

September 03, 2022

Shalby/SE/2022-23/47

The Listing Department
National Stock Exchange of India Ltd

Scrip Code : SHALBY

Through : <https://digitalexchange.nseindia.com>

Corporate Service Department
BSE Limited

Scrip Code: 540797

Through : <https://listing.bseindia.com>

Sub.: Business Responsibility & Sustainability Report (BRSR) for FY 2021-22

Dear Sir/Madam,

Pursuant to Regulation 34(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("LODR Regulations") and in compliance with SEBI circular no. SEBI/HO/CFD/CMD-2/P/CIR/2021/562, dated May 10, 2021, we are submitting herewith Business Responsibility & Sustainability Report (BRSR) for Financial Year 2021-22.

The Business Responsibility & Sustainability Report has also been uploaded on the website of the Company and the same can be accessible as per link provided below:

<https://www.shalby.org/shalby-business-responsibility-and-sustainability-report-fy-2021-22/>

Kindly take the same on your records.

Thanking You,

Yours sincerely,
For **Shalby Limited**

Tushar Shah
AVP & Company Secretary
Mem. No: F7216

Encl: as above

SHALBY LIMITED

Regd. Office: Opp. Karnavati Club, S. G. Road, Ahmedabad - 380 015, Gujarat, India.

Tel: 079 40203000 | Fax: 079 40203109 | info.sg@shalby.org | www.shalby.org

CIN: L85110GJ2004PLC044667

Business Responsibility and Sustainability Report

BRSR Section A: General Disclosures

Details of the listed entity

1. Corporate Identity Number (CIN):	L85110GJ2004PLC044667
2. Name of the Listed Entity:	Shalby Limited
3. Year of Incorporation:	2004
4. Registered Office Address:	Shalby Hospitals, Opp. Karnavati Club, S. G. Road, Ahmedabad 380 051, Gujarat, India
5. Corporate Address:	B-301, B-302, B-310 & B-311, Mondeal Heights, Opp. Karnavati Club, SG Highway, Ahmedabad- 380015
6. E-mail:	companysecretary@shalby.in
7. Telephone:	(079) 40203000
8. Website:	https://www.shalby.org/
9. Financial year for which reporting is being done:	April 1, 2021 to March 31, 2022
10. Paid-up Capital:	₹ 1,08,00,97,700
11. Name of the Stock Exchange(s) where shares are listed:	Equity shares are listed on BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Dr. Vikram Shah, Chairman & Managing Director (DIN: 00011653) and Dr Nishita Shukla, Group COO Contact number- +91 79402 03000 E-mail ID: DrNishita.Shukla@shalby.org
13. Reporting boundary:	Disclosure of Shalby BRSR is on standalone basis

Products / services

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

Description of main activity	Description of business activity	% of turnover
Hospital and Medical Care	Hospital Activities	100

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

Sr.	Product / Service	NIC Code	% of total turnover contributed
	Hospital Services	86100	100%

Operations

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

Locations	Number of plants	Number of offices / Units (incl. OPD centres)	Total
National	NA	75*	75
International	NA	5**	5

* The Company has its hospital units at Ahmedabad, Vapi, Surat, Indore, Jabalpur, Mohali, Jaipur and Mumbai, 62 OPD centers at various locations in India, 2 SOCE and a Corporate office at Ahmedabad.

**The Company has OPD in Sudan, Addis Ababa, Rwanda, Nairobi and Dares Salaam.

17. Markets served by the entity:

a) Number of locations:

Locations	Number
National (no. of states)	15 states
International (no. of countries)	5 countries

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

Ans- 0.6%

c) A brief on types of customers:

Hospital Services- Individual, Government, Corporate, Insurance, TPA
 Implant business – Distributors and Surgeons
 Pharmaceuticals- Hospital and Distributors

Employees

18. Details as at the end of financial year:

a) Employees and workers (including differently abled):

Particulars	No.	% of total
Employees		
Permanent	2490	
Male	1349	54.18%
Female	1141	45.82%
Other than Permanent	1336	
Male	766	57.34%
Female	570	42.66%
Total Employees	3826	
Male	2115	55.28%
Female	1711	44.72%
Female		

WORKERS: The Company is not into the business of manufacturing activity and hence not required to employ any workers.

b) Differently abled employees and workers: During the Financial Year 2021-22, the Company did not have any differently abled employees or workers. However, the Company believes in equitable opportunity for all, hence is always open to hiring such people.

