

Ref: MHL/Sec&Legal/2025-26/40

July 22, 2025

To,
BSE Limited
Scrip Code: 542650

National Stock Exchange of India Ltd.
Scrip Symbol: METROPOLIS

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2024-25

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report for the financial year 2024-25, which also forms part of the Annual Report for the financial year 2024-25.

Kindly take the aforesaid on record.

Thanking you,
Yours faithfully,

For **Metropolis Healthcare Limited**

Kamlesh C Kulkarni
Head – Legal & Secretarial

Encl: A/a



SECTION A- GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the listed entity:** L73100MH2000PLC192798
2. **Name of the listed entity:** Metropolis Healthcare Limited
3. **Year of incorporation:** 2000
4. **Registered Office Address:** Metropolis Healthcare Limited, 4th Floor, East Wing, Plot-254 B, Nirlon House, Dr. Annie Besant Road, Worli, Mumbai - 400030, Maharashtra, India.
5. **Corporate Address:** Metropolis Healthcare Limited, 4th Floor, Commercial Building 1A, Kohinoor Mall, Vidyavihar (West), Mumbai - 400070, Maharashtra, India.
6. **E-mail:** secretarial@metropolisindia.com
7. **Telephone:** 022 6258 2898
8. **Website:** www.metropolisindia.com
9. **Financial year for which reporting is being done:** Financial year 2024-25
10. **Name of the Stock Exchange(s) where shares are listed:** National Stock Exchange of India Ltd. and BSE Limited
11. **Paid-up Capital:** ₹ 1036.01 Lakhs
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.** - Mr. Kamlesh Kulkarni, Company Secretary and Compliance Officer, Email ID: secretarial@metropolisindia.com; Telephone: 022 6258 2898.
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:** Not applicable
15. **Type of assurance obtained:** Not applicable

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.	Human health and social work activities	Diagnostic testing service provider, Soft radiology services (ECG, X-ray etc), and Clinical Trial Research Services	100%

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	Diagnostic testing service provider, Soft radiology services (ECG, X-ray etc), and Clinical Trial Research Services	86905	100%

III. Operations

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

Number of Plants	Location	Number of Offices	Total
This is not applicable to Metropolis, as the Company offers diagnostic services in the area of Pathology	National	210	210
	International	5	5

Note: The number of offices includes laboratories owned by Metropolis and does not include the patient service network.

Business Responsibility and Sustainability Report (Contd.)

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 7 Union Territories
International (No. of Countries)	17*

***International Markets Served:** Metropolis has its offices and laboratories in 5 African countries including Kenya, Zambia, Ghana, Tanzania, and Uganda. In addition, we serve a diverse portfolio of B2B laboratory clients across 12 international markets, including Abu Dhabi, Bangladesh, Congo, Dubai, Maldives, Mauritius, Nepal, Nigeria, Sri Lanka, Uzbekistan, Vietnam & Zimbabwe.

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

Not applicable.

c. A brief on types of customers

Metropolis serves a diverse customer base including B2C (direct-to-consumer diagnostics via centres, app, website, and home collection), B2B (partnerships with standalone labs, hospital chains, and diagnostic networks), and institutional clients (corporates, government bodies, and hospital lab management services).

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Sr. No	Particulars	Total (A)	Male		Female	
			No (B)	% (B/A)	No (C)	% (C/A)
Employees						
1	Permanent (D)	3144	2037	64.79%	1107	35.21%
2	Other than Permanent (E)	294	124	42.18%	170	57.82%
3	Total employees (D + E)	3438	2161	62.86%	1277	37.14%
Workers						
1	Permanent (F)	1679	708	42.17%	971	57.83%
2	Other than Permanent (G)	63	41	65.08%	22	34.92%
3	Total Workers (F + G)	1742	749	43.00%	993	57.00%

Note: Metropolis has categorized its employees into two groups – ESIC and non-ESIC, with the ESIC category further designated as workers.

b. Differently abled Employees and workers:

Sr. No	Particulars	Total (A)	Male		Female	
			No (B)	% (B/A)	No (C)	% (C/A)
Differently Abled Employees						
1	Permanent (D)	2	2	100.00%	0	0.00%
2	Other than Permanent (E)	0	0	0.00%	0	0.00%
3	Total differently abled employees (D + E)	2	2	100.00%	0	0.00%
Differently Abled Workers						
1	Permanent (F)	0	0	0.00%	0	0.00%
2	Other than Permanent (G)	0	0	0.00%	0	0.00%
3	Total Workers (F + G)	0	0	0.00%	0	0.00%

Business Responsibility and Sustainability Report (Contd.)

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No (B)	% (B/A)
Board of Directors	8	3	37.50%
Key Management Personnel	4	1	25.00%

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

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	18.56%	14.45%	17.19%	15%	15%	15%	17%	9%	14%
Permanent Workers	21.68%	23.20%	22.54%	36%	28%	32%	13%	13%	13%

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	Amin's Pathology Laboratory Private Limited	Subsidiary	100	No
2	Ekopath Metropolis Lab Services Private Limited	Subsidiary	60	No
3	Centralab Healthcare Services Private Limited	Subsidiary	100	No
4	DAPIC Metropolis Healthcare Private Limited (formerly known as Metropolis Histoxpert Digital Services Private Limited)	Subsidiary	100	No
5	Metropolis Foundation	Subsidiary	100	No
6	Scientific Metropolis Pathology Private Limited (formerly known as Metropolis Clinical Pathology Private Limited)	Subsidiary	100	No
7	Core Diagnostics Private Limited	Subsidiary	100	No
8	Metropolis Healthcare (Mauritius) Limited	Subsidiary	100	No
9	Metropolis Star Lab Kenya Limited	Subsidiary	100	No
10	Metropolis Healthcare Ghana Limited	Subsidiary	100	No
11	Metropolis Healthcare Lanka Private Limited	Subsidiary	100	No
12	Metropolis Healthcare (Tanzania) Limited	Subsidiary	99.99	No
13	Metropolis Healthcare Uganda Limited	Subsidiary	100	No
14	Metropolis Bramser Lab Services (Mtius) Limited	Subsidiary	100	No

VI. CSR Details

24. Provide the following CSR details:

- i) **Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No):** Yes
- ii) Turnover (in ₹) - 1,21,654.30 Lakhs
- iii) Net worth (in ₹) - 1,24,444.57 Lakhs

Business Responsibility and Sustainability Report (Contd.)

