

June 04, 2025

National Stock Exchange of India Limited
Exchange Plaza,
Plot No. C/1, G Block,
Bandra Kurla Complex, Bandra (E)
Mumbai – 400051

BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai- 400001

Symbol: LALPATHLAB

Scrip Code: 539524

Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2024-25

Dear Sir/ Madam,

Pursuant to the provisions of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2024-25.

We request you to please take the same on record.

Thanking You,
Yours Faithfully,

For **Dr. Lal PathLabs Limited**

Vinay Gujral
Company Secretary & Compliance Officer
Encl.: As above

Business Responsibility & Sustainability Report



SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Company	L74899DL1995PLC065388
2	Name of the Company	Dr. Lal PathLabs Limited
3	Year of Incorporation	1995
4	Registered office address	Block E, Sector-18, Rohini, New Delhi-110085
5	Corporate office address	12th Floor, Tower B, SAS Tower, Medicity, Sector-38, Gurugram-122001
6	E-mail id	cs@lalpathlabs.com
7	Telephone	0124-3016500
8	Website	www.lalpathlabs.com
9	Financial year for which reporting is being done	FY 2024- 2025
10	Name of the Stock Exchange(s) where shares are listed	i. National Stock Exchange of India Limited ii. BSE Limited
11	Paid-up capital	₹ 83,59,17,350 divided into 8,35,91,735 Equity Shares of ₹ 10/- each (As on March 31, 2025)
12	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	Mr. Manoj Kumar Garg, Group Chief Human Resource Officer, Tel: + 91-124-3016-500, Email: cs@lalpathlabs.com
13	Reporting Boundary	Standalone Basis
14	Name of Assurance provider	Not Applicable
15	Type of Assurance obtained	Not Applicable

Notes:

During the year under review, the Member(s) of Suburban Diagnostics (India) Private Limited, Wholly Owned Subsidiary ("Suburban"), in the Extra-ordinary General Meeting on February 06, 2025, accorded approval for voluntary liquidation of Suburban and expeditious consolidation of its business to the Company on a going concern subject to the compliance of applicable laws. Further, pursuant to the voluntary liquidation process, the Liquidator of Suburban, has distributed its entire business undertaking to the Company on a going concern basis on and with effect from close of business hours of March 18, 2025. In view of the same, data(s)/ information(s) of Suburban are also included under this report for the Financial Year 2024-25.

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
1	Other Human Health Activities	Activities of Independent Diagnostics/ Pathological Laboratories	100%

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

S. No.	Product/Service	NIC Code	% of total turnover contributed
1	Diagnostic and related healthcare tests and services	869	100%

III. Operations

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

Location	Number of plants	Number of offices/ Labs	Total
National	Not Applicable as the Company provides Diagnostic	298	298
International	Services in the area of Pathology and Radiology	2	2

19. Markets served by the entity

a. Number of locations:

Locations	Number
National (No. of states)	27 States and 5 Union Territories
International (No. of countries)	Nepal and Bangladesh.
	Additionally, the Company receives samples from international locations such as Kenya, Bhutan, Sri Lanka, Malaysia, Maldives, UAE, Saudi Arabia, Bahrain, Qatar, Kuwait, Ethiopia, Myanmar, Malawi, Ghana, Mauritius, Cameroon, Zimbabwe, Cambodia and Oman for testing in India.

b. What is the contribution of exports as a percentage of the total turnover of the entity: 1.18%

c. A brief on types of customers:

The Company's customers encompasses individual patients, hospitals, clinics, other healthcare providers, and corporate clients.

IV. Employees

20. Details as on March 31, 2025

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)	1,542	1,199	77.76	343	22.24
2	Other than Permanent (E)	288	149	51.74	139	48.26
3	Total employees (D+E)	1,830	1,348	73.66	482	26.34
WORKERS						
1	Permanent (F)	3,438	2,487	72.34	951	27.66
2	Other than Permanent (G)	40	14	35.00	26	65.00
3	Total workers (F+G)	3,478	2,501	71.91	977	28.09

Notes:

- "Permanent Employees" includes all the full-time employees with an indeterminate period.
- "Other than Permanent Employee" includes all the employees with a fixed term employment contract, Retainer, Residents, Interns and consultants.

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)	2	2	100	-	-
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D+E)	2	2	100	-	-
DIFFERENTLY ABLED WORKERS						
1	Permanent (F)	32	30	93.75	2	6.25
2	Other than Permanent (G)	-	-	-	-	-
3	Total differently abled workers (F+G)	32	30	93.75	2	6.25

21. Participation/inclusion/representation of women

Particulars	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	10	3	30.00
Key Management Personnel (KMP)*	6	1	16.67

(*)Includes Board Members, who are designated as KMP

22. Turnover rate for permanent employees and workers

Particulars	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17.02	15.55	15.86	20.84	19.77	20.62	33.37	22.43	30.81
Permanent Workers	10.19	7.63	8.21	10.11	9.93	10.07	10.61	13.49	11.24

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)

23. Names of holding / subsidiary / associate companies / joint ventures as on March 31, 2025:

S. No.	Name of Holding/Subsidiary/Associate Companies/Joint Venture	Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity participate in the Business Responsibility initiatives of listed entity? (Yes/No)
1	Paliwal Diagnostics Private Limited	Subsidiary	80	No
2	Dr. Lal Ventures Private Limited	Subsidiary	100	No
3	PathLabs Unifiers Private Limited	Subsidiary	100	No
4	Centrapath Labs Private Limited	Step down Subsidiary	70	No
5	APRL PathLabs Private Limited	Step down Subsidiary	80	No
6	Chanre Laboratory Private Limited	Step down Subsidiary	70	No
7	Dr. Lal PathLabs Nepal Private Limited	Subsidiary	100	No
8	Dr. Lal Path Labs Bangladesh Private Limited	Subsidiary	71.83	No

VI. CSR Details

24. a. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

b. Turnover: ₹ 23, 516 Million*

c. Net worth: ₹ 20,771 Million*

(*)As on March 31, 2025

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 (NGRBC)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2024-25			FY 2023-24		
		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	No	There were no complaints / grievances received from any specific community.					
Investors (Other than Shareholders)	Yes Investors can contact the officials mentioned in the link below https://www.lalpathlabs.com/investors/investors-inside/investor-contact	There were no complaints / grievances received from any Investors (Other than Shareholders)					
Shareholders	Yes Shareholders, for any of their grievances can reach out to the Company Secretary at https://www.lalpathlabs.com/investors/investors-inside/investor-contact	85	-	All complaints were duly resolved within the reporting period	93	1	1 (One) Shareholder Complaint was unresolved however the same had been resolved as on date
Employees and workers	Yes, Employees and workers can reach out to us via https://lplhr4u.sgcservices.com/Helpdesk/Helpdesk	3,184	16	The Company is under the process of resolving these case as on March 31, 2025	5,012	-	-
Customers	Yes, customer can reach out to us via https://www.lalpathlabs.com/company-information	48,761	377	-	48,805	-	-
Value Chain Partners	Yes, Value Chain Partners can reach out to us via https://www.lalpathlabs.com/company-information	There were no complaints/grievances received from the Value Chain Partners except for some outstanding dues related clarifications. These have been properly addressed and resolved.					