19. Participation / Inclusion / Representation of women:

	No.	% of total
Board of Directors	7	
Female	1	14%
Key Managerial Personnel	2	
Female	0	0%

20. Turnover rate for permanent employees and workers:

	Turnover rate in FY2022	Turnover rate in FY2021	Turnover rate in FY2020
Permanent employees	59.2%	54.7%	59.2%
Male	30.6%	29.3%	32.9%
Female	28.6%	25.4%	26.2%
Permanent workers	The Company is not into the business of manufacturing activity and hence not required to employ any workers.		
Male			
Female			

Holding, Subsidiary and Associate Companies (including Joint Ventures)

21. Names of holding / subsidiary / associate companies / joint ventures:

Sr.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate / joint venture	% of shares held by listed entity	Entity (A) participate in the business responsibility initiatives of the listed entity
1	Mars Medical Devices Limited	Subsidiary	100.00%	Yes
2	Slaney Healthcare Private Limited	Subsidiary	100.00%	Yes
3	Shalby Hospitals Mumbai Private Limited	Subsidiary	100.00%	Yes
4	Yogeshwar Healthcare Limited	Subsidiary	94.68%	Yes
5	Vrundavan Shalby Hospitals Limited	Subsidiary	100.00%	Yes
6	Shalby International Limited	Subsidiary	100.00%	Yes
7	Shalby (Kenya) Limited	Subsidiary	100.00%	Yes
8	Griffin Mediquip LLP	Subsidiary	95.0%	Yes
9	Shalby Advanced Technologies* (SAT)	Step down Subsidiary	100.00%	Yes
10	Shalby Global Technologies Pte Ltd* (SGT)	Step down Subsidiary	98.76%	Yes

* Mars Medical Devices Limited, a wholly-owned subsidiary of the Company, holds 100% equity shares in SAT and 98.76% equity shares in SGT.

The Company holds shares directly in eight subsidiary companies (as mentioned at sr. no. 1 to 8 above).

CSR Details

22. CSR Activities

- I. **Whether CSR is applicable as per section 135 of Companies Act, 2013:** Yes
- II. **Turnover (FY 2021-22) :** ₹ 6,471.60 Million
- III. **Net worth (as on March 31, 2022):** ₹ 9,067.23 Million
- IV. **Total amount spent on CSR for FY 2021-22:** ₹ 11.00 Million

Transparency and Disclosures Compliances

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 If Yes, then provide web-link for grievance redress policy	FY 2021-22			FY 2020-21		
		Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks	Number of complaints filed	Number of complaints pending resolution at the end of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholders)	https://www.shalby.org/investors/	-	-	-	-	-	-
Shareholders	Yes https://www.shalby.org/investors/	25	Nil	-	14	Nil	-
Employees and workers	Yes https://myshalby.peoplestrong.com/	45	Nil	-	Nil	Nil	Employees can register their complaints on internal portal, which is not available to general public
Customers	Yes info@shalby.org	-	-	-	-	-	-
Value Chain Partners	-	-	-	-	-	-	-
Others	-	-	-	-	-	-	-

We have grievance mechanism in place for all stakeholders.

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:

The Company always strives to provide services in safe manner. Any material issues with respect to environmental and social matters involving risk, if any shall be dealt with high priority.

BRSR Section B: Management and Process Disclosures

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

Principle 1 (P1)	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
Principle 2 (P2)	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.
Principle 3 (P3)	Businesses should promote the well-being of all employees.
Principle 4 (P4)	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.
Principle 5 (P5)	Businesses should respect and promote human rights.
Principle 6 (P6)	Businesses should respect, protect and make efforts to restore the environment.
Principle 7 (P7)	Businesses when engaged in influencing public and regulatory policy, should do so in a responsible manner.
Principle 8 (P8)	Businesses should support inclusive growth and equitable development.
Principle 9 (P9)	Businesses should engage with and provide value to their customers and consumers in a responsible manner.

