

**Fortis Healthcare Limited**

Tower-A, Unitech Business Park, Block-F,
South City 1, Sector – 41, Gurgaon,
Haryana – 122 001 (India)

Tel : 0124 492 1033

Fax : 0124 492 1041

Emergency : 105010

Email : secretarial@fortishealthcare.com

Website : www.fortishealthcare.com

FHL/SEC/2023-24

July 8, 2023

BSE Limited
Scrip Code: 532843

Sub: Business Responsibility and Sustainability Report for FY 2022-23.

Dear Madam / Sir,

Please find enclosed the Business Responsibility and Sustainability Report ('BRSR') of Fortis Healthcare Limited for FY 2022-23. The BRSR also forms part of the Company's Annual Report for FY 2022-23.

This is for your information and records.

Thanking you,

Yours faithfully,
For **Fortis Healthcare Limited**

Murlee Manohar Jain
Company Secretary and Compliance Officer
ICSI Membership: F9598

Encl: a/a

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A- GENERAL DISCLOSURES

I. Details of the listed entity

I - 1. Corporate Identity Number (CIN) of the listed entity	L85110PB1996PLC045933
I - 2. Name of the listed entity	Fortis Healthcare Limited
I - 3. Year of incorporation	1996
I - 4. Registered office address	Fortis Hospital, Sector 62, Phase VIII, Mohali-160062, Punjab
I - 5. Corporate address	Tower A, 3rd Floor, Unitech Business Park, South City-1, Gurugram, Haryana- 120001
I - 6. E-mail	secretarial@fortishealthcare.com
I - 7. Telephone	+91-124 4921021
I - 8. Website	www.fortishealthcare.com
I - 9. Financial year for which reporting is being done	2022-2023
I - 10. Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
I - 11. Paid-up Capital	₹ 7,549,581,480
I - 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	Ms. Richa Debgupta- SVP- Operations, Chief of Strategy & Group Head- ESG, Email- secretarial@fortishealthcare.com Telephone- +91-124 4921021
I - 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).	Yes, the disclosures are made on a consolidated basis for the entity and for all the entities which form a part of its consolidated financial statements.

II. Products/services

II-14. 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 and Medical Care	Hospital activities	100

II-15. 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	Hospital and Medical Care	861	100

III. Operations

III-16. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	0	28	28
International	0	0	0

Remarks: Total 27 hospitals and 1 corporate office

Business Responsibility & Sustainability Report (Contd.)

III-17. Markets served by the entity: a. Number of locations

Locations	Number
National (No. of States)	8
International (No. of Countries)	0

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

The Company has national presence and serves around 8 states across the nation. The Company does not export & thus there is no contribution of exports to the turnover of the entity. The patients, however, include Indian citizens as well as citizens of foreign nationalities, who visit our hospitals in India for availing healthcare services.

- c. A brief on types of customers

As the Company alongwith its subsidiaries are operating in the healthcare industry (Hospital & Diagnostics), the type of consumers are largely patients availing healthcare services.

IV. Employees

IV-18. Details as at the end of Financial Year: a. Employees and workers (including differently abled):

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Employees						
1	Permanent (D)	13010	5499	42.27%	7511	57.73%
2	Other than Permanent (E)	11260	7313	64.95%	3947	35.05%
3	Total employees (D + E)	24270	12812	52.79%	11458	47.21%
Workers						
1	Permanent (F)	0	0	-	0	-
2	Other than Permanent (G)	0	0	-	0	-
3	Total Workers (F + G)	0	0	-	0	-

IV-18. Details as at the end of Financial Year: b. Differently abled Employees and workers:

No	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Differently Abled Employees						
1	Permanent (D)	5	3	60.00%	2	40.00%
2	Other than Permanent (E)	0	0	0.0%	0	0.0%
3	Total differently abled employees (D + E)	5	3	60.00%	2	40.00%
Differently Abled Workers						
1	Permanent (F)	0	0	-	0	-
2	Other than Permanent (G)	0	0	-	0	-
3	Total Workers (F + G)	0	0	-	0	-

IV-19. Participation/Inclusion/Representation of women

	Total(A)	No. and percentage of Females	
		No(B)	%(B/A)
Board of Directors	10	2	20.00%
Key Management Personnel	3	0	0.00%

Remarks: The above details are for the Company only as on March 31, 2023.

Business Responsibility & Sustainability Report (Contd.)

IV-20. Turnover rate for permanent employees and workers.(Disclose trends for the past 3 years)

	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	31.45%	31.45%	31.45%	28.45%	43.42%	36.59%	25.44%	41.18%	33.93%
Permanent Workers	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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

V- 21. (a) Names of holding / subsidiary / associate companies / joint ventures.

S. 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	IHH Healthcare Berhad	Ultimate Holding Company	NA	No
2	Integrated Healthcare Holdings Limited	Intermediate Holding Company	NA	No
3	Parkway Pantai Limited	Intermediate Holding Company	NA	No
4	Northern TK Venture Private Limited	Holding Company	NA	No
5	Hiranandani Healthcare Private Limited	Subsidiary Company	100	No
6	Fortis Hospotel Limited	Subsidiary Company	100	No
7	Fortis La Femme Limited	Subsidiary Company	100	No
8	Agilus Diagnostics Limited	Subsidiary Company	56.95	No
9	Fortis Healthcare International Limited	Subsidiary Company	100	No
10	Fortis Hospitals Limited	Subsidiary Company	100	No
11	Escorts Heart Institute and Research Centre Limited	Subsidiary Company	100	No
12	Fortis CSR Foundation	Subsidiary Company	100	No
13	International Hospital Limited	Subsidiary Company	78.4	No
14	Fortis Health Management Limited	Subsidiary Company	52	No
15	Escorts Heart and Super Speciality Hospital Limited Escorts Heart Institute and Research Centre	Subsidiary Company	48.58	No
16	Fortis Cancer Care Limited	Step down Subsidiary Company	No direct holding	No
17	Fortis Malar Hospitals Limited	Step down Subsidiary Company	No direct holding	No
18	Fortis Health Management (East) Limited	Step down Subsidiary Company	No direct holding	No

Business Responsibility & Sustainability Report (Contd.)

