

Date: September 05, 2026

Ref. No.: KDL/SE/041/2026-27

To, BSE Limited Corporate Relationship Department 25th Floor, Phiroze Jeejeebhoy Towers Dalal Street, Mumbai- 400001 Scrip Code: 543328	To, National Stock Exchange of India Limited Exchange Plaza, Plot No. C-1, Block G, Bandra Kurla Complex, Bandra (East) Mumbai – 400051 NSE Symbol: KRSNAA
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Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report (BRSR) for FY 2025-26.

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed the Business Responsibility and Sustainability Report for the financial year 2025-26.

The aforesaid document along with full set of Annual Report and Notice of 16th Annual General Meeting is available on the website of the Company at <https://krsnaadiagnostics.com/investors/>.

Request you to take the same on your records.

Thanking you,
Yours sincerely,

For Krsnaa Diagnostics Limited

**Sujoy
Sudipta
Bose**

Digitally signed
by Sujoy Sudipta
Bose
Date: 2026.09.05
19:29:34 +05'30'



Sujoy Sudipta Bose
Company Secretary & Compliance Officer
Encl: as above

Business Responsibility and Sustainability Report

(Apr 2025 – Mar 2026)

A:

General Disclosures

A.1: Details of the listed entity

1. Corporate identity number (CIN) of the listed entity :	L74900PN2010PLC138068
2. Name of the listed entity :	Krsnaa Diagnostics Limited
3. Date of incorporation :	22-12-2010
4. Registered office address :	S. No. 243/A, Hissa No. 6, CTS No. 4519, 4519/1, Near Chinchwad Station, Chinchwad, Taluka, - Haveli Pune MH 411019 IN
5. Corporate address :	S. No. 243/A, Hissa No. 6, CTS No. 4519, 4519/1, Near Chinchwad Station, Chinchwad, Taluka, - Haveli Pune MH 411019 IN
6. E-mail :	investors@krsnaa.in
7. Telephone :	020-27402400
8. Website :	www.krsnaadiagnostics.com
9. Financial year for which reporting is being done :	2025 – 2026
10. Name of the stock exchange(s) where shares are listed :	BSE Limited National Stock Exchange of India Limited
11. Paid-up Capital (in Rs.) :	16,21,93,360
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report :	Mr. Yash Mutha Managing Director, investors@krsnaa.in +91 20 2740 2400
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). :	Standalone basis
14. Whether the company has undertaken reasonable assurance of the BRSR Core? :	No
15. Name of assurance provider :	NA
16. Type of assurance obtained :	NA

A.2: Products/services –

17. 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	Diagnostic and Related Healthcare Services	The Company is primarily engaged in the business of providing Diagnostic Services primarily in relation to Pathology Investigation, Radiology Investigation and Tele reporting.	100

18. Products/services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/Service	NIC code	% of total turnover contributed
1	Diagnostic and Related Healthcare Tests and Services	869	100

A.3: Operations

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

Location	Number of plants	Number of offices	Total
National	0	337/6277	337/6277
International	0	0	0

*The Company does not operate any manufacturing plant. The figure comprises regional offices, 337 laboratories (including reference and hub laboratories) and 6,277 patient collection and imaging centres operated across India as at 31 March 2026.

20. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	18
International (No. of Countries)	0

*Includes Union Territories

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

0

c. A brief on types of customers

Walking Customers, National Health Mission, State government

A.4: Employees –

21. Details as at the end of financial year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	3296	1933	58.65%	1364	41.39%	0	0
2.	Other than Permanent (E)	2744	1278	46.57%	1466	53.43%	0	0
3.	Total employees (D + E)	6040	3211	53.16%	2830	46.85%	0	0
WORKERS								
4.	Permanent (F)	NA	NA	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA	NA	NA

** Includes consultants engaged on a part-time basis as part of the reported workforce numbers.

b. Differently abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	1	1	100.00%	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0	0	0
3.	Total differently abled employees (D + E)	1	1	100.00%	0	0	0	0
WORKERS								
4.	Permanent (F)	NA	NA	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA	NA	NA
6.	Total differently-abled workers (F + G)	NA	NA	NA	NA	NA	NA	NA

22. Participation/inclusion/representation of women:

Leadership team	Total (A)	Number and percentage of females	
		No. (B)	% (B / A)
Board of Directors	3	1	33.33%

Key Management Personnel	2	0	0.00%
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23. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years in %)

Particulars	FY 2025 – 2026 (Turnover rate in current FY)				FY 2024–2025 (Turnover rate in previous FY)				FY 2023–2024 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	28.77%	33.02%	0	30.53%	28.50%	29.80%	0	29.15%	25.76%	27.51%	0	26.63%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

A.5: Holding, Subsidiary and Associate Companies (including joint ventures)

24. Details of holding/subsidiary/associate companies/joint ventures.

S. No.	Entity name (A)	Entity type	% of shares held	Entity (A) participate in the BRSR initiatives of the parent entity?
1	KDPL Diagnostics (Amritsar) Private Limited	Subsidiary	100	No
2	KDPL Diagnostics (Bathinda) Private Limited	Subsidiary	100	No
3	KDPL Diagnostics (Jalandhar) Private Limited	Subsidiary	100	No
4	KDPL Diagnostics (Ludhiana) Private Limited	Subsidiary	100	No
5	KDPL Diagnostics (Patiala) Private Limited	Subsidiary	100	No
6	KDPL Diagnostics (SAS Nagar) Private Limited	Subsidiary	100	No
7	Krsnaa Diagnostics (Mohali) Private Limited	Subsidiary	100	No
8	Krsnaa Retail Private Limited	Subsidiary	100	No
9	Apulki Healthcare (KDMC) Private limited	Associate	26%	No