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, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate.	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Workplace Safety	Risk	<p>Workplace safety is crucial, as inadequate measures can result in accidents that harm both employees and the organization. Such incidents may lead to serious injuries and spread of infections to employees working in laboratories. This may result in higher absenteeism and productivity loss and even loss of life. The Company demonstrates its commitment to the safety and environmental stewardship through a comprehensive safety policy that addresses all aspects of workplace safety.</p>	<p>Personnel working in labs may be exposed to risks from various chemicals, infectious materials, fire hazard, electrical shock, gas leak etc. The environment is also at risk of being contaminated by hazardous materials used and wastes generated in the labs. Safety in labs therefore includes protection of both personnel and the environment from hazardous materials. The Company's detailed safety manual outlines policies which cover appropriate measures for all lab operations under its jurisdiction including hazards and their mitigation plans and training of staff. This manual outlines the use of sharps, disposal of bio-waste, reagents and other wastes generated in the labs in accordance with local and national regulations. Annual health checkups are mandatory for technical staff handling samples.</p> <p>Records of accident/incident/injuries of lab personnel is maintained. This record is analysed with the purpose of effectively controlling repetitions and preventing future events.</p> <p>Employees working in labs are provided with essential safety gear, including eye wash stations, gloves, lab coats, goggles, fire sprinklers, and extinguishers. Stringent disinfection protocols ensure a clean and hygienic work environment. Regular fire drills are conducted to train staff in evacuation procedures and clarify their roles during emergencies.</p> <p>Additionally, the Company strictly complies with Bio Medical Waste Management Rules.</p>	<p>Negative implications: This may result in increased workplace accidents. Situations where injuries persist can lead to loss of revenue.</p>
2	Employee Training and development	Risk	<p>Training is essential for business success, as inadequately trained employees are prone to poor job performance and higher levels of work-related stress. A lack of proper training on Standard Operating Procedures (SOPs) and process guidelines can pose significant risks, such as inaccuracies in the testing of patient samples. Well-defined and clear SOPs are vital to ensure consistency, precision, and efficiency in lab operations.</p>	<p>The Company firmly believe that personnel are the most important resource and their wellbeing, safety and development is of its utmost importance. Personnel of the Company are appropriately trained to achieve quality outcomes in the labs and produce accurate, reliable, and timely test results keeping safety at the top of the priority.</p> <p>The Company places significant emphasis on fostering employee growth and has invested in various training and development programs. These initiatives include comprehensive induction training for all new joiners, providing them with the understanding of the organization's policies and practices, along with functional training, compliance training, and online learning modules.</p>	<p>Negative implications: Insufficient or inadequate training can lead to reduction in operational efficiency impacting the profitability and revenue of the Company.</p>

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)
				For purposes of development, the Company is committed to conduct regular employee engagement programs which focus on creating a positive work environment, fostering teamwork, collaboration, and promoting employee satisfaction and well-being. By investing in these employee engagement programs, the Company have been able to improve retention rates, reduce turnover, build a strong and motivated workforce.	
3	Employee benefits	Opportunity	Placing a priority on employee welfare brings advantages to the employees and the organization as well. It fosters a positive work environment, leading to enhanced job satisfaction, boosted morale, and increased motivation to excel. Incentive programs can help in motivating employees to perform at their best, achieve strategic goals, and improve overall Company's performance. Additionally, the Company demonstrates a strong commitment to its employees' well-being through various initiatives such as comprehensive mediclaim policy and accident insurance for frontline employees.	-	Positive - Employee welfare initiatives are crucial for attracting, retaining, and nurturing talent.
4	Energy Management	Opportunity	Energy efficiency is one of the top most priority for the Company and by optimizing energy consumption, the Company can achieve significant savings. Moreover, energy-efficient practices help lower greenhouse gas emissions, reinforcing the Company's commitment to mitigating the human impact on climate change.	-	Positive as energy management presents a valuable opportunity for the Company to enhance its operational efficiency while reducing costs. By adopting innovative energy-efficient technologies and practices, the Company can achieve long-term savings, improve sustainability credentials, and meet regulatory standards.
5	Fire Safety	Risk	A fire incident can severely disrupt lab operations, leading to potential damage to equipment, loss of critical samples, and delays in ongoing tests.	The Company demonstrates its strong commitment to safety by installing a robust Fire Alarm system and equipping all lab operation with Fire Extinguishers. Furthermore, regular fire safety training sessions are organized for staff, underscoring the Company's dedication to maintain a safe and secure workplace. The Company also places evacuation plans at noticeable areas for employee safety and awareness.	Negative implications: Fire safety is critical, as fire incidents can lead to severe risks, including harm to personnel, damage to lab equipments, and loss of valuable samples. Such events can halt operations, compromise safety, and incur significant financial losses.
6	Community development – CSR	Opportunity	As a conscientious entity, the Company views Corporate Social Responsibility (CSR) not merely as a duty, but as an opportunity to create meaningful and lasting connections with the community. Through its diverse CSR initiatives, the Company focuses on addressing social challenges, fostering sustainability, and empowering underprivileged sections of society, thereby contributing to growth and development.	-	Positive - Allocated ₹ 94.53 Million for Corporate Social Responsibility (CSR) activities during FY 2024-2025 towards medical and health programs, enabling better healthcare services while also endorsing research initiatives at leading institutions such as IIM Ahmedabad. The Company also conducted training and skill upliftment initiatives for phlebotomists in rural and semiurban set ups.

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:



Principle 1

Businesses should conduct and govern themselves with integrity 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 towards all its stakeholders



Principle 5

Businesses should respect and promote human rights



Principle 6

Businesses should respect, protect and make efforts to 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

SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

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

Disclosure Question		P1	P2	P3	P4	P5	P6	P7	P8	P9
POLICY AND MANAGEMENT PROCESSES										
1.	a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	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://media.lalpathlabs.com/2025-05/Buisness-Responsibility-&Sustainability-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)	N	N	N	N	N	N	N	N	N
4.	Name the national and international codes/ certifications/ labels/ standards	<ul style="list-style-type: none"> • CAP: Two (02) Reference Labs are accredited by College of American Pathologists (CAP). • NABL: Forty (40) labs are accredited by National Accreditation Board for Testing and Calibration Laboratories (NABL). • ISO 27001: The ISO 27001 is the standard for information security management systems (ISMS). It defines requirements an ISMS must meet. The ISO 27001 standard provides companies of any size and from all sectors of activity with guidance for establishing, implementing, maintaining and continually improving an information security management system. 								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any	The Company is committed to adhering to the nine principles outlined in the National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business, as issued by the Ministry of Corporate Affairs. Further, the Company has also set out to monitor its' water and energy footprint by adopting innovative energy solutions.								
6.	Performance of the entity against specific commitments, goals, and targets along-with reasons in case the same are not met	The Company remains vigilant in monitoring its adherence to the specified principle(s) and takes appropriate measures whenever necessary								
GOVERNANCE, LEADERSHIP, AND OVERSIGHT										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	Emphasizing the significance of ESG principles, the Company's unwavering commitment to environmental, social, and governance initiatives is an integral part of its operational ethos. Sustainability drives the Company's endeavours, fostering growth, nurturing human capital, and instilling social responsibility. Notable achievements include advancements in waste management, water conservation, paperless initiatives, and renewable energy adoption. Upholding ethical standards and transparency in governance, the Company endeavours to positively impact society and stakeholders.								