Disclosure questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1 a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board?	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies	https://www.shalby.org/wp-content/uploads/2017/10/Business-Responsibility-Policy-v1.pdf								
2 Whether the entity has translated the policy into procedures.	Yes								
3 Do the enlisted policies extend to your value chain partners?	Other vendors/suppliers/contractors do not participate in Company's BR initiatives.								
4 Name of the national and international codes / certifications / labels / standards adopted by your entity and mapped to each principle	-								
5 Specific commitments, goals and targets set by the entity with defined timelines	-								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met:	Collective efforts are taken by the Company and its stakeholders to adopt the policies to ensure a sustainable existence for all.								
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).	Environmental sustainability, Social Sustainability, Economic Sustainability, and Governance. As a socially responsible company, we are running various CSR programs for the welfare of people who don't have access to quality health. We are encouraging our team by providing career advancement opportunities and all sorts of support. Providing responsible concern towards an environment where everyone belongs. Ensuring sustainable economic growth and effective governance to uphold accountability to these commitments and proper alignment between our business and social purposes								
8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy (ies):	<ul style="list-style-type: none"> • Dr. Vikram Shah, Chairman & Managing Director (DIN: 00011653) and Dr Nishita Shukla, Group COO • Contact number- +91 79402 03000 • E-mail ID: DrNishita.Shukla@shalby.org 								
9. Does the entity have a specified committee of the board / director responsible for decision making on sustainability related issues? If Yes, provide details.	Yes. The Directors and Senior Management Team monitors various aspects of Social, Environmental & Governance responsibilities of the Company on a continuous basis. The Company's business responsibility performance is reviewed by the Board of Directors on an annual basis.								

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)								
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9
a Performance against above policies and follow up action	The Board/committee assess the BR performance.									The Board/committee assess the BR performance annually.								
b Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is in compliance with the statutory requirements as applicable.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If yes, provide name of the agency.

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	The policies are reviewed by the Senior Management Team and amended periodically. The risks factors - existing and potential, both are periodically reviewed by the Internal Auditors and placed before the Board of Directors.								

12. If principles not covered by a policy, provide reasons for the same.

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
a The entity does not consider the Principles material to its business	All principles are covered by its respective Policies								
b The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles									
c The entity does not have the financial or / human and technical resources available for the task									
d It is planned to be done in the next financial year (Yes/No)									
e Any other reason									

BRSR Section C: 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	% of persons in respective category covered by the awareness programmes
Board of Directors			
Key Managerial Personnel			
Employees other than BoD and KMPs	-	Safety & Skill up-gradation training	Permanent Employees: 96%; Permanent Women Employees: 92%; Casual/Temporary/Contractual Employees: 86%; Employees with Disabilities: NA
Workers		Not Applicable	

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):**

	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred?
Monetary		National Stock Exchange of India Ltd. (NSE) and BSE Ltd. (BSE)	Fine ₹ 0.68 Million	The Company was not compliant with Reg. 38 of SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015 with respect to Minimum Public Shareholding to at least 25% upto April 26, 2021. Please refer Corporate Governance Compliance Certificate issued by Practicing Company Secretary for details.	No appeal has been preferred
Penalty / Fine					
Settlement					
Compounding fee					
Non-Monetary					
Imprisonment			NA		
Punishment					

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.**

Not Applicable

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

Yes, the Company's Code of Conduct does not allow any employee to engage in practices that are abusive, corrupt or related to bribes

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

Nil

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

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

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	% of value chain partners covered (by value of business done with such partners) under the awareness programs
5	The company has achieved the reduction in generation of waste, raw material, and other resources through various initiatives like environment awareness campaigns, training, and monthly monitoring of hazardous & non-hazardous waste.	100

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? If Yes, provide details of the same.

1. Yes, every Director of the Company discloses his concern or interest in any Company or Companies or bodies corporate, firms, or other association of individuals and any change therein, at the first Board Meeting in which he participates and thereafter at the first Board Meeting held in every financial year or whenever there is any change in the disclosures already made, then at the first Board meeting held after such change, which includes the shareholding, in such manner as prescribed.
2. Further every Director of the Company who is in any way, whether directly or indirectly, concerned or interested in a contract or arrangement entered into or to be entered into:
 - (a) With a body corporate in which such Director or such Director in association with any other Director, holds more than two percent shareholding of that body corporate or is a Promoter, Manager, Chief Executive Officer of that body corporate or;
 - (b) With a firm or other entity in which, such Director is a Partner, Owner or Member, as the case may be, discloses the nature of his concern or interest at the meeting of the board in which the contract or arrangement is discussed and does not participate in such meetings.

