



Indraprastha Medical Corporation Limited

(Indraprastha Apollo Hospitals)

Regd. Office : Sarita Vihar, Delhi-Mathura Road, New Delhi – 110 076 (India)

Corporate Identity Number : L24232DL1988PLC030958

Phone: 91-11-26925858, 26925801, Fax: 91-11-26823629

E-mail: imcl@apollohospitals.com, Website : <https://www.apollohospitals.com/delhi/>



Ref: IMCL/CS/ Annual Report/2026

1st September 2026

The Manager
Listing Department
BSE Limited Phiroze Jeejeebhoy
Towers Dalal Street, Mumbai,
Maharashtra - 400001
Scrip Code: 532150

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra East,
Mumbai, Maharashtra – 400051
Symbol: INDRAMEDCO

Re: Annual Report

Dear Sir,

Pursuant to Regulation 34(1)(a) & 53(2) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Annual Report of the Company for the financial year ended 31st March, 2026, along with the Notice of the 38th Annual General Meeting (AGM) to be held on 24th September, 2026, and Business Responsibility and Sustainability Report for the financial year 2025-26, is attached.

The aforesaid documents have also been uploaded on the Company's website. Members may access the same at <https://www.apollohospitals.com/delhi/>.

Thanking You,

Sincerely Yours,

For Indraprastha Medical Corporation Limited

PRIYA
RANJAN

Digitally signed
by PRIYA RANJAN
Date: 2026.09.01
14:53:11 +05'30'

Priya Ranjan
AVP – Corporate Affairs & Legal
(Company Secretary & Compliance Officer)

Encl. as above

Business Responsibility & Sustainability Report 2025-26

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity;

1.	Corporate Identity Number (CIN) of the Listed Entity	L24232DL1988PLC030958
2.	Name of the Listed Entity	Indraprastha Medical Corporation Limited (IMCL)
3.	Year of incorporation	March 16, 1988
4.	Registered office address	Sarita Vihar, Delhi-Mathura Road, New Delhi – 110 076
5.	Corporate address	Sarita Vihar, Delhi-Mathura Road, New Delhi – 110 076
6.	E-mail	imclshares@apollohospitals.com
7.	Telephone	+91-11-71792139
8.	Website	https://www.apollohospitals.com/hospitals/apollo-hospitals-delhi
9.	Financial year for which reporting is being done	2025-26
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital	₹ 91.67 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Mr. Priya Ranjan Designation: AVP – Corporate Affairs & Legal (Company Secretary) Email: imclshares@apollohospitals.com Telephone: +91-11-71792139
13.	Reporting Boundary	Standalone basis
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products/services

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 activities	The business activities of the Company is running and operating hospitals at Sarita Vihar, New Delhi and Sector 26, Noida.	100%

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

S. No.	Product/Service	NIC Code	total Turnover contributed
1	Hospital activities	861001	100%

III. Operations

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

2 {hospitals in New Delhi & Noida (UP)}

Business Responsibility & Sustainability Report 2025-26 (Contd.)

19. Markets served by the entity:

a. Number of locations : National Capital Territory of Delhi, India

Locations	Number
National (No. of States)	The Company is running and operating hospitals at Sarita Vihar, New Delhi and Sector 26, Noida (UP).
International (No. of Countries)	None

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

The Company is running and operating hospitals at Sarita Vihar, New Delhi and Sector 26, Noida (UP), and does not undertake export activities; Accordingly, exports do not contribute to the turnover of the Company. However, the Company extends healthcare services to both domestic and international patients, with foreign nationals visiting its hospitals for medical treatment and related healthcare services.

c. A brief on types of customers

IMCL, stands at the forefront of transforming healthcare delivery in India through a deeply integrated and patient-centric ecosystem. Driven by a steadfast commitment to advancing holistic healthcare and allied services, the organisation has built a far-reaching network encompassing world-class hospital, cutting edge digital health platform and advanced diagnostic centre.

IMCL serves a remarkably diverse patient population cutting across geographies, socio-economic segments and healthcare needs. It embodies the principles of inclusive healthcare, operational excellence, and ethical governance. Its unwavering focus on equitable access, innovation, and responsible corporate stewardship underscores the organisation's enduring mission to enhance health outcomes and improve the quality of life for communities throughout the nation.

Key Customer Segments:

1. Patients – Healthcare Access and Social Commitment

Patients remain the cornerstone of IMCL's healthcare ecosystem, encompassing individuals seeking preventive, curative, rehabilitative, and emergency care services across diverse demographic and socioeconomic strata. The organisation serves urban and rural communities, economically vulnerable groups, and international patients through an integrated care delivery model.

Aligned with its social responsibility objectives, IMCL continues to strengthen healthcare accessibility through initiatives such as outreach programmes, free health camps and affordable healthcare interventions. These initiatives contribute meaningfully to broader public health outcomes and support the achievement of the United Nations Sustainable Development Goals (SDGs), particularly SDG 3 – Good Health and Well-being. Through a patient-centric approach, IMCL seeks to enhance healthcare equity, clinical outcomes, and long-term community well-being.

2. Corporate Clients – Governance Through Responsible Healthcare Partnerships

IMCL delivers customised occupational health and wellness solutions to corporate clients through comprehensive health services programmes designed to support employee well-being, preventive care, and productivity enhancement. These strategic B2B engagements are underpinned by robust governance mechanisms, including stringent data privacy safeguards, ethical business practises, transparency in service delivery, and adherence to applicable regulatory frameworks.

By maintaining high standards of clinical governance and information security, IMCL reinforces stakeholder trust while enabling organisations to foster healthier and more resilient workforces.



Business Responsibility & Sustainability Report 2025-26 (Contd.)

3. Government and Public Sector- Enabling Equitable Healthcare Services

IMCL is a joint venture Company between the Govt. of NCT of Delhi and Apollo Hospitals Group and is a first of its kind in Healthcare under the public-private partnership model.

Through this joint venture, IMCL contributes to enhancing healthcare outreach, affordability, and service delivery efficiency, particularly for underserved and vulnerable populations. This engagement represents a convergence of social responsibility and sound governance practises, enabling sustainable public health outcomes at scale.

4. International Patients- Sustainable and Ethical Global Healthcare Services

IMCL caters to a growing international patient base through its medical value travel and specialised healthcare offerings, positioning itself as a trusted destination for high-quality clinical care. The organisation integrates patient-centric services with internationally benchmarked medical standards, thereby strengthening its global healthcare footprint.

