Ref: MHL/Sec&Legal/2023-24/86

To, Head, Listing Compliance Department BSE Limited,

Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai – 400 001.

Scrip Code: 542650

Sub: Revised Investor Presentation.

Dear Sir/ Madam,

To,
Head, Listing Compliance Department,
National Stock Exchange of India Limited
Exchange Plaza, Plot No. C/1. G Block,
Bandra – Kurla Complex, Bandra (East),
Mumbai – 400051
Scrip Symbol: METROPOLIS

Date: February 03, 2024

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 and with further reference to our letter no. MHL/Sec&Legal/2023-24/84 dated February 02, 2024, we are enclosing herewith revised Investor Presentation for the quarter ended December 31, 2023. we would like to inform you that in page no. 17 of Investor Presentation, Volume Mix have been rectified. There is no other change in Investors presentation.

You are requested to take the above information on record.

Thanking you, Yours faithfully

For Metropolis Healthcare Limited

Rakesh Agarwal Chief Financial Officer

Encl. A/a



BLOOD TESTS • DIAGNOSTICS • WELLNESS

Metropolis Healthcare Limited

Registered Office: 4th Floor, East Wing, Nirlon House, Dr. Annie Besant Road, Worli, Mumbai - 400018, Maharashtra, India.

Corporate Office & Global Reference Laboratory: 4th Floor, Commercial Building-1A, Kohinoor Mall, Vidyavihar (W), Mumbai - 400 070.

CIN: L73100MH2000PLC192798 Tel No.: 8422 801 801 Email: support@metropolisindia.com Website: www.metropolisindia.com



Safe Harbor



This presentation and the accompanying slides (the "Presentation"), which have been prepared by Metropolis Healthcare Limited (the "Company"), have been prepared solely for information purposes and do not constitute any offer, recommendation or invitation to purchase or subscribe for any securities, and shall not form the basis or be relied on in connection with any contract or binding commitment whatsoever. No offering of securities of the Company will be made except by means of a statutory offering document containing detailed information about the Company.

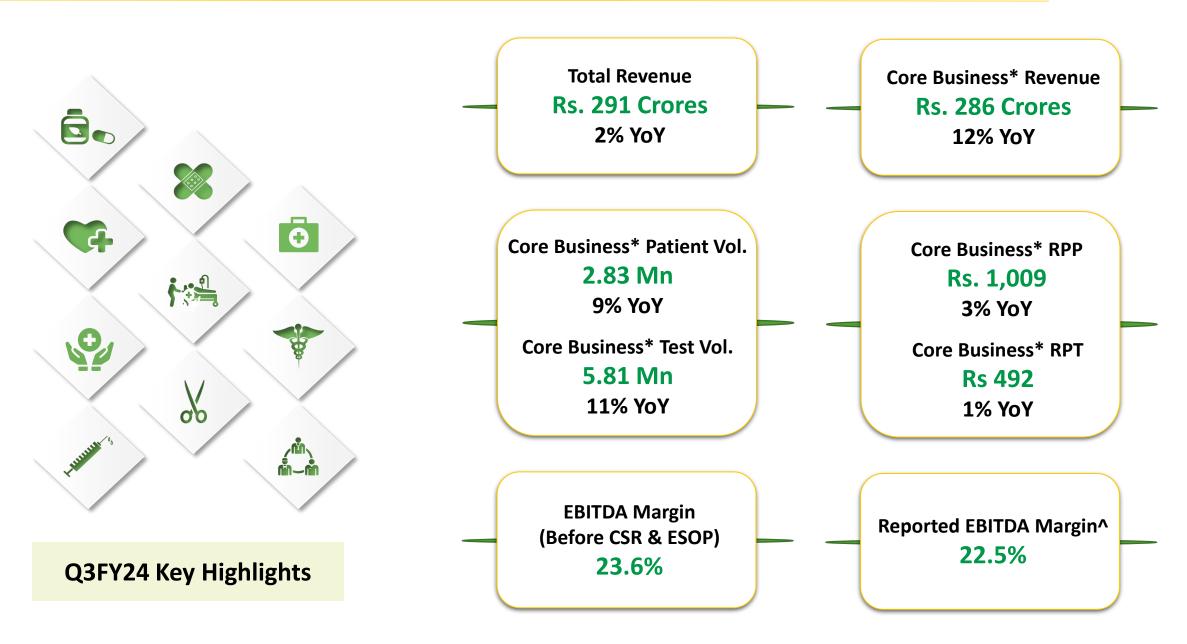
This Presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this Presentation. This Presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this Presentation is expressly excluded.