The details of the aforesaid transactions are also entered into a register prescribed for the purpose under the Companies Act, 2013 and placed before the board for taking note of the same.

- 3) Every director of the company discloses his material interest, if any, directly or indirectly, or on behalf of the third parties, in any transaction or matter directly affecting the company at the beginning of every year.

BRSR Section C: Principle 2

Businesses 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 product and processes to total R&D and capex investments made by the entity, respectively.**

Since the Company is not into any manufacturing activity, No R&D and Capital Expenditure investments were made.

2. Does the entity have procedures in place for sustainable sourcing? If Yes, what percentage of inputs were sourced sustainably?

Ans: The Company follows sustainable sourcing ensuring quality and safety of material procured from vendors. The Company strives to improve the energy and water footprints by reduction the power and fuel consumption by adopting new techniques and alternate methods i.e., use of infrared controllers in water taps, rainwater harvesting system in our greenfield projects, re-use of wastewater in watering the plants and trees, use of motion sensor for lighting automation. The Company is in the business of providing healthcare service in which the products and services as inputs are regulated by the statutes and internal SOP, hence, we procure the products and services from empaneled vendors who are adhere to Company's quality, social and environmental standards.

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.

Ans: The Company thrives to maintain quality standards, reduce waste generation, and segregate recyclable waste at hospitals. The Company ensures that all its procedures are in keeping with applicable rules and safety regulation. It also strictly adheres to legal and safety requirements. The Company ensures to dispose of bio-medical and other waste in accordance with the government guidelines. Recyclable wastes were collected and disposed of through authorized recycler. E-waste generated at the facility were disposed of through authorized agent. We have policy in place to dispose of bio medical waste in accordance with the guideline of the government and to ensure minimum generation of radiation in and around the hospital.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. If Yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

Leadership Indicators

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?**

Since the Company is not into manufacturing its business activities has nil or minimum impact on environment aspects. However, the Company is diligent on the matter, and would promptly consider / execute the control over the same if its business activities would in any way impact the environment, in future.

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
1	Electricity used in the units & offices	Carbon emissions	Implementation of HVAC efficiency

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

Not Applicable, as Company is not into manufacturing its business activities.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed.

Since the Company is not into manufacturing its business activities has nil or minimum impact on environment aspects, there is nil or negligible information which are not measurable.

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

The Company operates under service industry.

BRSR Section C: Principle 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
	(A)	No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
Permanent employees											
Male	1349	-	-	1349	100%	-	-	-	-	-	-
Female	1141	-	-	1141	100%	1141	100%	-	-	-	-
Total	2490	-	-	2490	100%	1141	100%	-	-	-	-
Other than Permanent employees											
Male	766	-	-	-	-	-	-	-	-	-	-
Female	570	-	-	-	-	-	-	-	-	-	-
Total	1336	-	-	-	-	-	-	-	-	-	-

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

The Company is not into the business of manufacturing activity and hence not required to employ any workers.

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

Benefits	FY22			FY21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	90.4%*		Yes	88.0%*		Yes
Gratuity	100.0%		Yes	100.0%		Yes
Employee State Insurance (ESI)	27.6%	NA	Yes	28.0%	NA	Yes
Others	-		-	-		-

*some of the employees have not opted for Provident Fund

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

All the hospital units and offices are well equipped for accessibility to differently abled persons.

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.

We recognize the importance of maintaining a diverse work environment through the creation of a strong and healthy work environment that fosters innovation and shared learning experiences. Our anti-discrimination policy educates employees on discrimination and harassment topics, as well as how to address them and report them when they occur. Diversity metrics are monitored on an ongoing basis, and appropriate measures are in place. We provide equal employment opportunities that allow all individuals to maximize their capabilities and thereby enrich our work environment.

