

August 21, 2025

The Listing Department
BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street, Fort, Mumbai 400 001
Scrip Code: 543427

The Listing Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai – 400 051
Symbol: MEDPLUS

Dear Sir/Madam,

Subject: Filing of Business Responsibility and Sustainability Report for the Financial Year 2024-25.

Pursuant to Regulation 34(2)(f) and other applicable provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclosed herewith the Business Responsibility and Sustainability Report of the Company for the Financial Year 2024-25, which is also forms part of the Annual Report of the Company for the Financial Year 2024-25.

The same will be available on the website of the Company at www.medplusindia.com and also on the websites of BSE Limited and National Stock Exchange of India Ltd. viz. www.bseindia.com and www.nseindia.com respectively.

You are requested to kindly take note of the same.

Thanking You
Yours faithfully

For MedPlus Health Services Limited

Manoj Kumar Srivastava
Company Secretary & Compliance Officer

Enclosed: a/a



Annexure II

Business Responsibility & Sustainability Reporting

(Business Responsibility and Sustainability Reporting (BRSR) is the practice of companies disclosing information about their environmental, social, and governance (ESG) performance. It goes beyond financial reporting to provide stakeholders with a comprehensive view of a company's non-financial impacts and contributions to sustainable development. BRSR covers topics such as environmental impact, social responsibility, and governance practices, aiming to promote transparency and accountability.)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.	Particulars	FY 2024-2025
1	Corporate Identity Number (CIN) of the Listed Entity	L85110TG2006PLC051845
2	Name of the Listed Entity	MedPlus Health Services Limited
3	Year of incorporation	30/11/2006
4	Registered office address	H. No: 11-6-56, Survey No: 257 & 258/1 Opp: IDPL Railway Siding Road, Moosapet, Kukatpally Hyderabad TG 500037 IN
5	Corporate address	H. No: 11-6-56, Survey No: 257 & 258/1 Opp: IDPL Railway Siding Road, Moosapet, Kukatpally Hyderabad TG 500037 IN
6	E-mail	cs@medplusindia.com
7	Telephone	040-62746274
8	Website	http://www.medplusindia.com/
9	Financial year for which reporting is being done	1 st April 2024 to 31 st March 2025
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Ltd
11	Paid-up Capital	239.39 Million
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Manoj Kumar Srivastava manoj.srivastava@medplusindia.com 040 -62746274
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis*
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

* MedPlus Health Services Limited ('MHSL' or 'MedPlus') being a retail pharmacy Company, has various retail outlets and other operations under Optimal Health Solutions Private Limited (OHSPL or Optival). As ~ 90% of the operations are carried out through OHSPL, it has been included in the reporting boundary.

Business Responsibility & Sustainability Report (Contd.)

II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Hospital and Medical Care	Pharmaceutical products, Medical and orthopedic goods	98.24%
2.	Hospital and Medical Care	Diagnostic-imaging services	1.76%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Retail Trade services: Pharmaceutical products Medical and orthopedic goods	47721	98.24%
2.	Other human health services: Diagnostic-imaging services	86905	1.76%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	5	4985	4990
International	0	0	0

19. Markets served by the entity:

a. Number of locations	
Locations	Number
National (No. of States)	14
International (No. of Countries)	0

Note :

National: The company operates across various states in India through its offices, stores and website.

b. What is the contribution of exports as a percentage of the total turnover of the entity?	0
--	---

c. A brief on types of customers

As one of India's largest retail pharmacy chains, MedPlus serves end-use consumers of pharmaceutical and fast-moving consumer goods (FMCG). Customers can connect with us through our extensive network of physical stores or via our omni-channel platform.

We offer a diverse range of products, including:

1. Pharmaceutical and wellness products – such as prescription medicines, over-the-counter drugs, vitamins, medical devices, and diagnostic test kits.
2. Fast-moving consumer goods (FMCG) – including personal and home care products like toiletries, baby care items, soaps, detergents, and sanitizers.



IV Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)	25,007	16,864	67.44%	8,143	32.56%
2	Other than Permanent (E)	0	0	0%	0	0%
3	Total employees (D + E)	25,007	16,864	67.44%	8,143	32.56%
WORKERS						
4	Permanent (F)	0	0	0%	0	0%
5	Other than Permanent (G)	0	0	0%	0	0%
6	Total workers (F + G)	0	0	0%	0	0%

b. Differently abled Employees and workers:

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

21. Participation/Inclusion/Representation of women

Particular	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel	4	-	0%

Note : Total KMP includes the Managing Director and Whole-Time Directors.

22. Turnover rate for permanent employees and workers

Particular	FY 2024-25			FY 2023-24			FY 2022-23		
	(Turnover rate in current FY)			(Turnover rate in previous FY)z			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	40.56%	45.47%	42.09%	45.39%	45.98%	45.69%	43.60%	42.10%	43.21%
Permanent Workers	0	0	0%	0	0	0%	0	0	0%

Business Responsibility & Sustainability Report (Contd.)