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	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	Metropolis received no complaints or grievances from any specific community.					
Investors (other than shareholders)	Yes. Investors can reach out to the officials mentioned in the following link: https://www.metropolisindia.com/investors	0	0	NA	0	0	NA
Shareholders	Yes. Shareholders, for any of their grievances can reach out to the Company Secretary on Tel: 022 6258 2898 or write an email to: secretarial@metropolisindia.com ; investors.relations@metropolisindia.com	1	0	NA	1	0	NA
Employees and workers	Yes. The Company does have a specific Internal Grievance Redressal Policy in place. Employees are encouraged to log in their complaints via zing hr portal: https://portal.zinghr.com/2015/Pages/Common/NewUx.aspx?open=helpdesk	10	0	NA	20	0	NA
Customers	Yes, The Company does have a Grievance Redressal Mechanism in place, as outlined below: 1. Dedicated Channels: The Company has dedicated channels for addressing customer grievances. 2. Complaint Registration: Customers can register complaints through the Company's website (www.metropolisindia.com), a dedicated email address (support@metropolisindia.com), a call center, and patient service centers. 3. Social media: The Company also addresses customer concerns received through its official social media accounts. 4. Complaint Handling: All complaints are logged in the Service CRM, resolved, and communicated to customers. Documentation of Root Cause Analysis (RCA) and Corrective and Preventive Action (CAPA) is also managed within the CRM application.	46747	2	Metropolis encourages all touchpoints to report and identify issues. The increased count reflects improved communication channels and a more responsive approach to addressing issues and concerns	40543		All complaints have been resolved
Value Chain partners	No	No. Complaints or Grievances were received from the value chain partners.					
Other (please specify)							

Business Responsibility and Sustainability Report (Contd.)

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	Energy Management	Opportunity	Energy-intensive operations	NA	Positive impact: It leads to reductions in emissions and costs.
2	Waste Management	Risk	Biomedical waste is an unavoidable by-product of diagnostic services, generated as a result of routine healthcare and laboratory operations.	Biomedical waste is handled in compliance with regulatory standards through a government-authorized partner. It is systematically segregated using color-coded bags and barcodes, weighed for tracking, and managed with strict safety protocols from the point of generation to final disposal.	Negative Impact: Improper disposal of biomedical waste can lead to the spread of infections and pose a serious risk to public health, potentially undermining the Company’s social license to operate.
3	Employee Health & Safety	Risk	Inadequate safety measures can lead to higher instances of employee injuries or health issues, resulting in increased absenteeism and reduced efficiency. Moreover, neglecting workplace safety can erode employee morale and trust in the organization, ultimately affecting productivity and overall job satisfaction. Prioritizing health and safety is therefore critical to sustaining a motivated and high-performing workforce.	Employee well-being, health, and safety are core priorities. Our labs and infrastructure are thoughtfully designed to meet prescribed safety standards, with clear segregation between office and lab areas. We conduct regular fire and electrical safety checks and have established comprehensive policies and procedures to identify and mitigate potential hazards. These risk assessment protocols are outlined in our safety manual, and ongoing safety audits are carried out by the Quality Assurance team to ensure continuous compliance.	Negative Impact: Potential consequences include loss of revenue, talent acquisition challenges, and disruptions to operational efficiency.
4	Diversity, Equity and Inclusion	Opportunity	Good governance practices		Positive Impact: Potential benefits include strengthened brand reputation, an engaged and motivated workforce, and a supportive, positive work environment.
5	Patient Privacy and Electronic Health Records	Risk	Patient and Customer Satisfaction	Metropolis has established robust system-level controls to enable continuous monitoring and proactively prevent potential internal breaches or external cyber threats. We are also following the best practices, Digital Personal Data Protection Act (DPDPA), and ISO 27701, Privacy Information Management System (PIMS) standard for safeguarding patient privacy and securing patients’ electronic health records.	Negative Impact: Loss of brand reputation and credibility, leading to potential declines in the Company’s revenues and growth.

Business Responsibility and Sustainability Report (Contd.)

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available	https://www.metropolisindia.com/newdata/investors/adminpanel/code_of_conduct_&_policies/mhl_business-responsibility-policy.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)					No				
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustees) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>CAP Accreditation: The Global Reference Laboratory in Mumbai is accredited by the College of American Pathologists (CAP).</p> <p>NABL Accreditation: 28 labs are accredited under ISO-15189 by the National Accreditation Board for Testing and Calibration Laboratories (NABL), recognized by ILAC and APLAC.</p> <p>ISO 27001 Certification: This standard ensures the security of financial information, intellectual property, employee details, and third-party data through an Information Security Management System (ISMS).</p> <p>ISO27701 Certification: Extends ISO27001 to form a Privacy Information Management System (PIMS) for managing personal data and ensuring privacy compliance with global regulations.</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>As a responsible and forward-looking organization, we are fully aligned with the principles of the National Guidelines on Responsible Business Conduct (NGRBC). Our commitment to sustainability is reflected in the way we approach environmental stewardship, diversity and inclusion, quality of care, and corporate governance.</p> <p>We have set clear, measurable goals across ten key focus areas and will regularly report our progress to ensure transparency and accountability. Among our top environmental priorities, we aim to achieve carbon neutrality by 2043 and reduce emissions intensity by 45% by 2030. We are also committed to achieving zero waste across all our offices by 2030 and cutting plastic usage by half. In terms of water conservation, our targets include a 30% reduction in water intensity by 2030 and achieving water neutrality by 2043.</p> <p>In the area of patient care and service excellence, we aim to resolve 100% of customer complaints registered in our CRM systems every year, while striving to maintain a Net Promoter Score (NPS) of 90% by 2028—a testament to our commitment to consistently high service standards.</p> <p>We are equally focused on building an inclusive and skilled workforce. Our goals include providing 100% of employees with training in Occupational Health & Safety (OHS) and ISO 15189, as well as achieving gender balance in our workforce with a 50:50 ratio by 2028.</p> <p>Data privacy and security remain a top priority, and we are committed to maintaining zero data breaches year-on-year, supported by continued compliance with ISO 27001 and 27701 standards.</p> <p>Furthermore, our efforts extend to community impact, where we plan to positively touch the lives of at least 600,000 beneficiaries by 2043. To ensure resilience and preparedness, we conduct annual risk assessments and implement mitigation plans as part of our ongoing risk management strategy.</p> <p>These initiatives underscore our holistic approach to responsible business, aimed at creating long-term value for our stakeholders and contributing meaningfully to society and the environment.</p>								