Simultaneously, IMCL remains committed to environmentally responsible operations through the adoption of green hospitals initiatives, resource optimisation practises, and sustainable infrastructure development. By embedding sustainability and ethical healthcare practises into its international care model, the organisation seeks to minimise environmental impact while delivering world-class healthcare experiences to patients from across geographies.

5. Shareholders and Investors –Long-Term Value Creation

IMCL remains committed to safeguarding shareholder interests through a governance framework anchored in transparency, accountability, ethical conduct, and sustainable value creation. The organisation actively engages with shareholders and the investor community through timely disclosures, robust financial reporting, and consistent communication practises in compliance with applicable regulatory requirements and corporate governance standards.

By integrating Environmental, Social, and Governance (ESG) considerations into its strategic decision-making processes, IMCL has sought to strengthen long-term business resilience, risk management, and stakeholder confidence. The Company's focus on sustainable growth, operational excellence, and responsible capital allocation supports enduring value creation while aligning investor expectations with broader societal and environmental priorities under the BRSR framework.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	3,000	955	31.8%	2045	68.2%
2.	Other than Permanent (E)	-				
3.	Total employees (D + E)	3,000	955	31.8%	2045	68.2%

Business Responsibility & Sustainability Report 2025-26 (Contd.)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	%(B/A)	No. (C)	% (C/A)
WORKERS						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

Note:

- Non-permanent employees (Contractual employees) are currently not reported. We are working on a mechanism to track these numbers consistently. In our business' operating model, contractual employees consist of housekeeping staff, security staff, F&B amongst others.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	NIL				
2.	Other than Permanent (E)					
3.	Total differently abled employees					
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

21. Participation/Inclusion/Representation of women

S. No.	Particulars	Total (A)	No. and percentage of Females	
			No. (B)	%(B/A)
1.	Board of Directors	13	4	30.76
2.	Key Management Personnel	3	0	Nil

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	2025-26			2024-25			2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21.2%	28.9%	26.47%	19.6%	33.8%	29.13%	21.1%	38.7%	32.52%
Permanent Workers	Not Applicable								



Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

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)
IMCL does not have any holding/subsidiary/associate companies/joint ventures.				

VI. CSR Details

24.

- i. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- ii. Turnover (in Crore ₹) : 1482.51
- iii. Net worth (in Crore ₹) : 740.37

VII. Transparency and Disclosures Compliances

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)	2025-26			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, patients and communities can reach us at helpdesk_delhi@apollohospitals.com	-	-	-	-	-	-
Shareholders and Investors	Yes, Shareholder grievances can be addressed to the compliance officer at imclshares@apollohospitals.com	474	0	-	237	0	-
Employees and workers	Yes, the Company has a grievance redressal mechanism in place for our employees	-	-	-	-	-	-
Customers	Yes, a dedicated website for patient feedback can be found at https://www.apollohospitals.com/form/feedback	26	0	-	154	0	-
Value Chain Partners	Yes, we have a supplier grievance redressal mechanism outlined in our Supplier code of conduct.	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

Note: To address grievances, we have internal processes and policies in place for our different stakeholders. For our internal stakeholders, IMCL has a policy on employee grievance redressal system. The employee grievance redressal system (EGRS) has been a tool for the employees where there are set standard operating procedures in place and a hotline/email through which various concerns could be raised and addressed within stipulated period.

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Further, our stakeholders can utilise the below frameworks in place to report any grievances:

<https://cdn.apollohospitals.com/delhi/2024/Whistle-Blower-Policy.pdf>

<https://cdn.apollohospitals.com/delhi/2026/03/POSH-Circular-Policy.pdf>

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

IMCL has adopted a proactive mechanism to identify risks across its enterprise. Our Materiality matrix is crafted following international benchmarks specific to healthcare services. The matrix prioritises issues based on the Company's impacts and stakeholder groups' needs, while aligning each material topic with corresponding UN Sustainable Development Goals (SDGs). The evaluation conducted is qualitative and does not adhere to formal financial or legal materiality definitions. Adjustments to the materiality matrix are made periodically, as necessary.

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	Service Quality and Patient Safety	R	Ensuring the safety of patients is essential for health care services. To ensure high standards of service Quality coupled with patient safety, we have aligned our processes and procedures in line with the International Patient Safety Goals (IPSG).	IPSG standards were developed by Joint Commission International to ensure safe delivery of care and aligning with the six goals of IPSG, we have implemented protocols and have mechanisms in place like UHID identifications for patients, policies for verbal orders, maintenance of High Alert Medication list at unit level, implementation of safe surgery checklist, daily hand hygiene surveillance and conducting Root Cause Analysis (RCA) for critical internal incidents for ensuring high standards of service quality and patients safety.	Negative



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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Labour Management	O	The workforce is a critical stakeholder. Labour relations are critical for the provisioning of essential service providers such as IMCL as it directly impacts the quality of services. We are proud to be an equal opportunity employer and strive towards promoting diversity in the workplace.	At IMCL, we firmly believe that employee satisfaction and wellbeing form the cornerstone of our organisational success. To uphold this principle, we have established comprehensive policies and systems designed to protect the interests of our employees and effectively address any grievances. We recognise and respect the importance of employee in fostering a supportive and collaborative work environment. In line with our commitment to continuous growth, IMCL actively invests in training and upskilling initiatives to ensure our workforce remains equipped to deliver exceptional service. In addition, we prioritise the health and financial security of our employees and their families by offering robust coverage through Life Insurance, Personal Accident Insurance, and Medical Insurance plans.	Positive
3	Customer Satisfaction	O	Customer Satisfaction is the cornerstone of our organisation and IMCL endeavors to provide best in class service at an affordable and accessible manner to our customers.	IMCL measures customer satisfaction through the Voice of Customer process. This is a strong feedback mechanism with listening and learning ports for collecting Patient Feedback at all touch points. This is a customised framework developed in-house that collects feedback and translates it into qualitative and quantitative data that is used for enhancing the customer experience.	Positive

