YH/SE/46/2026-27
September 03, 2026

The Listing Department	Dept. of Listing Operations
National Stock Exchange of India Limited	**BSE Limited,**
Exchange Plaza, 5th Floor, Plot No. C/1	Phiroze Jeejeebhoy Towers,
G Block, Bandra-Kurla Complex, Bandra (E)	Dalal Street,
Mumbai – 400 051, India	Mumbai - 400001, India
Symbol: YATHARTH	Scrip Code: 543950
ISIN: INE0JO301016	ISIN: INE0JO301016

Subject: Submission of Business Responsibility and Sustainability Report (BRSR) for FY 2025-26

Dear Sir/Madam,

Pursuant to Regulation 30 and 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) of the Company for the financial year 2025-26.

The aforesaid BRSR will also be available on the website of the company at https://www.yatharthhospitals.com/investors/corporate-announcements

This is for your kind information and records.

Thanking You

Yours Faithfully,
For **Yatharth Hospital & Trauma Care Services Limited**

RITESH MISHRA

Digitally signed by RITESH MISHRA
DN: c=IN, st=Uttar Pradesh, 2.5.4.20=268d1ae02f19c32e019b16f76071195c2bf915e8ff7e81e56e92b3e8a61d0af9, postalCode=201306, street=So Doodh Nath Mishra R805 Paramount Emotions Sector1 Greater Noida West Greater Noida, pseudonym=a412218dfdef4e36ad50cae62ef28a22, title=8697, serialNumber=95788c110046419009708bc8a0ec5bbee2b02f9b4f2eff77f1d82ef08825cf47, o=Personal, cn=RITESH MISHRA
Date: 2026.09.03 21:59:35 +05'30'

Ritesh Mishra
Company Secretary & Compliance Officer
M. No. A51166

Encl: A/a

Business Responsibility and Sustainability Report

Business Responsibility and Sustainability Report

FY 2025-26

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L85110DL2008PLC174706
2.	Name of the Listed Entity	Yatharth Hospital & Trauma Care Services Limited
3.	Year of Incorporation	2008
4.	Registered Office Address	JA 108 DLF Tower A, Jasola District Centre, South Delhi, Delhi, India, 110025
5.	Corporate Address	Sovereign Capital Gate, FC 12 Sector 16A, Noida, Gautam Budh Nagar, Uttar Pradesh, India, 201301
6.	Email Address	cs@yatharthhospitals.com
7.	Telephone	011-49967892
8.	Website	https://www.yatharthhospitals.com/
9.	Financial Year for which reporting is being done	2025-26
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited BSE Limited
11.	Paid-up Capital	963543570
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ritesh Mishra 8800110091 cs@yatharthhospitals.com
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).	Consolidated Basis
14.	Name of assessment or assurance provider	Not Applicable (NA)
15.	Type of assessment or assurance obtained	NA

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Hospital Activity	Hospital Business	100.00%

17. Products/Services sold by the Entity (accounting for 90% of the Entity's turnover)

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Health Care Services	8610	100.00%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	11	11
International	0	0	0

19. Markets served by the Entity

a. Number of locations

Locations	Number
National (No. of States)	4
International (No. of Countries)	0

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

1.28% Export of total turnover of the Entity.

c. A brief on Types of customers

Operating in the healthcare sector with a specialization in hospital and diagnostic services, the Company primarily serves patients in need of medical care and treatment.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	EMPLOYEES					
1.	Permanent (D)	7440	4468	60.05%	2972	39.95%
2.	Other than Permanent (E)	32	22	68.75%	10	31.25%
3.	**Total employees (D + E)**	**7472**	**4490**	**60.09%**	**2982**	**39.91%**
	WORKERS					
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	**Total workers (F + G)**	**-**	**-**	**-**	**-**	**-**

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	11	10	90.91%	1	9.19%
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total differently abled employees (D + E)**	**11**	**10**	**90.91%**	**1**	**9.19%**
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	**Total differently abled workers (F + G)**	**-**	**-**	**-**	**-**	**-**

21. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	1	14.29%
KMP/SMP	6	0	0

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

Particulars	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.82%	7.18%	18.00%	5.72%	4.28%	10.00%	5.55%	4.45%	10.00%
Permanent Workers	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%	0.00%

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

23. Name of holding/subsidiary/associate companies/joint ventures

Sl. No.	Name of the holding/ subsidiary/ associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/ Associate/Joint Venture	% of shares held by the listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed Entity? (Yes/No)
1	AKS Medical & Research Centre Private Limited	Subsidiary	100.00%	Yes
2	Ramraja Multispeciality Hospital & Trauma Centre Private Limited	Subsidiary	100.00%	Yes
3	Pristine Infracon Private Limited	Subsidiary	100.00%	Yes
4	Sanskar Medica India Limited	Subsidiary	100.00%	Yes
5	Shanti Ved Institute of Medical Sciences Private Limited	Subsidiary	100.00%	Yes
6	MGS Infotech & Research Centre Private Limited	Subsidiary	60.00%	Yes

VI. CSR Details

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

(ii) Turnover-Standalone (in Rs.): **5,918.84 Mn.**

(iii) Net worth-Standalone (in Rs.): **16,195.78 Mn.**

VII. Transparency and Disclosure Compliances

25. Complaints/Grievances on any of the principles (Principle 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 redressal policy)	FY 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities*	Yes, https://www.yatharthhospitals.com/investors/grievance-redressal	0	0	NA	0	0	NA
Investors/ Shareholders	Yes, https://www.yatharthhospitals.com/investors/grievance-redressal	3	0	All resolved	5	0	All resolved
Employees and workers	Yes, https://www.yatharthhospitals.com/investors/grievance-redressal	5	0	All resolved	0	0	NA
Customers	Yes, https://www.yatharthhospitals.com/investors/grievance-redressal	96	0	All resolved	0	0	NA
Value Chain Partners	Yes, Complaints/Grievances from Value Chain Partners are addressed by relevant Departments. Policies & Grievance redressal mechanisms are accessible at https://www.yatharthhospitals. com/investors/grievance-redressal	0	0	NA	0	0	NA
Others (Vendors / Suppliers)	Yes, https://www.yatharthhospitals.com/investors/grievance-redressal	7	0	All resolved	6	0	All resolved