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

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/ No)
1	Optival Health Solutions Private Limited (OHSPL)		99.99%	Yes
2	Wynclark Pharmaceuticals Private Limited (WPPL)		100%	No
3	Nova Sud Pharmaceuticals Private Limited (NPPL)		100%	No
4	Sai Sridhar Pharma Private Limited (SSPPL)		100%	No
5	Venkata Krishna Enterprises Private Limited (VKEPL)		100%	No
6	Deccan Medisales Private Limited (DMPL)	Subsidiary Company	100%	No
7	Shri Banashankari Pharma Private Limited (SBPPL)		100%	No
8	Sidson Pharma Distributors Private Limited (SPDPL)		100%	No
9	Kalyani Meditimes Private Limited (KMT)		88.04%	No
10	Clearancekart Private Limited		100%	No
11	MedPlus Insurance Brokers Private Limited (MIBPL)		100%	No
12	MHS Pharmaceuticals Private Limited *(MHS) [Merged with MHSL w.e.f. 14/08/2024]		100%	No

VI CSR Details
24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) Yes

a. Turnover (in Million)	7,220.32
b. Net worth (in Million)	12,403.47

VI. Transparency and Disclosures Compliances
25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) *	FY 2024-25			FY 2023-24		
		Current Financial Year			Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	-	-	0	0	-
Investors (other than shareholders)	Yes	0	-	-	0	0	-
Shareholders	Yes	0	-	-	7	0	-
Employees and workers	Yes	0	-	-	0	0	-
Customers	Yes	18,306	-	-	15,613	0	-
Value Chain Partners	Yes	0	-	-	0	0	-
Other (please specify)	Yes	0	-	-	0	0	-



***Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)**

Stakeholder group from whom complaint is received	Web Link for Grievance Policy
Communities	MedPlus publishes its policies on the Company's website under the 'Investors' section, accessible through the Corporate Governance page: https://www.medplusindia.com/corporate.jsp .
Investors (other than shareholders)	
Shareholders	Additionally, several internal policies are available to employees through the Company's intranet.
Employees and workers	
Customers	
Value Chain Partners	
Other (please specify)	

26. Overview of the entity's material responsible business conduct issues

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

Sr. 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.	Data Protection & Privacy	Risk	Protecting personal and health information is crucial for an omnichannel healthcare pharmaceutical retailer. As a pharma retailer, companies collect personal data from various sources, making it essential to prioritize the privacy and security of patient and customer information.	The company safeguards its data from external threats by implementing strong firewalls and regularly inspecting its internal IT systems to prevent data loss or unexpected failures.	Negative
2.	Corporate Governance	Opportunity	Operating with transparency and integrity enables the company to achieve its long-term financial and strategic goals. Evaluation focuses on key governance areas, including ownership and control, board compensation, accounting practices, business ethics, and tax transparency.	The Company's Board is independent, diverse, and experienced across various industries, including retail. It follows robust governance protocols, such as risk management, related party transactions, a whistleblower policy, and a dividend distribution policy, all of which are accessible on the Company's website.	Positive

Business Responsibility & Sustainability Report (Contd.)

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Access to affordable and quality healthcare	Opportunity	Improving healthcare access is crucial to addressing public health challenges. With a focus on affordability and employee safety, MedPlus, as one of the nation's largest retail chains, is well-positioned to enhance healthcare access and affordability.	The Company constantly strives to provide quality medicines at affordable prices to its customers by expanding its network and building efficiencies in supply chain.	Positive
4.	Employee health, safety and wellbeing	Opportunity	MedPlus prioritizes the safety, health, and well-being of its employees. By focusing on workforce welfare, the company boosts morale and reduces onboarding costs.	The company is continuously striving to offer a safe workplace for all of its employees, and it has policies in place such as POSH, equal opportunity, disciplinary action, leave, whistleblower policy, etc.	Positive
5.	Product Safety & Quality	Risk	Maintaining rigorous safety in both our products and pharmacy dispensing is essential to uphold the quality and reputation of our pharmaceutical and healthcare offerings. But dealing in retail medicine chain, there is a potential risk of any of the sold products do not consistently meet the highest safety standards.	The Company primarily sources its products from pharmaceutical manufacturers or authorized wholesalers, ensuring customers receive authentic medicines. Additionally, products sold under the Company's label are manufactured by reputable companies with strong quality control systems.	Negative
6.	Responsible Marketing	Risk	Responsible marketing involves avoiding misleading claims and exaggerated promises, especially in an industry where many rely on over-the-counter medicines. There is a risk of damaging our reputation and losing customer trust if marketing practices are misleading or deceptive, especially with the company's widespread presence through multiple stores across the country.	The company maintain transparent communication with its consumers and adheres to all regulatory requirements. The company has a strong process in place to screen all marketing materials internally and, if necessary, with external expertise. The company operates a customer helpline and continuously monitors consumer feedback.	Negative