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Information to Customers	O	IMCL ensures clear and transparent communication to all the customers right from the initial admission process. We ensure detailed information is provided to customers regarding the treatment plans and the related costs associated for choosing the best option based on affordability and relevant insurance plan.	Robust mechanisms are in place to enable transparent communications like availability of indicative cost of services for in and outpatients and implementation of the patient communication app to help family members to get updates regarding the clinical status of the patients. This tool is also used to schedule appointments for virtual interactions with the care team.	Positive
5	Privacy and Cybersecurity	R	Privacy and cybersecurity are becoming major global concerns as a result of the rising digitalisation of healthcare data. A vast range of information is gathered, including patient's personal data, sensitive data on diseases, proprietary enterprise data, and confidential financial information.	IMCL has implemented several safeguards to protect the privacy of the data collected, both for the benefit of patients and as an enterprise. These consist mostly of enterprise-wide standards, software, monitoring, and surveillance. The Risk Management Committee oversees all data privacy, cybersecurity, and digital activities. IMCL is ISO 27001:2022 certified and also has a data protection policy posted on its website.	Negative
6	Carbon Emissions	R	Human health is being impacted by climate change and ecological degradation, which is compromising the effectiveness of healthcare systems. To enhance health outcomes, it is essential to reduce the carbon emissions as a step towards climate action as carbon emissions & Green House Gases contribute to global warming thereby having adverse impacts on the entire ecosystem, economies and populations.	A systems-level strategy is required to offer better healthcare outcomes with a lesser environmental footprint due to the complexity of the environmental challenge. As a result, we are constantly looking for ways to increase operational efficiencies by consuming less thermal and electrical energy.	Negative



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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Energy Efficiency and Management	O	Energy use is one of the main causes of Green House Gas emissions, and energy prices directly affect how much it costs to run a business while negatively impacting the climate and human health.	IMCL has endeavored to improve its energy intensity per occupied bed, water usage per bed and total emissions. Year on year improvements, clinical capacity enhancements have been noted and reported upon by the organisation	Positive
8	Occupational Health and Safety	R	Healthcare services personnel are in the frontline while handling patients and are vulnerable to infectious diseases. IMCL believes that embedding safety in the organisational culture can effectively reduce errors and eliminate any adverse events.	IMCL has a robust infection prevention and control program dedicated to minimising preventable healthcare associated infections (HAIs), safeguard its employees from occupational hazard and conducts periodic training and testing of staff to prevent infection to patients and also to ensure the safety of our people. Moreover, IMCL has implemented Automated Incident Reporting System (AIRS) wherein employees can raise or record safety incidents anonymously. Severity Assessment Scoring (SAC) is done for each incident to conduct Root Cause Analysis and to develop strategies for avoiding such incidents in the future. All employees have been vaccinated in accordance with the internal policies applicable to their respective departments.	Negative
9	Corporate Governance	O	IMCL is committed to conducting its business with transparency, accountability and integrity and believes that good governance practices can lead to long term stakeholder value creation.	The Board is comprised of several eminent Independent Directors apart from an Executive Director who place a strong emphasis on sound governance practices.	Positive

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S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Business Ethics and Compliance	R	Any unethical behaviour poses a serious threat to the reputation of the enterprise and can have a cascading negative effect on customer loyalty brand value and trust with stakeholders. IMCL is committed to conducting business in a fair, ethical and responsible manner and has mechanisms in place to ensure compliance.	IMCL encourages its internal and external stakeholders to communicate any ethical concerns or behaviour. Our Code of Conduct and vigil mechanism policies provide guidance on appropriate professional conduct and all our employees are provided training on these principles. We also have an Anti-Bribery and Anti-Corruption policy to prohibit any unethical behavior. Furthermore, we have internal controls to prevent fraud and errors.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements. At IMCL, we have a robust management framework in place which enables us to align with the NGRBC Principles with respect to structure and policies to ensure we continue to deliver our best in an ethical, and responsible way. This encompasses transparent and principled business practices that hold us accountable, as well as protect the interests of our stakeholders, including customers and employees.

Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable.
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe.
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains.
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders.
Principle 5	Businesses should respect and promote human rights.
Principle 6	Businesses should respect and make efforts to protect and restore the environment.
Principle 7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
Principle 8	Businesses should promote inclusive growth and equitable development.
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner.



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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://cdn.apollohospitals.com/delhi/2024/Code-of-Conduct-of-Board-of-Directors-and-Senior-Management-Policy.pdf https://cdn.apollohospitals.com/delhi/2024/Whistle-Blower-Policy.pdf https://cdn.apollohospitals.com/delhi/2024/Policy-on-Corporate-Social-Responsibility.pdf https://www.apollohospitals.com/region/delhi/pdf/Remuneration-and-Board-Diversity-Policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	IMCL conforms to the following national and international standards: 1) NVG Guidelines issued by the Ministry of Corporate Affairs, GOI 2) Quality of healthcare guidelines issued by JCI, NABH and NABL. 3) Environment Guidelines as per ISO 14001 and Ministry of Environment Forest and Climate change of India. 4) ISO/IEC 27001:2013 is implemented at IMCL. 5) Human Research participants are secured by guidelines set by the Association for the Accreditation of human Research Protection Program (AAHRPP).								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	In the human resources domain, IMCL successfully reduced employee turnover during the reporting year and hopes to achieve its stated targets in the next two financial years. In terms of customer relations, IMCL has established a goal for achieving an 84% patient satisfaction rate, as measured by the Net Promoter Score (NPS), which currently stands at 74. Regarding cybersecurity, the objective is to maintain zero breaches, which we continue to maintain year on year. Environmentally, IMCL has rolled out an environmental program in the hospitals, underpinned by a structured management framework. In this cycle, an exhaustive evaluation of environmental KPIs has been performed. Based on these assessments, IMCL has set forth objectives to reduce energy and water consumption by 10% from the 2025-26 benchmark. Moreover, there's an initiative to incrementally increase the incorporation of renewable energy into its operations, aiming for 25% of total energy and 25% of electricity demands to be supplied by renewable resources by 2026-27.								