S. 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)
19	Fortis C-Doc Healthcare Limited	Step down Subsidiary Company	No direct holding	No
20	Birdie & Birdie Realtors Private Limited	Step down Subsidiary Company	No direct holding	No
21	Stellant Capital Advisory Services Private Limited	Step down Subsidiary Company	No direct holding	No
22	Fortis Global Healthcare (Mauritius) Limited	Step down Subsidiary Company	No direct holding	No
23	Fortis Emergency Services Limited	Step down Subsidiary Company	No direct holding	No
24	Malar Stars Medicare Limited	Step down Subsidiary Company	No direct holding	No
25	RHT Health Trust Manager Pte Limited	Step down Subsidiary Company	No direct holding	No
26	Fortis HealthStaff Limited	Step down Subsidiary Company	No direct holding	No
27	Fortis Asia Healthcare Pte Limited	Step down Subsidiary Company	No direct holding	No
28	Fortis Healthcare International Pte Limited	Step down Subsidiary Company	No direct holding	No
29	Mena Healthcare Investment Company Limited	Step down Subsidiary Company	No direct holding	No
30	Medical Management Company Limited	Step down Subsidiary Company	No direct holding	No
31	SRL Diagnostics Private Limited ⁽ⁱ⁾	Step down Subsidiary Company	No direct holding	No
32	Agilus Diagnostics FZ-LLC	Step down Subsidiary Company	No direct holding	No
33	Agilus Pathlabs Reach Limited	Step down Subsidiary Company	No direct holding	No
34	Hospitalia Eastern Private Limited	Step down Subsidiary Company	No direct holding	No
35	DDRC SRL Diagnostics Private Limited ⁽ⁱⁱ⁾	Step down Subsidiary Company	No direct holding	No
36	SRL Diagnostics (Nepal) Private Limited ⁽ⁱⁱⁱ⁾	Step down Subsidiary Company	No direct holding	No

Remarks: The shareholding disclosed in serial no. 13 to 15 are direct holding held by the Company, whereas would like to clarify that the rest of the shareholding is held by the fellow subsidiaries.

Note : (i) The new name of the said company has been reserved by Registrar of Companies ('RoC') as Agilus Pathlabs Private Limited vide letter dated June 08, 2023. The said company is in the process of making application to the RoC for seeking approval of the new name.

(ii) The new name of the said company has been reserved by Registrar of Companies ('RoC') as DDRC Agilus Pathlabs Limited vide letter dated June 07, 2023. The said company has made an application to the RoC seeking approval of the new name & the same is awaited.

(iii) SRL Diagnostics (Nepal) Private Limited is in the process of changing its name to Agilus Diagnostics (Nepal) Private Limited.

Business Responsibility & Sustainability Report (Contd.)

VI. CSR Details

- VI- 22.** (i). Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)- Yes
VI- 22. (ii). Turnover (in ₹) - ₹ 1,052.93 Crores
VI- 22. (iii). Net worth (in ₹) - ₹ 8,963.54 Crores

VII. Transparency and Disclosures Compliances

VLL- 23 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 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	0	0	0	0
Investors (other than shareholders)	Yes	0	0	0	0	0	0
Shareholders	Yes	0	0		0	0	
Employees and workers	Yes- Through Fortis HRMS system	0	0	0	0	0	0
Customers	Yes	21289	1	-	18693	0	-
Value Chain partners	Yes	0	0	-	0	0	-
Other (please specify)							

Remarks: The Company has adopted Whistle Blower Mechanism which provides a platform to employees/ communities/ investors/ shareholders/ customers/ value chain partners etc. to report any concerns or grievances pertaining to any potential or actual violation of Company's Code of Conduct or any unethical behavior. Further, Right to voice a complaint is included in the Patient Rights displayed in the Hospital. Also, the process for voicing/recording a complaint/ feedback along with an escalation matrix is listed in standardised posters displayed conspicuously in the hospitals. Patient Care being utmost priority for Fortis, all hospital units have designated Patient Experience Department where stakeholders can raise their grievances/ complaints. The contact details of the Patient Experience Officer are also displayed prominently at all hospital locations. All Feedbacks/Complaints are recorded in a Standard Patient Feedback Management System & followed up for closure. patient's feedbacks/ complaints are discussed in the hospitals on a daily basis.

Business Responsibility & Sustainability Report (Contd.)

VLL-24. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

S. No.	Material issue identified	Indicate whether risk 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	Greenhouse Gas Emissions	Risk	GHG emissions are detrimental to the environment, & cause global warming	Approach to mitigate - increasing dependence on renewable energy sources	Positive
2	Energy Management	Opportunity	Opportunity to reduce energy expenditure by using energy efficient equipment	Not applicable	Positive
3	Water Management	Opportunity	Opportunity to reduce water wastage by using water efficient equipment	Not applicable	Positive
4	Waste Management (Hazardous & Non-Hazardous)	Risk	Medical waste, if not properly disposed, can pose hazard to the environment.	approach to mitigate - as per defined protocols by pollution control boards	Negative
5	Diversity, Equity & Inclusion	Opportunity	Opportunity to promote the access of resources & health facilities according to need (equity). Also there is an opportunity to promote gender equality through financial independence & empowerment of women.	Not applicable	Positive
6	Quality of Care & Patient Satisfaction	Opportunity	Opportunity to increase goodwill and Net Promoter Score by maintaining high level of care quality and patient satisfaction	Not applicable	Positive
7	Audits & Certifications	Opportunity	Opportunity to create and maintain a highly efficient organization operating sustainably	Not applicable	Positive