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>During the financial year 2024–25, the Company made substantial strides in advancing its sustainability and service excellence goals. Notably, we achieved a 30% reduction in energy emissions through several key initiatives, including scheduled HVAC operations, implementation of LED lighting, and sourcing 30% of our electricity from renewable energy.</p> <p>In our ongoing efforts to enhance the quality of care, we recorded a Net Promoter Score (NPS) of 87, while successfully reduced customer detractors. We now collect over 30,000 NPS responses each month, reflecting our commitment to listening to our patients. Our phlebotomy services also received strong feedback, earning an average rating of 4.7 out of 5, with more than 50,000 monthly interactions managed through our CRM platform.</p> <p>On the workforce front, we continue to prioritize inclusivity and capability-building. Our gender diversity currently stands at 45% women and 55% men. Importantly, the Company also secured ISO 27001 and 27701 certifications, reinforcing our strong focus on information security and privacy protection. While we have made meaningful progress on multiple fronts, we remain committed to continuous improvement and are actively working to close the gap on targets that are still in progress.</p>								

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)	<p>At Metropolis Healthcare, sustainability is not a standalone goal—it is embedded in the way we operate, innovate, and serve. Over the years, we have steadily advanced our ESG agenda by adopting innovative technologies, efficient processes, and responsible policies that align with the changing sustainability landscape.</p> <p>Our core focus remains on scaling operations without compromising on quality, while consciously reducing our environmental footprint. We have made measurable strides in areas such as energy efficiency, biomedical waste management, reduction in plastic usage, and water conservation.</p> <p>Equally important is our commitment to society. Through healthcare camps, educational workshops, and collaborations with resident associations, corporates, academic institutions, NGOs, and government bodies, we have touched lives across diverse communities. Our CSR efforts are closely aligned with the UN Sustainable Development Goals—particularly SDG 3 (Good Health & Well-being), SDG 4 (Quality Education), and SDG 5 (Gender Equality)—with initiatives aimed at promoting health awareness, education, and women’s empowerment.</p> <p>Internally, sustainability is a cross-functional priority. We actively work towards improving patient satisfaction, ensuring data privacy, fostering diversity and inclusion, supporting employee well-being, and strengthening retention. These pillars form the foundation of our responsible business practices.</p> <p>As a trusted healthcare brand, Metropolis upholds the highest ethical standards and maintains strong governance systems. We are committed to transparent reporting, continuous improvement, and stakeholder value creation. Looking ahead, we will continue our journey to provide affordable and accessible diagnostics while scaling our ESG performance to global benchmarks.</p>								
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Business Responsibility and Sustainability Report (Contd.)

8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Ms. Ameera Shah Chairperson & Whole-time Director DIN No. 00208095															
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.	The Corporate Social Responsibility & Environmental, Social and Governance Committee ("CSR & ESG Committee") is responsible for overseeing and providing guidance on all matters related to Environmental, Social and Governance ("ESG") / Sustainability. The constitution of this committee is as follows: <table border="1" data-bbox="635 577 1481 824"> <thead> <tr> <th>Name of Member</th> <th>DIN No.</th> <th>Designation</th> </tr> </thead> <tbody> <tr> <td>Ms. Anita Ramachandran*</td> <td>00118188</td> <td>Independent Director</td> </tr> <tr> <td>Ms. Purvi Sheth#</td> <td>06449636</td> <td>Independent Director</td> </tr> <tr> <td>Mr. Subramanian Ranganathan</td> <td>00125493</td> <td>Independent Director</td> </tr> <tr> <td>Ms. Ameera Shah</td> <td>00208095</td> <td>Chairperson & Whole-time Director</td> </tr> </tbody> </table>	Name of Member	DIN No.	Designation	Ms. Anita Ramachandran*	00118188	Independent Director	Ms. Purvi Sheth#	06449636	Independent Director	Mr. Subramanian Ranganathan	00125493	Independent Director	Ms. Ameera Shah	00208095	Chairperson & Whole-time Director
Name of Member	DIN No.	Designation															
Ms. Anita Ramachandran*	00118188	Independent Director															
Ms. Purvi Sheth#	06449636	Independent Director															
Mr. Subramanian Ranganathan	00125493	Independent Director															
Ms. Ameera Shah	00208095	Chairperson & Whole-time Director															

*Ms. Anita Ramachandran ceased as the Chairperson of CSR & ESG Committee effective close of business hours of March 17, 2025, following her resignation from the Board.

#Ms. Purvi Sheth appointed as a Chairperson of the Committee effective March 18, 2025.

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

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

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

Sr. No	P1	P2	P3	P4	P5	P6	P7	P8	P9
1									

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)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable

Business Responsibility and Sustainability Report (Contd.)

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.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of directors	4	<ul style="list-style-type: none"> Roles, rights, and responsibilities Overview of the industry The Company’s business model and corporate strategy The Company’s services and business plans 	100.00%
Key Managerial personnel	4	<ul style="list-style-type: none"> The governance structure of the Company Update on regulatory requirements 	25.00%
Employees other than BoD and KMPs	123	<p>Training Initiatives and Their Impact on the Workforce</p> <ol style="list-style-type: none"> Code of Conduct / Core Values Awareness Sessions <ul style="list-style-type: none"> Fostered a stronger ethical foundation across teams Contributed to a healthier work culture and improved employee retention Product, Domain, and Technical Trainings <ul style="list-style-type: none"> Sales Teams: Enabled better product understanding, leading to increased revenue Technology Teams: Resulted in fewer errors and improved system reliability Enabling Functions: Boosted agility and cross-functional collaboration Service Teams: Drove measurable improvements in service quality Diversity, Equity & Inclusion (DEI) Sessions <ul style="list-style-type: none"> Promoted a more inclusive and respectful workplace culture Increased awareness and sensitivity towards diverse perspectives Health and Safety Training <ul style="list-style-type: none"> Reinforced safety protocols and reduced workplace incidents Enhanced employee confidence and well-being in operational environments 	85.51%
Workers		The training programs which were conducted for employees were extended to workers as well.	93.50%

Business Responsibility and Sustainability Report (Contd.)

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

Monetary

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

Non-Monetary

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

Remarks: There were no such cases. However, this information specifically pertains to Company’s operations.

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

S. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	-	-

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

No. Not available.

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

Category	FY 2024-25	FY 2023-24
Directors	None	None
KMPs		
Employees		
Workers		

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

Category	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	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	-	-	-	-

Business Responsibility and Sustainability Report (Contd.)

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

EI-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	72 days	71 days

Remark: The values have been recalculated in alignment with the prescribed guidance on disclosure requirements of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015. Please refer to the updated figures as restated above.

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

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	81.47%	63.47%
	b. Number of trading houses where purchases are made from	1189	543
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	34.97%	47.70%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.05%	1.10%
	b. Sales (Sales to related parties / Total Sales)	3.68%	2.74%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	20.04%	28.62%
	d. Investments (Investments in related parties / Total Investments made)	79.03%	38.89%

Remark: The values have been recalculated in alignment with the prescribed guidance on disclosure requirements of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015. Please refer to the updated figures as restated above.