*The Company has instituted multiple channels to receive and effectively address grievances from the community and other stakeholders. These include direct access to the Compliance Officer via the designated email ID, the Company's website, customer helpline/toll-free number, and grievance mechanisms available at each outlet. Shareholder concerns are managed by the Compliance Officer in coordination with the Stakeholders' Relationship Committee of the Board, ensuring timely and effective resolution.

The Board has established various Committees with clearly defined responsibilities and adequate authority to oversee specific matters and facilitate prompt resolution. In particular, the Stakeholders' Relationship Committee is entrusted with reviewing and resolving grievances and complaints from investors and shareholders, underscoring the Company's commitment to transparent communication and constructive stakeholder engagement.

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 the business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format:

Sl. 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	Business Ethics and Regulatory Compliances	Risk	Healthcare is a highly specialised sector delivered by skilled medical professionals and directly involving patients' lives and well-being. Accordingly, the sector operates under a stringent regulatory framework, including the Clinical Establishments Act, Biomedical Waste Management Rules, PCPNDT Act and various quality and accreditation standards such as NABH. Any non-compliance with applicable laws, regulations or standards may result in licence suspension, legal or regulatory penalties, and reputational damage. The Company recognises that ethical conduct and patient trust are fundamental to the delivery of quality healthcare. Through robust corporate governance practices, effective oversight mechanisms, internal policies and monitoring processes, the Company seeks to ensure transparency, accountability and adherence to ethical standards in areas such as billing, clinical practices and protection of patient information. Any ethical lapse, including overcharging, unnecessary procedures, misuse of patient data or opaque billing practices, may result in litigation, adverse media attention and loss of public trust, thereby potentially impacting the Company's reputation, revenues and long-term brand value.	Through robust corporate governance practices, effective oversight mechanisms, internal policies and monitoring processes, the Company seeks to ensure transparency, accountability and adherence to ethical standards in areas such as billing, clinical practices and protection of patient information	Any unethical lapse may result in litigation, adverse media attention and erosion of public trust, potentially impacting the Company's reputation, revenues and long-term brand value.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Patient Care and Service Quality	Risk	Gaps in clinical assessment, diagnosis, treatment, monitoring, communication or continuity of care may result in adverse health outcomes, prolonged recovery, avoidable complications, increased readmission rates and, in severe cases, permanent disability or loss of life. Beyond the direct impact on patients, such incidents may expose healthcare providers to medico-legal claims, regulatory scrutiny, financial liabilities and reputational damage, while also eroding patient confidence and trust.	The Medical Superintendent and Facility Directors serve as custodians of all medical complaints within the Company, rigorously managing the complaint tracker to ensure prompt and effective resolution. Following established protocols, the Company takes appropriate actions to address patient concerns and, when required, implements new procedures or corrective measures to maintain the highest standards of patient satisfaction.	Through regular monitoring, adoption of advanced medical technologies, continuous training of healthcare professionals and adherence to established clinical standards, the Company strives to improve patient outcomes, enhance the overall patient experience and minimise avoidable complications and readmissions. These initiatives contribute to building patient trust, strengthening clinical excellence and ensuring the delivery of high-quality care across its healthcare facilities.
3	Quality of Care & Patient Satisfaction	Opportunity	Opportunity to strengthen the Company's goodwill and enhance its Net Promoter Score (NPS) by consistently delivering high-quality, patient-centric care and ensuring a positive patient experience. By maintaining strong clinical standards, effective communication, timely treatment and compassionate care, the Company can enhance patient satisfaction, build long-term trust and encourage positive recommendations, thereby further strengthening its reputation and brand value	Not Applicable	A positive patient experience can foster greater trust and loyalty, encourage recommendations and repeat visits, and further strengthen the Company's reputation as a preferred healthcare provider, thereby supporting sustainable growth and long-term stakeholder value.
4	Waste Management	Risk	Waste management is a significant environmental and operational consideration for healthcare facilities due to the generation of biomedical, hazardous and pharmaceutical waste. Effective segregation, handling, storage, treatment and disposal of such waste are essential to protect patients, healthcare workers, the community and the environment. Inadequate waste management practices may result in health and safety risks, environmental contamination, regulatory non-compliance and associated legal or financial consequences, while also affecting operational efficiency and organisational reputation.	The Company ensures systematic segregation of hazardous waste, biomedical waste, e-waste, and both dry and wet waste streams. Disposal of biomedical, hazardous, and electronic waste is carried out through government authorised vendors and certified recyclers, in strict adherence to all applicable regulatory standards, ensuring safe and environmentally responsible waste management.	The Company adopts a structured and responsible approach towards waste management by implementing appropriate processes for the segregation, collection, handling, storage and disposal of biomedical and other healthcare waste in accordance with applicable regulatory requirements. The Company also focuses on promoting efficient resource utilisation, reducing waste generation and supporting sustainable disposal and recovery practices, wherever feasible. These measures help minimise environmental impact, optimise waste management costs, maintain a safe and hygienic environment, and foster positive relationships with the surrounding community and other stakeholders.