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Responsible and ethical supply chains	Risk	Retail pharmacies must ensure products are sourced through a licensed, lawful supply chain, with systems in place to secure uninterrupted medication dispensing. Sustainable supply chain practices help identify potential risks and sustainability concerns. Failing to do so could result in supply disruptions and regulatory non-compliance.	The Company sources drugs directly from manufacturers or wholesalers, minimizing the risk of pilferage or counterfeiting. Through its pharmacy shops, it ensures secure dispensing and availability of medicines, supported by a reliable IT system.	Negative
8.	Patient Health Outcomes	Opportunity	MedPlus, a leading pharmaceutical retailer, serves millions of customers across its nationwide locations. The Company promotes medication adherence, improving health outcomes and empowering patients to manage their well-being.	The Company ensures access to authentic medications through its extensive network and online presence, committed to making healthcare and products affordable.	Positive
9.	Human Rights	Risk	Human rights encompass essential rights and freedoms that are universal and should be granted to all individuals. It is imperative that all colleagues and suppliers recognize this commitment and regularly evaluate their policies accordingly. Risk of non-compliance with human rights can lead to consequences, including legal actions, reputational damage, and loss of consumer trust.	The Company believes in providing equal opportunities to everybody, regardless of gender, caste, or physical limitations. The company has standards in place to ensure adherence during recruiting. The company creates a safe workplace for all employees, particularly female employees, and has procedures in place, such as POSH, to protect their interests.	Negative
10.	Community engagement and partnerships	Opportunity	By engaging with stakeholders and addressing needs like affordable prescription drugs, businesses foster strong relationships that reduce operational disruptions, mitigate regulatory risks, and maintain a solid social license to operate.	The company is continually striving to improve its service to customers by giving numerous schemes that make medication more affordable without sacrificing quality.	Positive

Business Responsibility & Sustainability Report (Contd.)

Sr. 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)
11.	Waste management	Risk	MedPlus must manage hazardous waste, including expired medicines, and non-hazardous waste responsibly, following circular economy principles like reduction, reuse, and recycling. This helps minimize environmental impact and avoid fines for non-compliance with waste management regulations.	The Company ensures the safe disposal of hazardous materials through third-party specialists in waste disposal. It is also focused on reducing waste across the supply chain by encouraging employees to use reusable packaging, such as plastic crates, instead of cardboard boxes.	Negative
12.	Energy use and climate impacts in Retail	Risk	With numerous retail pharmacies, distribution centers, and offices nationwide, MedPlus consumes significant energy, primarily for lighting and refrigeration. Many of these locations operate continuously, increasing energy demand, much of which comes from non-renewable sources, contributing to emissions and climate change.	The company procures - energy-efficient electrical equipment and has begun to replace all lighting with energy-efficient LED lights. The Company is always monitoring and looking for ways to reduce energy use across its network.	Negative



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Sr. No	Disclosure Questions	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/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b	Has the policy been approved by the Board? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c	Web Link of the Policies, if available									
2.	Whether the entity has translated the policy into procedures. (Yes / No/ NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	No	No	No	No	No	No	No	No	No
4.	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NA	NA	NA	NA	NA	NA	NA	NA	NA
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any..	<p>P1: We pledge to stand firm in our adherence to ethical practices, uphold transparency in all our dealings, and guarantee accountability for our actions, as delineated by our established policies.</p> <p>P2: We are undertaking numerous initiatives, and in the near future, we plan to conduct a comprehensive study to establish specific goals and targets.</p> <p>P3: We remain committed to ensuring that our employees and workers persistently receive benefits related to their health and safety.</p> <p>P4: We are currently implementing a variety of initiatives and planning to carry out a detailed study, which will assist us in setting clear and concrete goals.</p> <p>P5: We pledge to uphold our firm stand against discrimination, as directed by our existing policies.</p> <p>P6: We are currently engaged in numerous initiatives and plan to undertake a comprehensive study that will help us establish measurable goals and targets.</p> <p>P7: We pledge to ensure that our actions and engagements align responsibly with the guidelines set forth in our Code of Conduct.</p> <p>P8: We pledge to allocate our Corporate Social Responsibility (CSR) funds towards fostering societal development.</p> <p>P9: Our commitment to maintaining a customer-focused approach will persist.</p>								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met..	No	No	No	No	No	No	No	No	No

Business Responsibility & Sustainability Report (Contd.)

Governance, leadership and oversight

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

Dear Stakeholders,

At MedPlus, we believe our purpose goes beyond delivering medicines, we are committed to operating as a responsible, inclusive, and sustainable organization. Our Environmental, Social, and Governance (ESG) commitments guide us in creating long-term value for our stakeholders. We acknowledge the sustainability challenges in our sector, particularly around energy consumption, emissions, and waste generation. However, we view these as opportunities to innovate, lead, and create positive change, not just within our operations but across the entire ecosystem.

We have implemented several initiatives to reduce our environmental footprint. These include transitioning to LED lighting, exploring the installation of solar panels at warehouses, wherever possible and optimizing air conditioning usage resulting in energy savings. Our waste management practices have also evolved, we've introduced systems for proper waste segregation and recycling. Phasing out the use of plastic bags with reusable cloth bags in our retail stores and using recyclable plastic bags and biodegradable covers in our warehouse operations. Our supply chain has been restructured to be more localized and efficient, helping optimize transportation distances, fuel use, and emissions.

Beyond environmental efforts, we have strengthened our Environmental, Health, and Safety (EHS) protocols to ensure a safe and supportive workplace. We've also started calculating our emissions and identifying material ESG issues through stakeholder engagement. Our commitment to our people and communities remains strong, and we continue to prioritize health, safety, and ethical business practices across all operations.

Looking ahead, we aim to enhance our omnichannel presence, grow private-label offerings, and automate backend operations, all aligned with our sustainability goals. While we take pride in our progress, we recognize that sustainability is a continuous journey. We remain dedicated to setting higher benchmarks, embracing innovation, and driving responsible growth. Thank you for your trust and continued support as we build a healthier and more sustainable future together.