Disclosure Question	P1	P2	P3	P4	P5	P6	P7	P8	P9												
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>CSR Committee is responsible for implementation and oversight of the Business Responsibility Policies. The constitution as on March 31, 2025 of the CSR Committee is as follows:</p> <table border="1"> <thead> <tr> <th>Name of Member</th> <th>DIN number</th> <th>Designation within the Organisation</th> </tr> </thead> <tbody> <tr> <td>(Hony) Brig. Dr. Arvind Lal</td> <td>00576638</td> <td>Executive Chairman</td> </tr> <tr> <td>Dr. Om Prakash Manchanda *</td> <td>02099404</td> <td>Managing Director</td> </tr> <tr> <td>Mr. Arun Duggal</td> <td>00024262</td> <td>Lead Independent Director</td> </tr> </tbody> </table> <p>(*) Dr. Om Prakash Manchanda (DIN: 02099404) ceased as a Member of the Committee upon completion of his tenure as Managing Director of the Company on March 31, 2025. Mr. Rohit Bhasin (DIN: 02478962), Non-Executive Independent Director appointed as Member of the Committee in place of Dr. Om Prakash Manchanda.</p>									Name of Member	DIN number	Designation within the Organisation	(Hony) Brig. Dr. Arvind Lal	00576638	Executive Chairman	Dr. Om Prakash Manchanda *	02099404	Managing Director	Mr. Arun Duggal	00024262	Lead Independent Director
Name of Member	DIN number	Designation within the Organisation																			
(Hony) Brig. Dr. Arvind Lal	00576638	Executive Chairman																			
Dr. Om Prakash Manchanda *	02099404	Managing Director																			
Mr. Arun Duggal	00024262	Lead Independent Director																			
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 CSR Committee holds responsibility for making decisions related to sustainability matters																				

10. Details of Review of the National Guidelines on Responsible Business Conduct (NGRBC) by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency: Annually (A) / Half yearly (H) / Quarterly (Q) / Any other – please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies & follow up action	CSR Committee									Annually* and as a precautionary measure the review of policies are undertaken as per regulatory requirements as and when needed.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	CSR Committee									Annually* and as a precautionary measure, review of policies are undertaken as per regulatory requirements as and when needed.								

(*) Annual review by the Committee on April 25, 2025

11 Particulars	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? (Yes/No). If yes, provide name of the agency.	No								

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/ No)									
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)	Not applicable								
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”.

While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

PRINCIPLE 1 BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE

UN SDG Linkage



Introduction to Principle 1

We prioritize ethical business conduct, ensuring integrity and transparency in all our operations. Our commitment to these values is reflected in our robust policies and procedures, which safeguard the interests of our stakeholders and promote sustainable growth.

At Dr. Lal Pathlabs, we aim to achieve this by taking stringent steps to ensure compliance to regulatory norms, imbibing ethical practices at the core of all levels of our workforce via trainings and our well-laid code of conduct.

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 audits impact	% of persons in respective category covered by the awareness programmes*
Board of Directors	Three (3)	Updates on: 1. SEBI Regulations 2. IT Risk Governance including Data Privacy and Cyber Security 3. Corporate Social Responsibility	100% 100% 100%
Key Managerial Personnel (KMP)	Three (3)	Updates on: 1. SEBI Regulations 2. IT Risk Governance including Data Privacy and Cyber Security 3. Corporate Social Responsibility	100% 100% 100%
Employees (other than BoD and KMPs)	Four (4) trainings held annually for each topic highlighted under compliance	Compliance requirements: 1. POSH 2. Code of Conduct 3. Information Security 4. Data Privacy	96% 93% 89% 89%
	One (1)	Health and Safety	24%
	One (1)	Skill upgradation	60%
	One (1)	Human Rights	99%
Workers	Four (4) trainings held annually for each topic highlighted under compliance	Compliance requirements: 1. POSH 2. Code of Conduct 3. Information Security 4. Data Privacy	96% 89% 84% 84%
	One (1)	Health and Safety	47%
	One (1)	Skill upgradation	71%
	One (1)	Human Rights	99%

Notes: Within Health & Safety, fire safety trainings are also included.

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 Requirements) Regulations, 2015 and as disclosed on the entity's website)

Type	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹) Brief of the Case Has an appeal	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	None	Nil	NA	NA	NA
Settlement	None	Nil	NA	NA	NA
Compounding fee	None	Nil	NA	NA	NA

Type	Non-Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	None	Nil	NA	NA
Punishment	None	Nil	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
	Not Applicable

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

The Code of Conduct for the Company's Board Members and Senior Management aligns with the Company's vision and values, enhancing ethical and transparent processes. It complies with SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015. The Code applies to Board Members, Key Managerial Personnel, and Senior Management, defining principles for honesty, integrity, compliance with policies and laws, conflict of interest, and protection of confidential information. It also covers the use of company assets, acceptance of gifts, whistleblower protection, and corporate opportunities. Disclosure requirements for directors and senior management ensure transparency in their interests and transactions.

The policy is available at <https://media.lalpathlabs.com/2025-01/Code-of-conduct-for-Directors-and-Senior-Management.pdf>

Further, our Code of Conduct (COC) for Employees also provides that the Company firmly stand against bribery and corruption in all forms. The Company is committed to conduct business with integrity, transparency, and accountability. It believe that ethical practices are the foundation of success and reputation.

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

Particulars	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints about conflict of interest

Particulars	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	None	-	None	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	None	-	None	-

7. Provide details of any corrective action taken or underway on issues related to fines/penalties/action taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest: None

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

Particulars	FY 2024-25	FY 2023-24
Number of days of accounts payables	42	43

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 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	15.49	12.82
	b. Number of trading houses where purchases are made from	149	164
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	52.98	43.66
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not applicable, as the company does not offer its services through dealers or distributors.	
	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)	1.34	1.01
	b. Sales (Sales to related parties / Total Sales)	0.56	0.49
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	0.09	0.00

(*) Purchase includes Cost of materials consumed and Lab test expenses

(**) In view of voluntary liquidation of Suburban Diagnostics (India) Private Limited, a wholly owned subsidiary and transfer of its entire business undertaking on going concern basis to the Company, the figures for the FY 2023-24 have been restated.

Leadership Indicators

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

The Company has not yet conducted any such assessment programs for value chain partners during the year.

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

Yes, the Company maintains a comprehensive Code of Conduct specifically designed for its Board Members and Senior Management. The Code of Conduct outlines ethical and transparent practices for the Board and Senior Management, aligning with SEBI regulations. It applies to Board members, Key Managerial Personnel, and Senior Management. Key principles include honesty, integrity, compliance with laws, avoiding conflicts of interest, protecting confidential information, proper use of Company assets, and prohibiting acceptance of gifts that could influence business decisions. The Code also emphasizes the protection of whistleblowers, responsible disclosure of information, and adherence to corporate opportunities and legal obligations. The Code of Conduct is available on the Company's website at <https://media.lalpathlabs.com/2025-01/Code-of-conduct-for-Directors-and-Senior-Management.pdf>

PRINCIPLE 2 BUSINESSSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

UN SDG Linkage



Introduction to Principle 2

We prioritize delivering diagnostic services that are resource-efficient and safe. We strive to comprehensively evaluate sustainability challenges across operations, ensuring that we create value for our stakeholders while actively reducing negative impacts on the environment and society.

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.

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impact in FY 2024 - 2025
R&D	-	-	-
Capex	2%	11%	Capex in Solar, Effluent Treatment Plant & Autoclave etc.

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

The Company actively pursues sustainable sourcing practices, ensuring that its social and environmental performance extends throughout its supply chain. By communicating expectations to vendors, the Company promotes localization of business operations by giving preference to local suppliers. Committed to environmentally responsible practices, the Company aims to minimize adverse effects on the community, environment, and natural resources while prioritizing public health and safety. Additionally, the Company has entered into a Power Purchase Agreement (PPA) for solar energy, contributing to the reduction of carbon footprints.
 - If yes, what percentage of inputs were sourced sustainably: 25%
- 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

As a provider of Diagnostic Services, the Company recognizes that reusing and recycling of waste materials are not directly applicable to its industry. However, the Company engaged authorized vendors for managing the disposal of bio-medical wastes generated during sample collection and testing.
- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable as the Company is in Diagnostics Service Sector

Leadership Indicators

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

Not applicable since during the year under review, the Company has not conducted any Life Cycle Perspective / Assessments (LCA) for its services.