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Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	IMCL's performance has consistently remained aligned with the targets across key strategic and operational parameters, including employee satisfaction, customer satisfaction, cyber security resilience, clinical programs and the reduction of critical incidents reported.								
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)	At IMCL, we remain acutely aware of the complex and evolving global landscape—marked by environmental volatility, geopolitical uncertainties, resource constraints, and the pressing need for sustainable business conduct. In this context, IMCL continues to take decisive steps forward in alignment with our mission of “Touching a billion Lives”, ensuring that our growth creates a net positive impact on people, communities, and the planet. Throughout the year, we have sustained our focus on delivering consistent, high-quality clinical outcomes while advancing our ESG agenda. Under the framework of IMCL's Sustainability Action Plan (ASAP), we have made measurable progress on key environmental goals, deepened our engagement with local communities, and reinforced our commitment to responsible governance. We have introduced new ESG policies and launched strategic initiatives to strengthen our impact and accountability. These efforts have been underpinned by robust governance mechanisms that enable systematic monitoring, assessment, and reporting of our environmental and social performance. Our CSR initiatives have continued to expand, enabling us to support community development initiatives and improve access to quality healthcare across the regions in which we operate. By embedding ESG principles into our core strategy, we are focused on creating long-term, sustainable value for all stakeholders. At the same time, we remain mindful of the challenges that accompany our continued expansion and operational complexity. Looking ahead, we will continue to invest in globally recognised accreditations and standards, elevate workforce sensitisation on ESG issues, and deepen our impact through strategic partnerships and innovation. We remain steadfast in our journey—driven by purpose, guided by ethics, and committed to sustainability at every step.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	• Name: Ms. Vineeta Rai • Designation: Independent Director • DIN: 07013113								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Board constituted Corporate Social Responsibility (CSR) and Sustainability Committee is responsible for decision making on sustainability related issues.								



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10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	A	Q	A	A	A	A	Q	Q
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Q	A	Q	A	A	A	A	Q	Q
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P 1		P 2		P 3		P 4		P 5		P 6		P 7		P 8		P 9	
	We conduct internal reviews, but no external agency has undertaken an assessment/ evaluation of the working of the policies.																	

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

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

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SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section helps organisations demonstrate how they've incorporated the 9 Principles and BRSR Core into their operations and decision-making. The information requested is divided into “Essential” and “Leadership” categories. All reporting entities must disclose the essential indicators, while the leadership indicators are optional, intended for organisations aiming to showcase advanced social, environmental, and ethical responsibility.

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

Essential Indicators			
1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:			
Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by awareness programmes
Board of Directors	4	Familiarisation Programmes covering business strategy, operations, risks, regulatory matters, ESG topics and ESG awareness session. Regular updates on SEBI Regulations, Company developments and compliance matters	100
Key Managerial Personnel	4	Familiarisation Programmes covering business strategy, operations, risks, regulatory matters, ESG topics and ESG awareness session. Regular updates on SEBI Regulations, Company developments and compliance matters.	100
Employees other than BoD and KMPs	8	Code of Conduct, POSH, HR policies and refreshers, biomedical waste management compliance, grievance management and affective communication etc.	100

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					
Secondary Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Not Applicable	-	-
Settlement	Nil	Nil	Not Applicable	-	-
Compounding fee	Nil	Nil	Not Applicable	-	-



Business Responsibility & Sustainability Report 2025-26 (Contd.)

Non-Monetary				
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Not Applicable	Not Applicable
Punishment	Nil	Nil	Not Applicable	Not Applicable

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

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

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

IMCL maintains a zero-tolerance stance on bribery and corruption. This Anti-Bribery and Anti-Corruption Policy are binding on all individuals associated with the hospital, including leadership, employees, contractors, consultants, and any third parties acting on its behalf. It categorically prohibits the offer, solicitation, acceptance, or exchange of any form of bribe, kickback, undue advantage, gift, hospitality, or favor that could improperly influence-or appear to influence-any business, clinical, or administrative decision.

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

Particulars	2025-26	2024-25
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

Particulars	2025-26		2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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.

Not Applicable

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

Particulars	2025-26	2024-25
Number of days of accounts payables	49	57

Business Responsibility & Sustainability Report 2025-26 (Contd.)

9. Openness 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	2025-26	2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases ¹	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales ²	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	9%	9%
	b. Sales (Sales to related parties / Total Sales)	4%	4%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Not Applicable	Not Applicable
	d. Investments (Investments in related parties / Total Investments made)	Not Applicable	Not Applicable

¹The Company represents that its vendors of material goods and services are not trading houses. There are no exclusive purchases by the agent or distributors on behalf of the Company. Medical equipment and devices are sourced directly from Original Equipment Manufacturers (OEMs) with their own offices in India. There is no specific guidance on trading houses in the SEBI Circular.

²The Company is providing healthcare services to patients.

Leadership Indicators

- Awareness programmes conducted for value chain partners on any of the Principles during the financial year:**
IMCL places significant emphasis on its engagement with major suppliers and service providers on the key principles of the Business Responsibility and Sustainability Framework. In furtherance of this commitment, these principles have been duly integrated into the Company's vendor evaluation, onboarding, and annual review processes applicable to key value chain partners, including suppliers, service providers, and outsourced personnel.

The Central Procurement function has proactively undertaken the initiative to create awareness and promote responsible business practices among such value chain partners. This initiative places particular emphasis on ethical business conduct, patient safety standards, data privacy and confidentiality, occupational health and safety practices, and strict compliance with all applicable statutory and regulatory requirements in the performance and execution of contractual obligations.

The objective of this initiative is to further strengthen responsible business practices across the value chain and to ensure sustained alignment with the Hospital's overarching commitment to sustainability, integrity, and the delivery of high-quality healthcare services.



Business Responsibility & Sustainability Report 2025-26 (Contd.)

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

The Code of Conduct mandates that all Directors and senior management personnel disclose any transaction that may pose a conflict of interest with the Company's business. They are obligated to guarantee that these transactions do not interfere with their duties and responsibilities to the Company. This policy requires pre-approval from the Audit Committee for such transactions.

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

Essential Indicators

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

Particulars	2025-26	2024-25	Details of improvements in environmental social impacts
R&D	-	-	Not Applicable
Capex	-	-	Not Applicable

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

Yes

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

All suppliers are evaluated and monitored based on our supplier code of conduct and vendor rating system that includes environmental, social, and governance (ESG) factors.

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

Waste type	Waste management procedure in place
Plastics (including packaging)	Not Applicable – Waste generated in hospitals is handed over for safe disposal through Government authorised vendors.
E-waste	
Hazardous waste	
Other waste (wastepaper and paper products)	

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.

EPR is not applicable. As responsible users of plastic, we ensure appropriate disposal and adhere to all regulations and guidelines for handling and disposing of plastics.