Sl. 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)
5	Corporate Governance structures	Risk and Opportunity	The Company must develop a robust corporate governance framework to ensure effective oversight, accountability and transparency in its decision-making processes. The structure provides clear delineation of roles and responsibilities among the Board, its Committees, management and functional teams, thereby supporting independent oversight and effective risk management. Given the sensitive nature of healthcare operations, the framework places particular emphasis on patient safety, regulatory compliance, financial integrity, data privacy, ethical conduct and stakeholder interests. This governance approach enables the Company to identify and manage emerging risks, strengthen internal controls, promote responsible business practices and support sustainable, long-term value creation.	To maintain clear hierarchy and accountability, the Company has established dedicated Board and internal committees. Key management personnel and Board members act in the best interests of investors and stakeholders, ensuring their concerns are thoroughly represented and effectively addressed.	Strong and effective governance presents an opportunity to enhance transparency, accountability and responsible decision-making across the organisation. A robust governance framework can strengthen regulatory compliance, risk management, patient safety and data protection while fostering an ethical and performance-driven organisational culture. By maintaining effective Board oversight, clear policies and internal controls, the Company can strengthen stakeholder confidence, protect its reputation and support sustainable growth and long-term value creation.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether the Entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	All the policies which are necessarily required are approved by the competent internal committees.								
c. Web Link of the policies, if available	All the policies relevant for the various stakeholders are available on the Company website: https://www.yatharthhospitals.com/investors/corporate-policies								
2. Whether the Entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to the Entity's value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by the Entity and mapped to each principle.	All Company policies have been formulated and adopted in compliance with the applicable provisions of the Companies Act, 2013, the rules framed thereunder, the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and the National Guidelines on Responsible Business Conduct, 2019 issued by the Ministry of Corporate Affairs. In addition, the Company and its hospitals adhere to recognized quality and accreditation standards, including JCI accreditation for the Noida Extension Hospital, NABH accreditation, NABL accreditation under ISO 15189:2012, and NABH Nursing Excellence certification.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has set clear objectives and targets with a strong emphasis on ESG risk management, energy efficiency, employee recruitment, protection and development, quality care and patient satisfaction, innovation, digitalisation, and data security. Its strategies, policies, and operational practices are aligned with these commitments, with the overarching goal of fostering sustainable growth for all stakeholders.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons, in case the same are not met.	The Company is making its regular efforts towards the achievement of sustainable objectives.								

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):

The healthcare sector has a significant environmental and social footprint, and the Company recognizes that sustainable and responsible business practices are essential for long-term business resilience, environmental stewardship, and the well-being of the communities it serves.

The Company's commitment to Environmental, Social and Governance ("ESG") principles is integrated into its operations and focuses on efficient use of natural resources, responsible biomedical waste management, employee welfare, and strong corporate governance founded on ethics, integrity, transparency, and accountability.

During the year, the Company entered into an agreement with a fourth partner for captive power consumption, marking an important step towards improving energy efficiency and reducing dependence on conventional energy sources. This initiative is expected to contribute to lower carbon emissions, improved energy cost predictability, and cleaner and more resilient energy solutions.

The Company also maintains stringent controls over biomedical waste management and endeavors to ensure compliance with the applicable provisions of the Bio-Medical Waste Management Rules, 2016, through systematic segregation, monitoring, treatment, and safe disposal practices.

The Company remains committed to fostering an equitable, inclusive, and respectful workplace while maintaining robust governance mechanisms. Its policies promote ethical conduct, transparency, accountability, and provide confidential channels for reporting concerns relating to compliance, unethical conduct, or fraud.

While ESG integration remains an evolving journey, the Company will continue to focus on improving resource efficiency, exploring cleaner energy alternatives, strengthening responsible business practices, and embedding sustainability into its long-term business strategy. Through these efforts, the Company aims to create sustainable value for its stakeholders while contributing positively to society and the environment.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Dr. Ajay Kumar Tyagi, Chairman and Whole-time Director
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	The Company has not constituted a dedicated committee for sustainability-related matters. However, oversight of Environmental, Social, and Governance (ESG) responsibilities is undertaken by the Risk Management Committee, which monitors and addresses various aspects of the Company's ESG commitments.

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director/Committee of the Board/any other Committee									Frequency (Annually/Half yearly/ Quarterly/Any other – please specify)								
	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	Yes									The Company periodically reviews and revises its policies, as necessary, to address emerging issues, incorporate regulatory changes, and enhance their clarity, effectiveness, and enforceability.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes									The Company monitors the compliance requirements prescribed by various regulatory authorities and proactively ensures that all applicable obligations are fulfilled well within the stipulated timelines.								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide the name of the agency.	The Company conducts internal reviews of its policies; however, no external agency has undertaken an assessment or evaluation of their implementation.								

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principle material to its business (Yes/No)	NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
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)									

Section C: PRINCPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators:

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	1- Familarization Programme 2- Regulatory Updates 3- Awareness on Prevention of Insider Trading 4- Corporate Governance	100%
Key Managerial Personnel	14	1- Code of Conduct and Employee Rights & Responsibilities 2- Awareness on Prevention of Insider Trading 3- Quality Awareness 4- POSH 5- Training on anti-bribery and Anti-corruption Policy.	100%

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Employees other than Board of Directors and KMPs	550	1- POSH 2- Code of Conduct 3- Infection Control 4- Disaster Management 5- Fire Safety 6- Employee Rights and Responsibility 7- Radiation Safety 8- Quality Awareness 9- Safety Standards 10- Train the trainer 11- Yatharth Udbhav 12- Functional related sessions	100%
Workers	-	-	-

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:**

Monetary					
Particulars	**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	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

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

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

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

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

The Company, together with its subsidiaries, is committed to upholding the highest standards of corporate governance, integrity, transparency, accountability, and ethical business conduct. It maintains a zero-tolerance approach towards bribery and corruption and conducts its business in compliance with applicable laws and established ethical standards.