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:**

Not applicable since during the year, the Company has not conducted any Life Cycle Perspective / Assessments (LCA) for its services

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):**

Not applicable for the Company's business operations.

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

Particulars	FY 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (Including Packaging)	-	-	-	-	-	-
E Waste	-	-	-	-	-	-
Hazardous Wastes	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

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

Not Applicable

PRINCIPLE 3 BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

UN SDG Linkage



Introduction to Principle 3

We are committed to conduct regular Employee Engagement programs, which focuses on creating a positive work environment, fostering teamwork, promoting employee satisfaction and well-being.

By investing in these employee engagement programs, the Company has been able to improve retention rates and build a strong and motivated workforce.

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits*		Paternity benefits*		Day care facilities	
		No. (B)	(% B/A)	No. (C)	(% C/A)	No. (D)	(% D/A)	No. (E)	(% E/A)	No. (F)	(% F/A)
PERMANENT EMPLOYEES											
Male	1,199	1,199	100	708	59.05	NA	NA	1199	100	-	-
Female	343	343	100	40	11.66	343	100	NA	NA	-	-
Total	1,542	1,542	100	748	48.5	343	100	1,199	100	-	-
OTHER THAN PERMANENT EMPLOYEES											
Male	149	-	-	6	4.03	NA	NA	149	100	-	-
Female	139	-	-	1	0.72	139	100	NA	NA	-	-
Total	288	-	-	7	2.43	139	100	149	100	-	-

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	
		No. (B)	(% B/A)	No. (C)	(% C/A)	No. (D)	(% D/A)	No. (E)	(% E/A)	No. (F)	(% F/A)
PERMANENT WORKERS											
Male	2,487	2,255	90.67	337	13.55	NA	NA	2,487	100	-	-
Female	951	851	89.48	18	1.89	951	100	NA	NA	-	-
Total	3,438	3,106	90.34	355	10.33	951	100	2,487	100	-	-
OTHER THAN PERMANENT WORKERS											
Male	14	-	-	1	7.14	NA	NA	14	100	-	-
Female	26	-	-	2	7.69	26	100	NA	NA	-	-
Total	40	-	-	3	7.50	26	100	14	100	-	-

(*) Maternity and Paternity benefits were provided to Female and Male, respectively and therefore 100% is mentioned.

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

Particulars	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.37%	0.37%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered (as a % of total employee)	No. of workers covered (as a % of total workers)	Deducted & deposited with the authority (Yes/No/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 (Yes/No/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	-	9.51	Y	-	11.55	Y
Others- Please Specify	-	-	-	-	-	-

3. Accessibility of workplaces

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

The Company believes that sustainable growth is a function of investing in a diverse talent pool. The Company is in a process of building an inclusive culture. The Company through its equal Opportunity policy is ensuring that the PWD are also given opportunity to work. The Company is committed to build an accessible inclusive workplace and welcome the skills and talent of differently abled people. Over the year, it has identified appropriate roles to onboard more differently abled team members through their inclusive hiring practices. The Company is working progressively to increase their participation in the organization and making our physical and digital infrastructure accessible by auditing the existing facilities across the country as per the Rights of Persons with Disabilities Act, 2016. The Company is striving to make its facilities PWD enabled. Certain measures of installing hand grabs in restrooms, fire exit signage's, portable ramps etc. have been taken.

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.

The Company is committed to promote equality and embracing diversity through its internally available Equal Opportunity Policy. This policy reaffirms the Company's dedication to providing equal opportunities to all employees, addressing discrimination and harassment, and ensuring that those whose rights have been violated receive the necessary support and redressal.

5. Return to work and retention rates of permanent employees that took parental leave.

Gender	Permanent employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	75	74.5	92.62	95.24
Female	44	37.50	59.65	39.34
Total	65.88	63.29	82.12	77.01

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.

Case Details	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Employees	Yes, the Company's employee can raise their grievances through internal HRMS portal i.e. https://lplhr4u.sgcservices.com/Helpdesk/Helpdesk
Other than Permanent Employees	
Permanent Workers	
Other than Permanent Workers	

The Company is committed to maintain a safe, respectful and inclusive workplace. The grievance redressal policy allows employees to raise concerns or complaints of issues they face at work. The scope of grievance can be pertaining to day to day transactional issues or any kind of discrimination, harassment other than POSH, denial of applicable employee benefits, violation of human rights or workplace safety issues. This structured process facilitates addressing issues promptly and fairly, ensuring that employees feel heard and supported. Employees can conveniently submit their complaints or grievances through the designated employee login portal or even reach their HR SPOC who can address them.

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

Category	FY 2024-25			FY 2023-24		
	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	1,542	4	0.26	1,321	4	0.30
Male	1,199	4	0.33	1,043	4	0.38
Female	343	-	-	278	-	-
Total Permanent Workers	3,438	87	2.53	2,778	92	3.31
Male	2,487	28	1.13	2,131	28	1.31
Female	951	59	6.20	647	64	9.89

8. Details of training given to employees and workers

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health & Safety Measures		On Skill Upgradation		Total (D)	On Health & Safety Measures		On Skill Upgradation	
		No. (B)	% (B / A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (D)	%(F/D)
Employees										
Male	1,199	102	8.51	729	60.8	1,043	473	45.35	890	85.33
Female	343	49	14.29	190	55.39	278	157	56.47	210	75.54
Total	1,542	151	9.79	919	59.60	1,321	630	47.69	1,100	83.27
Workers										
Male	2,487	756	30.40	1,904	76.56	2,131	1,623	76.16	1,724	80.90
Female	951	507	53.31	547	57.52	647	522	80.68	522	80.68
Total	3,438	1,263	36.74	2,451	71.29	2,778	2,145	77.21	2,246	80.85

9. Details of performance and career development reviews of employees and workers

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,199	1,199	100	1,043	1,043	100
Female	343	343	100	278	278	100
Total	1,542	1,542	100	1,321	1,321	100
Workers						
Male	2,487	2,487	100	2,131	2,131	100
Female	951	951	100	647	647	100
Total	3,438	3,438	100	2,778	2,778	100

10. Health and safety management system:

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

The Company is committed to provide a safe working environment for our personnel, patients, clients, and visitors. It takes all possible steps to ensure the health, safety, and welfare of employees, and has developed a safety manual which is available to all lab personnel, and staff are encouraged to review it regularly.

Staff working in the lab area are responsible for performing their jobs in a Safe prescribed manner, eliminating and/or reporting workplace hazards, accidents, incidents, and unsafe practices or conditions to ensure proper storage and disposal of all hazardous materials and wearing protective gear while handling samples.

Additionally, annual health checkups are conducted for all staff involved in sample handling, and where necessary, staff are immunized with the appropriate vaccines.

Further, we also undertake mock drills in relation to safety such as in cases of fires and earthquakes i.e. in situations where immediate evacuation takes precedence. The Company's operations are appropriately governed by evacuation signage boards which ensures that our employees are made aware of safety procedures, and we also ensure the availability of fire equipment to ensure that we can effectively deal with fire outbreaks.