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		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	955	955	100%	955	100%	-	-	-	-	Not Applicable	
Female	2,045	2,045	100%	2,045	100%	2,045	100%	-	-		
Total	3,000	3,000	100%	3,000	100%	2,045	100%	-	-		
Other than Permanent employees											
Male	Not Applicable										
Female											
Total											

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

Category	Total (A)	% of workers covered by									
		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	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

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

Particulars	2025-26	2024-25
Cost incurred on wellbeing measures as a % of total revenue of the Company	1%	1%

Note: Aforementioned well-being costs includes costs incurred for health insurance, accident insurance, maternity benefits, staff welfare expenses, amongst others for permanent employees.



Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Benefits	2025-26			2024-25		
	No. of employee covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	48.9%	Not Applicable	Y	58.8%	Not Applicable	Y
Gratuity	100%		Y	100%		Y
ESI	NIL		Not Applicable	1.416%		Y
Others – please specify	Not Applicable					

Accessibility of workplaces

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. workers and employees with disabilities can access IMCL hospital and offices. We have installed indoor and outdoor amenities including lighting, signage, alarm systems, and restrooms, as well as steps and ramps, corridors, entry gates, emergency exits, and parking for ease of access. As part of our commitment to inclusive and equitable workplace practices, IMCL has taken deliberate steps to ensure that our premises and office environments are accessible to employees/ workers/ patient/ public with diverse physical abilities. We recognise that accessibility is a key component of diversity, equity, and inclusion, and we strive to provide an environment where all individuals can access and perform at their best without barriers

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, IMCL is an equal opportunity employer. We have aspects of equal opportunity embedded in our HR manual and policy which are available internally.

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	-	-	Not Applicable	
Female	93.55%	93.1%		
Total	93.55%	93.1%		

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Following the guidelines in the policy on the employee grievance redressal system, employees may utilise these channels. There is an open-door policy for raising any issues with hospital leadership, who can be contacted to file complaints about any infringements on human rights. Additionally, we have complaint boxes where patients can anonymously file complaints about any human rights issues
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: NONE

Category	2025-26			2024-25		
	Total employees / workers in respective category (A)	No. of employees / workers respective category, who are part association(s) 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						
Male	Not Applicable					
Female						
Total Permanent Workers						
Male	Not Applicable					
Female						

8. Details of training given to employees and workers:

Category	2025-26					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	955	100%	100%	100%	100%	998	100%	100%	998	100%
Female	2,045	100%	100%	100%	100%	2,037	100%	100%	2,037	100%
Total	3,000	100%	100%	100%	100%	3,035	100%	100%	3,035	100%
Workers										
Male	Not Applicable									
Female										
Total										



Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Category	2025-26			2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	955	955	100%	998	998	100%
Female	2,045	2,045	100%	2,037	2,037	100%
Total	3,000	3,000	100%	3,035	3,035	100%
Workers						
Male	Not Applicable					
Female						

10. Health and safety management system:

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

IMCL's Occupational Health and Safety (OHS) policy prioritises the health, safety, and well-being of all individuals within our facilities, including staff, patients, visitors, and contractors. We are committed to maintaining a safe and secure working environment through strict compliance with applicable safety regulations, proactive identification and mitigation of workplace hazards, and the implementation of effective risk management controls.

We support this commitment through comprehensive employee training, robust incident reporting and investigation processes, and well-defined emergency preparedness and response procedures. In addition, we place strong emphasis on both physical and mental well-being as integral components of workplace safety.

Safety expectations are communicated to all contractors and visitors to ensure consistent adherence to our standards. We also actively promote a culture of continuous improvement, regularly reviewing and enhancing our occupational health and safety practises to ensure ongoing effectiveness and alignment with best practise. The policy is available on our website, guides our commitment to the highest safety standards while delivering excellent

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

Automated incident reporting systems (AIRS), safety trainings, safety checks, facility audits, annual health checks for staff.

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

Any employee can use AIRS to anonymously report work-related hazards, and these incidents are addressed and resolved.

c. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Safety Incident/Number	Category*	2025-26	2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries**	Employees	-	-
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	-	-
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	Not Applicable	Not Applicable

*Reporting under this indicator is for employees of the Company. Given the industry and operations of the Company, it tracks needle stick injuries and other injuries that do not result in days away from work.

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

Our hospitals use the Automated Incident Reporting System (AIRS) for online incident reporting, allowing staff to submit reports anonymously. The automated system enables quick and efficient incident resolution. Each incident receives a Severity Assessment Scoring (SAC) score, and high-severity incidents trigger a Root Cause Analysis to develop preventative measures for future occurrences.

During the year, emergency preparedness was strengthened through the release of a Blue Book for crisis wartime readiness and the conduct of 149 scenario-based fire drills across units. An updated Fire Safety Manual was introduced and standardised SOP's for fire equipment maintenance were implemented. Additionally, security preparedness was reinforced through mystery audits and drills to enhance safety across the facilities.

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

Benefits	2025-26			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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

During 2025-26, there were no reportable complaints received from employees, reflecting our ongoing commitment to fostering a positive and transparent workplace culture. This outcome underscores our effective employee engagement, grievance mechanisms, and adherence to fair labour practices, contributing to a supportive and inclusive work environment.

14. Assessments for the year:

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

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

None.



Business Responsibility & Sustainability Report 2025-26 (Contd.)

Leadership Indicators

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

Yes, providing insurance and compensatory packages to employees or their beneficiaries in the event of death is a strong indicator of the entity's commitment to social responsibility and employee welfare.

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

IMCL undertakes compliance reports along with evidentiary proof of transfer of statutory dues to third-party employees/workers for all value chain partners. Deviations (if any) are reported monthly to the value chain partner, and corrective action is taken on record. Punitive fines are also enforced in case of repeated non-compliance.

3. 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)

As part of our commitment to responsible social governance, we prioritise the development and implementation of transition assistance programs aimed at supporting employees through career endings resulting from retirement or employment termination. During the course of employment, IMCL imparts repeated training and in multiple cases skill enhancement training (like English language skills, computer skills, functional skills, professional skills upgradation (e.g. paramedical education) for deserving candidates. By ensuring a dignified and supported transition, we promote long-term workforce resilience and uphold our social responsibility to our employees.