The Anti-Bribery and Anti-Corruption Policy ("ABAC Policy") is an integral component of the Company's governance framework and applies across all levels of the organisation, including its subsidiaries, Directors, employees, and relevant third parties associated with its operations. The Policy establishes clear standards of ethical conduct and prohibits the offering, giving, soliciting, or acceptance of any improper financial or other inducements.

The ABAC Policy also provides a framework for strengthening internal controls and preventive measures against corruption, fostering a culture of integrity and accountability, and encouraging stakeholders to promptly report any actual or suspected instances of bribery or corrupt practices.

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

Particulars	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

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

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

Not applicable since there were no such complaints raised in the reporting year.

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

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	47	48

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

Parameter	Metrics	FY 2025-26 (In Million)	FY 2024-25 (In Millions)
Concentration of Purchases	a. Purchases from trading houses	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealer / distributors	As the company operates in the healthcare sector, our core services are directly delivered to patients, who constitute our primary customer base.	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties)	Nil	Nil
	b. Sales (Sales to related parties)	Nil	Nil
	c. Loans & advances given to related parties as % of Total loans & advances	Nil	Nil
	d. Investments in related parties	Nil	Nil

Remark: The Comapny is not procuring from Export houses (Trading Houses).

Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Business conduct and Integrity	47%

Top ten vendor comprises of 47% spend were called for the above said trainings.

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

The Company expects all stakeholders to avoid any business, relationship, or activity that may result in an actual, potential, or perceived conflict of interest with the Company. Matters relating to conflicts of interest, particularly in respect of the Board of Directors and Senior Management, are governed by the Company's Code of Conduct for Board Members and Senior Management Personnel. The Code defines conflict of interest and requires Directors and Senior Management Personnel to avoid such situations and promptly disclose any actual, potential, or perceived conflict between their personal interests and the interests of the Company and same is also available at https://www.yatharthhospitals.com/uploads/investors/yatharth_48870782.pdf

Principle 2: Business should provide goods and services in a manner that is sustainable and safe

Essential Indicators:

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

Segment	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R & D	-	-	-
Capex	49.00%	41.00% (Including the capex done for the acquisition of new hospitals.)	As the Company operates in healthcare sector, Capex (advanced medical equipment purchased), improve the social impact of products & processes, reducing the disease burden of the society

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

Yes

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

The Company endeavors to engage vendors who demonstrate a commitment to sustainable business practices. However, considering the nature and operational requirements of the healthcare sector, certain materials are also sourced from local vendors and MSMEs, some of whom are in the process of formalizing and strengthening their sustainability practices. Accordingly, the percentage of inputs sourced sustainably has not been quantified.

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

(a) Plastics (including packaging)	Bio-medical waste is disposed of through a CPCB-authorized Bio-Medical Waste Treatment Facility, in strict compliance with the Bio-Medical Waste Management Rules, 2016.
(b) E-waste	E-waste is handed over to the vendor authorized by CPCB (Central Pollution Control Board).
(c) Hazardous waste	Hazardous materials, including sewage treatment plant (STP) residues and general healthcare waste, are disposed of through authorized municipal channels. Wastewater undergoes treatment in the STP, and the recycled water is utilized for landscaping and plant irrigation, helping maintain greenery around hospital premises.
(d) other waste	Miscellaneous waste is securely stored and cleared on a routine basis in line with municipal regulations, before being collected by the local authorities.

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 the Pollution Control Boards? If not, provide steps taken to address the same.

Extended Producer Responsibility (EPR) does not apply to the Company's operations due to the nature of its healthcare business. Nevertheless, the Company ensures strict compliance with the guidelines issued by the Central Pollution Control Board (CPCB), the Ministry of Environment, Forest and Climate Change (MoEF&CC), for the management of biomedical waste and electronic scrap.

Leadership Indicators –

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

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.
NA					

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.

Name of Product / Service	Description of the risk / concern	Action Taken
Bio Medical Waste Generation	Potential harm to the environment and human health due to contaminated waste generated during hospital operations	Biomedical waste is systematically handed over and disposed of through vendors approved by the State Pollution Control Board, in line with the Bio-Medical Waste Management Guidelines

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).

Indicate input material	Recycled or re-used input material to total material	
	FY 2025-26	FY 2024-25
NA		

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

Particulars	FY 2025-26			FY 2024-25		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	3.77	-	-	4.02
E-waste	-	-	-	-	-	-
Hazardous waste	-	-	2.30	-	-	1.04
Other waste	-	-	189.75	-	-	125.91

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	NA

Principle 3: **Business should respect and promote the wellbeing of all employees, including those in their value chains**

Essential indicators:

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities#	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	4468	4468	100%	-	-	-	-	-	-	-	-
Female	2972	2972	100%	-	-	2972	100%	-	-	-	-
Total	**7440**	**7440**	**100%**	**-**	**-**	**2972**	**39.95%**	**-**	**-**	**-**	**-**
Other than Permanent employees											
Male	22	22	100%	-	-	-	-	-	-	-	-
Female	10	10	100%	-	-	10	100%	-	-	-	-
Total	**32**	**32**	**100%**	**-**	**-**	**10**	**31.25%**	**-**	**-**	**-**	**-**

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	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

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

Particulars	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.07%	0.05%

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

Benefits	FY 2025-26			FY 2024-25		
	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	33.45%	-	Yes	31.89%	-	Yes
Gratuity	100.00%	-	NA	100.00%	-	NA
ESI	25.51%	-	Yes	38.59%	-	Yes
Others- please specify	-	-	-	-	-	-

3. Accessibility of workplaces

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

Yatharth Hospital embraces and honors the cultural diversity of its patients, visitors, and employees. The Company places a strong priority on inclusivity, recognizing that diverse perspectives enhance the overall quality of care. Equal access to healthcare is ensured for all, including persons with disabilities, through supportive infrastructure such as ramps and specially designed urinals. Staff members are trained to act with empathy and to respond thoughtfully to the distinct needs and challenges of differently-abled individuals. This approach reflects the Company's commitment to building a compassionate, welcoming, and inclusive environment for everyone.