Business Responsibility & 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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	No	Yes
1. c. Web Link of the Policies, if available	https://www.fortishealthcare.com/drupal-data/investors/Code-of-Conduct.pdf	https://www.fortishealthcare.com/drupal-data/investors/0.19530300_1468569988_Sustainability-Policy.pdf	https://www.fortishealthcare.com/drupal-data/investors/PolicyforPreventionProhibitionandRedressalofSexualHarassment.pdf	https://www.fortishealthcare.com/drupal-data/investors/Corporate%2BSocial%2BResponsibility%2BPolicy%2B2022.pdf	https://www.fortishealthcare.com/patient-attendant-rights	https://www.fortishealthcare.com/drupal-data/investors/0.19530300_1468569988_Sustainability-Policy.pdf	-	https://www.fortishealthcare.com/drupal-data/investors/Whistle%2BBlower%2BPolicy.pdf	https://www.fortishealthcare.com/drupal-data/investors/Whistle%2BBlower%2BPolicy.pdf
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 your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	NABH	-	NABH	-	-	-	-	-	JCI
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	We are in the process of developing goals & targets with timelines & KPI's	same as P1	same as P1	same as P1	same as P1	same as P1	same as P1	same as P1	same as P1

Business Responsibility & Sustainability Report (Contd.)

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.	A performance monitoring mechanism & review process will be implemented once goals & targets are developed.	same as P1	same as P1	same as P1	same as P1	same as P1	same as P1	same as P1	same as P1

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>Sustainability is one of the key focus areas at Fortis Healthcare. We are committed to attaining sustainable development - one that champions 'Care. For good' for our patients, our people, our public and our planet.</p> <p>In each of our hospitals energy management, water consumption & water discharge parameters are monitored closely by the facility engineering team & are reported centrally for further analytics. As a responsible healthcare provider, we encourage usage of energy from renewable sources & endeavor to maximise recycling of waste water for horticulture. Bio-medical waste segregation & disposal is done as per strict protocol laid down by the state pollution control boards & in accordance with NABH waste management guidelineess.</p> <p>We consider governance practices to be essential to creating and preserving value for its shareholders and other stakeholders. This includes a sound approach to corporate governance that aims to comply with all applicable laws, rules, regulations and policies, as well as adherence to corporate values and business principles. We have an effective, committed and highly skilled Board of Directors. We promote board independence and embrace board diversity in all its facets, including skills, experience, gender, ethnicity, and race.</p> <p>Our directors and all employees, including senior management, conduct themselves in accordance with the highest moral and ethical standards. We are committed to ensuring a fair workplace for our employees as well as partners with whom we do business. We have strict policies to protect against unlawful discrimination and harassment. Our Values and business principles encourage honest and direct communication to resolve issues and concerns in an expeditious manner. We also have a channel that provides an alternative and anonymous method of reporting suspected compliance violations, unlawful or unethical behaviour, or fraud.</p> <p>Company's Code also reflects our longstanding dedication to the preservation of basic rights and human dignity in our workplace and beyond. We hold human rights to be an essential component of our business. We reject all forms of forced or child labour, as well as contemporary slavery and human trafficking. This position applies not only to our company but also to our business partners.</p>
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Dr. Ashutosh Raghuvanshi- Managing Director and Chief Executive Officer
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.	There is no specified committee of the Board/ director responsible for decision making on sustainability related issues. However, the company has a separate ESG department which is headed by Chief of Strategy & Operations, & Group Head ESG.

Business Responsibility & Sustainability Report (Contd.)

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	As the company has started the implementation of ESG principles across the business recently, the review of these principles is planned in phased manner in forthcoming years	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	to be undertaken in phased manner in the forthcoming years	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Part of performance monitoring mechanism mentioned above	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	Part of performance monitoring mechanism mentioned above.	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1

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.

S. no	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	As the Company has recently started the implementation of ESG concepts across the business, independent assessment is planned for forthcoming years.	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1	As per P1

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)	'Not Applicable' as the answer to question (1) above is yes.								
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)									

Business Responsibility & Sustainability Report (Contd.)

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

EI- 1. PERCENTAGE COVERED BY TRAINING AND AWARENESS PROGRAMMES ON ANY OF THE PRINCIPLES DURING THE FINANCIAL YEAR:

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of directors	The Board of Directors are informed about the regulatory changes at every Board Meeting.	Changes in SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, Companies Act, 2013 and all other applicable sector specific laws	100%
Key Managerial personnel	3 online Training	Prevention of Sexual harassment, Hospital safety hazards, Hospital fire safety hazards	100%
Employees other than BoD and KMPs	28209 (560 Unique programs conducted including functional program	Department Specific Nursing Practices, Documentation Impacting Service Behavior on Floor, One to One Infection Control Protocols, Medication Administration, Nursing Induction, Functional Nursing Practices, Nursing SOP's, Patient Safety	100%
Workers	Not Applicable	Not Applicable	Not Applicable

Remarks: As the Company has newly embarked towards the journey of ESG, structured training and awareness programmes will be conducted in a phased manner going forward.

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 ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Not Applicable	-	-	-	-
Settlement	Not Applicable	-	-	-	-
Compounding fee	Not Applicable	-	-	-	-

Remarks: No fines/ penalties/ punishments/ award/ compounding fee/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions relating to NGRBC principles, during the financial year under review.

Business Responsibility & Sustainability Report (Contd.)

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	Not Applicable	-	-	-
Punishment	Not Applicable	-	-	-

Remarks: No 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, during the financial year under review.

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.

Sr. No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
1	Not Applicable	-

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.

