input material sourced from suppliers (by value):

Category	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	46.99%	37.93%
Sourced directly from within India	99.64%	98.76%

EI-5. Job creation in smaller towns- Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost. (Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Location	Current Financial Year	Previous Financial Year
Rural		0.00%
Semi-Urban		0.00%
Urban		20.17%
Metropolitan		79.83%

Business Responsibility and Sustainability Report (contd.)

Leadership Indicators

LI-1. If any Social Impact Assessments have been reported in EI-1, please provide details of actions taken to mitigate any negative social impacts identified:

S. No.	Details of negative social impact identified	Corrective action taken
1	NA	NA

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

S. No.	State	Aspirational District	Amount spent (In INR)
1	Uttar Pradesh	Udham Singh Nagar	37,03,031
2	Jammu & Kashmir	Baramulla	61,500
3	Uttar Pradesh	Fatehpur	72,000
4	Chattisgarh	Kanker	1,56,500
5	Karnataka	Raichur	80,000
6	Odisha	Kalahandi	80,000

LI-3.a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

- Due to nature of healthcare business we don't have a preferential procurement policy for marginalized and vulnerable suppliers. To ensure effective and efficient healthcare delivery, we need to ensure the availability of quality product and services in our hospitals. The specifications, based on both international and Indian standards, as approved by our esteemed doctors and committees are defined to ensure quality product is procured and patient safety is ensured. Suppliers develop these products which are assessed on quality, safety and delivery by respective stakeholders and feedback is provided for further improvements, if required. This helps suppliers to produce quality products and develop robust supply chain so as to compete with established suppliers. Similar process is also followed while procuring non-medical goods and services from suppliers. Periodic suppliers meeting and reviews are conducted to drive continuous improvement in quality of goods and services.

LI-3.b. From which marginalized /vulnerable groups do you procure? - Not applicable

LI-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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
1	Not Applicable	Not Applicable	Not Applicable	Not Applicable

LI-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.

S. No.	Name of authority	Brief of the Case	Corrective action taken
1	Not Applicable	Not Applicable	Not Applicable

Business Responsibility and Sustainability Report (contd.)

LI-6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Apprenticeship program	1,991	100%
2	Whole School Transformation	16,881	100%
3	Fortis and Agilus Aspiring Doctors Program	194	100%
4	PHC Upgradation Program	4,00,000	100%
5	Access to Treatment (implemented by Indian Cancer Society)	5,527	100%
6	Access to Treatment (Implemented by PCI India)	10,651	100%
7	Access to Treatment (Implemented by FICCI)	8,917	100%

PRINCIPLE 9

Businesses should engage with and provide value to their consumers in a responsible manner.

Essential Indicators

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

At Fortis Healthcare, we have institutionalized a robust system to capture and address patient feedback and complaints.

Post discharge or hospital visits, patients receive a WhatsApp link to share their experience. This feedback is recorded in a centralized patient feedback management system, overseen by the patient experience team.

All complaints and suggestions are assigned to the relevant departments for resolution, supported by root cause analysis (RCA) and corrective and preventive actions (CAPA). Each case is tracked through a defined escalation matrix to ensure timely closure, with automatic escalation to unit and corporate levels if delays occur.

Department heads are responsible for resolving complaints, with approvals from function heads. Monthly analysis of feedback helps identify recurring issues and drive continuous service and process improvements.

Patients can also raise concerns via the Fortis website, dedicated email, and on-site escalation channels displayed across hospital premises.

Overall patient satisfaction is measured through Net Promoter Score (NPS), which is regularly monitored and reviewed in business and governance forums. Insights from NPS trends inform targeted training and improvement initiatives, ensuring a closed feedback loop.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

Remarks: As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, 100% Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorized operator for collection, reception, storage, transport, treatment and disposal. Being a healthcare services provider, almost all of the products utilized by us for medical consumption is sourced from reputed manufacturers which screen their products for safe usage and promote safe disposal.

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

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	2,324	0	Complaint categories mentioned below	2,157	0	Complaint categories mentioned below
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

Business Responsibility and Sustainability Report (contd.)

Remarks:

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

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

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

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

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

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

EI-6. Provide details of any corrective actions taken or underway on issues relating to any of the following: i. Advertising; ii. Delivery of essential services; iii. Cyber security and data privacy of customers; iv. Re-occurrence of instances of product recalls V. penalty / action taken by regulatory authorities on safety of products / services.