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

The Company is firmly committed to providing equal employment opportunities to all individuals, irrespective of race, gender, religion, nationality, age, or disability. It strives to foster a fair and inclusive workplace where every employee is respected, valued, and empowered to succeed. To reinforce this commitment, the Company has implemented a formal Recruitment and Selection Policy that ensures hiring practices remain free from discrimination based on sex, caste, creed, religion, or community.

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	-	-	-	-
Female	-	-	-	-
Total	**-**	**-**	**-**	**-**

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.

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than permanent workers	NA

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent employees Other than permanent employees	Grievances may be raised either verbally or through a written complaint. Once submitted, the matter is promptly referred to the Grievance Redressal Committee for review. The Committee ensures that all parties involved have the opportunity to present their viewpoints before carrying out a detailed investigation. Based on its findings, appropriate corrective measures are taken. In cases where an employee is not satisfied with the Committee's decision, they retain the right to escalate the issue further by appealing to the Management.

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

Category	FY 2025-26			FY 2024-25		
	Total employees/ workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	%(B/A)	Total employees/ workers in respective category (C)	No. of employees /workers in respective category, who are part of association(s) or Union (D)	%(D/C)
Total Permanent Employees	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

8. **Details of training given to employees and workers:**

Category	FY 2025-26					FY 2024-25				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On health and safety measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4490	4490	100%	3133	68%	2871	2871	100.00%	1206	42.00%
Female	2982	2982	100%	2038	68%	2146	2146	100.00%	987	46.00%
Total	**7472**	**7472**	**100%**	**5171**	**69%**	**5017**	**5017**	**100.00%**	**2193**	**44.00%**
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**	**-**

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	4490	4490	100%	2871	2871	100%
Female	2982	2982	100%	2146	2146	100%
Total	**7472**	**7472**	**100%**	**5017**	**5017**	**100%**
Workers						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total	**-**	**-**	**-**	**-**	**-**	**-**

10. **Health and Safety Management System:**

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

Yes, the Company is dedicated to creating and sustaining a safe and healthy workplace by implementing a robust and comprehensive health and safety management system. This framework ensures that effective measures are consistently applied to safeguard employee wellbeing and maintain high standards of occupational safety.

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

The Quality Department carries out regular audits to proactively identify workplace hazards and evaluate associated risks. These reviews ensure continuous monitoring and support a preventive approach to occupational safety, reinforcing the Company's commitment to maintaining a secure and healthy work environment.

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

Yes, the Company has implemented comprehensive Standard Operating Procedures (SOPs) that guide employees and workers in managing workplace safety. These SOPs outline clear steps to be followed in the event of an adverse incident and establish processes for identifying, reporting, and mitigating hazards. Employees are encouraged to promptly report risks to the Business Manager and receive regular training to strengthen their ability to handle such situations effectively. This structured framework underscores the Company's strong commitment to maintaining a safe and secure work environment for all.

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

All employees are provided access to medical care facilities across the Company's hospitals. For workers covered under the Employees' State Insurance (ESI) scheme, the Company ensures that all medical benefits mandated under ESIC regulations are extended in full. This approach reflects the Company's commitment to safeguarding the health and wellbeing of its workforce through both institutional facilities and statutory entitlements.

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

Safety Incident /Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.01	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	1
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

The Company strongly believes that a safe and healthy workplace is fundamental to employee wellbeing and organizational success. This commitment extends to all stakeholders, including employees, employers, customers, and partners. In line with this, the Company adheres to the provisions of the Prevention of Sexual Harassment (POSH) Act, has established a dedicated Grievance Committee, and regularly conducts fire drills while following established emergency codes. Furthermore, departmental processes and protocols are rigorously implemented in accordance with applicable standards, reinforcing the Company's focus on safety, compliance, and preparedness.

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

Particulars	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

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

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

Nil

Leadership Indicators

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

In case of any eventuality that might come in future, the Company will give adequate financial support for wellbeing of heirs.

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

- The Company conducts regular audits to ensure that all statutory dues have been deposited.
- The Company obligates through contractual third parties to ensure that all such dues are timely deposited.
- The compliance team ensures that all statutory dues have been reimbursed.

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

Particulars	Total No. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	-	-	-	-
Workers	-	-	-	-

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)

The Company provides extensive opportunities for employees to enhance their skills through structured training and development programs. These initiatives are designed to build new competencies, expand knowledge, and strengthen capabilities, enabling the workforce to remain competitive in a rapidly evolving industry. By fostering continuous learning, the Company equips its employees with future-ready skills that ensure long-term relevance and employability, extending benefits even beyond their tenure with the organization.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

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.**

   No corrective action plan has been required for the parameters mentioned above. Should any risks or concerns arise, the Company will provide a reasonable timeframe for compliance. Depending on the specific circumstances, such risks or concerns may be evaluated on a case-by-case basis, and corrective action plans may be requested from the respective value chain partners.