- 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 has carefully crafted comprehensive policies and guidelines to address various hazards and mitigate associated risks effectively. These policies provide a solid framework for identifying work-related hazards, following recommended guidelines, and conducting thorough risk assessments. Further, the Safety Manual outlines detailed procedures for risk assessment, ensuring employees have clear access to protocols and procedures. To ensure compliance with these policies, the Company has a Quality Department whose roles include the conduct of frequent audits to monitor and evaluate adherence levels with the related policies.

Further, our employees also play a great role in eliminating risk factors via reporting workplace hazards, reporting accidents, incidents, and unsafe practices or conditions to the applicable lab/facility supervisors, which in turn ensures that applicable hazards and risks identified are dealt with to avoid future recurrences.

- c. **Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)**

Yes, the Lab Safety Program incorporates specific procedures that employees must adhere to in the event of safety incidents. These procedures delineate the appropriate steps and actions necessary to effectively address such situations. To ensure comprehensive incident documentation, the Company has developed a dedicated internal safety incident reporting tool.

The report includes description of any event or accident, factors contributing to the event and information on first aid or other health care facilities provided on the spot. This information is analyzed with the purpose of effectively controlling repetitions and preventing future events. The records are checked periodically even in the absence of fresh entries.

Supervisors or any lab staff are responsible for recording each safety incident on this platform, facilitating systematic data capture and analysis. Utilizing this reporting tool enables the Company to track safety incidents. Ultimately, this approach fosters a culture of continuous improvement in lab safety.

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

Yes, the Company extends Medclaim coverage to all employees except those falling under the ambit of the ESIC Act. Employees covered by ESIC receive all relevant medical benefits under that scheme. Additionally, all employees are eligible for discounted diagnostic investigations.

11. Details of safety related incidents

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	1 (minor)	-
	Workers	3 (minor)	4 (minor)
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (Including the contract workers)	Employees	-	-
	Workers	-	-

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

The Company has established strict guidelines and norms for our employees with regards to prevent work related hazard via the proper utilization of personal protection equipment, safety equipment usage, emergency procedures, fire safety, chemical hygiene, electrical safety, and waste disposal within our laboratories. These guidelines ensure a safe and secure working environment for all employees.

- Safety gear such as eye wash stations, gloves, lab coats, and goggles are provided to staff.
- Fire sprinklers and fire extinguishers are installed at the workplace along with fire evacuation plan.
- Fire drills are conducted periodically.
- Bio-Medical Waste (BMW) segregation and disposal are carried out according to BMW Management Rules, 2016 and CPCB (Central Pollution Control Board) guidelines, as amended from time to time.
- Disinfection protocols are implemented in labs.
- Ergonomic lab furniture is provided to all staff.
- Health check-ups and immunizations are conducted for all those in technical or sample handling roles.

Grievance Redressal Mechanism is in place to ensure that any form of grievances on POSH, Human Rights and other Grievances.

13. Number of complaints on working conditions and health and safety made by employees and workers.

Category	FY 2024-25			FY 2023-24		
	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	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

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	Periodic internal audits are conducted by the Quality team on Health and Safety aspects/ practices. (100%)
Working Conditions	Before operationalization of new labs, the project team and lab teams conduct a safety audit of the setup. These safety trainings are conducted regularly. (100%) Additionally, Fire Safety drills are undertaken to ensure that employees are aware of safety requirements and what is necessary in case of non-compliance. (100%) Bio-Medical Waste (BMW) handling training modules are enabled for employee knowledge. (100%).

(*)Assessed by the entity

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 and safety practices and working conditions.

- The lab safety manual serves as a comprehensive guide for all safety-related matters within the organization.
- In the event of any safety incident, specific corrective protocols are in place and diligently followed.
- Regular training sessions are conducted for staff members to enhance safety awareness and practices.
- A risk management guide has been established for all laboratories, ensuring proactive measures to mitigate potential risks.

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)?

Employees	Yes, the Company maintains a welfare fund that provides benefits to employees and workers in the event of death. Additionally, the Company offers Personal Accident Insurance to employees and workers in Sales and Home Collection roles.
Workers	

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 conducts regular audits to ensure that all statutory dues have been promptly deposited. Additionally, it also holds third parties contractually responsible for ensuring timely payment 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.

Particulars	Total no. of affected employees / workers		No. of employees / workers rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
	Employees	1 (minor)	-	-
Workers	3 (minor)	4 (minor)	-	-

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

5. Details on assessment of value chain partners:

Case Details	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company has not conducted any such assessments for value chain partners during the year.
Working Conditions	

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: Not applicable

PRINCIPLE 4 BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

UN SDG Linkage



Introduction to Principle 4

We prioritize patients by delivering reliable and accurate diagnostic tests. Our commitment extends to the community through health awareness initiatives and making our services accessible.

Additionally, we take environmental responsibility by adhering to regulatory rules for ensuring the safe disposal of Bio-Medical Waste. Our mechanisms to ensure transparency and ethical practices enable us to build trust and accountability with all stakeholders, demonstrating our dedication to their wellbeing and interests.

Essential Indicators

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

The Company's unwavering commitment to responsible and sustainable business practices is exemplified through its continuous engagement with both internal and external stakeholders. This ongoing dialogue is essential for evaluating the Company's performance, assessing the value delivered to stakeholders, and prioritizing pertinent sustainability issues. The stakeholder identification process is guided by several key factors:

- Alignment with Mission and Vision:** The Company ensures that its stakeholder identification process is in harmony with its Mission and Vision statements or policies. This strategic alignment guarantees that critical stakeholders, essential for achieving the Company's objectives, receive the necessary attention.
- Engaging Key Decision Makers:** Acknowledging their substantial influence, the Company actively engages with key decision makers who shape its operations, direction, and overall outcomes. These individuals are instrumental in shaping the Company's sustainability practices.
- Assessing Stakeholder Power and Influence:** The Company meticulously evaluates individual stakeholders based on their power and influence within the decision-making process. This assessment informs prioritization efforts, focusing on stakeholders who can significantly impact the Company's sustainability performance and overall outcomes.

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

Stakeholders Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients/ Customers	No	Website, SMS, newspaper ads, customer service channels, direct patient outreach programs	Ongoing	Regular communication on services and schemes, customer support platforms, feedbackbased improvements
Doctors/ Clinician	No	Digital platforms, in-person meetings, training sessions	Ongoing	New test launch, case study presentation, continuing education (EDGE), regular performance feedback, compliance communications
Employees	No	Emails, engagement surveys, town halls, training sessions, EX Club events, onboarding programs	Ongoing	Implementation of employee wellness programs, EX Clubs, structured L&D under FLIP, EDGE and HUNAR, revamped onboarding and R&R systems
Vendors	No	Digital and in-person meetings, performance evaluations	Ongoing	Periodic reviews, feedback mechanisms, capacity-building sessions, regulatory updates

Stakeholders Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	No	CSR activities, community partnerships, local outreach projects	Ongoing	CSR initiatives focused on education, health, livelihood and social impact aligned with national goals
Govt/ Regulatory Authorities	No	Email communications, formal representations, industry body participation	Ongoing	Submission of regulatory information, participation in forums and consultations, continuous compliance processes
Investors & Shareholders	No	Annual general meetings, conference calls, stock exchange filings, company website	Ongoing	Periodic disclosures, financial reporting, investor meetings, dedicated investor services

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’s management regularly updates Board/ Committee Members on feedback received from various stakeholders regarding environmental, social, and governance (ESG) matters. This ongoing communication ensures that the Board remains well-informed about stakeholder perspectives and concerns related to ESG issues.

Initially, discussions on ESG matters take place between relevant Business Heads or Functional Heads and the respective stakeholders. These conversations are then summarized and shared with Key Managerial Personnel.