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

Essential Indicators

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

At IMCL, the identification and mapping of stakeholder is undertaken pursuant to a structured and duly established Stakeholder Engagement Framework. The said framework has been instituted to ensure a systematic mapping of the entire value chain, enabling the Company to identify, assess and prioritise stakeholders on the basis of their material relevance to the Company's operations, long-term strategic objectives, and broader societal impact.

For the purposes of this framework, "Core Stakeholders" are defined as any individuals, groups, or institutions who either (i) contribute directly or indirectly to the Company's supply chain and value creation processes, or (ii) are significantly affected, whether positively or adversely, by the Company's decisions, policies, operations, or business activities. Such stakeholders are recognised as being integral to the Company's ability to fulfil its primary objective of delivering affordable, accessible, and high-quality healthcare services.

In view of the nature and scope of its operations, the Company identifies its principal categories of stakeholders to include, inter alia:

- Patients, who constitute the central focus of the Company's healthcare delivery model;
- Healthcare professionals and employees, who are essential to ensuring clinical excellence, operational effectiveness and compassionate care delivery;
- Suppliers and service providers, who facilitate operational continuity, efficiency, and quality assurance across the value chain;

Business Responsibility & Sustainability Report 2025-26 (Contd.)

- Investors, who provide the necessary financial resources to support sustainable growth and long-term value creation;
- Regulatory authorities and statutory bodies, whose oversight functions ensure adherence to applicable laws, regulations, and standards of compliance and accountability; and
- Communities, in which the Company operates, with whom the Company remains committed to engaging through inclusive, responsible, and socially conscious practices.

This stakeholder-centric approach ensures that our priorities are aligned with the expectations and needs of those most connected to and impacted by our business, fostering trust, resilience, and long-term value creation.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees and Health care providers	No	• Intranet Portal • Functional and cross-functional committees • Townhall Leader's Talk • LinkedIn • Regular Employee Communication Forums • Leadership connect through YouTube Streaming • Morning Huddle • Email Connect	On a regular basis	• Employee benefits • Reward and recognition • Learning and development • Safety and well-being • Performance review and career development • Business update • Vision of the organisation • Discussion on Annual operating plan
Customers and patient	No	• Customer Satisfaction Survey • Customer meets Digital/ telephonic Interactions	On a regular basis	• Tele-consultation • Customer feedback
Suppliers and Vendors	No	• Annual meeting with key supplier • Face-to-face and electronic correspondence • Digital/ telephonic Interactions	Half yearly	• Resolving open issues • Assessing performance • Recognition and engagement activities • Undertaking discussion on Sustainability Parameters
Investors / Shareholders	No	• Email • Newspaper advertisement • Website • Annual General Meetings • Disclosures to stock exchanges and investor meetings / calls / conferences	Need based and Quarterly calls	To update them about important developments (Performance, strategy, growth and opportunities) in the Company and address their grievances



Business Responsibility & Sustainability Report 2025-26 (Contd.)

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Community	Yes	- Physical meetings - Digital interactions	Concurrent /need basis	- Community development through various initiatives of CSR. - Community grievance Redressal
Regulatory and government bodies	No	- Physical meetings - Digital communications	On a need basis	- Policy Advocacy with concerned authorities - Deliberations and inputs on regulations and policies that have bearing on our operations and businesses for our core business activities

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

Category	2025-26			2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	3,000	3,000	100%	3,035	3,035	100%
Other than permanent	-	-	-	-	-	-
Total Employees	3,000	3,000	100%	3,035	3,035	100%
Workers						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Category	2025-26					2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	3,000	-	-	3,000	100%	3,035	-	-	3,035	100%
Male	955	-	-	955	100%	998	-	-	998	100%
Female	2,045	-	-	2,045	100%	2,037	-	-	2,037	100%
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male										
Female										

3. Details of remuneration/ salary/ wages

a. Median remuneration/ wages

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	19.00 Lacs	4	25.63 Lacs
Key Managerial Personnel	3	172.00 Lacs	0	-
Employees other than BoD and KMP	952	7.56 Lacs	2,045	3.81 Lacs

b. Gross wages paid to females as a % of total wages paid by the entity, in the following format:

Particulars	2025-26	2024-25
Gross wages paid to females as a % of total wages*	51.00%	50.07%

*Cost-to-Company (CTC) has been considered for calculation of Gross wages

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

Yes, the Head of HR is the focal point responsible for addressing human rights impacts or issues.



Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

We are deeply committed to upholding human rights. Implementing our human rights principles effectively across our organisation requires a strong governance framework. Our senior leaders play a crucial role in overseeing human rights implementation. They provide strategic guidance and are consulted on human rights matters in situations where the impact is substantial, critical business decisions are at stake, or significant financial investments are needed to address issues.

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

Benefits	2025-26			2024-25		
	Filed	Pending	Remarks	Filed	Pending	Remarks
Sexual Harassment	1	-	-	7	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced labour/ Involuntary labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

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

Particulars	2025-26	2024-25
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	7
Complaints on POSH as a % of female employees / workers	0.0488%	0.343%
Complaints on POSH upheld	NIL	3

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

We have cultivated a culture that upholds dignity, respect, and equality—ensuring a workspace free from harassment, discrimination, and bias for all stakeholders, both internal and external.

To support this commitment, we have instituted an Internal Complaints Committee (ICC) dedicated to the impartial, confidential, and timely resolution of grievances related to workplace harassment or misconduct. This mechanism is aligned with our proactive approach to governance and accountability.

Furthermore, our comprehensive Code of Conduct, adherence to the Prevention of Sexual Harassment (POSH) Act, and regular staff sensitisation initiatives serve as strong preventive frameworks. Through continuous education and awareness programs, we aim not only to mitigate risks but also to reinforce a culture of mutual respect and zero tolerance for misconduct.

Together, these initiatives reflect IMCL's dedication to upholding the highest standards of ethical conduct and social responsibility in every facet of our operations.

Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Yes, Our Supplier Code of Conduct explicitly outlines our commitment to upholding human rights. We require all suppliers to respect and protect requisite human rights standards, including but not limited to the rights related to fair labour practices, non-discrimination, freedom of association, safe working conditions, and the prohibition of forced or child labor. Compliance with these principles is a fundamental expectation for all business partners in our supply chain.

10. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

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

None

Leadership Indicators

1. 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?