Principle 4: Business should respect the interests of and be responsive to all its stakeholders

Essential indicators

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

   Stakeholders represent a wide and diverse group of individuals and entities whose interests are directly or indirectly influenced by the Company's actions. The organization identifies its key stakeholders—both internal and external—based on their level of influence and the areas where its initiatives can create meaningful impact. These include employees, current and prospective customers, shareholders, investors, regulatory authorities, media, and the wider community. By recognizing and engaging with these groups, the Company demonstrates its commitment to building strong relationships and fostering mutual growth.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quartерly /others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investor/ shareholder	No	Website, Newspaper, Email, Meetings	Need basis - The company engages with stakeholders as and when required	• Business and Financial Performance • Strategic roadmap for growth • ROCE, Dividends
Patients	Yes	Website, Newspaper, Email, SMS, Pamphlets	As and when required	• Quality of healthcare services • Data Privacy • Patient Relationship Management • Affordable healthcare Services
Healthcare Professionals	No	Email, Website, Newspaper, SMS, Meetings	As and when required	• Health and Safety • Infrastructure Support • Research and Development • Occupational Health and Wellbeing
Suppliers/ vendors	No	Meetings, Emails	As and when required	• Ensuring quality in the supply chain • Mitigating the Environment & Social risks in the supply chain
Community	No	Newspaper, Website, Pamphlets, Advertisements	As and when required	• Affordability Better Access to Health and Nutrition

Leadership Indicators

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

   Feedback and concerns from stakeholder groups are reviewed during periodic meetings that involve key management personnel, hospital heads, and functional vertical leaders. Insights and summaries from these consultations are subsequently presented to the Board, ensuring that stakeholder perspectives are integrated into strategic decision-making. This process reinforces continuous engagement and alignment between operational practices and organizational priorities.

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.**

   The identification and prioritization of material issues across environmental, social, economic, and governance dimensions are undertaken in close consultation with stakeholders. Once these issues are recognized, they are systematically mapped to corresponding risks. As part of its integrated risk management framework, the Company develops and implements strategic mitigation plans to address these risks effectively, ensuring proactive management and long-term resilience.

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

   Each hospital within the Company's network is equipped with ramps to ensure accessibility for patients with physical disabilities. To address health-related vulnerabilities, the Company has implemented a set of dedicated procedures, including:

   - Ensuring bedside railings remain elevated at all times, unless specific circumstances require otherwise.
   - Installing grab bars in all washrooms.
   - Providing thorough education to patients and their attendants on fall prevention.
   - Enforcing a strict policy prohibiting patients from being left unattended.

   While these measures benefit all patients, they are especially crucial in meeting the needs of those with physical challenges.

Principle 5: Business should respect and promote human rights

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	7440	7440	100%	4895	3329	68.00%
Other than Permanent	32	32	100%	-	-	-
Total Employees	**7472**	**7472**	**100%**	**4895**	**3329**	**68.00%**
Workers						
Permanent	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-
Total Workers	**-**	**-**	**-**	**-**	**-**	**-**

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

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	4468	0	0	4468	100%	2798	0	0	2798	100%
Female	2972	0	0	2972	100%	2097	0	0	2097	100%
Other than Permanent										
Male	22	22	100%	0	0%	73	73	100%	0	0.00%
Female	10	10	100%	0	0%	49	49	100%	0	0.00%
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

   a. The details are provided below:

Particulars	Male		Female	
	Number	Median remuneration / salary / wages of respective category (INR)	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	7.5 million	1	-
Key Managerial Personnel	6	0.89 million	0	-
Employees other than BoD and KMP	4484	0.28 million	2981	0.28 million
Workers	-	-	-	-

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

Particulars	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	31.00%	39.00%

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)**

The Company is committed to upholding equitable human rights and fostering a supportive environment for both employees and stakeholders. Oversight of any modifications, implications, or amendments to this policy rests with the Chief Human Resource Officer. In addition, the Company has instituted a Grievance Redressal Policy that clearly defines the procedures for addressing and resolving concerns related to human rights. This framework ensures accountability, transparency, and fair treatment across the organization.

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

The Company has established a Grievance Redressal Committee entrusted with defining and overseeing the processes for addressing employee grievances. This mechanism is designed to uphold confidentiality for the individuals involved while ensuring that concerns are resolved in a timely and effective manner. By combining discretion with efficiency, the framework reinforces the Company's commitment to fair treatment and employee wellbeing.

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

The details are provided below:

Particulars	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other Human rights related issues	0	0	-	0	0	-

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

Particulars	FY 2025-26	FY 2024-25
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
ii) Complaints on POSH as a % of female employees / workers	0	0
iii) Complaints on POSH upheld	0	0

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

The Company is committed to fostering a safe and ethical workplace by preventing all forms of discrimination, retaliation, and harassment against employees who raise concerns through the Vigil Mechanism or participate in related investigations. The Whistle Blower Policy, Code of Conduct, and Grievance Policy collectively uphold this commitment by protecting the identity of complainants and maintaining confidentiality throughout the investigation process.

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

Yes

10. **Assessment for the year:**

Particulars	% of the entity's plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child Labour	Nil
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Other- please specify	

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

There was no instance of Child Labour, Forced Labour/Involuntary Labour, Sexual Harassement, Discrimination at workplace, wages etc. during the financial year ended 31st March 2026.

Leadership Indicators

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

   As no grievances or complaints relating to human rights issues have been reported, this disclosure is not applicable to the Company. Nevertheless, the Company periodically reviews its policies and business processes and undertakes necessary updates to ensure continued alignment with applicable regulatory requirements and internal standards.

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

   The company does internal assessment periodically.