Yes. The Company including its subsidiaries has zero-tolerance against bribery and corruption. It is committed to conduct its business with integrity; promote values of integrity, transparency, accountability and good corporate governance; strengthening internal systems that support corruption prevention and complying with laws relating to fighting corruption. The Anti-Bribery and Anti-Corruption Policy ('ABAC Policy') has been formulated to set out standards of integrity and behavior that is required of the Company, its directors, employees and third parties. ABAC Policy prescribes that no financial and/or other inducements are offered or accepted by or on behalf of the Company, its directors and employees. It is also to encourage them to be vigilant, to act with integrity and report against any individual(s) involved in bribery and corruption. The policy may be referred at www.fortishealthcare.com

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	(Current Financial Year)	(Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Category	Number (CY)	Remarks (CY)	Number (PY)	Remarks (PY)
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	0	0

Business Responsibility & 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.-

None

Leadership Indicators

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

S. No.	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	None	0	0

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 secures a Declaration of Conflict of Interest from its Senior Management Personnel (SMPs) and Board of Directors on an Annual Basis. The data so collated is then shared with Accounts department for tagging into the Accounting system to track / monitor any actual / potential Related / Interested Party Transaction.

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.

Category	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100%	100%	45 new research projects initiated in FY 23
Capex	100%	100%	Our internal clinical newsletter 'Clinical Connect' published 6 editions with over 200+ specialty specific case studies & clinical research outcomes in FY 23

Remarks: As the Company operates in the healthcare sector, the entirety of R&D (Clinical trials) & Capex (medical equipment purchased) improve the social impact of products & processes, reducing disease burden of the society.

EI- 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)- Yes, Being a responsible healthcare organisation committed to sustainability & best ESG practices, Fortis Healthcare actively sources from the leading organisations of the world - ones which are equally committed to sustainable business operations. The medical equipment is sourced from world's top 3 leading medical equipment manufacturers - each of which champion the cause of sustainability in business. Pharmaceutical material is sourced from leading pharma manufacturing companies, both national & international. The IT hardware is sourced from leading IT hardware manufacturers of the world. Each of our leading vendors has dedicated policies towards achieving sustainability in business operations.

b. If yes, what percentage of inputs were sourced sustainably?- Our endeavor has always been to employ the services of vendors who are equally committed to sustainability. However, due to the nature of the sector we operate in, some materials are also sourced from local vendors, MSMEs etc., who are still on the path of formalizing sustainability practices. Sustainably sourced inputs percentage has not been quantified yet.

Business Responsibility & Sustainability Report (Contd.)

- EI- 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.-** As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility for collection, reception, storage, transport, treatment and disposal. We handover all waste from each of our Hospitals to the State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility for final disposal. We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for segregation at source, collection, handling transport within the Hospitals, Pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility. The staff Health Check-ups, Vaccination, Training etc are done as per the requirements of the Bio-Medical Waste Handling Rules. The SOP compliance is tracked on a monthly basis.
- 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.-** Due to nature of healthcare business, Extended Producer Responsibility is not applicable to the entity's activities. We follow the guidelines notified by CPCB, MOEF and CC for Biomedical waste and Electronic scrap.

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.
1	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.**

S. No.	Name of Product / Service	Description of the risk / concern	Action Taken
1	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).**

Indicate input material	Recycled or re-used input material to total material	
	FY 23	FY 22
None		

Remarks: Owing to strict infection control measures and the very nature of medical and healthcare services sector, reused or recycled input material is not included in providing chargeable services to our patients. However, we ensure that recycled water is used for auxiliary services like horticulture.

Business Responsibility & Sustainability Report (Contd.)

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 (Permanent 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	5499	5,499	100%	5,499	100%	0	0.00%	5,499	100%	0	0.00%
Female	7511	7,511	100%	7,511	100%	7,511	100%	0	0.00%	7,511	100%
Total	13010	13,010	100%	13,010	100%	7,511	57.73%	5,499	42.27%	7,511	57.73%
Other than permanent Employees											
Male	7313	1,564	21.39%	1,564	21.39%	0	0%	7,313	100%	0	0%
Female	3947	781	19.79%	781	19.79%	3,947	100%	0	0%	0	0%
Total	11260	2,345	20.83%	2,345	20.83%	3,947	35.05%	7,313	64.95%	0	0.00%

Remarks: Other than permanent employees- Outsourced staff and Visiting Consultants are not managed by Fortis.

For the male (other than permanent) employees, outside of the 21.4% rest of the employees are covered under the ESI benefits.

For the female (other than permanent) employees, outside of the 19.8% the rest of the employees are covered under the ESI benefits.

EI- 1. b. Details of measures for the well-being of workers. (Permanent Workers).

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	0	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Female	0	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	0	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Other than permanent Workers											
Male	0	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Female	0	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%
Total	0	-	0.0%	-	0.0%	-	0.0%	-	0.0%	-	0.0%

Remarks: We do not have workers.

Business Responsibility & Sustainability Report (Contd.)

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

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
PF	100%	Not Applicable	Y	100%	Not Applicable	Y
Gratuity	100%	Not Applicable	Paid to the member with his full and final settlement on his/her retirement or resignation	100%	Not Applicable	Y
ESI	All employees whose monthly gross salary is less than ₹ 21000 is covered under ESI benefits.	Not Applicable	Y	All employees whose monthly gross salary is less than ₹ 21000 is covered under ESI benefits.	Not Applicable	Y
Others – please specify	NPS	Not Applicable	Yes	NPS	Not Applicable	Y

Remarks: NPS scheme is on voluntary basis to the employees.

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.- Yes, the premises / offices of the entity are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016

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.- Yes. We have drafted our Diversity, Equality, Inclusion and Belongingness (DEIB) Strategy which covers the specially abled people.

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	94%	100%	Not Applicable	Not Applicable
Female	94%	100%	Not Applicable	Not Applicable
Total	94%	100%	Not Applicable	Not Applicable

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	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes- Code of conduct, consequence management, Whistle blower policy, POSH Committee and local grievance handling process.
Other than Permanent Employees	Yes- Code of conduct, Whistle blower policy, POSH Committee, and vendor grievance handling process.