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

Gender	Return to work rate	Retention rate
Permanent employees		
Male	The Company is determined as per its retention policy to retain its talented work force.	
Female		
Total		
Permanent workers		
Male	The Company is not into the business of manufacturing activity and hence not required to employ any workers.	
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:

	If Yes, then give details of the mechanism in brief
Permanent Workers	The Company is not into the business of manufacturing activity and hence not required to employ any workers.
Other than Permanent Workers	
Permanent Employees	The Company has established a vigil mechanism and accordingly framed a Whistle Blower Policy. The policy enables the employees to report genuine concerns to the management regarding instances of unethical behaviour, actual or suspected fraud or violation of Company's Code of Conduct or mismanagement, if any. Further, the mechanism adopted by the Company encourages the Whistle Blower to report genuine concerns or grievances and provide for strict confidentiality, adequate safeguards against victimization of Whistle Blower who avails of such mechanism and provides for direct access to the Chairman of the Audit Committee, in appropriate cases.
Other than Permanent Employees	

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

The Company does not have any employee associations. The Company, however, recognises the right to freedom of association.

8. Details of training given to employees and workers:

	FY22					FY21				
	Total (A)	Health and safety measures		Skill upgradation		Total (A)	Health and safety measures		Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (B)	% (B / A)	No. (C)	% (C / A)
Employees										
Male	1349	1282	95%	1038	77%	1317	1265	96%	1040	79%
Female	1141	1095	96%	901	79%	958	900	94%	766	80%
Total	2490	2376	95%	1940	78%	2275	2164	95%	1806	79%
Workers										
Male										
Female										
Total										

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

	FY22			FY21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1349	1349	100%	1317	1317	100%
Female	1141	1141	100%	958	958	100%
Total	2490	2490	100%	2275	2275	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? If Yes, the coverage such system?

Yes, Company provides free medical checkup to its employees and is NABH & NABL certified.

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

The Company follows strict procedures and regular monitoring to ensure compliance with legal and safety requirements. Considering the risks involved, the Company also emphasizes following radiation surveillance procedures and maintenance of all records for legal references.

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

Employees are trained to report unsafe conditions to their reporting managers.

d) Do the employees / worker of the entity have access to non-occupational medical and healthcare services?

(Yes/ No)

Yes.

11. Details of safety related incidents:

Safety Incident / Number	Category	FY22	FY21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers	-	-
Total recordable work-related injuries	Employees	1	Nil
	Workers	-	-
No. of fatalities	Employees		
	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 provides a systematic way to ensure a safe and healthy workplace for all employees

Key measures taken includes –

- Education on Health and Safety at workplace
- Training on Disaster Management measures such as Fire Mock Drill etc.

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

	FY22			FY21		
	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	3	Nil	The complaint was disposed off as per the respective guidelines.	-	-	No complaints were received in FY21.
Health and Safety	1	Nil	The complaint was disposed off as per the respective guidelines.	-	-	No complaints were received in FY21.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
	FY22	FY21
Health and safety practices	100% NABH, PCB	100% NABH, PCB
Working Conditions	100% NABH, PCB	100% NABH, PCB

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

Timely vaccination is given to employees in risk prone area to safeguard their physical health. Periodical POSH refresher training is conducted for male and female employees to safeguard from physical, mental, and verbal harassment. In depth background verification is conducted for relevant employees to protect the company from any unpleasant situation post hiring.

- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

HR department obtains a copy of all challan filed by such partners like PF, ESIC etc.

- Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities.**

No such incident was reported by any of the employee.

- Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?**

NO.

- Details on assessment of value chain partners:**

Not Applicable

Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (B) Workers?**

Yes, the Company provides accidental death benefit covering all employees through Group Personal Accident insurance Policy.

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.

The Company has not so far received any report of significant risk / concern due to nil or minimum exposure to health hazards.

BRSR Section C: Principle 4

Businesses 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

Internal and external group of stakeholders have been identified. Presently the given stakeholder groups have the immediate impact on the operations and working of the company. This includes Employees, Shareholders & Investors, Customers, Communities and Vendors.

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

Stakeholder Group	Whether identified as vulnerable and marginalized group	Channels of communication	Frequency of engagement (annually / half yearly / quarterly / others)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1 Employees	No	Email and Group meetings	As and when required	To maintain employer – employee connect
2 Vendors	No	Email	As and when required	Business
3 Customers	No	SMS/ Website Emails /meetings	Ongoing	Customer Satisfaction / resolution
4 Shareholders & Investors	No	Meetings	Annual	Approval of Resolution

Leadership Indicators

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

The Company has always maintained that a constant and proactive engagement with our key stakeholders enables the Company to better communicate its strategies and performance. A continuous connect enables aligning of expectations, thereby helping the Company to serve its stakeholders better. The Board is periodically reported on various developments and their deliberation / advice is sought upon.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics. 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 Company has still not sought any such consultation. The Company recognises that it is still in a 'learning phase' on various evolving aspects of ESG and hence stakeholder interactions are important.