Certain matters discussed in this Presentation may contain statements regarding the Company's market opportunity and business prospects that are individually and collectively forward-looking statements. Such forward-looking statements are not guarantees of future performance and are subject to known and unknown risks, uncertainties and assumptions that are difficult to predict. These risks and uncertainties include, but are not limited to, the performance of the Indian economy and of the economies of various international markets, the performance of the healthcare industry in India and world-wide, competition, the company's ability to successfully implement its strategy, the Company's future levels of growth and expansion, technological implementation, changes and advancements, changes in revenue, income or cash flows, the Company's market preferences and its exposure to market risks, as well as other risks. The Company's actual results, levels of activity, performance or achievements could differ materially and adversely from results expressed in or implied by this Presentation. The Company assumes no obligation to update any forward-looking information contained in this Presentation. Any forward-looking statements and projections made by third parties included in this Presentation are not adopted by the Company and the Company is not responsible for such third party statements and projections.



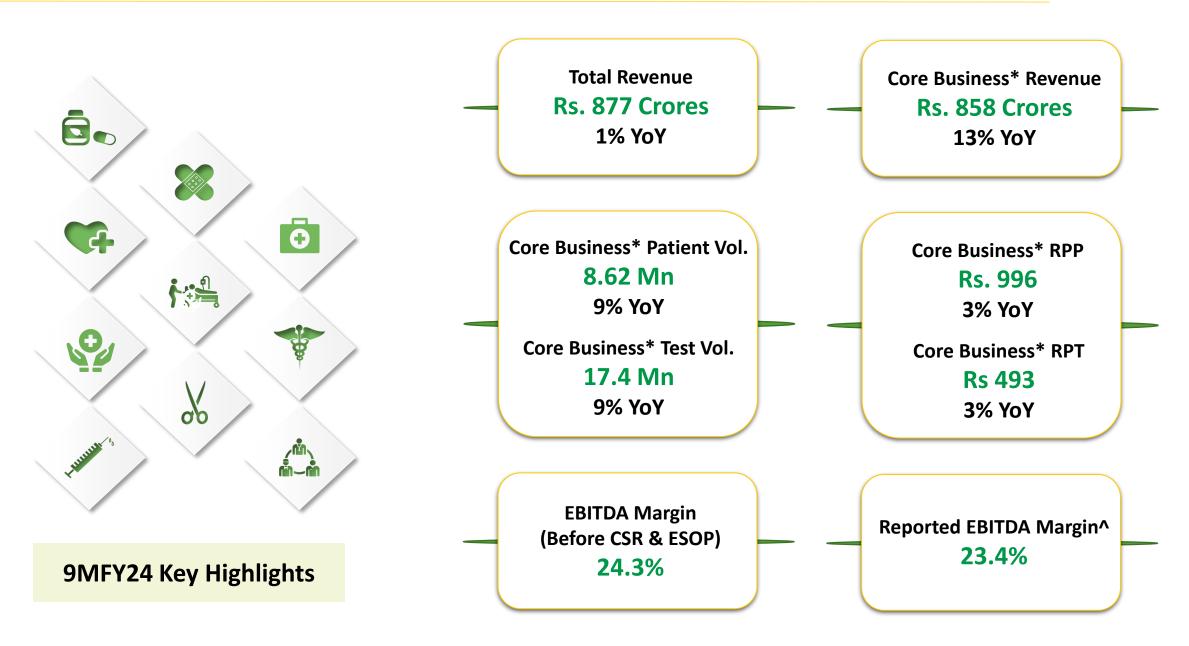
Q3FY24 Performance Snapshot





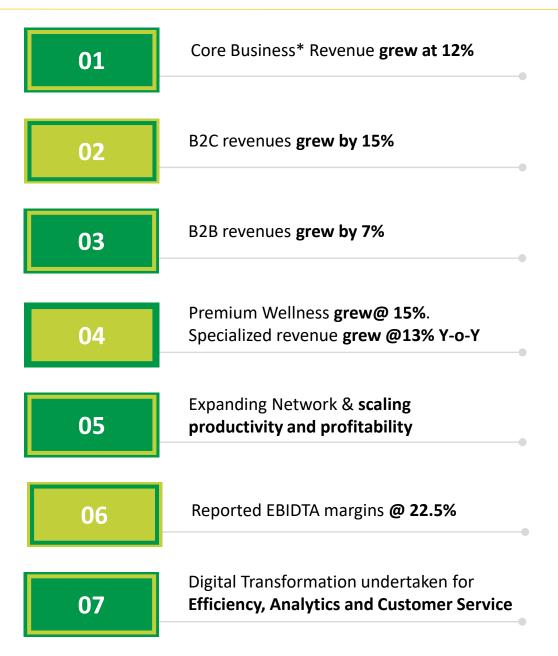
9MFY24 Performance Snapshot





Q3FY24 Key Highlights





Core business revenues grew at 12% with 9% Patient volume growth and 3% RPP growth. 11% on account of Test volume & 1% on account of RPT. Revenue were impacted to the tune of 1% on account of floods in Chennai in Q3FY24.