Leadership Indicators

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

Sr. No.	Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	-	-	-

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

Yes. The Company has a comprehensive Code of Conduct in place for its Board Members and Leadership Team, which clearly outlines the principles and procedures for identifying, avoiding, and managing conflicts of interest. This Code ensures that all members act in the best interests of the Company and maintain the highest standards of integrity and governance. The Code of Conduct is publicly available on the Company's website.

Business Responsibility and Sustainability Report (Contd.)

PRINCIPLE 2

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

Essential Indicators

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

Particulars	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	0.04%	-

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

Yes

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

Currently, 37% of our vendors align with Metropolis' sustainability principles. We are committed to enhancing the social and environmental performance of our supply chain by setting clear expectations and prioritizing local sourcing. To support this, we are developing a robust sustainable sourcing framework that reinforces our commitment to responsible procurement. By partnering with environmentally conscious vendors, we aim to minimize adverse impacts and embed sustainability across our operations.

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

Not Applicable.

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

Not Applicable

Leadership Indicators

LI-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?

S. No.	NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
Not Applicable						

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

Sr. No.	Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable			

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

S. No.	Indicate input material	Recycled or re-used input material to total material	
		FY 2024-25	FY 2023-24
1	-	-	-

Business Responsibility and Sustainability Report (Contd.)

LI-4. Of the products and packaging reclaimed at end of life of products, disclose the amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format

	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

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

S. No.	Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
		Not Applicable

PRINCIPLE 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	2037	1993	97.84%	1993	97.84%		0.00%	1993	97.84%	1993	97.84%
Female	1107	1083	97.83%	1083	97.83%	1083	97.83%		0.00%	1083	97.83%
Total	3144	3076	97.84%	3076	97.84%	1083	97.83%	1993	97.84%	3076	97.84%
Other than Permanent Employees											
Male	124	8	6.45%	8	6.45%		0.00%	8	6.45%	8	6.45%
Female	170	8	4.71%	8	4.71%	8	4.71%		0.00%	8	4.71%
Total	294	16	5.44%	16	5.44%	8	4.71%	8	6.45%	16	5.44%

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

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	708	694	98.02%	694	98.02%		0.00%	694	98.02%	694	98.02%
Female	971	951	97.94%	951	97.94%	951	97.94%		0.00%	951	97.94%
Total	1679	1645	97.97%	1645	97.97%	951	97.94%	694	98.02%	1645	97.97%
Other than permanent Workers											
Male	41	39	95.12%	39	95.12%		0.00%	39	95.12%	39	95.12%
Female	22	20	90.91%	20	90.91%	20	90.91%		0.00%	20	90.91%
Total	63	59	93.65%	59	93.65%	20	90.91%	39	95.12%	59	93.65%

Business Responsibility and Sustainability Report (Contd.)

EI-1.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 wellbeing measures as a % of total revenue of the company	0.25	0.22%

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

Benefits	FY 2024-25			FY 2022-23		
	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	91.71%	100.00%	Y	88.83%	100%	Y
Gratuity	91.45%	100.00%	NA	89.48%	100%	Y
ESI	0.00%	5.53%	Y	0.00%	100%	Y
Others – please specify	-	-	-	-	-	-

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

Metropolis is committed to fostering an inclusive and accessible workplace. We have equipped few of our offices with ramps and made wheelchairs available to support differently-abled employees and visitors, enhancing their mobility and convenience. In line with our commitment to diversity, we are working on to implement hiring initiatives in FY 2024–25, with a strong focus on increasing opportunities for individuals with disabilities. We remain dedicated to gradually making all our premises and offices fully accessible to ensure a supportive environment for everyone.

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

No. The Company is currently in the process of developing the equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. Meanwhile, processes have been implemented to ensure equal opportunity for all individuals.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	85.00%	90.32%	75.07%	88.24%
Female	87.81%	92.73%	74.87%	81.25%
Total	85.99%	91.45%	74.95%	83.67%

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

Category	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes. The Company utilizes HRMS Software to facilitate employees in raising their concerns. Dedicated teams are assigned to address grievances promptly and effectively.
Other than Permanent Workers	
Permanent Employees	
Other than permanent Employees	

Business Responsibility and Sustainability Report (Contd.)

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

Category	FY 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	3144	-	-	2336	-	-
Male	2037	-	-	1616	-	-
Female	1107	-	-	720	-	-
Total Permanent Workers	1679	-	-	1977	-	-
Male	708	-	-	888	-	-
Female	971	-	-	1089	-	-

EI-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)	% (F/D)
Employees										
Male	2161	355	16.43%	1563	72.33%	1746	80	4.58%	702	40.02%
Female	1277	290	22.71%	923	72.28%	869	79	9.09%	268	30.84%
Total	3438	645	18.76%	2486	72.31%	2615	159	6.08%	970	37.09%
Workers										
Male	749	99	13.22%	697	93.06%	979	82	8.38%	275	28.09%
Female	993	213	21.45%	981	98.79%	1146	144	12.57%	484	42.23%
Total	1742	312	17.91%	1678	96.33%	2125	226	10.64%	759	35.72%

EI-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	2161	1671	77.33%	1746	1374	79%
Female	1277	1120	87.71%	869	735	84.5%
Total	3438	2791	81.18%	2615	2109	81%
Workers						
Male	749	432	57.68%	979	516	53%
Female	993	781	78.65%	1146	916	80%
Total	1742	1213	69.63%	2125	1432	67.3%

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

Yes. The Company implemented an Occupational Health and Safety Management System in FY 2023–24. This system comprehensively covers all employees, locations, and operations, and is aligned with applicable state and national regulations on biomedical waste (BMW), ISO 15189 standards, and the Company’s internal policies. Since its implementation, Metropolis has been diligently recording all incidents to ensure a safe working environment.



Business Responsibility and Sustainability Report (Contd.)

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

Yes. Metropolis follows defined processes to identify and assess work-related hazards and risks on both routine and non-routine bases.

Routine Processes

- Daily safety checks and walkthroughs by lab teams and supervisors.
- Use of SOPs and checklists to ensure protocol compliance.
- Regular maintenance audits of equipment and infrastructure.
- Ongoing monitoring of PPE usage, BSL compliance, and biomedical waste management.
- Employee reporting mechanisms for unsafe conditions.

Non-Routine Processes

- Risk assessments during new equipment setup or process changes.
- Incident and near-miss investigations with root cause analysis.
- Periodic safety audits, mock drills, and emergency preparedness reviews.
- Staff training focused on hazard identification.
- Feedback collection through safety committees and HR.