A.6: CSR Details

25. CSR details of the company:

a. Whether CSR is applicable as per section 135 of Companies Act, 2016

Yes

b. Turnover (in Rs.): 6909.47 Mn

c. Net worth (in Rs.): 9919.11 Mn

A.7: Transparency and Disclosures Compliances

26. 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?	If Yes, then provide web-link for policy	FY 2025 – 2026 Current Financial Year			FY 2024–2025 Previous Financial Year			If NA, then provide the reason
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	
Communities	Yes	www.krsnaadiagnostics.com/investors/	0	0	Company has not received any complaints from Communities	0	0	NA	Company has not received any complaints from Communities
Investors (other than shareholders)	Yes	www.krsnaadiagnostics.com/investors/	0	0	Company has not received any complaints from investors (other than shareholders)	0	0	NA	Company has not received any complaints from investors (other than shareholders)
Shareholders	Yes	www.krsnaadiagnostics.com/investors/	0	0	Company has not received any complaints from shareholders	0	0	NA	Company has not received any complaints from shareholders

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place?	If Yes, then provide web-link for policy	FY 2025 - 2026 Current Financial Year			FY 2024-2025 Previous Financial Year			If NA, then provide the reason
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	
Employees and worker	Yes	www.krsnaadiagnostics.com/investors/	0	0	The Company has an internal grievance redressal policy. The Human Resource team has a dedicated email for registering complaints. The Company also has a whistleblower policy along with a dedicated Committee for addressing complaints of Sexual Harassment, if any	0	0	The Company has an internal grievance redressal policy. The Human Resource team has a dedicated email for registering complaints. The Company also has a whistleblower policy along with a dedicated Committee for addressing complaints of Sexual Harassment, if any.	
Customers	Yes	www.krsnaadiagnostics.com/investors/	87	0	A dedicated helpline number, 020-6814 6814, is set up to receive and address customer complaints. Alternatively, an email ID, enquiry@krsnaa.in , is set up for customer complaints	89	0	A dedicated helpline number, 020-6814 6814, is set up to receive and address customer complaints. Alternatively, an email ID, enquiry@krsnaa.in , is set up for customer complaints	
Value chain partners	Yes	www.krsnaadiagnostics.com/investors/	0	0	Company has not received any Complaints from Value chain partners	0	0	NA	Company has not received any Complaints from Value chain partners

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

S. No.	Material issue identified	Indicate whether risk (R) or opportunity (O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
	Health risks associated with the workplace affecting employees	R	Workplace health risks can lead to increased employee absenteeism, reduced productivity, and lower morale. By gathering samples from patients with infectious diseases shows significant risk related to health. Failure to address these risks adequately may lead to regulatory noncompliance, resulting in fines and penalties. The cumulative effect of these factors can significantly impact the company's bottom line and long-term sustainability.	The Company has implemented measures to safeguard the well-being of its staff. Regular vaccinations are administered in line with guidelines. Medical insurance is provided to reduce health and financial risks for employees. Financial assistance is offered to the families of staff members who have lost their lives while treating patients. The company also rotates staff involved in sample collection	Negative Implications
	Workplace Protection	R&O	Inadequate implementation of workplace safety measures may increase the risk of occupational accidents and injuries, potentially resulting in higher employee absenteeism, reduced productivity, and an increase in the Lost Time Rate (LTR).	The Company has put in place a comprehensive safety manual that provides guidelines for all labs within the company. Regular health check-ups are carried out, especially for employees in technical to proactively monitor their well-being. • Staff are provided with necessary safety equipment, including eye wash stations, gloves, lab coats, goggles, fire sprinklers, TLD badges and fire extinguishers. • Periodic fire drills are conducted to ensure employees are familiar with evacuation procedures and understand their roles during emergencies. • The organization follows the Biomedical Waste Management (BMW) rules established by the Central Pollution Control Board (CPCB) guidelines. • Strict disinfection protocols are implemented in the centers to maintain a clean and hygienic working environment.	Positive Implications

S. No.	Material issue identified	Indicate whether risk (R) or opportunity (O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
	Risk Management	R&O	. Inadequate risk management may expose the Company to various financial, operational, regulatory and reputational risks, potentially resulting in financial losses, business disruptions and adverse impact on stakeholder confidence. Failure to identify and address emerging risks in a timely manner may also lead to missed business opportunities and regulatory non-compliance, including potential penalties and legal consequences.	The company collaborates with key stakeholders in the risk management process to ensure that all relevant parties are informed about potential risks and committed to creating strategies to address them. By involving stakeholders in this process, the company promotes a culture of risk awareness and accountability, resulting in more successful outcomes in risk management.	Positive Implications
	Waste Management	R	Ineffective waste management practices, including the generation and disposal of biomedical waste arising from business activities, may result in environmental pollution and associated regulatory, legal and reputational risks, including potential penalties and liabilities.	Disposal is carried out by a government-authorized partner, with waste sorted into different color-coded bags that have barcodes. The waste is weighed before being transferred to an authorized vendor. All safety regulations are adhered to from the point of generation until it is handed over to the authority.	Negative Implications

B.1: Policy and management processes**1-6. Policy and management processes**

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.					Yes				
1 b. Has the policy been approved by the Board?					Yes				
1 c. Web Link of the Policies, if available						www.krsnaadiagnostics.com/investors/			
2. Whether the entity has translated the policy into procedures.					Yes				
3. Do the enlisted policies extend to your value chain partners?					Yes				
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All policies of the Company are aligned with applicable laws and regulatory requirements, including the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and the National Guidelines on Responsible Business Conduct. Further, the Company's laboratories are accredited by the National Accreditation Board for Testing and Calibration Laboratories (NABL) in accordance with ISO 15189. Its imaging facilities operate in compliance with the applicable licences and approvals issued by the Atomic Energy Regulatory Board (AERB). The Company also holds the requisite authorisations under the Bio-Medical Waste Management Rules, 2016, from the respective State Pollution Control Boards. The Company further complies with the Clinical Establishments (Registration and Regulation) Act, 2010, and applicable State-specific legislation, as well as the Pre-Conception and Pre-Natal Diagnostic Techniques (Prohibition of Sex Selection) Act, 1994, in relation to its ultrasound and imaging operations.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is committed to responsible business conduct in alignment with the National Guidelines on Responsible Business Conduct (NGRBC), 2019, applicable regulatory requirements and its internal policies. The Company focuses on environmental sustainability, employee well-being, health and safety, ethical business practices and community development through its CSR initiatives. No specific organisation-wide quantitative ESG commitments, goals or targets with defined timelines have been formally established by the Company as at the reporting period. The Company is progressively strengthening its ESG framework and evaluating measurable targets for future implementation.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company diligently monitors its compliance with the specified principles and takes necessary actions when required.								