Finally, the summary is escalated to the Board/ Committee Members, providing them with a comprehensive overview of the key points discussed and the insights gained during stakeholder engagements.

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

Yes, the feedback from relevant stakeholders, is regularly discussed with Company management. These deliberations offer management an opportunity to comprehensively assess the feedback and contemplate any required actions

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

There were no such instances as no concerns were received from marginalized groups.

PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

UN SDG Linkage



Introduction to Principle 5

We ensure a safe and inclusive work environment, free from discrimination, where employees are treated with dignity and fairness.

By fostering transparency, accountability, and respect for human rights, we demonstrate our dedication to create a positive impact on society while addressing the needs and rights of all stakeholders.

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 2024-25			FY 2023-24*		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	1,542	1,525	98.90	1,321	121	9.16
Other than Permanent	288	272	94.44	143	32	22.38
Total employees	1,830	1,797	98.20	1,464	153	10.45
Workers						
Permanent	3,438	3,410	99.19	2,778	223	8.03
Other than Permanent	40	39	97.50	6	2	33.33
Total workers	3,478	3,449	99.17	2,784	225	8.08

(* The Company reported the details of training for new joiners only.

2. Details of minimum wages paid to employees and workers:

Category	FY 2024-25					FY 2023-24				
	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	1,542	588	38.13	954	61.87	1,321	594	44.97	727	55.03
Male	1,199	536	44.7	663	55.30	1,043	553	53.02	490	46.98
Female	343	52	15.16	291	84.84	278	41	14.75	237	85.25
Other than permanent	Trainees receive a stipend, while consultants operate under the terms of their respective contracts.									
Male										
Female										
WORKERS										
Permanent	3,438	2,320	67.48	1,118	32.52	2,778	1,822	65.59	956	34.41
Male	2,487	1,661	66.79	826	33.21	2,131	1,441	67.62	690	32.38
Female	951	659	69.30	292	30.70	647	381	58.89	266	41.11
Non-permanent	Trainees receive a stipend, while consultants operate under the terms of their respective contracts.									
Male										
Female										

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

a. Median remuneration / wages:

Particulars	Male		Female	
	Number	Median remuneration*/ salary / wages of respective category (in ₹)	Number	Median remuneration*/ salary / wages of respective category (in ₹)
Board of Directors (BoD)	2	4,18,13,325	1	2,60,86,032
Key Managerial Personnel (other than BOD)	3	3,00,00,001	-	-
Employees (other than BOD and KMP's)	1,194	7,50,717	342	18,09,121
Workers	2,487	4,20,228	951	3,73,572

(*) Remuneration means and includes Cost to Company (CTC).

b. Gross wages paid to females as % of total wages paid by the entity:

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	27.59	25.94

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 Company's Human Rights policy framework comprehensively addresses all potential violations. The Company has established a detailed grievance mechanism to meticulously investigate any reported incidents and assess their implications for the business.

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

The implementation of a Grievance Redressal Policy enables us to maintain a structured framework for addressing and resolving complaints related to harassment or human rights violations. This policy highlights our commitment to fostering a secure and respectful workplace environment. To facilitate ease of reporting, employees and workers can lodge their complaints or grievances through the employee login portal. The Company prioritize swift action, committing to resolve grievances within a specified timeline, underscoring the dedication to timely and efficient conflict resolution.

Further, the Company have a zonal wise dedicated HR spokesperson (HR Business Partner). Employees can raise their grievances to the applicable business partner and those grievances will be preliminary investigated by them. In case there is any violations of Code of conduct, then the appropriate disciplinary procedures are initiated by the applicable department.

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

Category	FY 2024-25			FY 2023-24		
	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	3*	2	(*) Does not include 1 complaint pending at the beginning of Financial Year	3	1	Out of 3 cases, in 2- no harassment was proven. 1 case is under investigation
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human right related issues	-	-	-	-	-	-

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

Particulars	FY 2024-25 Current Financial Year	FY 2023-24 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	3*	3
Complaints on POSH as a % of female employees / workers	0.21	0.30
Complaints on POSH upheld	2	1

(*) Does not include one complaint pending at the beginning of Financial Year

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

The Company regularly conduct staff training on Human Rights issues and violations, highlighting the potential adverse consequences for complainants. All managers are thoroughly informed and held accountable for preventing any recurrence of employee harassment. The Company prioritize creating a safe and supportive environment for all employees and workers. A robust mechanism set in place protects individuals who report discrimination or harassment, safeguarding them from any adverse actions. This includes ensuring no further discriminatory practices are directed towards the complainant, protecting them from bullying, intimidation, or isolation, and maintaining zero tolerance for any form of retaliation. Additionally, the complaint process will not negatively impact the complainant's job security or career progression within the Company.

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

Yes, the critical human rights requirements are generally part of all relevant business agreements/contracts. Within the Company's supplier checklist, the Company ensure that potential suppliers/vendors provide vital information regarding human rights and are strictly compliant with values and outlook towards human rights violations.

10. **Assessments for the year:**

Category	% of offices that were assessed (by entity or statutory authorities or third parties)*
Child labour	No case reported for the period. The Company's systems have inbuilt checks to validate any hiring of employee who is less than 14 years of age. The system will give an alert to the team. (100%)
Forced/ involuntary labour	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism. (100%)
Sexual harassment	All cases of POSH are handled by the respective committees and the reports are submitted to the management. The annual report has the details on the cases received and their closures. (100%)
Discrimination at workplace	No case reported for the period. Any such incidence raised shall be addressed by the redressal mechanism. (100%)
Wages	No case reported for the period. Additionally, compliance to minimum wage requirement is audited by the Statutory and the Internal auditors. (100%)
Others – please specify	Not Applicable

(*) Assessed by the entity

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

All cases of POSH are handled by the respective committees and the reports are submitted to the management.

Leadership Indicators

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

The Company has implemented a well-defined process for addressing human rights issues, which it currently believes is functioning effectively. However, the Company remains open to reevaluating its processes in the future should specific circumstances or case particulars necessitate such a review.

2. **Details of the scope and coverage of any Human rights due diligence conducted:**

For the financial year ended March 31, 2025, the Company did not conduct any Human Rights due diligence.

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, the Company complies with the requirements of the Rights of Persons with Disabilities Act, 2016, in its owned and operated walk-in centres. The Company business leadership is dedicated to prioritizing diversity and inclusion, striving collectively to drive systemic change and enhance inclusivity within the healthcare services provided to all patients. The Company offer Home Collection facilities specifically designed for patients who are unable to visit our centres due to health reasons or disabilities. These home collection services are available across major cities, ensuring accessibility for a wide range of patients.

4. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company has not yet conducted any assessments of Value chain partners on the enlisted aspects during the reporting period.
Discrimination at workplace	
Child Labour	
Forces Labour/ Involuntary Labour	
Wages	
Others – please specify	

The BRSR principles covers only the Company as of now and does not include its Value Chain Partners.

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

Not applicable

PRINCIPLE 6 BUSINESS SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

UN SDG Linkage



Introduction to Principle 6

Company’s operations are designed to be energy efficient and environmentally conscious, reflecting Company’s commitment to sustainability.

We actively explore and implement eco-friendly practices, by integrating environmental responsibility into Company’s business practices. We strive to minimize our ecological footprint and to contribute to a healthier planet for future generation.