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

   Yes, the Company has established an Equal Employment Opportunity Policy to promote an inclusive and supportive work environment for persons with disabilities, enabling them to perform their roles effectively and have equal opportunities to grow and excel.

4. **Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Nil
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

   There was no instance of Sexual Harassement, Discrimination at workplace, Child Labour, Forced Labour/ Involuntary Labour, wages etc. during the financial year ended 31st March 2026.

Principle 6: Business should respect and make efforts to protect and restore the environment.

Essential indicators

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	14,490	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	**14,490**	**-**
From non-renewable sources		
Total electricity consumption (D)	69,985	54,224
Total fuel consumption (E)	3,816	1,714
Energy consumption through other sources (F) (PNG)	1,350	-
Total energy consumed from non- renewable sources (D+E+F)	**75,151**	**55,939**
Total energy consumed (A+B+C+D+E+F)	**89,641**	**55,939**
Energy intensity per rupee of turnover (GJ/Million)	7.43	6.35
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ / Million PPP)	151.78	131.19
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	No	

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

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	2,64,840	1,78,676
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**2,64,840**	**1,78,676**
Total volume of water consumption (in kilolitres)	**2,64,840**	**1,78,676**
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	21.94	20.29
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	448.43 (KL/million USD)	419.19 (KL/million USD)
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity		
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	No	

Remark: The consumption has been calculated on the approximate usage of water for drinking and domestic use. Accordingly, the above calculation has been depicted.

4. **Provide the following details related to water discharged:**

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(v) Others	250,855	169,742
- No treatment	0	0
- With treatment – please specify level of treatment	250,855	169,742
Total water discharged (in kiloliters)	**250,855**	**169,742**
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	No	

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

The Company has STP and ETP plants as per the guidelines of Central Pollution Control Board and the capacity of the hospital. We are doing wastewater treatment for further utilization in gardening, road cleaning, cooling tower system and flushing systems.

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

Parameter	Unit	FY 2025-26	FY 2024-25
NO_x	Ug/m³	37	66
SO_x	Ug/m³	19	13
Particulate matter (PM)	Ug/m³	78	83
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		No	

7. Provide details of greenhouse gas emissions (Scope1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	MT of CO_2 Equivalent	The Company is currently in the process of identifying the relevant emission sources under Scope 1 and Scope 2. In forthcoming reporting cycles, the Company will disclose the quantified emissions from these applicable sources in alignment with established methodologies.	
Total Scope 2 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output			
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.		NA	

The Company has successfully installed new DG sets as per PCB compliance and dual fuel kit to other locations for more efficient greenhouse gas emissions.

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

The Company has successfully installed new DG sets as per PCB compliance and dual fuel kit to other locations and. Further we have successfully implemented captive electricity consumption through Fourth Partner Solar Power Private Limited for our Noida, Greater Noida and Greater Noida West Hospitals. We are in the process of expanding this initiative in other network hospitals.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	3.77	4.02
E-waste **(B)**	-	-
Bio-medical waste **(C)**	189.75	125.91
Construction and demolition waste **(D)**	-	-
Battery waste **(E)**	-	-
Radioactive waste **(F)**	-	-
Other Hazardous waste. Please specify, if any. **(G)**	2.30	1.04
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)	**195.82**	**130.97**
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0162	0.0148
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.329	0.307
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		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**-**	**-**
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations (Authorised third party vendor)	195.82	130.97
Total	**195.82**	**130.97**
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	No	

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

The Company has established a Standard Operating Procedure (SOP) in accordance with the Bio-Medical Waste Management Rules, 2016, along with subsequent amendments, covering segregation at source, collection, handling, internal transportation, pre-treatment, where required, and temporary storage of biomedical waste prior to its handover to operators authorised by the State Pollution Control Board. Employees are trained to segregate waste at the point of generation to prevent the mixing of different waste streams. The Company follows stringent quality and compliance standards in the handling and management of biomedical waste.

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.
NA			

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

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

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

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of 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 -

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

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

(i) Name of the area – NA

(ii) Nature of operations – NA

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
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 kiloliters)	**-**	**-**
Total volume of water consumption (in kiloliters)	**-**	**-**
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY 2025-26	FY 2024-25
(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)	**-**	**-**
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	NA	

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 3 emissions (Break-up of the GHG into CO_2, CH_4, N_2O, HFCs, PFCs, SF_6, NF_3, if available)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
Note: Indicate if any independent assessment, evaluation, or assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	-	-	-

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

   Not Applicable

4. **If the entity provided below taken 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
		-	

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

   The Company have adopted Business Continuity and Disaster Management Plan to address potential disruptions arising from natural or manmade disasters. This plan is designed to ensure the continuity of essential business operations during unforeseen events. It encompasses detailed procedures and strategies to mitigate the impact of emergencies such as cyberattacks, fire hazards, terrorism, water logging, pandemics, and natural disasters including earthquakes and floods, among others.

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 has been no adverse impact.

7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?

NA

8. How Many green credits have been generated or produced

a	By the listed entity	Evaluation is under way with the agency
b	By the top ten (in terms of value of purchase and sales respectively) value chain partners	NA

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

Essential indicators

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

One

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

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

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

Name of the authority	Brief of the case	Corrective action taken
No regulatory body has issued adverse orders against the Company regarding anti-competitive conduct.		

Leadership Indicators

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

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/ Others- please specify)	Web Link, if available
NA					

Principle 8: Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA					

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

S.no	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
NA						

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

The hospital website provides relevant contact information of the Committee Members/authorised personnel for the community to reach out to the respective committees to report grievances.