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.)

The company is committed to responsible business conduct in alignment with the National Guidelines on Responsible Business Conduct (NGRBC), 2019, applicable laws and internal policies.

During the reporting period, the Company continued to strengthen its ESG practices, with focus on environmental management, employee well-being, health and safety, ethical business conduct and community development through CSR initiatives.

Key ESG challenges include strengthening ESG data quality, measurement, monitoring and internal controls across operations. The Company is progressively developing measurable ESG goals and targets and strengthening its ESG governance and reporting mechanisms to improve the consistency and transparency of future disclosures.

8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy(ies).

Mr. Yash Prithviraj Mutha

Managing Director

DIN: 07285523

Email: investors@krsnaa.in

T: 020 2740 2400

9. Details about the entity's committee of the board/director responsible for decision making on sustainability related issues?

Board of Directors

The Board of Directors provides overall oversight on sustainability, business responsibility, ESG strategy, governance, and material environmental and social matters. The Board reviews the Company's sustainability initiatives, monitors progress on ESG priorities, and ensures alignment with the Company's long-term business strategy and regulatory requirements. The implementation of ESG and Business Responsibility initiatives is supported by the CSR & ESG function and the senior management team, with periodic updates presented to the Board.

a. Does the entity have a specified committee of the board/director responsible for decision making on sustainability related issues?

Yes

b. If yes, provide details

The CSR Committee of the Board is responsible for overseeing and reviewing sustainability-related matters, including CSR initiatives and relevant ESG considerations. The Committee reports to and works under the oversight of the Board of Directors.

B.2: Governance, leadership and oversight

10. Details of review of NGRBCs by the company:

a. Details about reviewing authority:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action					Director				
Description of any other committee					NA				
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances					Director				
Description of any other committee					NA				

b. Details about frequency:

Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action									Any other
Description of any other frequency									Ongoing
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances									Any other
Description of any other frequency									Ongoing

11. Information about the independent assessment /evaluation of the working of its policies carried out by the entity by an external agency.

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?									No
If yes, provide name of the agency									NA

B.3: Details of Review

12. If answer to Q1 of section B.1 – Policy and management processes is “No” i.e. not all principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles									
The entity does not have the financial or/ human and technical resources available for the task									NA
It is planned to be done in the next financial year									
Any other reason (please specify)									

Notes: Not Applicable

C:

Principle Wise Performance Disclosures

C.I:

Principle 1

Essential indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	2	Regulatory Updates	100
Key Managerial Personnel	1	Privacy, Information Security and Cyber Security	100
Employees other than BoDs and KMPs	109	The training and knowledge assessment programmes covered a wide range of topics, including Generative AI, ESIC, Vision, Mission and Values, Performance Management, Pathology, Diabetes and its diagnostics, Thyroid Function Tests, Polycystic Ovary Syndrome (PCOS), PMS, Hypertension, Radiation Safety, MRI Patient Safety (Pre- and Post-Test), Typhoid Investigation (Pre- and Post-Assessment), Bio-Rad EQA (Pre-Test), Protocol for Repeat Samples, and knowledge assessments for Lab Technicians and Phlebotomists. The programmes also covered workplace and operational topics such as Dress Code and Grooming Standards, Email Etiquette, Fire Mock Drills, POSH (in English and Hindi), and Understanding Retail Business and Various Business Models.	100
Workers	0	NA	NA

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):

a. Monetary:

Penalties and Fees	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred?
Penalty/Fine	NA	NA	Nil	NA	NA
Settlement	NA	NA	Nil	NA	NA
Compounding fee	NA	NA	Nil	NA	NA

b. Non-monetary:

Legal sanctions	NGRBC principle	Name of the regulatory/enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred?
Imprisonment	NA	NA	NA	NA
Punishment	NA	NA	NA	NA

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
NA	NA

4. Details about anti-corruption or anti-bribery policy.

a. Does the entity have an anti-corruption or anti-bribery policy?

Yes

b. If yes, provide details in brief.

Yes, The Company has established a Code of Conduct (COC) for its Board Members, Senior Management, and Employees. This code strictly prohibits unethical behaviours, including the acceptance of inappropriate gifts, illegal payments, or benefits. Web-link: www.krsnaadiagnostics.com/investors

c. If available, provide a web-link to the policy.

www.krsnaadiagnostics.com/investors

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

Organizational roles	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

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

Complaints type	FY 2025 - 2026 (Current Financial Year)		FY 2024-2025 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

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.

NIL

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Statutory Reports

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

Question	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Accounts payable × 365 days	36402.5 Mn	122922.9 Mn
Cost of goods or services procured	1,738.66 Mn	1692.61 Mn
Number of days of accounts payables	20.94	72.62

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

Parameter	Metrics	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Concentration of Purchases	a. i) Purchases from trading houses	0	0
	ii) Total purchases	1700.51 Mn	1629.30 Mn
	iii) Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made	0	0
	c. i) Purchases from top 10 trading house	0	0
	ii) Total purchases from trading houses	0	0
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. i) Sales to dealers / distributors	0	0
	ii) Total Sales	6909.47 Mn	6816.95 Mn
	iii) Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. i) Sales to top 10 dealers / distributors	0	0
	ii) Total sales to dealers / distributors	0	0
	iii) Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. i) Purchases (Purchases with related parties)	0	0
	ii) Total Purchases	0	0
	iii) Purchases (Purchases with related parties as % of Total Purchases)	0	0
	b. i) Sales (Sales to related parties)	585.18 Mn	417.60 Mn
	ii) Total Sales	6909.47 Mn	6816.95 Mn
	iii) Sales (Sales to related parties as % of Total Sales)	8.47%	6.13%
	c. i) Loans & advances (Loans & advances given to related parties)	0	32.74 Mn
	ii) Total loans & advances* *This is loans and advances of Asset and not of liability	0	32.74 Mn
	iii) Loans & advances (Loans & advances given to related parties as % of Total loans & advances)	0	100%

Parameter	Metrics	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
d. i)	Investments (Investments in related parties)	572.05Mn	313.3Mn
ii)	Total Investments made	574.96 Mn	316.21 Mn
iii)	Investments (Investments in related parties as % of Total Investments made)	99.49%	99.08%

Notes: The line items relating to trading houses and to dealers/distributors are not applicable, as the Company renders diagnostic services directly to patients, to Government and to National Health Mission and State Government institutions, and does not distribute its services through trading houses, dealers or distributors. The figures for total purchases, total sales, total loans and advances, total investments and transactions with related parties are derived from the audited standalone financial statements of the Company for the financial year ended 31 March 2026.