Essential Indicators

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

Parameter	FY 2024-25	FY 2023-24
From renewable sources (in Gj)		
Total electricity consumption (A)	7,397	474
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption from renewable sources (A+B+C)	7,397	474
From non-renewable sources		
Total electricity consumption (D)	78,206	64,176
Total fuel consumption (E)	4,982	139
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	83,188	64,315
Total energy consumed (A+B+C+D+E+F)	90,585	64,789
Energy intensity per rupee of turnover (Total energy consumption/ Revenue in rupees)	0.0000039	0.0000033
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total energy consumed / Revenue from operations adjusted for PPP)	0.000080	0.000075

Parameter	FY 2024-25	FY 2023-24
Energy intensity in terms of physical output (Total energy consumed/ Total employees) GJ/Employee	49.50	44.25
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

(*) For FY 2024-25, PPP: 20.66 (<https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>)

For FY 2023-24, PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.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 such assessments were undertaken

- 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: Not Applicable
- Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Ground Water	21,924	73,880
(iii) Third Party Water	1,04,927	49,130
(iv) Seawater/Desalinated Water	-	-
(v) Others	-	-
Total volume of water withdrawal	1,26,851	1,23,010
Total volume of water consumption	1,26,851	1,23,010
Water intensity per rupee of turnover (Water consumed / Revenue from operations)	0.0000054	0.0000063
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total water consumption / Revenue from operations adjusted for PPP)	0.00011	0.00014
Water intensity in terms of physical output (Total water consumption/ Total Employees)	69.32	84.02
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

(*) For FY 2024-25, PPP: 20.66 (<https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>)

For FY 2023-24, PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.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 such assessments were undertaken

- Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24*
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
ii. To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iii. To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
iv. Sent to third parties		
- No treatment	88,796	85,192
- With treatment – please specify level of treatment	38,055	37,818
	(Physio chemical based ETP Treatment)	(physio chemical based ETP Treatment)

Parameter	FY 2024-25	FY 2023-24*
v. Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	1,26,851	1,23,010

(*) Water discharge (treated and non-treated) sent to local municipality for treatment.

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 such assessments were undertaken

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

During the period under review, the Company has strengthened belief in zero liquid discharge by utilising the RO wastewater via flushing and horticultural/gardening purposes at various locations.

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

Parameter	Please specify unit	FY 2024-25	FY 2023-24
NOx	Kgs	717	-
SOx	Kgs	73	-
Particulate matter (PM)	Kgs	161	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others- please specify	-	-	-

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 such assessments were undertaken.

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

Parameter	Unit	FY 2024-25	FY 2023-24
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	1,192	370
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	15,793	15,153
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	TCO ₂ e/INR	0.00000072	0.00000079
Total Scope 1 and Scope 2 emissions 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/Lakh USD	0.000015	0.000018
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e/Employees	-	-
Total Scope 1 and Scope 2 emission intensity (Scope 1 and 2 emissions/ total employees)	TCO ₂ e/Employees	9.28	10.60

(*) For FY 2024-25, PPP: 20.66 (<https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>)

For FY 2023-24, PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.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 such assessments were undertaken.

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

Yes, the entity has undertaken multiple initiatives to reduce GHG emissions and enhance environmental sustainability. During the financial year, the Company transitioned to inverter air conditioners that adjust compressor speed to optimize energy use, resulting in lower electricity consumption and reduced emissions.

The Company also invested in CPCB IV+ compliant diesel generator sets that meet stringent emission norms, helping to minimize the release of pollutants and greenhouse gases. Additionally, LED lighting has been installed across our facilities, significantly lowering energy usage.

To further improve environmental performance, the Company have deployed dual-fuel DG sets capable of operating on both diesel and Piped Natural Gas (PNG), a cleaner alternative that reduces carbon emissions. These efforts collectively contribute to a smaller carbon footprint and align with the commitment to sustainable operations.

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

Parameter	FY 2024-25	FY 2023-24
Total waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-Waste (B)	4.51	5.8
Bio-Medical Waste (C)	583.38	456
Construction and demolition waste (D)	-	-
Battery Waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any.	-	-
Total (A+B+C+D+E+F+G+H)	587.89	461.8
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000025	0.000000023
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total waste generated / Revenue from operations adjusted for PPP)	0.00000005	0.00000005
Waste intensity in terms of physical output (Total waste generated/ Total employees) MT/ Employee	0.32	0.32
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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	4.51	-
(ii) Re-used	-	-
(iii) Other recovery operations (safely disposed)	-	-
Total	4.51	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	583.38	106
(ii) Landfilling	-	-
(iii) Other disposal operations	-	351
Total	583.38	457

(*) For FY 2024-25, PPP: 20.66 (<https://www.imf.org/external/datamapper/PPPEX@WEO/OEMDC/IND>)

For FY 2023-24, PPP: 22.88 (<https://data.worldbank.org/indicator/PA.NUS.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 such assessments were undertaken

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.

All biomedical waste undergoes segregation in compliance with the Bio-Medical Waste Management Rules 2016 before being transferred to an authorized vendor approved by the state pollution control for safe disposal.

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: Not applicable
12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in FY 2024: No EIAs were undertaken during the reporting period. Hence, 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: Yes, the Company is compliant with all applicable laws/ regulations/ guidelines.

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
Nil				

Leadership Indicators

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

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: Bihar, Chhattisgarh, Delhi, Gujarat, Haryana, Jharkhand, Karnataka, Maharashtra, Punjab, Puducherry, Rajasthan, Tamil Nadu and Uttar Pradesh
- (ii) Nature of operations: Diagnostic and Pathological testing
- (iii) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
Surface water	-	-
Groundwater	-	15,318
Third party water	25,929	22,774
Seawater/ desalinated water	-	-
Others	-	-
Total volume of water withdrawal	25,929	38,092
Total volume of water consumption	25,929	38,092
Water intensity per rupee of turnover (Water consumed/Revenue from operations)	0.0000011	0.0000019
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
Into Surface water		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Into Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Into Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Sent to third parties		
No treatment	18,150	25,083
With treatment – please specify level of treatment	7,779	13,009
	(Physio chemical based ETP Treatment)	(Physio chemical based ETP Treatment)
Others		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged	25,929	38,092

(*) Water discharge (treated and non-treated) sent to local municipality for treatment.

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 such assessments were undertaken

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 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		
Total Scope 3 emissions per rupee of turnover	TCO ₂ e/INR	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-		

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 such assessments were undertaken

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

Not applicable as the Company does not have any significant direct and indirect impact on biodiversity in ecologically sensitive areas

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

Earlier in 2024, the Company had entered into a Power Purchase Agreement (PPA) for solar energy, contributing to the reduction of carbon footprints. Further, as elaborated in question 8 above, the Company undertook transitioning to inverter air conditioners, which optimizes energy and resource utilization by adjusting compressor speed, reducing electricity consumption and emissions. Additionally, the Company invested in CPCB 4-compliant diesel generators which meet the regulatory emission norms, minimizing pollutants and greenhouse gases emitted into the atmosphere. Together, these technologies enhance the Company's energy efficiency and environmental sustainability, contributing to lower carbon footprints in operations

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

The company has meticulously developed a comprehensive Business Continuity Plan (BCP) tailored specifically for its IT Services. The primary objective of this plan is to facilitate uninterrupted operations from an alternate location in the event of unforeseen circumstances or disruptions at the primary site. When the Disaster Recovery (DR) Plan is activated, the company's IT systems seamlessly transition to the DR facility, strategically located in a different seismic zone. This geographical separation enhances the resilience and stability of the IT infrastructure. The BCP plan encompasses several key objectives:

1. Timely Business Recovery:

The plan aims to restore business operations within the agreed-upon timeframe outlined in the policy terms. This ensures minimal disruption and enables the company to swiftly resume operations.

2. Continuous IT System Functionality:

The BCP plan guarantees that IT systems continue to function seamlessly from the alternate location until the primary site is fully restored. This uninterrupted availability of IT services is essential for maintaining business continuity and mitigating the impact on critical operations.