Business Responsibility & Sustainability Report (Contd.)
EI- 7. Membership of employees and worker in association(s) or Unions recognised by the listed entity:

Category	FY 23			FY 22		
	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	13010	139	1.07%	12408	138	1.11%
- Male	5499	89	1.62%	5173	88	1.70%
- Female	7511	50	0.67%	7235	50	0.69%
Total Permanent Workers	0	Not Applicable	-	0	Not Applicable	
- Male	0	Not Applicable	-	0	Not Applicable	
- Female	0	Not Applicable	-	0	Not Applicable	

EI- 8. Details of training given to employees and workers:

Category	FY 23					FY 22				
	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	5499	3630	66%	4391	80%	5173	4294	83%	3614	70%
Female	7511	5559	74%	6364	85%	7235	5861	81%	6551	91%
Total	13010	9189	70.6%	10755	83%	12408	10155	81.84%	10165	82%
Workers										
Male	0		-		-	0		-		-
Female	0		-		-	0		-		-
Total	0		-		-	0		-		-

Remarks: Training percentage on health & safety measures has decreased in FY 23 because since FY 23, OSHA training is being provided to newly hired employees only. In FY 22, OSHA training program was launched for all employees.

Business Responsibility & Sustainability Report (Contd.)

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

Category	FY 23			FY 22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	5499	5499	100%	5173	5173	100%
Female	7511	7511	100%	7235	7235	100%
Total	13010	13010	100%	12408	12408	100%
Workers						
Male	0	0	-	-	-	-
Female	0	0	-	-	-	-
Total	0	0	-	-	-	-

Remarks: Above training details are only for the permanent employees.

- 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. OHSa trainings are provided to all employees. Reporting of serious and non-serious injuries is non-negotiable with the detailed incident reporting.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?-** Our hospitals are NABH accredited and follow the procedures and practices laid down by NABH on work related hazards.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)-** Not Applicable
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)-** Yes.

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

Safety Incident/Number	Category	FY 23	FY 22
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)	Employees	0.0616	0.2583
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	194	225
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	0	0
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	2	8
	Workers	Not Applicable	Not Applicable

Remarks: Injuries include needle stick injuries.

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

Following measures have been taken by the company to ensure a safe & healthy work place:

- Awareness workshop specific to key areas of fire, chemical, infections, machine handling, and public handling
- Food and Water audits
- High cleaning standards of public areas and toilets
- Mental wellness workshops and helplines
- Preventive Vaccination against key infections
- Annual medical health check up
- Compulsory annual leave

Business Responsibility & Sustainability Report (Contd.)

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

	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0		no such complaints received	0	-	no such complaints received
Health & Safety	0		no such complaints received	0	-	no such complaints received

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	100%
Working Conditions	100%

Remarks: No external assessment has been done. However internally this is being monitored.

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.-

Remarks: No such concerns reported, hence there is no corrective action being undertaken.

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, All employees are covered under group personal accident and life insurance policies..

LI- 2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.- Payments to the vendors are dependent on submission of proof of statutory dues, compliances. We have initiated process to verify the CLRA audit by a third party as an additional process.

LI- 3. 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)- Yes, We provide depending upon opportunities within and outside Fortis Network

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.- Every entity, person or organization which features in the regular day to day running of a medical facility is a stakeholder to us. Our common stakeholders include, but are not limited to: patients, clinicians, nurses, paramedics, hospital administrator, clinical assistants, outsourced vendors, suppliers, payers as well as our shareholders, financial institutions, government agencies, regulatory bodies, non-government organizations and employees. We provide medical services to patients and all others associated with our hospitals help in fulfillment of the services.

Business Responsibility & Sustainability Report (Contd.)

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

S. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Shareholders/ Investors	No	Emails, Calls, Analyst Meets etc.	Quarterly	a quarterly engagement with investors is scheduled to brief the investors on the quarterly performance of the Company after the results are declared for each quarter.
2	Patients	Yes - vulnerable due to health related issues	Emails, Website, Calls, SMS	Daily	Feedback on service improvements
3	Suppliers & Vendors	No	Emails, Website, Industry Promotion Conferences	Daily	Sourcing of quality supplies

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.-

Feedback and concerns, if any, from stakeholder groups are discussed and resolved in the periodic review meeting between key management personnel, heads of hospitals and functional vertical heads. Summary and critical information from such consultations are presented in board meetings. Changes in policies are implemented after approval from Board.

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.-

Yes. For instance, our key managerial personnel have undergone training on diversity, equity, inclusion, and belonging (DEIB) and Occupational Safety and Health Administration (OSHA) as per our training need identification mechanism.

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

Most of our patients are vulnerable due to their health related issues. There is process & system in our hospitals through which patients and their attendants share their feedback or raise concerns, if any, about our services. To address the concern of vulnerability due to health related issues, we have specific processes which include the following:

- All wash-rooms have grab bars installed in them.
- All wash-rooms have either anti-skid flooring or anti skid mats.
- Education is provided to the patient as well as the attendants regarding fall protection.
- Bed-side railings are required to be up at all times unless required otherwise.
- No patient is to be left unattended.

Business Responsibility & Sustainability Report (Contd.)

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 23			Total(C)	FY 22	
	Total (A)	No. of employees / workers covered (B)	%(B / A)		No. of employees / workers covered (D)	%(D / C)
Employees						
Permanent	13010	13,010	100%	12408	12,408	100%
Other than permanent	11260	11,260	100%	-	-	-
Total Employees	24270	24,270	100%	-	-	-
Workers						
Permanent	0	-	-	0	-	-
Other than permanent	0	-	-	0	-	-
Total Workers	0	-	-	0	-	-

Remarks: Human rights pertaining to workplace are covered in our training strategy programs. Our code of conduct and other governance policies are based on human rights. All these trainings are compulsory at the time of joining and are refreshed from time to time.