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

CSR activity is applicable to the Company and Company actively participates in the CSR activities. Kindly refer to the Corporate Social Responsibility Report given separately in Annual Report.

BRSR Section C: Principle 5

Businesses 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:**

	FY22			FY21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	2490	2490	100%	2275	2275	100%
Other than permanent	384	384	100%	705	705	100%
Total Employees	2874	2874	100%	2980	2980	100%
Workers						
Permanent						
Other than permanent						
Total Workers						

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

	FY22					FY21				
	Total (A)	Equal to Minimum Wage (B)	% (B / A)	More than Minimum Wage (C)	% (C / A)	Total (A)	Equal to Minimum Wage (B)	% (B / A)	More than Minimum Wage (C)	% (C / A)
Employees										
Permanent	2490	-	-	2490	100%	2275	-	-	2275	100%
Male	1141	-	-	1141	100%	1317	-	-	1317	100%
Female	1349	-	-	1349	100%	958	-	-	958	100%
Other than Permanent	1336			1336	100%	1175			1175	100%
Male	766			766	100%	737			737	100%
Female	570			570	100%	438			438	100%
Workers										
Permanent										
Male										
Female										
Other than Permanent										
Male										
Female										

3. **Details of remuneration / salary / wages:**

	Number	Median remuneration / salary / wages of respective category
Male		
Board of Directors (BoD)*	6	₹ 1,37,500/-
Key Managerial Personnel	2	₹ 24,90,153/-
Employees other than BoD and KMP	2,035	₹ 1,76,013/-
Workers	0	NA
Female		
Board of Directors (BoD)*	1	₹ 1,50,000/-
Key Managerial Personnel	0	NA
Employees other than BoD and KMP	1,810	₹ 1,20,140/-
Workers	0	NA

* None of the Board member has received remuneration, except sitting fees as disclosed in Corporate Governance Report.

During the year some of the employees have worked for part of the year.

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

Yes

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

The Company has an internal portal which addresses to human rights related issues or concerns. Dedicated URL for the same is <https://myshalby.peoplestrong.com/> and Chief Human Resource Officer heads as part of Vigil Mechanism and whistle blower policy have been created where employees and other stakeholders can raise their concerns / issues. Periodic review of the same is done by the Audit Committee

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

	FY22			FY21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	Nil	The complaint was disposed off as per the guidelines of POSH Act, 2013	1	Nil	The complaint was disposed off as per the guidelines of POSH Act, 2013
Discrimination at workplace				Nil	Nil	
Child Labour	The Company is not into the business of manufacturing activity and hence not required to employ any workers.					
Forced Labour / Involuntary Labour						
Wages						
Other human rights related issues						

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

Company has adopted a Policy on prevention, prohibition, and redressal of sexual harassment at workplace under the provisions of Sexual Harassment of Women at the workplace (Prevention, Prohibition and Redressal) Act, 2013 and rules framed thereunder. The Company has Internal Committee to redress complaints received relating to sexual harassment.

8. Do human rights requirements form part of your business agreements and contracts?

The Company endeavors to cover the human rights requirements in its business agreements and contracts.

9. Assessments for the year:

	% of plants and offices that were assessed
Child labour	NA
Forced / involuntary labour	NA
Sexual harassment	NA
Discrimination at workplace	NA
Wages	NA
Others – please specify	NA

NA: Not Applicable

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

All employees mandatorily submit a copy of govt. ID Proof like Aadhar card to ensure they are not minor. An employment application form is in place to be filled by applicant to ensure he is applying to the job voluntarily and not under any external pressure.

Leadership Indicators

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

So far the Company has not received any grievance / complaints with respect to human rights. However, the Company is committed to modify and adopt business process to redress the issues

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

Various mechanism and policies with respect to Human rights are in place for redressal. The Company follows zero tolerance to child, forced or compulsory labour.

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?

All the hospital units and offices are well equipped and is accessible for differently abled visitors.

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	-
Discrimination at workplace	-
Child Labour	2 units inspected by labour department.
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.