Best Regards,

Gangadi Madhukar Reddy

Managing Director and Chief Executive Officer

MedPlus Health Services Limited

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

Cherukupalli Bhaskar Reddy

Whole-Time Director and Chief Operating Officer

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No/ NA).

YES

If Yes please provide details

Gangadi Madhukar Reddy

Managing Director and Chief Executive Officer



10. Details of Review of NGRBCs by the Company

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

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

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No).
- No, However, our internal auditors regularly review procedures and compliance, and the Board receives timely updates on the status of compliance.
- Relevant departments or business heads routinely review and update policies, with necessary approvals from senior management, Board Committees, or the Board itself.
- We have conducted an internal assessment of the effectiveness of our Business Responsibility (BR) policies. However, we have not engaged any external agency to evaluate these policies.
- If yes, provide name of the agency. NA

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/ No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Business Responsibility & Sustainability Report (Contd.)

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

(This principle focuses on the importance of ethical conduct and transparency in business operations. Companies should follow ethical business practices and adhere to high standards of integrity. They should also be transparent about their activities, operations, and financial reporting, as well as be accountable for their actions)

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	SEBI, LODR, ESG, MCA Amendments	100%
Key Managerial Personnel	2	SEBI, LODR, ESG, MCA Amendments	100%
Employees other than BOD and KMPs	698	<ul style="list-style-type: none"> • Process Training and Content Updates • Box Mapping – Point of Sale • Hub - Web Order process - Store pickup • Hub process & web order dashboard • Hub Order Process • Mart Operation / Web Order • MedPlus Advantage - Pharma Plan • Offline Web Order / Web Order Dashboard • Home Delivery Shipment Update Process • Soft Skills and Internal Job Trainings • Trainer Certification Workshops • Train the Trainer and Training Conference 	77.81%
Workers	0	0	0%

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

Monetary					
Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR) (For Monetary Cases only)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case		Has an appeal been preferred? (Yes/No)
Imprisonment			NA		
Punishment			NA		



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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/ No)

If Yes, provide details in brief

YES

If Yes, Provide a web link to the policy, if available -Web link anti-corruption or anti bribery policy is place

The Board of Directors has approved the Company's Business Responsibility (BR) Policy, which includes the Anti-Corruption and Anti-Bribery Policy. This policy clearly prohibits all abusive, corrupt, and anti-competitive practices. You can access a copy of the BR Policy at https://www.medplusindia.com/uploads/content/Business_Responsibility_Policy.pdf

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

Particular	FY 2024-25	FY 2023-24
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

Case Details	FY 2024-25		FY 2023-24	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	NIL	-

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

NA

8. Number of days of accounts payables in the following format:

Particular	FY 2024-25	FY 2023-24
Number of days of accounts payables	34	29

Business Responsibility & Sustainability Report (Contd.)

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	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	22%	29%
	b. Sales (Sales to related parties / Total Sales)	0%	0%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0%	0%
	d. Investments	100%	100%

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

(This principle highlights the importance of sustainable and safe production practices. Companies should strive to minimize the environmental impact of their activities and ensure that their products and services are safe for consumers and the environment.)

Essential Indicator

- 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.**

Sr. No.	Particular	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
1	R&D	-	-	-
2	Capex	-	-	-

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

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

MedPlus procures and stores pharmaceutical and fast-moving consumer goods (FMCG) from vendors for distribution through both retail and online channels. We comply with all applicable laws to ensure the safety and sustainability of our products and consistently seek ways to improve their lifecycle. While we have not yet implemented formal sustainable sourcing methods, we actively work to minimize waste during the procurement of finished goods, based on the supply available from the pharmaceutical



and FMCG industries. Our procurement process involves bulk purchasing in original vendor packaging, avoiding the need for additional materials. We also operate an optimized end-to-end supply chain that conserves fuel and other resources.

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

(a) Plastics (including packaging)	Not Material to MedPlus's operation. All the plastic waste is disposed through third parties.
(b) E-waste	Not Material to MedPlus's operation. All the e-waste is disposed through third-party agencies as per e-waste management and handling requirements.
(c) Hazardous waste	The Company takes necessary steps to collect, manage, and waste disposed through authorized companies. These authorized companies abide by applicable laws and regulations.
(d) other waste	Other non-hazardous wastes are sent for recycling, disposal, through third parties.

4. a. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No) No

b. If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Not Applicable

c. If not, provide steps taken to address the same

Not Applicable

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

(This principle emphasizes the importance of employee well-being. Companies should provide safe and healthy working conditions, fair wages, and opportunities for career development to all employees in their value chains, including suppliers, contractors, and temporary workers.)

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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	16,864	16,864	100%	16864	100%	NA	NA	0	0%	0	0%
Female	8,143	8,143	100%	8143	100%	8143	100%	NA	NA	0	0%
Total	25,007	25,007	100%	25007	100%	8143	100%	0	0%	0	0%
*Note: Coverage under health insurance includes employees covered under ESI.											
Other than permanent employees											
Male											
Female						NA					
Total											

Business Responsibility & Sustainability Report (Contd.)