Leadership indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
0	NIL	0

2. Details about the processes in place to avoid/ manage conflict of interests involving members of the Board.

a. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?

Yes

b. If yes, provide details of the same.

The Company has established a comprehensive Code of Conduct to guide the Board of Directors, Key Managerial Personnel and Senior Management in maintaining high standards of ethical conduct and managing potential conflicts of interest. The Code sets out clear mechanisms for the identification, prevention, management and disclosure of actual or potential conflicts of interest.

The Company adheres to all applicable legal and regulatory requirements and ensures that the requisite approvals are obtained prior to entering into related party transactions. Further, to promote transparency and integrity, the Board of Directors, Key Managerial Personnel and Senior Management are required to provide annual declarations of their interests in other entities that may give rise to potential conflicts of interest.

C.2: Principle 2

Essential indicators

- 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.**

Expenditure type	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	0	0	NA

- Details about sustainable sourcing:**

a. Does the entity have procedures in place for sustainable sourcing?

No

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

Notes: The Company does not have formal procedures in place for sustainable sourcing during the reporting period. Accordingly, no percentage of inputs has been sourced under a defined sustainable sourcing framework. The Company will continue to evaluate opportunities to strengthen its procurement practices and integrate sustainability considerations into its sourcing processes in the future, as appropriate. Furthermore, the Company actively collaborates with stakeholders to improve its sustainable sourcing strategies.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for the following waste categories.**

Product type	Process description
a. Plastics (including packaging)	Operating in the Diagnostic services Sector, the Company acknowledges that the concepts of Waste material reuse and recycling don't directly apply to its field. Nevertheless, the Company has established arrangements with certified vendors to responsibly manage the bio-medical waste produced during the processes of sample collection and testing.
b. E-waste	
c. Hazardous waste	
d. Other waste	

- Details about Extended Producer Responsibility (EPR):**

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

Notes: Not Applicable as the Company is in Diagnostics Service Sector.

Leadership indicators

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the prescribed format.**

Not applicable. The Company is engaged in the provision of diagnostic services and does not manufacture or sell any product. No life cycle assessment has been conducted during FY 2025-26.

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

No life cycle assessment has been carried out during the year. The principal environmental aspect arising from the Company's operations is the generation of bio-medical waste during sample collection and testing, which is segregated at source and disposed of through vendors authorised by the relevant State Pollution Control Boards in accordance with the Bio-Medical Waste Management Rules, 2016, as described under Principle 6.

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

Nil. The principal inputs used by the Company are diagnostic reagents, consumables and single-use sample collection devices which, for reasons of clinical safety, patient safety and regulatory requirement, cannot be reused or recycled as input material.

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

Not applicable, as the Company does not manufacture or sell any product and accordingly does not reclaim any product or packaging at end of life.

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Not applicable, as the Company does not manufacture or sell any product.



Essential indicators

1. Details regarding well-being of employees and workers:

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1933	1933	100.00	359	18.57	0	0	0	0	0	0
Female	1364	1364	100.00	69	5.06	0	0	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	3,296	3,296	100.00	428	12.99	0	0	0	0	0	0
Other than permanent employees											
Male	1278	708	55.40	297	23.24	0	0	0	0	0	0
Female	1466	334	22.78	22	1.50	13	1.22	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	2,744	1042	37.97	319	11.63			0	0	0	0

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

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

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

Question	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
i) Cost incurred on wellbeing measures (well-being measures means well-being of employees and workers (including male, female, permanent and other than permanent employees and workers))	23.92 Mn	31.95Mn
ii) Total revenue of the company	6909.47 Mn	6816.96 Mn
iii) Cost incurred on wellbeing measures as a % of total revenue of the company	0.35%	0.47%

2. Details of retirement benefits, for the current and previous financial year.

Benefits	FY 2025 - 2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100	NA	Yes	100	NA	Yes
Gratuity	100	NA	Yes	100	NA	Yes
ESI	100	NA	Yes	100	NA	Yes

3. Accessibility of workplaces

Questions	Response
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?	Yes
If not, whether any steps are being taken by the entity in this regard.	NA

Notes: All the offices within The Company are fitted with ramps to facilitate accessibility for employees and workers with disabilities. Additionally, wheelchairs are provided to further improve convenience. The Company is dedicated to progressively ensuring that all premises and offices are accessible to individuals with disabilities.

4. Details about equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

Questions	Response
Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?	Yes
If so, provide a web-link to the policy.	The Company has established an Equal Opportunity Policy, which forms an integral part of its HR Manual and is readily accessible to employees through the Company's intranet. The policy reflects the Company's commitment to fostering an inclusive and diverse workplace by ensuring equal opportunities for all employees, preventing discrimination and harassment, and providing appropriate support and grievance redressal mechanisms in cases of violation of employee rights.

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	0	0	NA	NA
Female	86%	86%	NA	NA
Other	0	0	NA	NA
Total	0	0	NA	NA

6. a. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

Yes

b. If yes, give details of the mechanism in brief.

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent workers	No	There are no workers in the Company
Other than permanent worker	No	There are no workers in the Company
Permanent employees	Yes	Yes. The Company has implemented an HRMS platform that enables employees to raise and submit grievances. Grievances raised through the platform are reviewed and addressed by the respective Department Heads in accordance with the Company's HR policies. In addition, the Company has a ticket-based grievance redressal mechanism through which employees can raise their concerns, which are subsequently reviewed and resolved by the concerned Department Head.
Other than permanent employee	Yes	Yes, The Company utilizes HRMS software, providing a platform for employees to voice their grievances. These grievances, once raised, are addressed and resolved by the relevant department heads in accordance with The Company's HR policy.