Furthering our commitment to fostering an inclusive, equitable, and non-discriminatory workplace, IMCL has implemented appropriate measures to ensure that its facilities and office environments are accessible to employees, workers, patients, and members of the public with varying physical abilities. The organisation acknowledges that accessibility is a fundamental element of diversity, equity, and inclusion and is essential to enabling equal participation. Accordingly, IMCL seeks to maintain an environment that minimises physical and operational barriers, thereby ensuring that all individuals are able to access the premises and carry out their activities effectively and with dignity, to the extent reasonably practicable.



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

Essential Indicators

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

Parameter	Unit	2025-26	2024-25
From renewable sources			
Total electricity consumption (A)		0.00	0.00
Total fuel consumption (B)		0.00	0.00
Energy consumption through other sources (C)		0.00	0.00
Total energy consumed from renewable sources (A+B+C)		0.00	0.00
From non-renewable sources			
Total electricity consumption (A)	GJ	55,325	54,448
Total fuel consumption (B)	GJ	1336	659
Energy consumption through other sources (C) PNG	GJ	13,301	13,502
Total energy consumed from non-renewable sources (A+B+C)	GJ	69,962	68,609
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)		0.0000047 GJ / ₹	0.0000051 GJ / ₹
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)		-	-
Energy intensity in terms of physical output		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. No

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

No, the PAT scheme does not apply to the Company.

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

Parameter	2025-26	2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water (KL)	0.00	0.00
(ii) Groundwater (KL)	183,995	174,430
(iii) Third party water (KL)	38,762	43,556
(iv) Seawater / desalinated water (KL)	0.00	0.00
(v) Others (KL) (Gardens & Flushing in washroom)	70,203	72,749
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	292,960	290,735
Total volume of water consumption (in kilolitres)	292,960	290,735

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Parameter	2025-26	2024-25
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00	0.00
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00	0.00
Water intensity in terms of physical output	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency - No

4. Provide the following details related to water discharged:

Parameter	2025-26	2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	0.00	0.00
- With treatment (primary, secondary and tertiary)	0.00	0.00
(ii) To Groundwater		
- No treatment	0.00	0.00
- With treatment (primary, secondary and tertiary)	0.00	0.00
(iii) To Seawater		
- No treatment	0.00	0.00
- With treatment (primary, secondary and tertiary)	0.00	0.00
(iv) Sent to third-parties		
- No treatment	0.00	0.00
- With treatment (primary, secondary and tertiary) (KL)	120,591	85,169
Total water discharged in kilolitres)	120,591	85,169

Note:

- All the water discharged is treated through primary, secondary and tertiary levels to meet the norms specified
- The waste water generated and discharged from non-inpatient service facilities are classified under no treatment, in view of the nature of healthcare services rendered therein, which are provided exclusively to healthy and non-vulnerable individuals.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. - No

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

Yes, the Company has wastewater treatment systems installed at the hospital.



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

Parameter	Please specify unit	2025-26	2024-25
NOx	MT	-	-
SOx	MT	-	-
Particulate matter (PM)	MT	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. - NO

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format: to confirm from chief eng.

Parameter	Unit	2025-26	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) *	Metric tonnes of CO ₂ equivalent	1,453.48	1,410.15
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	10,911.47	10,738.42
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/₹	0.00000083	0.00000082
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/ ₹ adjusted for PPP	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency. - No

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

Yes, the Company has initiated projects, with the goal of achieving substantial reduction in energy consumption and carbon footprint throughout our hospital.

ECM Improvements:

- Continuous Improvements has been made by implementing effective ECMS like VFDs on AHUS, Installation of softener plant, Natural Cooling, Installation of pumps etc.
- Energy Conservation measures like Indirect Direct Evaporative Cooling, CT Retrofits, Installation of air curtains, CSU coil replacement are in progress.

Water Quality Improvements:

- STP-treated water quality has improved and efforts are being made for further improvement.

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Machine Learning Driven Optimisation:

- Chiller – Tonnage Injection
- Chilled Water pumps – Dynamic VFD Frequency modulation with reinforcement learning
- Cooling tower – Dynamic Fan motor speed optimisation with reinforcement learning
- AHU VFD Frequency modulation with Joule Recipes

DeJoule system:

- High side optimisation (Chiller, CHWP, CNP, CT, Heat Pump)
- Low side optimisation (VFDs, Two-way valve with actuators, Thermostat, Temperature sensors, PICV)

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

Parameter	2025-26	2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	854.00	810.00
E-waste (B) KG	7,557.35	3118.60
Bio-medical waste (C)		
• Waste Sharps including Metals - White - Waste directed to disposal (kg) – Total	7,096.41	7,730.10
• Yellow Bags - Waste generated (kg) – Total	107,275.97	96,635.70
• Contaminated Plastic Waste-Red - Waste generated (kg) – Normal	249,454.76	243,323.42
• Metallic Body Implants - Blue - Waste generated (kg) – Total	30,339.71	31,005.01
Non- Hazardous Sludge - Waste generated (kg) - Total	3,151.06	2,919.00
Construction and demolition waste (D)	-	-
Battery waste (E) Kg	2,973.20	4,887.90
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G) Used oil (Ltrs)	370.00	632.00
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)	409,072.46	391,061.73
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	-	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/ revenue from operations adjusted for PPP)	-	-

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total		



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Parameter	2025-26	2024-25			
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)					
Category of waste					
(i) Incineration	-	-			
(ii) Landfilling	-	-			
(iii) Other disposal operations	-	-			
Total					
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. - No					
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.					
We have continued a comprehensive initiative focused on the recycling and responsible disposal of a diverse range of IT hardware. The initiative encompasses the end-to-end recycling of various electronic devices, including computers, computer accessories, switches, servers, telephones, and more through a dedicated e-waste handler.					
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 Operation	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.		
Not Applicable					
12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:					
Name and Brief details of the project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
Not Applicable					
13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:					
S. No.	Specify the law/ regulation/guidelines which was not complied with	Provide details of non-compliance	Any fines/penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any	
Not Applicable					

Business Responsibility & Sustainability Report 2025-26 (Contd.)