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

Yes. Metropolis has a structured system in place for employees to report safety incidents and work-related hazards. Employees are encouraged to promptly raise concerns with their immediate supervisor, Lab Head, Safety Officer, or HR. They are also empowered to withdraw from potentially unsafe situations until the risk is properly addressed.

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

All employees and workers have access to non-occupational medical and healthcare services. They are covered either under a Group Medclaim policy or through ESIC, depending on eligibility and applicability.

EI-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	1.32	-
	Workers	0.79	-
Total recordable work-related injuries	Employees	7	-
	Workers	2	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-
Number of Permanent Disabilities	Employees	-	-
	Workers	-	-

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

Metropolis is committed to maintaining a safe and healthy work environment through comprehensive safety practices and robust risk management protocols. The Company has implemented both routine and non-routine measures to address workplace safety and health risks across all its facilities.

Business Responsibility and Sustainability Report (Contd.)

Routine Safety Measures

- Mandatory use of Personal Protective Equipment (PPE) within laboratory premises.
- Maintenance of Biological Safety Level (BSL) laboratories in compliance with regulatory requirements.
- Proper segregation, handling, and disposal of biomedical waste as per prescribed guidelines.
- Secure storage of gas cylinders wherever applicable.
- Restricted access to laboratory areas for authorized personnel only.
- Prohibition of food and beverages within laboratory spaces.
- Use of circuit breakers and regular earthing checks to ensure electrical safety.
- Minimization of loose wiring in laboratories and work areas.
- Safe handling and storage of hazardous chemicals, with proper labelling.
- Careful selection and evaluation of laboratory equipment and reagents.
- Maintenance of high hygiene and sanitation standards across all facilities.

Non-Routine Safety Initiatives

- Laboratory infrastructure designed to optimize safety, workflow, and operational efficiency.
- Regular staff training programs on fire safety, ergonomic practices, hazard awareness, and safety protocol compliance.
- Systematic incident and accident reporting with root cause analysis and corrective action.
- Vaccination drives for at-risk personnel.
- Prominent display of fire evacuation plans and emergency contact numbers at all locations.
- Safety communication by leadership during regular meetings to reinforce awareness.
- Use of fire-retardant materials in infrastructure and facility design.
- Sustainability efforts, such as reducing paper usage, integrated as part of environmental and safety awareness.

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

	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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

EI-14. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	96.86%
Working Conditions	96.86%

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

All non-conformities (NCs) identified through audits or assessments are tracked and addressed promptly, with a defined goal of closure within 30 days. During the year, a one-time issue was encountered due to the unavailability of the Hepatitis B vaccine from the manufacturer. This was monitored closely, and alternative measures were explored to mitigate potential health risks to affected employees.

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

Yes, for both Employees and Workers.

LI-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 regularly audits to ensure prompt deposit of all statutory dues and contractually obligates third parties to ensure timely payment of these dues.

LI-3. Provide the number of employees or workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in EI-11 above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	-	-	-	-
Workers	-	-	-	-

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

No

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

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	None
Working Conditions	

LI-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

Essential Indicators

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

Metropolis Healthcare follows a structured and evolving process to identify and engage with its key stakeholder groups, in line with the Business Responsibility and Sustainability Report (BRSR) framework. This process involves periodic assessments of stakeholders based on their influence on, and impact from, the Company’s operations.

Stakeholders are broadly classified into internal (e.g., employees) and external (e.g., patients, doctors, investors, suppliers, regulators, partners, and community organizations) groups. The Company uses diverse engagement methods including surveys, direct feedback, consultations, partnerships, and formal governance and reporting mechanisms.

To strengthen this framework, Metropolis collaborates with professional ESG consultants to adopt global best practices in stakeholder mapping and engagement. These efforts help align business goals with stakeholder expectations, identify material sustainability issues, and drive improvements in ESG performance.

Stakeholder engagement is central to Metropolis’ responsible growth journey, enabling it to remain responsive, inclusive, and future-ready.

Business Responsibility and Sustainability Report (Contd.)

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

Sr. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement
1	Employees	No	Emails, Surveys, Townhalls, Employee Portal, SMS	Quarterly	Regular Company updates, Training Needs, Employee Wellness Programs
2	Franchisee Lab Partners	No	Emails and Surveys	Monthly	Schemes, test launches, training updates.
3	Patients/Customers	No	SMS, Newspapers, Pamphlets, Website, Social Media Platforms	Monthly	Communication on Promotional Schemes, tests, services, customer support platforms, feedback-based improvements.
4	Government/Regulatory Authorities	No	Emails and Letters	Event based	Representations/Perspectives on change in regulations/upcoming laws
5	Investors/Shareholders	No	Website, Annual Meeting, Newspaper, Investor meeting	Quarterly/half-early/annually	Financials Results and other corporate announcements
6	Communities	No	Website, Pamphlets, Emails, Social Media Platforms	Quarterly/half-early/annually	As part of the company's Corporate Social Responsibility (CSR) obligation, Metropolis consistently shares about the CSR programs that can benefit society.
7	Vendors	No	Digital meetings/In-person meetings	Quarterly/half-yearly/Annually	Regular Business updates, performance feedback and any updates related to changes in regulations regarding supplies or services

Leadership Indicators

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

At Metropolis Healthcare, discussions on ESG matters are initiated at the functional level, where business and departmental heads engage directly with relevant stakeholders. These interactions help surface critical insights and concerns related to economic, environmental, and social issues. Key takeaways from these dialogues are consolidated and reviewed by the Company's Key Managerial Personnel (KMP). This structured feedback mechanism ensures that material stakeholder inputs are escalated appropriately and presented to the Board of Directors during periodic meetings. This process enables informed decision-making and ensures that the Board remains attuned to evolving stakeholder expectations and ESG priorities.

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

Metropolis Healthcare has established a robust governance framework to drive its Environmental, Social, and Governance (ESG) agenda. Stakeholder consultation plays a vital role in shaping the Company's sustainability strategy by helping identify, assess, and manage key environmental and social issues. As part of this process, the Company undertook a comprehensive digital materiality assessment using a double materiality approach. This involved active engagement with diverse stakeholder groups—including employees, investors, customers, and partners—to understand both the

Business Responsibility and Sustainability Report (Contd.)

impact of the business on the environment and society, and the influence of external factors on business performance. In collaboration with an external ESG consultant, and drawing from stakeholder feedback, Metropolis developed a clearly defined ESG roadmap with measurable goals and targets. To ensure inclusivity and relevance, multiple workshops were conducted to gather deep insights from stakeholders across regions and functions. The outcomes of these consultations have been directly embedded into the Company’s ESG strategy, ensuring strong alignment with stakeholder expectations and sustainability priorities. This ongoing engagement enables the Board and leadership to remain agile and responsive to emerging ESG trends and risks, while strengthening long-term value creation.