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

Category	FY 23					Total(D)	FY 22			
	Total (A)	Equal to Minimum Wage		More than Minimum Wage			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	13010	0	0.00%	13010	100.00%	13010	0	0%	12408	100%
Male	5499	0	0.00%	5499	100.00%	5499	0	0%	5173	100%
Female	7511	0	0.00%	7511	100.00%	7511	0	0%	7235	100%
Other than Permanent	11260	-	-	-	-	-	-	-	-	-
Male	7313	-	-	-	-	-	-	-	-	-
Female	3947	-	-	-	-	-	-	-	-	-
Workers										
Permanent	0	-	-	-	-	-	-	-	-	-
Male	0	-	-	-	-	-	-	-	-	-
Female	0	-	-	-	-	-	-	-	-	-
Other than Permanent	0	-	-	-	-	-	-	-	-	-
Male	0	-	-	-	-	-	-	-	-	-
Female	0	-	-	-	-	-	-	-	-	-

Remarks: All Fortis employees are paid wages more than the minimum wages of the respective states. However, salary details of the outsourced staff is not available with Fortis

Remarks: Not Applicable as we do not have workers.

Business Responsibility & Sustainability Report (Contd.)

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	The Board of Directors are only paid sitting fees for each of the meetings attended for Board and Committees,	2	The Board of Directors are only paid sitting fees for each of the meetings attended for Board and Committees,
Key Managerial Personnel	3	₹ 45190000/- per annum	0	0
Employees other than BoD and KMP	5496	₹ 414507 per annum	7511	₹ 321958 per annum
Workers	Not applicable		Not applicable	

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)- The whole of HR department at Fortis Healthcare is cognizant of and responsible for ensuring that the working conditions at all Fortis hospitals and the corporate office are fully compliant with the human rights parameters for workplace.

EI- 5. Describe the internal mechanisms in place to redress grievances related to human rights issues.- Code of conduct, consequence management, Whistle blower policy, POSH Committee and local grievance handling process.

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

	FY 23			FY 22		
	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	11	1	Pending case closed in May-23, post closure of the enquiry by the team	12	1	Pending case closed
Discrimination at workplace	0	-		0	-	
Child Labour	0	-		0	-	
Forced Labour/ Involuntary Labour	0	-		0	-	
Wages	0	-		0	-	
Other human rights related issues	0	-		0	-	

EI- 7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.- Whistle blower policy, POSH Committee, Grievance handling committee.

EI- 8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)- Yes

EI- 9. 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	-

Business Responsibility & Sustainability Report (Contd.)

- EI- 10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.-** None

Leadership Indicators

- LI - 3: Is the premise/ office of the entity accessible to differently abled visitors, as per the requirements of the rights of persons with disability act, 2016?** Yes. All hospitals are accessible to differently abled visitors/ patients.

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

Essential Indicators

- EI- 1. Details of total energy consumption (in Joules or multiples) and energy intensity.**

Parameter	FY 23	FY 22
Total electricity consumption (A)	344739.82	329107.98
Total fuel consumption (B)	14963.93	9299.66
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	359703.75	338407.64
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	341.62 GJ / Crores	392.31 GJ / Crores
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

- EI- 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.-** We have not done any external assessments for energy, but we have carried out internal assessments for the same.

- 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.-** No, not applicable.

- EI- 3. Provide details of the following disclosures related to water, in the following format: Water withdrawal by source (in kilolitres)**

Parameter	FY 23	FY 22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	1044202	1036767
(iii) Third party water	511124	497524
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1555326	1534291
Total volume of water consumption (in kilolitres)	1163323	1130605
Water intensity per rupee of turnover (Water consumed / turnover)	1104.84 KL / Crores	1310.68 KL / Crores
Water intensity (optional) – the relevant metric may be selected by the entity. KL / of	-	-

Remarks: Water consumption is equal to water withdrawal minus sewage water after treatment.

- 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.-** We have not done any external assessments for water consumption.

- EI- 4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.-** We have the STP and ETP plants as per the guidelines of the Pollution Control Board and the capacity of the hospital. We are doing the wastewater treatment for further utilisation in the gardening and flushing systems.

Business Responsibility & Sustainability Report (Contd.)

EI- 5. PLEASE PROVIDE DETAILS OF AIR EMISSIONS (OTHER THAN GHG EMISSIONS) BY THE ENTITY, IN THE FOLLOWING FORMAT:

Parameter	Please specify unit	Current Financial Year	Previous Financial Year
NOx	mg/L	20.78	26.58
SOx	mg/L	11.66	16.62
Particulate matter (PM)	mg/L	62.93	58.94
Persistent organic pollutants (POP)	-	-	NA
Volatile organic compounds (VOC)	-	-	NA
Hazardous air pollutants (HAP)	-	-	NA
Others – please specify	-	-	-

EI- 5. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- We have not done any external assessments for emissions.

EI- 6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 23	FY 22
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	1120.31	696.24
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	67191.52	61671.82
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e / rupee of turnover	64.8778 tCO ₂ e / Crores	72.3016 tCO ₂ e / Crores
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Remarks: Scope 1 and Scope 2 emissions have been calculated by third party ESG consultant of Fortis Healthcare, using their Proprietary eCarbon calculators. Input data for this eCarbon calculator includes diesel consumed and electricity purchased annually.

EI- 6. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- We have not done any external assessments.

EI- 7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.- Our hospitals have regular supply of electricity and Diesel Generator (DG) sets are used less frequently. We have installed scrubbers on our DG sets to reduce emission of green house gases. In many of the hospitals, water heating is being achieved through solar water heating panels and heat pumps, thus reducing our dependence on GHG emitting fuels.

EI- 8. Provide details related to waste management by the entity, in the following format:

Parameter	FY 23	FY 22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste(B)	0	0.65
Bio-medical waste (C)	1787.17	1824.7
Construction and demolition waste (D)	0	0
Battery waste (E)	369.12	664.44
Radioactive waste (F)	-	-

Business Responsibility & Sustainability Report (Contd.)