Leadership Indicators

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

Parameter	Unit	2025-26	2024-25
Total Scope 3 emissions	MtCO ₂ e	N/a	N/a
Total Scope 3 emissions per rupee of turnover	MtCO ₂ e/million ₹	N/a	N/a

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)
If yes, name of the external agency and tracking methodologies, enabling more comprehensive and causate emissions calculations - No

2. 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: None

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative

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

We prioritise disaster management to safeguard lives and minimise the impact of unforeseen events. With 24-hour emergency and trauma care capabilities, our hospital is equipped to manage any disaster. We conduct annual site-specific risk assessments across our healthcare facilities, addressing natural and man-made hazards such as earthquakes, floods, fires, and chemical spills. Based on these assessments, we develop and update disaster response plans to ensure readiness. Our hospitals maintain robust emergency response protocols covering evacuation, communication, medical triage, and coordination with external services, regularly reviewed and refined for effectiveness. Training and capacity-building initiatives are a priority, enhancing staff readiness through programs, workshops, and simulations

4. How many Green Credits have been generated or procured:

(i) By the listed entity-None

(ii) By the top ten (in terms of value of purchases and sales, respectively) value chain partners-None

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

Essential Indicators

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

None

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
1.	The Federation of Indian Chambers of Commerce & Industry	National
2.	NATHEALTH - Healthcare Federation of India	National
3.	Confederation of Indian Industry	National
4.	ASSOCHAM (Associated Chambers of Commerce and Industry of India)	National
5.	PHDCCI (PHD Chamber of Commerce and Industry)	National

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually / Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Enhancing Medical Value Travel (MVT) through a concerted policy formulation by the Government of India to help unlock India's MVT potential	Public and direct representation	Yes	Others: Periodic on needs basis	

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

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

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

At IMCL, we are committed to maintaining transparent, responsive, and accountable operations across all our healthcare facilities. In furtherance of this commitment, the Company has established accessible and effective mechanisms through which patients, caregivers, employees, clinicians, vendors, and other stakeholders may raise concerns, grievances, or complaints relating to any aspect of our operations.

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Complaints concerning clinical care, patient safety, or medical governance are reviewed and managed by the respective hospital's clinical leadership team in accordance with applicable medical protocols, ethical standards, and internal governance procedures. Non-clinical complaints, including those relating to infrastructure, administration, billing, or support services, are addressed by the head of operations to ensure timely and appropriate resolution.

In addition, the Company's corporate website provides publicly accessible contact details enabling patients, families, healthcare professionals, and community stakeholders to escalate concerns, where necessary, to Indraprastha Medical Corporation Limited's central oversight and management teams for further review.

IMCL recognises stakeholder feedback and grievance redressal as integral to strengthening service quality, operational accountability, patient trust, and institutional resilience. The Company remains committed to addressing complaints in a fair, transparent, timely, and constructive manner, consistent with applicable laws, regulatory requirements, and principles of good corporate governance.

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

Particulars	2025-26	2024-25
Directly sourced from MSME/ small producers	40.36%	42.22%
Directly from within India	100%	100%

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: None

Location	2025-26*	2024-25
Rural	Not Applicable	Not Applicable
Semi-urban	Not Applicable	Not Applicable
Urban	Not Applicable	Not Applicable
Metropolitan	Not Applicable	Not Applicable

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

Leadership Indicators

1. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: None

S. No.	State	Aspirational District	Amount spent (In INR)
	-	-	-

2. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No of persons benefitted from CSR projects	% Beneficiaries from vulnerable and marginal groups
	-	-	-



Business Responsibility & Sustainability Report 2025-26 (Contd.)

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

Essential Indicators

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

At the core of our operations is an unwavering commitment to our patients and their well-being. Clinical excellence is not just a standard we uphold—it is the foundation of the trust our patients place in us. We believe that consistently delivering high-quality care must go hand in hand with upholding the ethical values that guide our organisation. These principles are central to our long-term sustainability and social responsibility.

As part of our Social strategy, we have developed a robust Voice of the Customer program to ensure that patient feedback is systematically captured, analyzed, and acted upon. This internally designed framework integrates multiple listening and learning touchpoints across the patient journey, allowing us to gather both qualitative and quantitative insights.

This mechanism enables us to identify needs, measure satisfaction, and proactively design services and innovations that enhance patient safety, experience, and outcomes. By embedding patient perspectives into our decision-making processes, we not only drive continuous improvement but also reinforce our role as a responsible, patient-focused healthcare provider.

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

Particulars	As a percentage of total turnover
Environmental and social parameters relevant to the product	100%*
Safe and responsible usage	-
Recycling and /or safe disposal	-

Note: All hospitals, as per regulations, on a mandatory basis display the number of beds available, cost of heart stents and other mandatory items.

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

Particulars	2025-26			2024-25		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

Particulars	Number	Reasons for recall
Voluntary Recalls	Not Applicable	
Forced recalls		

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, our goal is to constantly enhance our cybersecurity procedures and IT infrastructure to counter new threats and safeguard confidential data. We have since formulated an IT and cybersecurity policy that is available to all our employees and have obtained ISO 27000 : 2022 certification for information security.

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

We maintain a comprehensive internal control system specifically designed to oversee our advertising practices and the delivery of our services. This system is subject to regular reviews at predetermined intervals to ensure its continued effectiveness and alignment with our organisational objectives. We are conducting a thorough internal evaluation aimed at identifying any critical issues related to our advertising standards, the delivery of essential services, as well as the cybersecurity and data privacy measures that affect our customers. This evaluation is guided by our unwavering commitment to transparency, accountability, and continuous improvement in all aspects of our operations.

The corrective actions that may arise from this evaluation represent a crucial component of our broader business strategy. These actions reinforce our commitment to fostering trust with our customers and partners, ensuring compliance with all relevant regulations, and delivering sustained value to all stakeholders. During the year under review, there were no such problems that called for action.

7. Provide the following information relating to data breaches:

No. of breaches	% of personally identifiable information breaches	Impacts
-	-	-

Leadership Indicators

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

IMCL provides a range of services to patients for a variety of diseases and ailments. A comprehensive overview of these services can be found on our official patient care page at: <https://www.apollohospitals.com/hospitals/apollo-hospitals-delhi>

2. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

IMCL has mechanisms in place to inform consumers of any risk of disruption or discontinuation of essential services through its 24/7 emergency helplines, central and hospital-level contact numbers, appointment and hospital-access channels, callback support, patient instruction communications, and service-specific advisories. These mechanisms enable patients to receive timely information, seek clarification on service availability, and be guided to appropriate alternative facilities or care pathways when required.