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

At present, the Company has not identified any specific vulnerable or marginalized groups within its stakeholder universe. However, it remains committed to inclusivity and will continue to assess stakeholder dynamics periodically to ensure that the needs of all segments, including potentially underrepresented groups, are recognized and addressed where relevant.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 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	3144	2387	75.92%	2336	2336	100.00%
Other than permanent	294	273	92.86%	279	279	100.00%
Total Employees	3438	2660	77.37%	2615	2615	100.00%
Workers						
Permanent	1679	1124	66.94%	1977	1977	100.00%
Other than permanent	63	63	100%	148	148	100.00%
Total Workers	1742	1246	71.53%	2125	2125	100.00%

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

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	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	3144	-	-	3139	99.84%	2336	0	0.00%	2336	100%
Male	2037	-	-	2037	100.00%	1616	0	0.00%	1616	100%
Female	1107	-	-	1107	100.00%	720	0	0.00%	720	100%
Other than Permanent	294	-	-	294	100.00%	279	0	0.00%	279	100%
Male	124	-	-	124	100.00%	130	0	0.00%	130	100%
Female	170	-	-	170	100.00%	149	0	0.00%	149	100%

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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	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Workers										
Permanent	1679	-	-	1679	100.00%	1977	1977	100%	0	0
Male	708	-	-	708	100.00%	888	888	100%	0	0
Female	971	-	-	971	100.00%	1089	1089	100%	0	0
Other than Permanent	63	-	-	63	100.00%	148	148	100%	0	0
Male	41	-	-	41	100.00%	91	91	100%	0	0
Female	22	-	-	22	100.00%	57	57	100%	0	0

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

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	5	1750000	3	26087502
Key Managerial Personnel	6	7113130	1	33851068
Employees other than BoD and KMP	3225	343269	2415	240545
Workers	870	215023	1195	179174

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

Particulars	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	36.53%	42.49%

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

Yes. Metropolis has a clearly designated focal point responsible for managing and addressing human rights impacts arising from its operations. This function is supported by a robust governance framework, including a dedicated Human Rights Policy and Whistleblower Policy, which collectively ensure that any potential or actual human rights concerns are identified, addressed, and resolved in a timely and responsible manner. These mechanisms reinforce the Company's commitment to upholding human dignity and ethical conduct across all stakeholder interactions.

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

Metropolis has established robust internal mechanisms to address and redress grievances related to human rights issues, ensuring accessibility, confidentiality, and accountability. These include:

- **Whistleblower Policy:** This mechanism empowers employees, partners, and stakeholders to report genuine concerns related to unethical practices, policy violations, or suspected misconduct, including human rights breaches, in a secure and non-retaliatory environment.
- **Policy on Prevention and Redressal of Sexual Harassment at the Workplace:** This policy provides a structured framework for addressing incidents of sexual harassment, with a specific focus on protecting the rights and dignity of women employees.

In addition, Ms. Diya Suri, Chief People Officer, serves as the designated point of contact for all human rights-related grievances. Concerns can be directly raised with her at hr.communication@metropolisindia.com, ensuring timely review and resolution.

Business Responsibility and Sustainability Report (Contd.)

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

	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	1	0	Under Investigation	-	-	None
Discrimination at workplace	-	-	--	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/ Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

EI-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)	1	-
Complaints on POSH as a % of female employees / workers	0.04%	-
Complaints on POSH upheld	0	-

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

Metropolis has established clear and effective mechanisms to prevent any adverse consequences for individuals who report cases of discrimination or harassment. These include:

- **Strict Prohibition of Harassment and Discrimination:** All employees are regularly informed that any form of harassment, discrimination, or inappropriate conduct is strictly prohibited within the organization.
- **Clear Reporting Channels:** Employees are provided with clear guidance on designated contact points for raising concerns or seeking support related to harassment or discrimination.
- **Protection Against Retaliation:** The Company assures all complainants that they will not face any punitive action or retaliation for raising genuine concerns in good faith.
- **Timely and Impartial Investigations:** All complaints are promptly and thoroughly investigated, ensuring objectivity, confidentiality, and fairness throughout the process.
- **Managerial Accountability:** Managers are trained to recognize, prevent, and act upon any form of harassment or discrimination, and are held accountable for maintaining a respectful work environment.

Metropolis enforces a zero-tolerance policy against both the initial misconduct and any form of retaliation. Violations are met with strict disciplinary action to uphold a safe, inclusive, and respectful workplace for all.

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

Yes. Metropolis incorporates human rights requirements into all its agreements and contracts as a standard practice. This ensures alignment with ethical principles and promotes respect for human rights throughout our business operations.

Business Responsibility and Sustainability Report (Contd.)

EI-10. Assessments for the year:

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

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

Not Applicable. No significant observations or concerns were identified that require corrective actions.

Leadership Indicators

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

Metropolis has modified its communication practices to ensure greater sensitivity to human rights concerns. One key change has been the revision of all internal and external communications to adopt gender-neutral language, promoting respect and inclusivity across all touchpoints.

Additionally, the Company has introduced targeted programs and initiatives aimed at fostering equal opportunities for individuals across various demographics, including gender, age, social background, community affiliation, and physical ability. These changes are a direct response to feedback and grievances related to inclusivity, reflecting Metropolis’ ongoing commitment to creating a diverse, equitable, and respectful workplace.

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

During the FY 2024-25, the Company did not undertake any human rights due diligence.

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

Metropolis operates a nationwide network of diagnostic centers, several of which are already equipped with accessible infrastructure to support patients with disabilities. The Company is steadily advancing efforts to enhance accessibility across all locations, in line with its commitment to inclusivity. Additionally, Metropolis offers specialized home collection services for individuals with disabilities, senior citizens, and patients who are unable to visit diagnostic centers in person. These initiatives reflect the Company’s dedication to creating an inclusive healthcare environment and its compliance with the provisions of the Rights of Persons with Disabilities Act, 2016.

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

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

Note: The BRSR Principles covers only the Company as of now and do not include its value chain partners.

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

Not Applicable.

Business Responsibility and Sustainability Report (Contd.)

PRINCIPLE 6

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

Essential Indicators

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

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total electricity consumption (A)	2603.14	2634.91
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	2603.14	2634.91
From non-renewable sources		
Total electricity consumption (D)	46992.37	33714.26
Total fuel consumption (E)	1906.70	1496.72
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	48899.07	35210.98
Total energy consumed (A+B+C+D+E+F)	51502.21	37845.90
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.42 GJ/Lakh	0.34 GJ/Lakh
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	8.72 GJ/Lakh	7.09 GJ/Lakh
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

Yes. We have engaged an authorized partner for power quality audits and thermography assessments.