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male											
Female						NA					
Total											
* All other employees are covered under ESI.											
Other than Permanent workers											
Male											
Female						NA					
Total											

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

	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the company.	0.06%	0.06%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	0%	Y	100%	0%	Y
Gratuity	100%	0%	Y	100%	0%	Y
ESI	89.72%*	0%	Y	91.03%**	0%	Y
Others – please specify	-	-	-	-	-	-

*22,436 employees are covered under ESI in a total of 25,007 employees.

**19,769 employees are covered under ESI in a total of 21,716 employees.

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? Yes

If not, whether any steps are being taken by the entity in this regard.

We ensure that our office is accessible to individuals with disabilities, and we strive to enhance the infrastructure continuously to remove accessibility barriers.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes



If so, provide a web-link to the policy.

We outline our commitment to equal opportunity in our Employee Code of Conduct, which prohibits all forms of illegal discrimination and harassment. This includes, but is not limited to, derogatory comments based on racial or ethnic characteristics and unwanted sexual advances. Employees can access the Code of Conduct <https://www.medplusindia.com/corporate.jsp>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	NA	NA	NA	NA
Female	55.74%	79.41%	NA	NA
Total	55.74%	79.41%	NA	NA

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

Category	Yes/ No	If Yes, then give details of the mechanism in brief
Permanent Workers	NA	
Other than Permanent Workers	NA	
Permanent Employees	Yes	<p>MedPlus has established a Grievance Mechanism that is accessible to all internal stakeholders. The mechanism is detailed in the Code of Business Conduct, which is available on the Company's intranet and can also be accessed publicly via the corporate website: https://www.medplusindia.com/corporate.jsp.</p> <p>In the event of any unethical incident, employees are encouraged to report the matter to their immediate supervisor or reporting manager. For concerns related to organizational matters, performance, or appraisals, employees are directed to approach the Human Resource Department of the Company.</p> <p>If a complaint falls under the scope of the Whistle Blower Policy, employees are advised to escalate the matter directly to the Audit Committee. The Whistle Blower Policy is also accessible at: https://www.medplusindia.com/corporate.jsp.</p>
Other than Permanent Employees	Yes	Same as above

7. Membership of employees and worker 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						
Male	16,864	0	0%	15,340	0	0%
Female	8,143	0	0%	6376	0	0%
Total Permanent Workers						
Male	0	0	0%	0	0	0%
Female	0	0	0%	0	0	0%

Business Responsibility & Sustainability Report (Contd.)

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (C / D)
Employees										
Male	16,864	6,927	41.08%	9,669	57.34%	15,340	6,933	45.20%	8,923	58.17%
Female	8,143	3,572	43.87%	4,665	57.29%	6,376	2,874	45.08%	2,460	38.58%
Total	25,007	10,499	41.98%	14,334	57.32%	21,716	9,807	45.16%	11,383	52.42%
Workers										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Total	0	0	0%	0	0%	0	0	0%	0	0%

Note - The data provided pertains to permanent employees only.

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
Employees						
Male	16864	16864	100%	15,340	15,340	100%
Female	8143	8143	100%	6,376	6,376	100%
Total	25007	25007	100%	21,716	21,716	100%
Workers						
Male	0	0	0%	0	0	0%
Female	0	0	0%	0	0	0%
Total	0	0	0%	0	0	0%

Note – Data is provided for permanent employees.

“The employees who have completed at least six months on rolls as on 31 March are eligible for the performance review, the objective being to assess the overall performance/KRA achievements, provide feedback and identify training needs.

10. Health and safety management system

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No) No

If Yes, the Coverage such systems? NA

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

MedPlus is committed to upholding robust Environmental, Health, and Safety (EHS) standards across our operations and value chain. Our EHS practices are fully aligned with applicable local regulations and guided by strong ethical corporate principles. We have made substantial investments to protect the health, safety, and well-being of our employees and all associated personnel. As we move forward, we remain dedicated to continuously enhancing our EHS frameworks to foster a safe and sustainable working



environment.

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

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes we have Medclaim in place for our employees

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

Safety Incident/Number	Category*	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High-consequence work-related injury or ill health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

*Including in the contract workforce

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

MedPlus places a strong emphasis on the health, safety, and well-being of its employees. We are dedicated to maintaining a safe working environment for all team members, regardless of their job role or location. Robust health and safety protocols are in place across our stores, warehouses, diagnostic centers, collection centers, and other business units, all of which are guided by our established policies and procedures.

If an employee does not receive complete information on these standards during their induction, their direct manager ensures they are briefed appropriately. We remain committed to continuously improving our health and safety performance by adopting effective and proactive measures.

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

Particulars	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessment for the year:

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

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

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

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

(This principle highlights the importance of stakeholder engagement. Companies should consider the interests and perspectives of all stakeholders, including shareholders, employees, customers, suppliers, and the communities in which they operate. They should also be responsive to stakeholder concerns and feedback.)

Essential Indicators

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

Stakeholders include individuals, groups, or institutions that either influence or are impacted by our business activities. At MedPlus, we identify and prioritize stakeholders based on their level of interest, impact, and influence on our operations. Addressing the needs, expectations, and aspirations of these stakeholders is essential to our long-term success.