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

	FY 2025-2026	FY 2024-2025
Directly sourced from MSMEs/small producers	61.5%	59.8%
Directly from within India	100.00%	100.00%

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

Location	FY 2025-26	FY 2024-25
Rural		
% of Job creation in Rural areas	-	-
Semi-urban		
% of Job creation in Semi-urban areas	10%	12.00%
Urban		
% of Job creation in Urban areas	5%	-
Metropolitan		
% of Job creation in Metropolitan areas	85%	88.00%

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

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	

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

S. No	State	Aspirational District	Amount spent (In INR)
1	Uttarakhand	Pithoragarh and others	1.00 Crores
2	Uttar Pradesh	Mathura Vrindavan	1.00 Crores

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

We don't give any preference to any particular group of suppliers

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

Nil

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

Nil

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

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

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

Name of authority	Brief of the Case	Corrective action taken
	-	

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Seemant Sewa Foundation	Project is in construction phase	The Company does not distinguish to ensure equal assess the the benefit and promote inclusivity
2	Mathura Vrindavan Hasanand Gochar Bhumi Trust	Trust has been working for the conservation of Livestock.	There is no distinguish parameter for this thing.

Note: All the CSR projects/activities were undertaken through "Yatharth Foundation for Development".

Principle 9: Business should engage with and provide value to their consumers in a responsible manner

Essential indicators

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

Patients are regarded as valued partners and integral contributors to the Hospital's success. This patient-centric philosophy is deeply embedded in the Hospital's organizational culture and reinforces its commitment to delivering excellence in healthcare services and enhancing the overall patient experience.

Recognizing the diverse needs and expectations of patients, the Hospital has established multiple feedback mechanisms to capture insights at various touchpoints, including during the course of treatment, post-service, and post-discharge stages. A dedicated team conducts daily visits to inpatients to actively seek feedback, address concerns promptly, and facilitate timely resolution.

Patient education and communication also remain key priorities. Relevant contact information and communication channels are displayed on digital screens and shared through informational materials, enabling patients and their families to easily connect with the appropriate teams. Patients and their attendants are encouraged to share their feedback or concerns with any member of the Hospital staff, ensuring personalized attention and prompt resolution.

In addition, the Hospital leverages online listening and monitoring tools to track and respond to feedback received across digital and social media platforms. This proactive approach enables the Hospital to strengthen its brand reputation, continuously improve service delivery, and enhance the overall customer experience.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	The Company recognizes that, although the nature of its operations does not involve significant direct or indirect product-related risks to customers, it has a broader responsibility towards its stakeholders, society, and the environment. Accordingly, as part of its commitment to responsible and sustainable business practices, the Company has voluntarily initiated efforts to strengthen and progressively integrate Environmental, Social and Governance (ESG) principles into its operations. Going forward, the Company intends to further develop its ESG framework and adopt relevant practices that support sustainable growth, responsible healthcare delivery, stakeholder well-being, and long-term value creation.
Safe and responsible usage	In accordance with the Bio-Medical Waste Management Rules, 2016, the Company ensures that 100% of the bio-medical waste generated across its healthcare facilities is handed over to operators authorized by the respective State Pollution Control Boards for its safe collection, transportation, treatment, and disposal. The Company also conducts periodic training and awareness programmes for employees involved in the handling and management of bio-medical waste to ensure adherence to prescribed safety protocols and applicable regulatory requirements.
Recycling and/or safe disposal	As a healthcare service provider, all medical products used by the Company are sourced from reputable vendors who are selected through a rigorous screening process to ensure safety and reliability. This process also emphasizes the importance of safe usage and responsible disposal practices.

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

	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	96	0	All complaints were satisfactorily resolved (Complaints from the IPD patients related to patient related services are covered under this category.)	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	7	0	All complaints were amicably resolved during the reporting year.	12	2	-

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

	Number	Reasons for recall
Voluntary recalls	0	-
Forced recalls	0	-

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

   The Company has implemented cybersecurity and data protection policies to safeguard sensitive information and mitigate associated risks. In line with the principles of the Digital Personal Data Protection Act, 2023, the Company is strengthening measures for the secure collection, processing, storage, and protection of personal data. Relevant policies are accessible through the IT Management System portal, and employees receive appropriate guidance and awareness on data security. The Company continues to enhance its cybersecurity and data protection framework in line with evolving regulatory requirements and emerging risks. Web-link: https://www.yatharthhospitals.com/investors/corporate-policies

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

   There has been no issue, hence no corrective action was required.

7. **Provide the following information relating to data breaches:**

	Provide the following information relating to data breaches:
a. Number of instances of data breaches	Nil
b. Percentage of data breaches involving personally identifiable information of customers	-
c. Impact, if any, of the data breaches	-

Leadership Indicators

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

   - https://www.yatharthhospitals.com
   - https://www.facebook.com/Yatharthhealthcare
   - https://www.instagram.com/yatharth_hospitals/?hl=en
   - https://in.linkedin.com/company/yatharthhealthcare
   - https://x.com/Yatharth_Health

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

   At the time of hospital admission, Patient and their attendants are counseled and all relevant information about the treatment is provided to them. Similarly, we inform patient about discharge medication and precautions they must follow to ensure faster and safe recovery. During handing over of medicines in Pharmacy, our pharmacists educate patient about correct process and timings of taking the medicines.

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

   In the event of a service disruption or discontinuation, the Company ensures that patients are informed through clearly displayed notices across reception and patient areas within the hospital. Patients with advance bookings are contacted directly by the call centre on their registered contact numbers to communicate the situation and, where feasible, provide suitable alternative options.

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 whole? (Yes/No)**

   Yes. Overall patient satisfaction is measured through Net Promoter Score (NPS). NPS is captured and monitored regularly and is discussed in the monthly unit business review meetings. NPS variance is used to design training interventions, thus completing the feedback loop.