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

EI-7. Provide the following information relating to data breaches:**a. Number of instances of data breaches : 0**

Business Responsibility and Sustainability Report (contd.)

b. Percentage of data breaches involving personally identifiable information of customers: 0

c. Impact, if any, of the data breaches : None

Leadership Indicators

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

- www.fortishealthcare.com
- Facebook: <https://www.facebook.com/fortishealth>
- Twitter (X): https://x.com/fortis_hospital
- Youtube: <https://www.youtube.com/channel/UCn0ShMNqXI3kQP-Eoaf7olg>
- Instagram: <https://www.instagram.com/fortis.healthcare>

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

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

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

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

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

- Yes. Overall patient satisfaction is measured through Net Promoter Score (NPS). NPS is captured and monitored regularly, and is discussed in the monthly unit business review meetings and also presented in the GOC. NPS variance is used to design training interventions, thus completing the feedback loop.

INDEPENDENT REASONABLE ASSURANCE STATEMENT

Independent Assurance Statement to Fortis Healthcare Limited on its Business Responsibility & Sustainability Report (BRSR) for the FY 2025-26

The Board of Directors,

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

Nature of Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by Fortis Healthcare Limited (the 'Company') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting (BRSR) (the 'Core Report') for the reporting period of April 1, 2025, to March 31, 2026. SGS India has conducted a Reasonable level of Assurance for the BRSR core indicators. This assurance engagement was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and ISAE 3410.

Reporting Framework

The Report has been prepared following

1. Master Circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities. (Master Circular: HO/49/14/14(7)2025-CFD-POD2/I/3762/2026; Issued on: 11 July 2023; Last updated: Jan 30, 2026.)
2. Greenhouse Gas Protocol Standard.

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all Fortis Healthcare Limited internal and external Stakeholders.

Responsibilities

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

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

Assurance Standard

SGS has conducted a Reasonable level of Assurance for BRSR core parameters under 9 ESG Attributes, including all essential indicators as specified under BRSR standards and amendments made as on date. This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (revised) and ISAE 3410 (Assurance Engagements other than Audits or Reviews of Historical Financial Information).

Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of assurance, which is a high level of assurance

in accordance with ISAE 3000(revised) standard, but is not absolute certainty. It involves obtaining sufficient appropriate evidence to support the conclusion that the information presented in the report is fairly stated and is free from material misstatements.

Statement of Independence and Competence

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

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

Scope of Assurance

The assurance process involved assessing the quality, accuracy, and reliability of BRSR Indicators (KPIs) within the report for the period April 1, 2025, to March 31, 2026. The reporting scope and boundaries includes 22 Hospitals + 1 Corporate Office spread across different states in India.

Assurance Methodology

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

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

Limitations

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

The assurance scope excludes:

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

Findings and Conclusions

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

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

Sr.No.	BRSR Core Attributes	BRSR Core Indicators
1	Greenhouse gas (GHG) footprint	~ Total scope 1 emissions ~ Total scope 2 emissions ~ GHG emission intensity (scope 1 +2)
2	Water footprint	~ Total water consumption ~ Water consumption intensity ~ Water discharge by destination and levels of treatment
3	Energy footprint	~ Total energy consumed ~ % of energy consumed from renewable sources ~ Energy intensity
4	Embracing circularity	~ Plastic waste ~ E-waste ~ Bio medical waste ~ Construction and Demolition waste ~ Battery waste ~ Radioactive waste ~ Other hazardous waste ~ Other non-hazardous waste ~ Total waste generated ~ Waste intensity ~ Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations. ~ For each category of waste generated, the total waste disposed of by the nature of the disposal method
5	Employee well-being and safety	~ Spending on measures towards the well-being of employees as a % of the total revenue of the Company ~ Details of safety-related incidents for employees
6	Enabling gender diversity in business	~ Gross wages paid to females as % of wages paid. ~ Complaints on POSH
7	Enabling inclusive development	~ Input material sourced from MSMEs/ small producers as % of total purchases. ~ Job creation in smaller towns: Wages paid to people employed in smaller towns as % of total wage cost
8	Fairness in engaging with customers and suppliers	~ Instances involving loss/breach of data of customers as a percentage of total data breaches or cybersecurity events. ~ Number of days of accounts payable
9	Openness of business	~ Concentration of purchases & sales done with trading houses, dealers, and related parties ~ Loans and advances & investments with related parties

For and on behalf of SGS India Private Limited

 Kalpesh Thombare Technical Reviewer National Manager – ESG & Sustainability Services, SGS India. 30 June,2026.	 Rishabh Shukla Lead Verifier– ESG & Sustainability Services, SGS India 30 June,2026.
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