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total permanent employees	3,296	0	0	3471	0	0
Male	1,932	0	0	2098	0	0
Female	1,364	0	0	1373	0	0

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Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Other	0	0	0	0	0	0
Total permanent workers	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Other	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2025 – 2026 (Current Financial Year)					FY 2024–2025 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Male	3211	2117	65.92%	2913	90.71%	3156	2100	66.53	2732	86.56
Female	2829	1963	69.38%	2560	90.49%	2758	773	28.02	2148	77.88
Other	0	0	0	0	0	0	0	0	0	0
Total	6,040	4,080	67.54%	5473	90.61%	5,914	2873	48.58	4880	82.51
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	3296	2201	66.77%	3157	2127	67.37
Female	2744	1294	47.15%	2757	1327	48.13
Other	0	0	0	0	0	0
Total	6040	3,495	57.86%	5914	3454	58.40
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Other	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

Questions	Response
a. Whether an occupational health and safety management system has been implemented by the entity?	Yes
If yes, the coverage such system?	The Company has established systems and processes to ensure health and safety across its centres and offices. The Company's Safety Manual, applicable to all units and centres, provides comprehensive guidelines and procedures for maintaining a safe and healthy workplace. Further, the Company has implemented an occupational health and safety management system focused on safeguarding the health, safety and overall wellbeing of its employees.

Questions	Response
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The Company conducts periodic assessments to identify and evaluate potential workplace hazards and has established appropriate protocols and controls to mitigate associated risks. These processes are continuously monitored by the respective Centre Managers, who are responsible for their effective implementation and day-to-day oversight.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.	Yes. The Company does not engage workers. Employees may report work-related hazards through their reporting managers or respective Centre Managers, the grievance module available on the Company's HRMS, or the ticket-raising system referred to in Q6 above. Employees are also permitted and encouraged to remove themselves from any situation that they reasonably believe may pose a risk to their health or safety, without fear of any adverse consequences.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?	Yes

Notes: All employees at the Company have access to non-occupational medical and healthcare services. Their coverage is provided either through Group Medclaim or ESIC, based on their eligibility and applicability. Moreover, all employees are eligible for discounted diagnostic investigations.

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

Safety incident/number	Category*	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Lost time injury frequency rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

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

The Company has established and implemented robust health and safety protocols across all its centres, reflecting its commitment to maintaining a safe and healthy work environment for its employees. Each centre is managed by a designated Centre Manager responsible for overseeing compliance with these protocols, including the safe handling, management and processing of samples by employees.

The Company also places emphasis on strengthening employee awareness and capabilities through regular health and safety training programmes. These initiatives are aimed at fostering a strong safety culture and ensuring that employees are equipped with the knowledge and skills required to effectively implement and adhere to workplace health and safety practices.

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	NA	0	0	NA
Health and safety	0	0	NA	0	0	NA

14. Assessments for the year:

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

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

Not Applicable

Leadership indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of:

Category	Response
Employees	Yes
Workers	NA

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

The Company carries out regular audits to confirm the prompt payment of all statutory dues. Furthermore, it contractually obligates third parties to ensure the timely settlement of these dues.

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

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Employees	0	0	0	0
Workers	NA	NA	NA	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?

No

5. Details on assessment of value chain partners:

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

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

NA

Essential indicators

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

The Company follows a systematic approach to identifying and prioritising its key stakeholder groups as part of its commitment to responsible and sustainable business practices. The Company engages regularly with both internal and external stakeholders to understand their expectations, assess performance, evaluate value creation and identify and prioritise material sustainability-related issues. The stakeholder identification process is aligned with the Company's Vision and Mission, with due focus on stakeholders who are critical to the achievement of its strategic objectives.

The Company primarily engages with key decision-makers and stakeholders who have the ability to influence its operational and strategic outcomes. Stakeholders are assessed based on their level of power, influence and relevance to the Company's decision-making processes. This assessment enables the Company to prioritise stakeholders with significant influence on its sustainability performance and outcomes, thereby facilitating focused engagement and appropriate responses to material issues in line with its overall strategy and organisational objectives.

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

Stakeholder group	Whether identified as vulnerable & marginalized group	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employee	No	Other	Email, SMS, Town Halls Meetings, all Hand Meetings/ in person Meeting, Offsite Meetings	Other	Event Based	Regular Company Updates/ Training Needs
Customers	No	Other	SMS, Newspaper, Website	Other	Event Based	Promotion Schemes/ New Tests, etc.
Investor and Shareholders	No	Other	Website, Annual Meeting, Newspaper	Other	Event Based	Financial Results/ Other Corporate Announcements
Government and Regulatory Authorities	No	Other	Email	Other	Event Based	Representations/ Perspective on Change in Regulations/ Upcoming Laws
Communities	Yes	Other	Activities under Corporate Social Responsibility (CSR) Initiatives	Other	Event Based	As part of its Corporate Social Responsibility (CSR) commitment, the Company addresses developmental and educational requirements.

Stakeholder group	Whether identified as vulnerable & marginalized group	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Vendors	No	Other	Emails, In-person Meeting, Letters, Digital Meetings	Other	Event Based	Regular business updates, performance feedback, and any updates related to regulatory changes regarding supplies or services
Franchised Lab Partners	No	Other	Emails, Surveys, In-person Meeting	Other	Event Based	Promotional Schemes

Leadership indicators

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

The Company places strong emphasis on regular and proactive engagement with its key stakeholders to facilitate effective communication of its strategies, performance and key developments. Continuous dialogue enables the Company to understand and align with stakeholder expectations and address their needs effectively. The Board of Directors is periodically apprised of significant developments, and its feedback and guidance are sought in relation to key matters. This approach ensures informed decision-making and enables the Company to incorporate relevant stakeholder perspectives while strengthening its overall responsiveness to stakeholder needs.

- a. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics.**

No

- b. If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

The Company engages with relevant internal and external stakeholders through ongoing interactions and feedback mechanisms to understand their expectations and concerns relating to economic, environmental and social matters. Inputs received through such engagements are considered in identifying and prioritising relevant sustainability topics and are incorporated, as appropriate, into the Company's policies, initiatives and action plans. Significant stakeholder feedback and developments are also communicated to the Board for consideration in relevant decision-making.