So far, the Company has not received any complaint in the matter, hence no corrective action was taken.

BRSR Section C: Principle 6

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

Essential Indicators

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

Parameter	FY22	FY21
Total electricity consumption (A)	57.12 TJ*	53.15 TJ*
Total fuel consumption (B)	2.11 TJ*	1.56 TJ*
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	59.23 TJ*	54.71 TJ*

* TJ - Tera Joules

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? 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.

Not Applicable.

3. Provide details of the following disclosures related to water:

Parameter	FY22	FY21
Water withdrawal by source (in kilolitres)		
(i) Surface water	9,932	8,177
(ii) Groundwater	40,965	41,941
(iii) Third party water	395	478
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	51,292	50,596
Total volume of water consumption (in kilolitres)	51,292	50,596

Water being both vital to protecting patient health and for daily hospital operation we pay special attention to the leakages in taps, wastage of water in washing and drinking areas is avoided. There are infrared controllers in water taps as they provide water only when required, they get switch off automatically and can save between 5 to 15% of water per tap per year; Rainwater harvesting system is installed at our Greenfield recently, projects to conserve natural resources.

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

As a part of water conservative initiatives, domestic wastewater generated from the hospitals is recycled in STP plant and it is being re-used in the hospitals for suitable purposes, i.e., gardening, flushing and use in cooling tower etc.

5. Please provide details of air emissions (other than GHG emissions) by the entity:

Parameter	Unit	FY22	FY21
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency			

The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical fixtures in stores and offices.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

Parameter	Break-up	Unit	FY22	FY21
Total Scope 1 emissions	CO2	Metric tonnes	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.
	CH4	Metric tonnes		
	N2O	Metric tonnes		
	HFCs	Metric tonnes		
	PFs	Metric tonnes		
	SF6	Metric tonnes		
	NF3	Metric tonnes		
	Total	Metric tonnes		
Total Scope 2 emissions	CO2	Metric tonnes	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.	The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants. There is normal consumption of energy by way of usage of air conditioners and electrical instruments in units and offices.
	CH4	Metric tonnes		
	N2O	Metric tonnes		
	HFCs	Metric tonnes		
	PFs	Metric tonnes		
	SF6	Metric tonnes		
	NF3	Metric tonnes		
	Total	Metric tonnes		
Total Scope 1 and Scope 2 emissions per rupee of turnover				
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		CO2 equivalent/ Metric tonnes		
Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? If yes, name of the external agency.			NA	

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

We recognize our responsibility towards the environment and have a clear focus on reducing carbon footprint and optimizing resources. We ensure adherence to the local environmental regulations including the International Finance Corporation (IFC) performance standards, sustainability standards, and the World Bank Group Environment, Health and Safety (EHS) guidelines.

8. Provide details related to waste management by the entity:

	FY22	FY21
Total waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	NA	NA
Bio-medical waste (C)	190.35	228.71
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other hazardous waste. Please specify, if any. (G)	NA	NA
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	NA	NA
Total (A + B + C + D + E + F + G + H)	190.35	228.71
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	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total		
Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? If Yes, name of the external agency.		

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.

Ans: Hospitals generate biomedical waste, as a by-product of healthcare services that can potentially pose serious health and environmental impacts if not handled correctly. At Shalby, we take this topic very seriously by putting in place an effective management system of healthcare waste which addresses the basic elements of waste minimization, segregation and identification by sorting into categories including medical, general, recycled and food waste. The company has achieved the reduction in generation of waste, raw material and other resources through various initiatives

like environment awareness campaigns, training and monthly monitoring of hazardous & nonhazardous waste. We are not producing carbon but and at the same time, we have policy in place to dispose of bio medical waste in accordance with the guideline of the government and to ensure minimum generation of radiation within the hospital.

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:

The Company does not have its operations/ offices around ecologically sensitive areas.

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

Not Applicable.

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. If not, provide details of all such non-compliances:

Yes. The Company is in compliance with applicable environment regulations

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources:

Parameter	FY22	FY21
From renewable sources	-	-
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources	-	-
Total electricity consumption (D)	57.12 TJ*	53.15 TJ*
Total fuel consumption (E)	2.11 TJ*	1.56 TJ*
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	59.23 TJ*	54.71 TJ*
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency.	NA	

* TJ - Tera Joules

2. Provide the following details related to water discharged:

Not Applicable.