3. Crisis Response Guidelines:

The plan includes detailed guidelines on how the company should respond during crisis situations. These guidelines assist in managing and mitigating potential risks and challenges associated with disruptive events

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:

While the current adoption of Business Responsibility and Sustainability Reporting (BRSR) principles centers on the company, the organization is endeavoring to broaden its scope to encompass its Value Chain Partners. This strategic initiative mirrors the company's future goals to assess and address environmental impacts across its entire value chain.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts: No specific assessment has been conducted for the value chain partners regarding environmental aspects.

No specific assessment has been conducted for the value chain partners regarding environmental aspects. Nonetheless, the Company acknowledges the significance of extending assessments to its value chain partners to holistically tackle environmental impacts.

PRINCIPLE 7 BUSINESS, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

UN SDG Linkage



Introduction to Principle 7

The Company practice proactive advocacy, not to secure specific benefits for the industry, but to promote best practices for the benefit of society at large. This approach ensures that advocacy efforts are focused on contributing positively to public health and well-being.

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations: Three (3)
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers / associations	Reach of trade and industry chambers/ associations (State/National)
1.	Federation of Indian Chamber of Commerce and Industry	National
2.	Confederation of Indian Industry	National
3.	Healthcare Foundation of India	National

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

During the year under review, no adverse orders have been passed by any regulatory body relating to anti-competitive conduct.

Leadership Indicators

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

The Company does not engage in influencing regulatory policy. However, we practice proactive advocacy, not to secure specific benefits for the industry, but to promote best practices for the benefit of society at large. This approach ensures that advocacy efforts are focused on contributing positively to public health and well-being.

PRINCIPLE 8 BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

UN SDG Linkage



Introduction to Principle 8

We are dedicated to promote inclusive growth and equitable development, aligning ourselves by actively supporting community health initiatives and providing accessible diagnostic services.

Company's commitment to Corporate Social Responsibility (CSR) is not merely as a duty, but as an opportunity to create meaningful and lasting connections with the community. Through diverse CSR initiatives, the Company focuses on addressing social challenges, fostering sustainability, and empowering underprivileged sections of society, thereby contributing to growth and development.

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.:**
Not applicable
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**
Not applicable
- Describe the mechanisms to receive and redress grievances of the community:**
The Company is not into manufacturing operations and therefore such operations does not have an impact on the lives of local community.
- Percentage of input material (inputs to total inputs by value) sourced from suppliers.**

Particulars	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	24	18
Sourced directly from India *	99.88	99.87

(*) The Company procures goods directly from the vendors registered in India, however, some of the vendors might be sourcing goods from outside India.

- 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 2024-25	FY 2023-24
Rural	1.93	1.97
Semi-urban	2.58	3.06
Urban	50.93	56.09
Metropolitan	44.57	38.88

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: Question 1 of Essential indicators above):

Not applicable

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

S. No.	State	Aspirational district	Amount spent (₹ in Million)
1	Andhra Pradesh	Vishakhapatnam	3.42
2	Haryana	Mewat (Nuh)	6.91
Total			10.33

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

No

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

Not Applicable

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

Not Applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Nil				

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

Name of authority	Brief of the Case	Corrective action taken
Nil		

6. Details of beneficiaries of CSR projects

S. No.	CSR Projects (in FY 2024-25)	No. of persons benefitted from CSR Projects	% Of beneficiaries from vulnerable and marginalized groups
1	LPL Academy for Laboratory Medicine-Phlebotomist Training	1,650	90%
2	LPL Academy for Laboratory Medicine-Phlebotomist Training	7,50	90%
3	LPL Academy for Laboratory Medicine Phlebotomist Training	2,25	90%
4	Health Education in Schools	6,000	80%
5	Ni-Kshay Mitra (Nutritional Support to TB Patients)	2,000	100%
6	Support to National Sports Training	25	100%
7	Strengthening Primary Health Care Delivery Services in Sarojini Nagar (UP)	15,000	100%
8	Establishing a Professorial Chair in Healthcare at IIM Ahmedabad (A Project for Research in Healthcare)	NA	NA
9	LPL Academy for Laboratory Medicine-Phlebotomist Training	150	90%
10	Comprehensive Menstrual Health Solution in Urban Slums Mumbai	1,200	100%

PRINCIPLE 9 BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

UN SDG Linkage



Introduction to Principle 9

We are committed to provide high-quality, safe, and reliable diagnostic services that create value for our customers. Our focus on transparency, ethical practices, and continuous improvement ensures that we meet and exceed customer expectations. This dedication reflects our core values of trust, integrity, and excellence.

Essential Indicators

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

Customers can reach out to the Company through various channels, including voice calls, email, chat, and social media. When complaints are received via these channels, they are tagged in the Customer Relationship Management (CRM) system, generating a unique ID. The DLPL complaint resolution team coordinates with relevant authorities to address and close complaints to the satisfaction of the customer. On average, complaints are resolved within approximately 72 hours. In cases where resolution may take longer, direct follow-up with the concerned manager is necessary.

Additionally, for feedback purposes, the Company sends SMS notifications to customers after registration, requesting their input. This process is known as Net Promoter Score (NPS).

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

The Company offers diagnostic services and does not engage in manufacturing or selling products. Consequently, information related to environmental and social parameters, safe usage, or disposal is not applicable. The Company adheres to Bio Medical Waste Management rules and guidelines for the proper disposal of hazardous and other waste.

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

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

Particulars	FY 2024-25		Remarks	FY 2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	19,939	72		9,463	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other (Technician Related/ Demographic Related)	28,822	305		12,429	-	-

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

Particulars	Number	Reasons for recall
Voluntary recalls	Not applicable since the Company operates in the service sector. However, it ensures that services are of superior quality for the benefit of our customers.	
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.

The Company has implemented a comprehensive cybersecurity and data privacy framework designed to safeguard against evolving cyber threats. This framework encompasses various policies and procedures, including data encryption, role-based access controls, and regular risk assessments aimed at proactively identifying and mitigating potential vulnerabilities.

To further strengthen our security posture, the Company has deployed cutting-edge cybersecurity technologies and maintains a dedicated security team responsible for continuous monitoring and rapid incident response. These measures collectively help manage cybersecurity and data privacy risks, ensuring the adequate level of protection for both patient and organizational data.

The cyber security policies are readily accessible to all employees via the Company intranet.

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.

- Notify customers in the event of repeat, delay, or critical values related to their diagnostic reports.
- Customers receive SMS notifications once their reports are ready for collection.
- In case of any delays, the customers is provided with direct contact details for our phlebotomists, ensuring efficient coordination.
- No material issues related to cybersecurity or customer data privacy required corrective action during the review period. Additionally, no penalties were imposed by regulatory authorities.

7. Provide the following information relating to data breaches:

- a) Number of instances of data breaches along-with impact: Nil
- b) Percentage of data breaches involving personally identifiable information of customers: Not Applicable
- c) Impact, if any, of the data breaches: Not Applicable

Leadership Indicators

1. Channels / platforms where information on products and services of the Company can be accessed.

Customers can access the Company's services through its website (www.lalpathlabs.com), mobile app, by calling the helpline number, or by visiting the nearest center.

2. Steps taken to inform and educate consumers, especially vulnerable and marginalised consumers, about safe and responsible usage of products and services.

At all the centers prominently display banners promoting prudent and secure utilization of services. Additionally, for the benefit of consumers, sample collection procedure-related videos, information are regularly posted on the Company's 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 the public's 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. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

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.