Parameter	FY 23	FY 22
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)	2,156.29	3,139.14
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	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - E-Waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Bio-medical waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Construction and demolition waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	0	0
Category of waste - Battery waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Radioactive waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
Category of waste - Other Hazardous waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0

Business Responsibility & Sustainability Report (Contd.)

Parameter	2. FMRI Gurugram Expansion	FY 23 date - Yes -	FY 22
Category of waste - Other Non-Hazardous waste			
(i) Recycled		0	0
(ii) Re-used		0	0
(iii) Other recovery operations		0	0
Total		0	0
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		-	-
Total		-	-
Category of waste - E-Waste			
(i) Incineration		0	0
(ii) Landfilling		0	0
(iii) Other disposal operations		0	0.65
Total		0	0.65
Category of waste - Bio-medical Waste			
(i) Incineration		0	0
(ii) Landfilling		0	0
(iii) Other disposal operations		1787.17	1824.70
Total		1787.17	1824.7
Category of waste - Construction and demolition waste			
(i) Incineration		-	-
(ii) Landfilling		-	-
(iii) Other disposal operations		-	-
Total		-	-
Category of waste - Battery			
(i) Incineration		0	0
(ii) Landfilling		0	0
(iii) Other disposal operations		369.12	664.44
Total		369.12	664.44
Category of waste - Radioactive			
(i) Incineration		-	-
(ii) Landfilling		-	-
(iii) Other disposal operations		-	-
Total		-	-
Category of waste - Other Hazardous waste. Please specify, if any			
(i) Incineration		-	-
(ii) Landfilling		-	-
(iii) Other disposal operations		-	-
Total		-	-

Business Responsibility & Sustainability Report (Contd.)

Parameter	FY 23	FY 22
Category of waste - Other Non-hazardous waste generated		
(i) Incineration	0	-
(ii) Landfilling	0	-
(iii) Other disposal operations	0	-
Total	0	-

Remarks:

- a. We have taken the avg weight of UPS battery as 40 kg per piece.
- b. Currently separate tracking of plastic waste generation & disposal is not being done. We will be instituting a process to monitor the same in the forthcoming years
- c. The e-waste data is for corporate office. While 650kg e-waste was disposed off in FY 21-22, the same was generated over multiple years in the past. In FY 22-23, no e-waste was disposed off from the corporate office. Formulation of e-waste policy is currently underway. Going forward annual monitoring of e-waste generation & disposal will be tracked centrally.

EI- 8. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- We have not done any external assessments.

EI- 9. 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.- Most of our hospitals being NABH/ JCI accredited/ certified, Accredited/certified follow stringent quality norms while handling Bio-Medical waste. The staff is regularly trained on the same & compliance audited regularly. Annually we report the Bio Medical Waste generated to the Pollution Control Board & also publish the same on our website.

As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, all Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility for collection, reception, storage, transport, treatment and disposal. We handover all waste from each of our Hospitals to the State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility for final disposal. We have a Standard Operating Procedure based on the Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, for Segregation at source, collection, handling transport withing the Hospitals, Pre-treatment where needed & temporary storage in a common area before handing over to State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility. The staff are trained to segregate the waste at the point of generation, so that there is no mixing of waste. Pre-treatment of the waste where needed is done before handing over to the State Pollution Control Board authorised Operator of the common Bio-Medical Waste Treatment Facility for final disposal. The Bio-Medical Waste practices are audited every month in the Hospitals & compliances tracked regularly.

EI- 10. 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.
1	Not Applicable	-	-

Business Responsibility & Sustainability Report (Contd.)

EI- 11. 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
1	Fortis Noida Expansion	EC23B038UP115233	14/02/2023	Yes	No	-
2	FMRI Gurugram Expansion	-	06/09/2022	Yes	No	-

Remarks: In last five years we have undertaken only one Green Field project.

EI- 12. 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
1	Compliant with all Laws / Regulations and Guidelines for hospitals.	-	-	-

Leadership Indicators

LI- 1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable sources, in the following format:

Parameter	FY 23	FY 22
From renewable sources		
Total electricity consumption (A)	46110.84	55011.01
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	46110.84	55011.01
From non-renewable sources		
Total electricity consumption (D)	298628.98	274096.97
Total fuel consumption (E)	14963.93	9299.66
Energy consumption through other sources (F)	0	0
Total energy consumed from nonRenewable sources (D+E+F)	313592.91	283396.63

Business Responsibility & Sustainability Report (Contd.)

- LI- 6. 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	<p>We took energy conservation initiatives in FY 22-23 as per the following details:</p> <p>The cost of investment was 5.32 cr. In FY 23-24 we are going to spend around 9.66 cr on similar categories of work in pending units.</p> <ol style="list-style-type: none"> 1. Replacement of LED lights 2. Installation of VFDs in the AHU and HVAC pump motors 3. Installation of energy-efficient cooling towers 4. Air Compressors 5. Energy-efficient AHU 6. Installation of HVAC pumps along with VFDs 	-	5% of the bed utilization increased as compared to last year, and still we managed to keep the energy consumption under control. After the initiative, in FY 21-22, per bed consumption was 92.49 per bed/kWh, and in FY 22-23 we closed at 92.34 per bed/kWh

- LI- 7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.-** Yes, A standardised security SOP 'Hospital Evacuation' (centrally prepared as a guiding document) is shared with all the Fortis hospitals. Based on this documents, all the Fortis Hospitals have prepared their own unit specific evacuation plan mentioning the response during different man-made & natural disasters to ensure the preparedness and business continuity. Mock drills are conducted once in a quarter to check efficacy of the plan on ground. A safety training calendar is prepared & followed by all the hospitals covering scenarios for natural disasters, eg. earthquakes, floods, storm etc. and man-made disasters, eg fire, bomb threat, terrorist attack etc. Additionally all the Fortis Hospitals have a tie up with a minimum of two hospitals in the near vicinity to ensure the assistance in shifting & treatment of the patients during a disasterous situation.