B2C revenues **grew by 15%** for Q3FY24 Y-o-Y with **Patient Volume growth of 13%** & **RPP growth of 2%.** B2C revenue in **Mumbai grew by 18%** on Y-o-Y basis

B2B revenues grew by 7% for Q3FY24 Y-o-Y with Patient Volume growth of 5% & RPP growth of 2%

B2C Premium Wellness **revenue grew at 15**% Y-o-Y with test volume growth of **11%** Y-o-Y. Revenue from specialized tests **grew at 13%** Y-o-Y for Q3FY24 with test volume growth of 11% Y-o-Y

Company has opened **193 centers and 5 labs in Q3FY24** in line with it 90:30 program. In the last 9 months, added presence **from 307 towns to 595 towns**

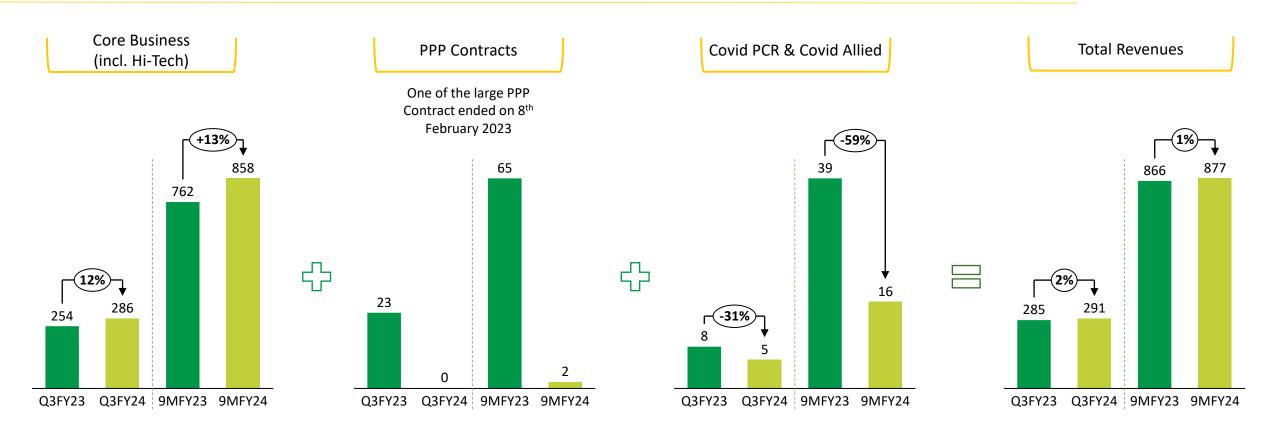
EBIDTA before network expansion & one time impact taken in Provision for doubtful debt (PDD) on account of Aam Aadmi Mohalla Clinic at 24.5%.

Dilution of ~120 bps is on account of Network expansion & **80 bps** on account of one-time impact of PDD

Witnessed substantial IT deployments aimed at enhancing efficiency and productivity by leveraging data analytics, improving customer service, and refining process management.

1a. Core Business Revenue continue to grow by double digit...