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

Not Applicable

EI-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	-	1306810
(ii) Groundwater	-	500000
(iii) Third party water	3490118	
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3490118.00	1806810.00
Total volume of water consumption (in kilolitres)	3490118.00	3270310.00
Water intensity per rupee of turnover (Water consumed / turnover)	28.69KL/Lakh	29.64/Lakh
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	592.71KL/Lakh	612.31KL/Lakh
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity. KL / of Giga Joules	-	-

Business Responsibility and Sustainability Report (Contd.)

Remarks:

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

No.

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

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	1722015.00	
With treatment – please specify level of treatment	1768103.00	
(v) Others		
- No treatment		50010
With treatment – please specify level of treatment		1456800
Total water discharged (in kilolitres)	3490118.00	1506810.00

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

No.

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

Not Applicable

EI-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 in the remark section	-	-	-

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

No.

Business Responsibility and Sustainability Report (Contd.)

EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2) in MTCO₂e, 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	132.12	112.05
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	9267.939	6649.201
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO ₂ e / rupee of turnover	0.08 TCO ₂ e / Lakh	0.06 TCO ₂ e / Lakh
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e / rupee of turnover	1.60 TCO ₂ e / Lakh	1.27 TCO ₂ e / Lakh
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e / rupee of turnover	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	TCO ₂ e / of Giga Joules	-	-

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

No.

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

No.

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

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	11.507	15.935
E-waste(B)	-	-
Bio-medical waste (C)	432.797	267.36
Construction and demolition waste (D)	8.50	35.00
Battery waste (E)	7.50	-
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)	-	-
Total (A + B + C + D + E + F + G + H)	460.304	318.30
Waste intensity per rupee of turnover (Total Waste Generated / Revenue from operations)	0.0038 MT/Lakh	0.0029 MT/Lakh
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste Generated / Revenue from operations adjusted for PPP)	0.0782 MT/Lakh	0.0596 MT/Lakh
Waste intensity in terms of physical output		
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 - Plastic		
(i) Recycled	-	12.75
(ii) Re-used	-	3.19
(iii) Other recovery operations	11.507	-
Total Plastic Waste Recycled, Re-used and other recovery operations	11.507	15.94

Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2024-25	FY 2023-24
Category of waste - E-Waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	0.04
Total E-Waste Recycled, Re-used and other recovery operations	-	0.04
Category of waste - Bio-medical waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Bio-medical Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Construction and demolition waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Construction Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Battery waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Battery Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Radioactive waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Radioactive Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Other Hazardous waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Other Hazardous Waste Recycled, Re-used and other recovery operations	-	-
Category of waste - Other Non-Hazardous waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total Other Non-hazardous Waste Recycled, Re-used and other recovery operations	-	-
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Plastic		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	0.04
Total Plastic Waste Incineration, Landfilling and other disposal operations	-	0.04
Category of waste - E-Waste		
(i) Incineration	-	-
(ii) Landfilling	-	-

Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2024-25	FY 2023-24
(iii) Other disposal operations	-	-
Total E-waste Waste Incineration, Landfilling and other disposal operations	-	-
Category of waste - Bio-medical Waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	432.797	267.36
Total Bio-medical Waste Incineration, Landfilling and other disposal operations	432.797	267.36
Category of waste - Construction and demolition waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	8.500.00	35.00
Total Construction Waste Incineration, Landfilling and other disposal operations	8.500	35.00
Category of waste - Battery		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	7.500	-
Total Battery Waste Incineration, Landfilling and Other disposal operations	7.500	-
Category of waste - Radioactive		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Radioactive Waste Incineration, Landfilling and Other disposal operations	-	-
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Other Hazardous Waste Incineration, Landfilling and Other disposal operations	-	-
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total Other Non-hazardous Waste Incineration, Landfilling and Other disposal operations	-	-
Total	448.79	302.40

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

No.

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

The Company is dedicated to effective waste management and minimizing the use of hazardous and toxic chemicals. In compliance with the Biomedical Waste Management Rules 2016, waste is segregated according to government guidelines to prevent cross-contamination and facilitate proper disposal. We provide vaccinations for individuals handling biomedical waste to ensure their safety and health. We partner with government-authorized agencies to collect and dispose of biomedical waste safely and compliantly. Additionally, we implement strategies to reduce the usage of hazardous and toxic chemicals in our products and processes, focusing on sustainable alternatives and optimized processes to minimize waste generation.

Business Responsibility and Sustainability Report (Contd.)

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

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

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

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
-	-	-	-	-	-	-

EI-13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Sr. 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
-	-	-	-	-

Leadership Indicators

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

(i) Name of the area

NIL

(ii) Nature of operations

NIL

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal(in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity. KL / of Giga Joules	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Business Responsibility and Sustainability Report (Contd.)

Parameter	FY 2024-25	FY 2023-24
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		-
With treatment – please specify level of treatment		-
(v) Others		
- No treatment		
-With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	-	-

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

No

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

Parameter	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)	2387.152	244.48
Total Scope 3 emissions per rupee of turnover	0.02	0.002
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		

This year, the Company’s Scope 3 emissions have increased due to the expanded coverage of our emissions inventory. As part of our commitment to comprehensive reporting, Metropolis has now included emissions related to passenger travel (with full fuel consumption reported) and business travel, leading to a more comprehensive estimation of indirect emissions.

LI-2. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

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

Not Applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web link, if any, may be provided along-with summary)	Outcome of the initiative
1	Reduction of Plastic Usage	Replaced plastic water bottles and containers with reusable glass and fiber alternatives.	Significant reduction in single-use plastic consumption.
2	Effluent Treatment	Implemented proper treatment and disposal of chemical waste and biological samples.	Ensuring the elimination of hazardous and toxic substances prior to discharge, thereby enhancing environmental compliance and significantly reducing the risk of water and soil contamination.

Business Responsibility and Sustainability Report (Contd.)

Sr. No.	Initiative undertaken	Details of the initiative (Web link, Outcome of the initiative if any, may be provided along-with summary)
3	E Waste/ Hazardous Reduction	Adopted buy-back programs for laptops, air conditioners, and batteries to ensure safe disposal and recycling. Helped safely manage hazardous waste, promote recycling, and minimize landfill contribution.
4	Gas Emission	Invested in energy-efficient air conditioners using R32 refrigerant with lower global warming potential. Resulted in decreased greenhouse gas emissions and enhanced energy efficiency in facility operations.