To support this, we have established a structured stakeholder engagement strategy that ensures open, consistent, and meaningful communication with our key stakeholder groups.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients and Customers	No	Retail Pharmacy interactions Social Media Print and Electronic Media	Regular	<ul style="list-style-type: none"> - Valuable insight to foster trust. - Focus on healthcare and service needs. - Front of-store products. - Payment options input on partnerships to healthcare accessibility and product transparency
Employees	No	Full range of communications channels, both digital and in-person <ul style="list-style-type: none"> - Human Resources Management System - Performance Reviews and Development Programs - WhatsApp Groups - Website and Public reports POS pop-up - Regular emails - Workplace surveys - Corporate communications - Meetings - Bulletin Board / Notice Board Communication 	Regular	<ul style="list-style-type: none"> - Improving health and well-being of employees - Training and upskilling - Modification of benefit offerings - Financial and mental health support - Express insights to management - Compensation practices



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	No	<ul style="list-style-type: none"> - Training/events - Business Review and communication materials 	Regular Assessment, policies and communication	Responsible sourcing <ul style="list-style-type: none"> - Plastics and waste management - Operating as a responsible consumer - Respect and maintain human rights - Prioritize operational sustainability - Ensure Product safety
Channel Partners	No	Site/ Market Visits Meetings	Periodic	<ul style="list-style-type: none"> - To improve availability of medications across regions - To establish robust collaboration to ensure continuous provision of essential medication - To raise awareness of initiatives - To collaborate with creditworthy partners- -To respond to inquiries or feedback from channel partner
Government and Associations / Regulators	No	Engagement with Industry Associations / subcommittees Meetings	Need based	To actively participate and advocate on diverse regulatory and policy matters <ul style="list-style-type: none"> - To enhance the healthcare ecosystem through policy interventions - Access to affordable and quality healthcare
Shareholder & Investors	No	<ul style="list-style-type: none"> - Frequent dialogue - Shareholders Meeting - Quarterly Earnings Calls - Websites - Email - Stock Exchange and other communication - Annual Report 	Annual /Event based and quarterly	<ul style="list-style-type: none"> - Understanding shareholder's expectations, soliciting inputs and communicating their perspective to the management - Conveying the Company's financial results, and comprehensive strategic direction.
Communities	No	<ul style="list-style-type: none"> - Website - CSR Initiative 	Periodic	<ul style="list-style-type: none"> - Evaluating social issues developmental needs faced by the local communities. - Community welfare

Business Responsibility & Sustainability Report (Contd.)

PRINCIPLE 5 Businesses should respect and promote human rights.

(This principle focuses on the importance of human rights. Companies should respect and promote human rights, including the rights to freedom of expression, association, and privacy. They should also prevent and address human rights violations in their operations and value chains.)

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

Benefits	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	25,007	25,007	100%	21,716	21,716	100%
Other than permanent	0	0	0%	0	0	0%
Total Employees	25,007	25,007	100%	21,716	21,716	100%
Workers						
Permanent	0	0	0%	0	0	0%
Other than permanent	0	0	0%	0	0	0%
Total Workers	0	0	0%	0	0	0%

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										
Male	16,864	0	0%	16,864	100%	15,340	0	0%	15,340	100%
Female	8,143	0	0%	8,143	100%	6,376	0	0%	6,376	100%
Total	25,007	0	0%	25,007	100%	21,716	0	0%	21,716	100%
Other than Permanent										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Total	0	0	0%	0	0%	0	0	0%	0	0%
Workers										
Permanent										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Total	0	0	0%	0	0%	0	0	0%	0	0%
Other than Permanent										
Male	0	0	0%	0	0%	0	0	0%	0	0%
Female	0	0	0%	0	0%	0	0	0%	0	0%
Total	0	0	0%	0	0%	0	0	0%	0	0%



3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Particular	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BOD)*	5	14,00,000	1	9,50,000
Key Managerial Personnel*#	4	48,44,180	0	-
Employees other than BOD and KMP**	16,864	1,81,524	8,143	1,81,284
Workers	-	-	-	-

*Board of Directors (BoD) and KMP includes Directors and KMP of MedPlus only.

*Includes 1 Executive Director (ED) and 5 Non-Executive Director (NED)/Sitting fees paid to NED has been annualized for the purpose of median remuneration #KMP includes 1 ED included in BOD

** Employees other than BoD and KMP includes MedPlus and Optimal Note: All Median salaries mentioned above are on annual basis

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	29.50%	26%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? Yes

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

MedPlus’s Code of Conduct explicitly addresses human rights and is rooted in the commitment to fostering a workplace that prioritizes health, well-being, and inclusivity. We are dedicated to maintaining an environment free from discrimination, gender bias, and sexual harassment. Our goal is to create and uphold a safe and respectful workplace where civility, dignity, and equal treatment are extended to all—irrespective of gender, race, caste, creed, religion, origin, sexual orientation, disability, economic status, or position in the organizational hierarchy.

To support this commitment, we have implemented a Whistleblower Policy and a Prevention and Resolution of Sexual Harassment at the Workplace Policy, which empower stakeholders to report any misconduct or violations, including those involving either the complainant or the alleged harasser. An Internal Complaints Committee (ICC) has been constituted to ensure all harassment-related grievances are addressed fairly and promptly. Appropriate corrective actions are taken based on the findings of each case.