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

The Company engages with vulnerable and marginalised stakeholder groups through its healthcare and CSR initiatives to understand their needs and concerns. Based on the feedback and identified needs, the Company undertakes targeted interventions in areas such as access to healthcare, diagnostic services, healthcare education, community health and support to underserved communities. The concerns and requirements identified through such engagements are considered while designing and implementing relevant CSR programmes and initiatives.

Essential indicators

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

Category	FY 2025–2026 (Current Financial Year)			FY 2024–2025 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	3296	3296	100	3471	3471	100
Other than permanent	2744	2744	100	2443	2443	100
Total employees	6,040	6,040	100	5914	5914	100
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2025 – 2026 (Current Financial Year)					FY 2024–2025 (Previous Financial Year)				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	3296	2881	87.40	415	12.59	3471	2482	71.51	989	28.49
Male	1932	1591	82.34	341	17.66	2098	1414	67.40	684	32.60
Female	1364	1290	94.57	74	5.43	1373	1068	77.79	305	22.21
Other	0	0	0.00	0	0.00	0	0	0	0	0
Other than permanent	2083	1823	87.52	260	12.48	2443	1059	43.35	1384	56.65
Male	972	750	77.16	222	22.84	1059	376	35.51	683	64.49
Female	1111	1073	96.58	38	3.42	1384	1106	79.91	278	20.09
Other	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

** Excludes consultants engaged on a part-time basis from the reported employee numbers.

3. Details of remuneration/salary/wages:

a. Median remuneration/wages:

Category	Male		Female		Other	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	2	1600000	1	416666	0	0
Key Managerial Personnel	2	1400000	0	0	0	0
Employees other than BoD and KMP	1927	21155	1363	18226	0	0
Workers	NA	NA	NA	NA	NA	NA

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

Question	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Gross wages paid to females	328147364	383017331
Total wages	1023382116	1251572788
Gross wages paid to females as % of total wages	32.06%	30.60%

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

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

The Company has established a formal grievance redressal mechanism to address complaints relating to human rights. Employees may raise such grievances with the Human Resources Department through a dedicated email channel. Upon receipt, the HR team assesses and validates the concern and, where appropriate, refers the matter to the designated committee for further review and resolution. The committee addresses such matters within the timelines prescribed under the Company's Human Resource Policy.

This mechanism enables the Company to ensure that complaints relating to potential human rights violations are addressed in a fair, transparent and timely manner, while reinforcing its commitment to respecting and upholding human rights principles and standards.

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	0	0	Nil	0	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child labour	NA	NA	NA	NA	NA	NA
Forced labour/involuntary labour	NA	NA	NA	NA	NA	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

Question	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The Company has established a structured internal mechanism for addressing grievances relating to human rights, in accordance with its Grievance Policy and Redressal Mechanism. The mechanism provides employees with appropriate channels to raise and report concerns and ensures that such grievances are reviewed and addressed in a fair, transparent and timely manner.

The Company encourages employees to voice their concerns without fear of reprisal and is committed to maintaining a workplace based on respect, dignity, equality and fairness. The mechanism also supports the prevention and redressal of instances of discrimination and harassment, ensuring that concerns raised by affected individuals are appropriately addressed and resolved.⁹ Do human rights requirements form part of your business agreements and contracts?

No

10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	NA
Forced/involuntary labour	NA
Sexual harassment	0
Discrimination at workplace	0
Wages	0

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

Not applicable

Leadership indicators

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

The Company currently has effective mechanisms in place to manage human rights grievances or complaints. As a result, there have been no modifications or new business processes introduced to address these issues.

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

The Company has not conducted a formal standalone human rights due-diligence exercise during the reporting period. However, human rights considerations are addressed through the Company's existing policies, employee practices, grievance redressal mechanisms, applicable labour and employment requirements, and its engagement with relevant stakeholders. These mechanisms cover key areas including fair and non-discriminatory employment practices, employee health and safety, prevention of harassment, employee grievances, and responsible business conduct. The Company continues to strengthen its human rights-related practices and monitoring mechanisms as part of its overall ESG framework.

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

Yes

4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	0
Discrimination at workplace	0
Child labour	NA
Forced labour/involuntary labour	NA
Wages	0

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

Not Applicable

C.6: Principle 6

1. Details of total energy consumption (in joules or multiples) and energy intensity:

- a. Whether total energy consumption and energy intensity is applicable to the company?

Yes

- b. Details about revenue from operations (in ₹)

	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Revenue from operations (in Rs.)	6909.47 Mn	6816.95 Mn

- c. Details of total energy consumption (in joules or multiples) and energy intensity, in the following format:

Parameter	Unit	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
From renewable sources			
Total electricity consumption (A)	GJ	232	257
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	232	257
From non-renewable sources			
Total electricity consumption (D)	GJ	42,361	40,823
Total fuel consumption (E)	GJ	406	282
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	42,767	41,105
Total energy consumed (A+B+C+D+E+F)	GJ	42,999	41,362
Energy intensity per rupee of turnover (Total energy consumed/revenue from operations)	GJ/₹ turnover	0.000006223	0.000006068

Parameter	Unit	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP)	GJ/US\$ turnover	0.00013	0.000139
Energy intensity in terms of physical output	GJ/unit production	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity		NA	NA
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		NA	NA

2. Details about Performance, Achieve and Trade (PAT) Scheme of the Government of India:

Questions	Response
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?	No
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.	NA

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

Parameter	Unit	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water withdrawal by source			
(i) Surface water	Kilolitres	0	0
(ii) Groundwater	Kilolitres	0	0
(iii) Third party water	Kilolitres	63,245	37,727
(iv) Seawater/desalinated water	Kilolitres	0	0
(v) Others	Kilolitres	0	0
Total volume of water withdrawal (i + ii + iii + iv + v)	Kilolitres	63,245	37,727
Total volume of water consumption	Kilolitres	63,245	37,727
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	kilolitres/₹ turnover	0.000009	0.000006
Water intensity per rupee of turnover adjusted for purchasing power parity (Total water consumption / Revenue from operations adjusted for PPP)	kilolitres/US\$ turnover	0.00019	0.00013
Water intensity in terms of physical output (Total water consumption / physical unit)		NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity		NA	NA
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		NA	NA

4. Provide the following details related to water discharged:

Parameter	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
-- No treatment	0	0
-- With treatment - please specify level of treatment	0	0
(ii) To Groundwater	0	0
-- No treatment	0	0
-- With treatment - please specify level of treatment	0	0
(iv) To Seawater	0	0
-- No treatment	0	0
-- With treatment - please specify level of treatment	0	0
(iii) Sent to third-parties	0	0
-- No treatment	0	0
-- With treatment - please specify level of treatment	0	0
(v) Others	0	0
-- No treatment	0	0
-- With treatment - please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?	No	No
If yes, name of the external agency.	NA	NA

Notes: The Company primarily operates in government hospitals, making it challenging to compile water discharge data. However, it is committed to efficient resource use and implementing appropriate water-saving initiatives whenever possible.