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

The Company has implemented a robust Business Continuity Plan (BCP) and Disaster Recovery (DR) strategy that addresses various critical aspects. This includes ensuring seamless operations in the face of disasters or incidents, swiftly resuming activities to minimize disruptions. The strategy also encompasses a comprehensive approach and action plan for emergencies, integrating preventive, detective, corrective, and monitoring measures.

Moreover, these efforts are instrumental in bolstering customer confidence and trust among external stakeholders, showcasing the organization’s commitment to addressing Environmental, Social, and Governance (ESG) concerns. Furthermore, the Company places a high priority on ensuring the safety and security of its employees during external events such as fires, earthquakes, and other emergencies. These measures underscore the Company’s dedication to operational resilience and stakeholder welfare in all circumstances.

LI-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.

There were no such incidents that occurred during the financial year.

LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

No environmental assessments were conducted for the Company’s value chain partners during the financial year. However, the Company is currently developing a standard practice to address environmental impacts comprehensively throughout its value chain.

PRINCIPLE 7

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

Essential Indicators

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

One

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

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

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

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

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board	Web Link, if available
-	-	-	-	-	-

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

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

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

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

The Company does not engage in manufacturing operations, so its activities do not affect the local community where its diagnostics centres are located.

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

Category	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ small producers	16.33%	4.08%
Sourced directly from within India	97.11%	99.96%

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

Location	FY 2024-25	FY 2023-24
Rural	0%	0%
Semi-urban	0%	0%
Urban	35.24%	35.24%
Metropolitan	64.76%	64.76%

Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

Sr. No.	Details of negative social impact identified	Corrective action taken
		Not Applicable

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
1	Jharkhand	Palamu	160000
2		Ranchi	40000
3		Giridih	80000
4	Andhra Pradesh	Visakhapatnam	120000
5		Vizianagaram	120000
6	Bihar	Gaya	80000
7		Begusarai	80000
8		Araria	40000
9	Gujarat	Dahod	80000
10		Narmada	40000
11	Haryana	Mewat	40000
12	Jammu & Kashmir	Baramulla	40000
13	Karnataka	Yadgir	160000
14		Raichur	80000
15	Madhya Pradesh	Vidishia	40000
16		Khandwa	40000
17		Guna	40000
18	Maharashtra	Nandurbar	280000
19		Washim	80000
20		Osmanabad	120000
21		Gadchiroli	80000
22	Odisha	Gajpati	80000
23	Rajasthan	Baran	40000
24	Tamil Nadu	Virudhunagar	80000
25		Ramanathapuram	80000
26	Uttar Pradesh	Chitrakoot	40000
27		Chanduli	40000

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

No.

LI-3.b. From which marginalized /vulnerable groups do you procure?

Not Applicable

LI-3.c. What percentage of total procurement (by value) does it constitute? - 0.00%

Not Applicable

Business Responsibility and Sustainability Report (Contd.)

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

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

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

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

LI-6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Adolescent Reproductive and Sexual Health (ARSH)	102075	100%
2	MedEngage	365	90%
3	Preventive Healthcare	569650	100%

PRINCIPLE 9

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

Essential Indicators

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

Customers can register complaints through the Company’s website (www.metropolisindia.com), a dedicated email address (support@metropolisindia.com), the call center, and patient service centers. All complaints are logged in the Service CRM, resolved, and responses are communicated to the customers. Documentation of Root Cause Analysis (RCA) and Corrective and Preventive Actions (CAPA) is also maintained within the CRM application.

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

The Company provides diagnostic services and does not manufacture or sell products; hence, parameters related to product usage or disposal are not applicable. However, it strictly adheres to Bio-Medical Waste Management rules for the safe disposal of hazardous and other waste.

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

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

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy						
Advertising						
Cyber-security						

Business Responsibility and Sustainability Report (Contd.)

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Delivery of essential services	46747	2		40543	0	
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Category	Number	Reasons for recall
Voluntary recalls		Not applicable, as the Company operates in the service sector. However, it remains committed to delivering high-quality diagnostic services to ensure customer satisfaction and well-being.
Forced recalls		

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

Yes. The Company has a comprehensive Information Security Policy in place to safeguard data privacy and protect against cybersecurity risks. This policy outlines the protocols, controls, and responsibilities for ensuring the confidentiality, integrity, and availability of information across all systems and operations. It covers aspects such as data access management, network security, threat detection, and employee awareness programs. The policy is reviewed and updated periodically to align with evolving cybersecurity standards and regulatory requirements. The policy is publicly available at: <https://www.metropolisindia.com/newdata/Investors/code-of-conduct/Information%20Security%20Policy.pdf>

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

The Company, operating in the healthcare services sector, does not manufacture products and has had no product recalls. All advertising content is internally reviewed to ensure compliance with applicable regulations. A robust Information Security Policy is in place to safeguard data privacy and mitigate cybersecurity risks, supported by regular audits, employee training, and prompt corrective actions where needed.

No penalties or regulatory actions have been imposed regarding the safety of services. The Company remains fully compliant with relevant laws and standards.

EI-7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches**
None
- b. Percentage of data breaches involving personally identifiable information of customers**
None
- c. Impact, if any, of the data breaches**
None



Business Responsibility and Sustainability Report (Contd.)

Leadership Indicators

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

The Company's services are accessible through multiple channels, including its official website (www.metropolisindia.com), patient mobile app, customer care number, official WhatsApp, or by visiting the nearest Metropolis patient service centre.

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

All Company centers display informative banners encouraging the safe and responsible use of diagnostic services. Additionally, educational videos on sample collection, test procedures, and the importance of diagnostics across age groups are regularly shared on the Company's YouTube channel for consumer awareness.

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

The Company has established protocols to ensure timely communication with consumers in the event of any potential disruption or discontinuation of essential diagnostic services. Information is disseminated through SMS, email, call center updates, announcements at patient service centers, and digital platforms including the Company's website and social media channels. Additionally, in line with SEBI (Listing Obligations and Disclosure Requirements) Regulations, the Company promptly notifies stock exchanges of any material events that may impact its operations, ensuring transparency with all stakeholders.

LI-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 healthcare service provider, Metropolis does not manufacture or sell physical products; hence, displaying product information over and above legal requirements is not applicable. However, the Company actively monitors customer satisfaction through regular Net Promoter Score (NPS) surveys, with the current NPS at 87, indicating strong customer loyalty and positive brand experience. Additionally, patients are encouraged to rate their visits to Metropolis collection centres via Google reviews, where the Company maintains an average rating of 4.9. These feedback mechanisms guide continuous improvement in service quality.