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

Particulars	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	0	0	-	0	0	0
Discrimination at workplace	0	0	-	0	0	0
Child Labour	0	0	-	0	0	0
Forced Labour / Involuntary Labour	0	0	-	0	0	0
Wages	0	0	-	0	0	0
Other human rights related issues	0	0	-	0	0	0

Business Responsibility & Sustainability Report (Contd.)

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	FY 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

MedPlus has constituted an Internal Complaints Committee (ICC) to address and resolve concerns related to sexual harassment in the workplace. The committee comprises a diverse group of internal and external members with relevant expertise and experience. Clear procedures are in place for handling such cases in accordance with legal requirements and internal policies.

Our Code of Conduct forms the foundation for fostering a workplace culture that is productive, positive, inclusive, and free from harassment or discrimination. MedPlus has zero tolerance for any form of bias or prejudice, and all reported incidents are investigated thoroughly and impartially to ensure appropriate resolution and accountability

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

10. Assessments for the year:

Name of the Assessment	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-
The Company is conducting assessment at regular intervals of all its places of Business.	

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

There were no cases where correction action was required.



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

(This principle emphasizes the importance of environmental stewardship. Companies should minimize their impact on the environment, conserve natural resources, and promote environmental sustainability. They should also take steps to restore and rehabilitate degraded ecosystems.)

Essential Indicators

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

Parameter	FY 2024-25 (in Giga Joules)	FY 2023-24 (in Giga Joules)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C.)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	1,83,889.56	1,63,116.32
Total fuel consumption (E)	5042.72	4,480.92
Energy consumption through other sources (F)		-
Total energy consumed from non-renewable sources (D+E+F)	1,88,932.28	1,67,597.24
Total energy consumed (A+B+C+D+E+F)	1,88,932.28	1,67,597.24
Energy intensity per rupee of turnover [Total energy consumed (in GJ) / Revenue from operations (in rupees)]	2.80	2.97
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total energy consumed (in GJ)/ Revenue from operations in rupees adjusted for PPP]	57.99	60.24
Energy intensity in terms of physical output [Total energy consumed (in GJ) / <mention the physical output details>]	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	1.55	2.01
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?		
If yes, name of the external agency.		NA

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Yes/No) Not Applicable

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

Business Responsibility & Sustainability Report (Contd.)

3. 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) Groundwater		
(iii) Third party water	5710.16	5244.31
(iv) Seawater / desalinated water		
(v) Others – <Rainwater>		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	5710.16	5244.31
Total volume of water consumption (in kilolitres)	5710.16	5,244.31
Water intensity per rupee of turnover [Total water consumption (in KL) / Revenue from operations (in rupees)]	0.085	0.093
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total water consumption (in KL) / Revenue from operations in rupees adjusted for PPP]	1.75	1.88
Water intensity in terms of physical output [Total water consumption (in KL) / <mention the physical output details>]	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	0.047	0.063
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No)		No
If yes, name of the external agency.		NA

4. 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	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
(ii) To Groundwater	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
(iii) To Seawater	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties	5710.16	5,244.31
No treatment	5710.16	5,244.31
With treatment – please specify level of treatment		



Parameter	FY 2024-25	FY 2023-24
(v) Others	Nil	Nil
No treatment		
With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	5710.16	5,244.31
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.	NA	

Note:

Note: All water consumed at office and store locations is discharged into community sewages.

5. **Has the entity implemented a mechanism for Zero Liquid Discharge?** NA
If yes, provide details of its coverage and implementation. Not Applicable

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		-	-
SOx		-	-
Particulate matter (PM)		-	-
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)			No
If yes, name of the external agency.			

Note: Air emissions are not material for the Medplus.

Business Responsibility & Sustainability Report (Contd.)

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)	Metric tonnes of CO ₂ equivalent	1,531.67	845.67
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	37,135.47	32,442.02
Total Scope 1 and Scope 2 emissions per rupee of turnover [Total Scope 1 and Scope 2 GHG emissions (in MTCO _{2e}) / Revenue from operations (in rupees)]	(Total Scope 1 and Scope 2 GHG emissions (MT CO _{2e}) / Revenue from operations)	0.57	0.59
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) [Total Scope 1 and Scope 2 GHG emissions (in MTCO _{2e}) / Revenue from operations in rupees adjusted for PPP]	(Total Scope 1 and Scope 2 GHG emissions (MT CO _{2e}) / Revenue from operations ((MT CO _{2e} / % in Mn.) x PPP Factor)	11.87	11.97
Total Scope 1 and Scope 2 emission intensity in terms of physical output [Total Scope 1 and Scope 2 GHG emissions (in MTCO _{2e}) / <mention the physical output details>	-	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	(Total Scope 1 and Scope 2 GHG emissions ((MT CO _{2e})/. /Total area in sq. ft)	0.31	0.40
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			No
If yes, name of the external agency.	NA		

8. Does the entity have any project related to reducing Green House Gas emission? (Yes/ No) Yes

If Yes, then provide details.

MedPlus is committed to improving energy efficiency, reducing waste, and minimizing fuel consumption across our extensive network of retail locations. Our efforts to reduce our carbon footprint include:

Replacing traditional lighting with energy-efficient LED alternatives.

Manage air conditioning systems, ensuring they are turned off in unused areas.

Phasing out the use of plastic bags with reusable cloth bags in our retail stores and using recyclable plastic bags and biodegradable covers in our warehouse operations.