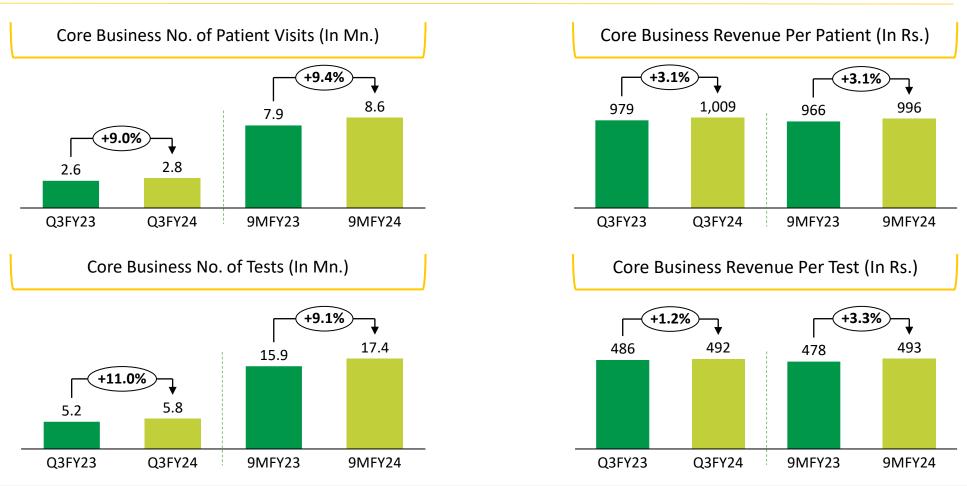




- ✓ Core business revenues have been encouraging with 12% Y-o-Y growth for Q3FY24 indicating a growth trajectory going forward
- ✓ Revenue growth for Q3FY24 has been *impacted to the tune of 1%* on account of unprecedented floods in Chennai in Dec 2023
- ✓ Revenues for Hi-tech grew at mid teen on Y-o-Y basis with margins higher than the company average
- ✓ Overall revenues growth for Q3 & 9MFY24 has been impacted on account of loss of a large PPP contract in Q4FY23 & dip in revenues from Covid & Allied Testing

1b. ... predominantly by Patient Volume growth @ 9% & RPP growth @ 3%

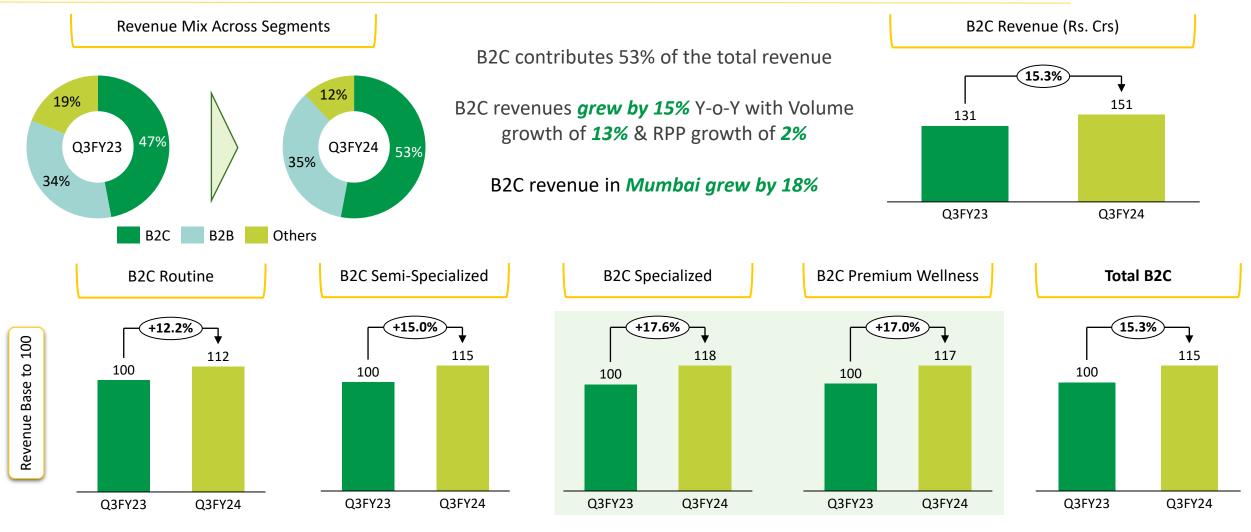




- ✓ Company has witnessed healthy patient volume growth and even higher growth in patient volumes in its core geographies indicating higher market share
- ✓ Test volumes continues to grow by *double digit* on a Y-o-Y basis for Q3FY24