3. 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:

Not Applicable.

- I. Name of the area
- II. Nature of operations
- III. Water withdrawal, consumption and discharge in the following format:

NA

4. Please provide details of total Scope 3 emissions and its intensity:

The Company is not into any manufacturing activity, and hence there is no emission of hazardous pollutants.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable, as Company does not have its operations/ offices around ecologically sensitive areas.

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:

None

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

The Company has Risk Management Committee for managing business continuity and disasters.

8. 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?

The Company intends to achieve minimal environmental impact at each of these stages to ensure a sustainability

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

NA

BRSR Section C: Principle 7

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

Essential Indicators

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

The Company had no such affiliations for the period under review.

1b. 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:

	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations
1	Confederation of Indian Industry (CII)	National
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Gujarat Chamber of Commerce and Industry (GCCI)	State
4	Ahmedabad Hospital & Nursing Home Association	Regional

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

Name of authority	Brief of the case	Corrective action taken
	The Company does not involve in any anti-competitive conduct hence no adverse orders were issued by the regulatory authorities.	

Leadership Indicators

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

Not Applicable.

BRSR Section C: 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.

The Company has not done any impact analysis to assess the impact of the initiatives.

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

NA

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

The Company has processes in place to receive and redress concerns/grievances received from the employees and other stakeholders.

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

	FY22	FY21
Directly sourced from MSMEs small producers		
Sourced directly from within the district and neighbouring districts	5% - 10%	

Leadership Indicators

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

Not Applicable.

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

State	Aspirational District	Amount spent (In INR)
Gujarat	Anand City, Godhara City, Bhavnagar	₹ 6 million
Gujarat	Ahmedabad	₹ 5 million

- 3a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? NO

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

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

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

5. Details of corrective actions taken or underway, based on any adverse. NA

6. Details of beneficiaries of CSR Projects:

CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Augmenting Education to Girl Child and construction of Gaushala building for cattle upkeep, Cow Fodder support to old age cows	200 Girl child 300 cattles	unidentifiable
To spread awareness about Drug usage in youth	5,000	unidentifiable

BRSR Section C: Principle 9

Businesses 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.

The Company uses CRM system for providing proactive service and communication to the customer. There are various channels available for the customer to connect with the Company which is tracked through CRM. Any service or product performance/ deficiencies trends through store and online interfaces are mapped on database in CRM systems and taken up for necessary action by concerned team members. Customers are updated about the actions taken and the customer service team ensures that necessary actions are being taken for the service requests/grievances.

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

Environmental and social parameters relevant to the product	While providing services, Company shares such information.
Safe and responsible usage	
Recycling and / or safe disposal	

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

	FY22			FY21		
	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 practice						
Unfair trade practices						
Other						

No consumer complaints were received

4. Details of instances of product recalls on account of safety issues: There was no such instances.

The Consumers are well-informed about the above mentioned risks.

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

Yes, The Organization has input board affirmed approaches such as Cyber Security Approach, Social Media Security Arrangement, and Data Security Arrangement to guarantee adequate shields are input to anticipate any information spillage.

4. Does the entity display product information on the product over and above what is mandated as per local laws? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole?

The Company has in place the practice of receiving feedback from every patient being treated at Shalby Hospitals to improve its system, process and to improve patients' satisfaction; Shalby Hospitals serve the patients through its network of hospitals and OPDs in India and abroad. Patients' complaints are being addressed on daily basis through patient coordinator and floor manager in every unit of Shalby Limited; Our innovations such as the 'ZERO technique' and innovated OS Needle have helped in reducing the time under surgery and the length of hospital stay.

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.

The Company has so far not received any report on cyber security and data privacy issues with respect to customers; nor instances of product recalls due to safety issues ; neither has been imposed upon any penalty / action taken by regulatory authorities on safety of products / services

5. Provide the following information relating to data breaches:

a) Number of instances of data breaches along-with impact

The Enterprise did not witness breach of information throughout the year. Outside organizations have evaluated and affirmed that essential security level checks input by the organization is fitting. The organization moreover has cyber risk protections policies.

b) Percentage of data breaches involving personally identifiable information of customers

There were no such instances of data breaches during the year

Leadership Indicators

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

www.shalby.org

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

The Company always strives to provide services in safe manner

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