Products are sourced from authorized local FMCG and pharmaceutical producers.

Streamlined supply chain, from central warehouse to retail shops, reduces fuel usage and resource waste.



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)	60.81	26.25
E-waste (B)	48.60	61.85
Bio-medical waste (C)	496.48	356.905
Construction and demolition waste (D)		-
Battery waste (E)	8.73	13.95
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	265.27	352.08
Paper other waste scrap	562.58	433.33
Total (A+B + C + D + E + F + G + H)	1442.47	1244.36
Waste intensity per rupee of turnover [Total waste generated (in MT) / Revenue from operations (in rupees)]	0.021	0.022
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) Total waste generated (in MT) / Revenue from operations in rupees adjusted for PPP	0.44	0.45
Waste intensity in terms of physical output Total waste generated (in MT) / <mention the physical output details>	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	0.012	0.015
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste	FY 2024-25	FY 2023-24
(i) Recycled	945.99	887.5
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	945.99	887.5
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	FY 2024-25	FY 2023-24
(i) Incineration	496.48	356.905
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	496.48	356.905
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No
If yes, name of the external agency.	NA	

Business Responsibility & Sustainability Report (Contd.)

- 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.**

MedPlus follows defined procedures to collect, manage, and recycle waste, partnering with authorized agencies that regularly collect and dispose of it in accordance with regulatory requirements.

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
Not Applicable				

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

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

- 13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N/NA). Yes**

If not, provide details of all such non-compliances, in the following format:

Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable			



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

(This principle highlights the importance of responsible advocacy. Companies should engage in policy advocacy in a responsible and transparent manner, and avoid engaging in activities that could undermine the public interest or the democratic process.)

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations. No

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.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/ International)
Not Applicable		

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.

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

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

(This principle emphasizes the importance of promoting inclusive and equitable economic development. Companies should create economic opportunities for all, including disadvantaged and marginalized groups. They should also contribute to the development of local communities and support social and economic empowerment.)

Essential Indicators

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

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

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

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

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

We are committed to maintaining a strong and positive relationship with our community by addressing all concerns swiftly and effectively. An open and responsive grievance redressal system is central to our

Business Responsibility & Sustainability Report (Contd.)

operations, ensuring that community issues are heard, understood, and resolved in a timely manner.

We offer multiple accessible channels through which stakeholders can reach us:

1. Toll-Free Number: Clearly displayed on our website and all promotional materials, this number is managed by a trained customer care team that handles inquiries, complaints, and concerns. They ensure timely responses and take appropriate action to resolve issues.
2. Call Centre/Customer Care: Our 24/7 call centre provides immediate assistance and support to all callers.
3. Common Email ID: Community members can submit grievances via a dedicated email ID, which is monitored regularly. We acknowledge all emails within a defined timeframe, categorize them based on the nature of the concern, and route them to the relevant department for resolution.
4. Website Feedback Form: Our website features a user-friendly feedback form where individuals can submit suggestions, concerns, or complaints. Submissions are reviewed and addressed appropriately.
5. Social Media Channels: We actively monitor our social media platforms for any messages or comments related to grievances. Our team responds promptly and forwards the concerns to the respective departments for redressal.

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

Particular	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	3.17%	5.40%
Directly from within India	96.83%	94.60%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Particular	FY 2024-25	FY 2023-24
Rural	0.17%	0.04%
Semi-urban	6.40%	4.86%
Urban	20.52%	16.35%
Metropolitan	72.92%	78.75%

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

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

(This principle highlights the importance of responsible consumer engagement. Companies should provide safe, high-quality products and services, and ensure that they are marketed and sold ethically and responsibly. They should also be transparent about their products and services, and provide consumers with the information they need to make informed choices.)

Essential Indicators

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

MedPlus has implemented an efficient system to capture and resolve all consumer complaints in a timely manner. Our Complaint Management System (CMS) serves as a dedicated dashboard that routes complaints directly to our Customer Service Department (CSD). Based on the nature of each issue, the CSD forwards complaints to the relevant departments for resolution.

We follow defined turnaround timelines (TATs) for various types of complaints, ensuring consistency and accountability



across departments. For instance, our Mart Operations Team handles issues related to online exchanges and delivery concerns. Customers can raise grievances through phone calls or emails.

Once our system generates a complaint ticket in the Customer Relationship Management (CRM) platform, it becomes visible to both the customer and the assigned internal teams. Our customer care team also actively collects feedback, which supports continuous improvement and reinforces our commitment to delivering high-quality customer service.

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

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

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

Particular	FY 2024-25		Remark	FY 2023-24		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	18,306	0		15613	0	

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

Particular	Number	Reason for recall
Voluntary recalls	NA	
Forced recalls	NA	

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes

If available, provide a web link of the policy

MedPlus recognizes the risk of potential information loss and IT system failures, particularly from cyber-attacks, which could impact the functioning of its stores, centers, warehouses, and distribution networks. To mitigate these risks, we regularly inspect and strengthen our internal IT security systems to prevent unexpected system disruptions. Additionally, we safeguard our infrastructure through comprehensive backup strategies and robust firewall protections.

You can access our Data Privacy Policy at:

<https://www.medplusindia.com/privacy-policy.jsp>

Business Responsibility & Sustainability Report (Contd.)

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

Nil

- 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 Nil

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