5. Details about zero liquid discharge (ZLD):

Questions	Response
Has the entity implemented a mechanism for zero liquid discharge (ZLD)?	No
If yes, provide details of its coverage and implementation.	NA

6. Details of air emissions (other than GHG emissions) by the entity: Not Applicable

a. Whether air emissions (other than GHG emissions) by the entity is applicable to the company?

No

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

Parameter	Please specify unit	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Nox	tonnes	-	-
Sox	tonnes	-	-
Particulate matter (PM)	tonnes	-	-
Persistent organic pollutants (POP)	tonnes	-	-
Volatile organic compounds (VOC)	tonnes	-	-
Hazardous air pollutants (HAP)	tonnes	-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		NO	No
If yes, name of the external agency.		NA	NA

7. Details of greenhouse gas emissions (scope 1 and scope 2 emissions) & its intensity.

a. Whether greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity is applicable to the company?

Yes

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

Parameter	Unit	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Total scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	22.81	31.98
Total scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	238.54	150.67
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/₹ turnover	0.000000038	0.000000027
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/US\$ turnover	0.000000077	0.000000061
Total scope 1 and scope 2 emission intensity in terms of physical output	tCO ₂ e/unit production	NA	NA
Total scope 1 and scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		NA	NA

Note: Scope 1 emissions comprise direct emissions from fuel combustion in owned or controlled sources. Scope 2 emissions are computed on the location-based method by applying the all-India weighted average grid emission factor published by the Central Electricity Authority in its CO₂ Baseline Database for the Indian Power Sector to the electricity purchased from the grid. The greenhouse gases covered are CO₂, CH₄ and N₂O; the Company does not have material emissions of HFCs, PFCs, SF₆ or NF₃. [Finance and EHS to confirm the emission factors applied and the version of the CEA database used, and to state the proportion of locations covered by measured as against estimated data.]

8. Details about projects related to reducing GHG emission.

a. Does the entity have any project related to reducing GHG emission?

Yes

b. If yes, then provide details.

Yes, The Company is dedicated to reducing Greenhouse Gas (GHG) emissions. A key project involves implementing high energy efficiency systems across all utilities, strategically designed to significantly reduce energy consumption and, consequently, net GHG emissions.

9. Details related to waste management:

a. Different types of waste generated by the entity, in the following format:

Parameter	FY 2025 – 2026 (Current Financial Year)	FY 2024–2025 (Previous Financial Year)
Total waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	2.45	2.71
Bio-medical waste (C)	87.68	86.92
Construction and demolition waste (D)	0	0
Battery waste (E)	2.37	20.00
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any	0	0
Total (A+B+C+D+E+F+G+H)	92.5	109.63
Waste intensity per rupee of turnover (tonne/₹ turnover)	0.000000013	0.000000016
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (tonne/US\$ turnover)	0.000000297	0.000000368
Waste intensity in terms of physical output (tonne/unit production)	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA

b. Different types of waste recovered or disposed by the entity, in the current financial year:

Category of waste (in metric tonnes)	Recycled	Re-used	Other recovery operations	Incineration	Landfilling	Other disposal operations
Plastic waste	0	0	0	0	0	0
E-waste	0	0	0	0	0	2.45
Bio-medical waste	0	0	0	87.68	0	0
Construction and demolition waste	0	0	0	0	0	0
Battery waste	0	0	0	0	0	2.37
Radioactive waste	0	0	0	0	0	0
Other hazardous waste, if any	0	0	0	0	0	0
Other non-hazardous waste generated, if any	0	0	0	0	0	0
Total	0	0	0	87.68	0	4.82

c. Different types of waste recovered or disposed by the entity, in the previous financial year:

Category of waste (in metric tonnes)	Recycled	Re-used	Other recovery operations	Incineration	Landfilling	Other disposal operations
Plastic waste	0	0	0	0	0	0
E-waste	0	0	0	0	0	2.71
Bio-medical waste	0	0	0	86.92	0	0
Construction and demolition waste	0	0	0	0	0	0
Battery waste	0	0	0	0	0	20.00
Radioactive waste	0	0	0	0	0	0
Other hazardous waste, if any	0	0	0	0	0	0
Other non-hazardous waste generated, if any	0	0	0	0	0	0
Total	0	0	0	86.92	0	22.71

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.

The Company has implemented a comprehensive biomedical waste management system, strictly adhering to the Bio-Medical Waste Management Rules of 2016. This process involves meticulous segregation of waste, ensuring effective management. Categorized waste is allocated to an authorized state pollution control vendor for secure and environmentally responsible disposal. The Company believes that proper waste management and reducing dependency on harmful substances are essential for eco-friendly business practices. When the use of such chemicals is unavoidable, the Company upholds best practices in waste management, including thorough treatment of waste to mitigate harm and strict compliance with local and international regulations. Recognizing hazardous waste control as both a legal requirement and social responsibility, the Company continuously strives to manage harmful by-products appropriately.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with?	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 project	EIA notification No.	Date	Whether conducted by independent external agency	Results communicated in public domain	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:

Yes. The Company is in compliance with the applicable environmental laws, regulations and guidelines in India, including the Water (Prevention and Control of Pollution) Act, 1974, the Air (Prevention and Control of Pollution) Act, 1981, the Environment (Protection) Act, 1986 and the rules made thereunder. The Company holds valid authorisations under the Bio-Medical Waste Management Rules, 2016 from the relevant State Pollution Control Boards / Pollution Control Committees for its laboratories and centres, and consents to establish and operate where applicable, and its imaging facilities operate under the applicable licences and approvals of the Atomic Energy Regulatory Board. There were no instances of non-compliance, and no fines, penalties or action was taken against the Company by any pollution control board or by any court under the said laws, during the financial year ended 31 March 2026.