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.-** 4 (four)
- 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)
1	Federation of Indian chambers of Commerce & Industry	National
2	NATHEALTH	National
3	Confederation of Indian Industry	National
4	Associations of Healthcare Providers	National
5		
6		
7		
8		
9		
10		

Business Responsibility & Sustainability Report (Contd.)

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
1	No adverse orders from regulatory authority	-	-

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.

S. 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
1	None	-	-	-	-	-

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 FY (In ₹)
1	None	-	-	-	-	-

Remarks: In last 5 years, we have only one Green Field project which is still under construction and does not categorise as R&R project.

EI- 3. Describe the mechanisms to receive and redress grievances of the community.- For complaints received through social media, our corporate marketing team monitors the social media and complaints, if any, are shared with the hospital's patient experience head for early resolution and closure. There is a feedback/complaint option available on the Fortis website which can be filled and submitted. One can also write to feedback@fortishealthcare.com. This feedback is deposited in the PDMS (patient delight and management system) and specific hospital's Patient Experience team takes action on these complaints. All complaints are tracked for satisfactory closure. Otherwise for any general query, one can reach us on reachus@fortishealthcare.com

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

Category	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	27%	33%
Sourced directly from within the district and neighbouring districts	Data not measured centrally as our 27 hospitals are spread across country and we focus on buying the best quality for our patients from across the country.	Data not measured centrally as our 27 hospitals are spread across country and we focus on buying the best quality for our patients from across the country.

Business Responsibility & Sustainability Report (Contd.)

Leadership Indicators

- LI- 3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)-** Due to nature of healthcare business we don't have a preferential procurement policy for marginalised and vulnerable suppliers. To ensure effective and efficient healthcare delivery, we need to ensure the availability of quality product and services in our hospitals. The specifications, basis both international and Indian standards, as approved by our esteemed doctors and committees are defined to ensure quality product is procured and patient safety is ensured. Suppliers develop these products which are assessed on quality, safety and delivery parameters by respective stakeholders and feedback is provided for further improvements, if required. This helps suppliers to produce quality products and develop robust supply chain so as to compete with established suppliers. Similar process is also followed while procuring non-medical goods and services from suppliers. Periodic suppliers meeting and reviews are conducted to drive continuous improvement in quality of goods and services.

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.-** We have a dedicated system for complaint management and escalation called Patient Delight Management System (PDMS). For all complaints received in PDMS, a ticket is generated for the relevant department head for resolution and closure. For tickets requiring Root cause analysis (RCA), its done and CAPA (Corrective and Preventive Action) put in place. If ticket is not closed at L1 by the department level, it gets escalated to next levels and subsequently to further levels. At each of our hospitals, there are complaint escalation posters displayed in patient area. In complaint escalation posters there are 3 levels defined for raising a complaint. At level 1, patient can call or write an email to the hospital patient experience team to share his concern. At level 2, patient can escalate the complaint to the hospital medical head if the complainant is not resolved by Patient Experience (PE) team within 24hrs. At level 3, patient can escalate his/her complaint to the corporate PE head if the complaint is not resolved within next 24hrs. For complaints received through social media, our corporate marketing team monitors the social media and complaints, if any, are shared with the hospital's patient experience head for early resolution and closure. . There is a feedback/complaint option available on the Fortis website which can be filled and submitted. One can also write to feedback@fortishealthcare.com. This feedback is deposited in the PDMS and specific hospital's Patient Experience team takes action on these complaints. All complaints are tracked for closure.
- EI- 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:**

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

Remarks: As per Bio-Medical Waste Management Rules 2016, read in conjunction with the amendments thereafter, 100% Bio-Medical Waste from the Healthcare Facility is handed over to the State Pollution Control Board authorised operator for collection, reception, storage, transport, treatment and disposal.

Being a healthcare services provider, almost all of the products utilized by us for medical consumption is sourced from reputed manufacturers which screen their products for safe usage and promote safe disposal.

Business Responsibility & Sustainability Report (Contd.)

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

	FY 23			FY 22		
	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	-	-	-	-	-	
Delivery of essential services	-	-	-	-	-	
Restrictive Trade Practices	-	-	-	-	-	
Unfair Trade Practices	-	-	-	-	-	
Other						

Remarks: No consumer complaints received

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

Category	Number	Reasons for recall
Voluntary recalls	Not Applicable	Not Applicable
Forced recalls	Not Applicable	Not Applicable

Remarks: The company does not manufacture any product - hence product recall is not directly applicable. In the instances of medicine recall by our pharmaceutical vendors due to safety reasons, we facilitate in executing the recall decision.

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.- We have a robust Information Security policy in place for providing overall Information security governance framework for the organisation in managing different aspects related to Information security. This includes and is not limited to: Cyber threat/Incident detection and response Security Operations Center (SOC) / SIEM Endpoint Detection and response including for email (EDR/XDR) User awareness training and campaigns. The link to the privacy notice on FHL website is as given below: <https://www.fortishealthcare.com/privacy-policy>

EI- 6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.- Not Applicable

Leadership Indicators

LI- 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).- <https://www.fortishealthcare.com>

LI- 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.

Business Responsibility & Sustainability Report (Contd.)

- LI- 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.-** In case of disruption or discontinuation, patients are informed through posters displayed in reception and patient areas within hospitals. In case of any advance booking, the call center calls the Patient on their registered phone number explaining the situation and offering alternative options, if available. Such information is also displayed on website and social media channels of Fortis.
- LI- 4. Provide the following information relating to data breaches:a. Number of instances of data breaches along-with impact-** We didn't have any events of data breach in the year gone by.
- LI- 5. Provide the following information relating to data breaches:b. Percentage of data breaches involving personally identifiable information of customers-** We did not have any events of personal data breach in FY 2022-23.