S. No.	Specify the law/regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable				

C.7: Principle 7

Essential indicators

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	NATHealth (Healthcare Federation of India)	National

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
	NA	

Notes: There have been no adverse orders against the Company pertaining to anti-competitive conduct from regulatory bodies.

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 public domain?	Frequency of review by board	Details of other frequency of review by Board	Web Link, if available
			NA			

C.8: Principle 8

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	Results communicated in public domain	Relevant web link
			NA		

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)
NA						

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

The Company has established a structured approach to community engagement and grievance redressal, with appropriate channels such as dedicated email addresses, helplines and regular community meetings to facilitate the receipt and resolution of concerns. A designated grievance officer and team oversee the timely acknowledgement, review and resolution of grievances raised by the community.

The grievance redressal process is communicated transparently to relevant stakeholders and is subject to regular monitoring and reporting to ensure accountability and effective resolution. The Company also engages with key stakeholders, including local authorities, NGOs and community representatives, to understand community needs and collaboratively address systemic issues.

These initiatives are aimed at fostering trust, transparency and accountability, strengthening relationships with the communities, and supporting the effective implementation and impact of the Company's CSR initiatives.

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

Category	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	2.88	6.55
Sourced directly from within the district and neighbouring districts	0	0

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.**

Location	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
1. Rural		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	111015909	109784493
ii) Total Wage Cost	1023382117	1034065506
iii) % of Job creation in Rural areas	10.85%	10.62
2. Semi-urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	372821490	366285313
ii) Total Wage Cost	1023382117	1034065506
iii) % of Job creation in Semi-Urban areas	36.43%	35.42
3. Urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	535614686	553085261
ii) Total Wage Cost	1023382117	1034065506
iii) % of Job creation in Urban areas	52.34%	53.49

Location	FY 2025 - 2026 (Current Financial Year)	FY 2024-2025 (Previous Financial Year)
4. Metropolitan		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	3930029	4910439
ii) Total Wage Cost	1023382117	1034065506
iii) % of Job creation in Metropolitan areas	0.38%	0.47

Place to be categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan

Leadership indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (reference: Q1 of essential indicators above).

Details of negative social impact identified	Corrective action taken
NA	

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

S. No.	State	Aspirational district	Amount spent (In INR)
1	Assam	Barpeta, Darrang , Dhubri	1000000

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups?

No

- b. From which marginalized/vulnerable groups do you procure?

NA

- c. What percentage of total procurement (by value) does it constitute?

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual property based on traditional knowledge	Owned/acquired	Benefit shared	Basis of calculating benefit share
1	NA			

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the case	Corrective action taken
NA		

Notes: There have been no adverse orders in any intellectual property disputes involving the use of traditional knowledge.

6. Details of beneficiaries of CSR projects:

S. No.	CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Disaster Management Relief fund	100000	35%
2	Support for Government Initiatives USG Center development in Govt Hospital – WARDHA	50000	20%
3	Nutritional food Supplement Kits distribution and awareness session for TB Patients	334	15%
4	Supporting Government Hospitals for Better Patient Care. **- This is an ongoing project. The number of beneficiaries has been projected based on the fund utilisation during the reporting period.	25000	40%

C.9: Principle 9

Essential indicators

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

The Company has established an effective mechanism for receiving, addressing and resolving customer and patient complaints and feedback. To facilitate ease of access, customers and patients can register their complaints and grievances through a dedicated email address (enquiry@krsnaa.in) and helpline number (020 6814 6814).

Upon receipt, each complaint is promptly assigned to the relevant department for review and necessary action. The complaint management process is focused on timely resolution and customer satisfaction. Once the complaint is resolved, the concerned customer or patient is duly informed of the resolution.

The feedback received from customers and patients serves as an important input for identifying areas of improvement and enhancing the quality of services. The Company remains committed to continuously improving its services and maintaining high standards of customer and patient experience based on stakeholder feedback.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	0
Safe and responsible usage	0
Recycling and/or safe disposal	0

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

Category	FY 2025-2026 (Current Financial Year)			FY 2024-2025 (Previous Financial Year)		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade practices	0	0	NA	0	0	NA
Other	87	0	-	89	0	-

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

Category	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?

Questions	Response
Does the entity have a framework/ policy on cyber security and risks related to data privacy?	Yes
If available, provide a web-link of the policy.	Yes, The Policy is at the intranet of the Company.

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.

Not Applicable

7. Provide the following information relating to data breaches.

a. Number of instances of data breaches.

0

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

NA

c. Impact, if any, of the data breaches.

NA

Leadership indicators

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

Information about the products and services offered by The Company can be conveniently accessed through various platforms, including the official website (www.krsnaadiagnostics.com), the dedicated mobile application, the customer service hotline, and physical visits to local centers.

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

All of The Company's centers display banners promoting the prudent and safe use of its services. Additionally, for the benefit of consumers, The Company regularly posts videos on sample collection procedures, relevant information, and the importance of various diagnostic tests for all age groups on its YouTube channel.

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

The Company communicates any discontinuation or disruption to its customers by posting notifications on its website for public awareness. Additionally, The Company adheres to SEBI (Listing Obligations and Disclosure Requirements) Regulations, promptly informing stock exchanges about material events that may impact its operations.

4. Details about display of product information.

Questions	Response
Does the entity display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief.	As the Company is engaged in providing diagnostic services, it does not display product information. However, the Company conducts Net Promoter Score (NPS) surveys after each customer transaction to assess customer feedback and identify areas for improvement. Not applicable. As a provider of diagnostic services the Company does not sell any product on which product information can be displayed. The Company does, however, display test-related information, pre-test preparation instructions and safety information at its centres and on its website and mobile application.
Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?	Yes. The Company carries out a Net Promoter Score (NPS) survey following customer transactions across its centres. The results are analysed by the operations and quality functions and are used to improve service delivery.[S

Notes: As a provider of diagnostic services, the Company does not display product information. However, The Company conducts Net Promoter Score (NPS) surveys after each customer transaction to analyze results and enhance performance.