2. B2C revenue grew by 15% & B2C revenue in Mumbai grew by 18%



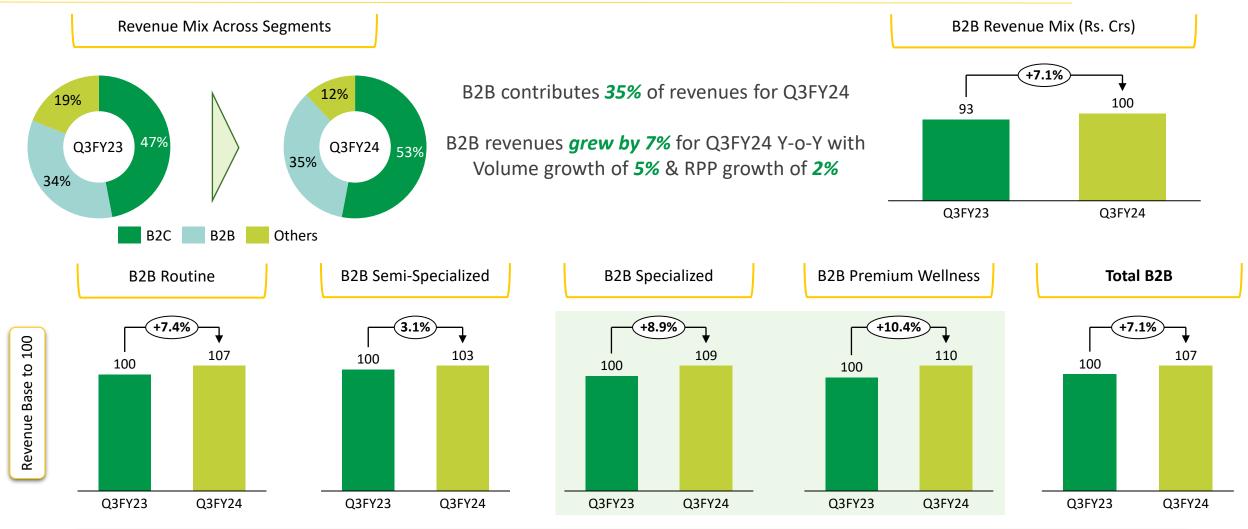


With credibility & strong brand pull build over the years, the Company has witnessed growth across tests segment in B2C markets

Volumes and realisation stood strong in B2C markets

3. B2B revenue grew by 7% & B2B Specialized revenue grew by 9%





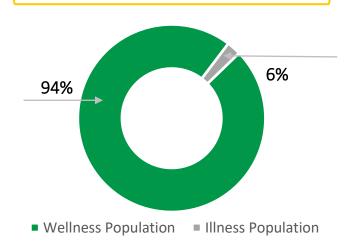
Multiple initiatives undertaken to improve upon service levels:

- ✓ B2B engagement through digitalization's
- ✓ Centralised Helpdesk to build strong support system for the B2B clients
- ✓ Key Relationship Managers and special programmes for Top B2B Clients

4a. Premium Wellness revenue grew @ 15% with 11% volume growth

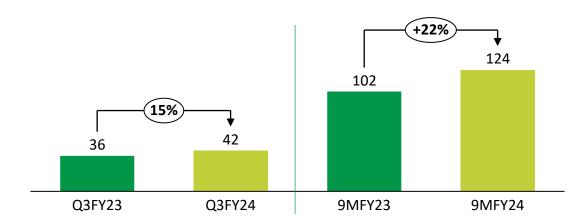


Population for Diagnostic Industry



Our focus is to cater to the balance **94% of the population** which has potential of
wellness testing

Total Premium Wellness Revenue



- ✓ Revenue from Premium Wellness has grown by 15% on Y-o-Y basis & stood at Rs. 42 crs as compared to Rs. 36 crs in Q3FY23
- Contribution from Premium Wellness has increased from 14% in Q3FY23 to 15% in Q3FY24

Premium Wellness packages with average realisations of over Rs. 2,000

Our Strategies

Margin accretive premium wellness packages

Upselling
Routine testing
patients to
bundled testing
(Wellness
packages)

Digitally linked upselling for Chronic Patients (Notifications/Popup's/Offline outreach) Offset the competition intensity in our B2B Semispecialised segment





Please <u>click here</u> for TruHealth Wellness Packages

4b. Specialized Test revenue grew @ 13% with 11% volume growth



Offers more than 3,000

specialized tests and uniquely crafted profiles to meet diagnostic requirements of specialists

Innovation & test menu

expansion is the heart of specialty & each year New tests are added to

MHL menu

77 tests added in specialized segment in 9M FY24

Divided over **multiple**

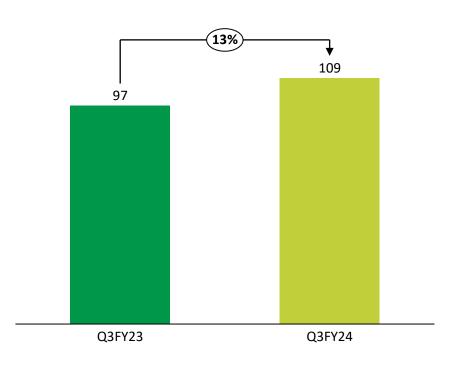
subspecialty segments

supporting different clinical pathology needs

- Revenue from Specialized tests has **grown by 13% on Y-o-Y basis** & stood at Rs. 109 crs as compared to Rs. 97 crs in Q3FY23
- ✓ B2C Specialized Tests grew by 18% on Y-o-Y basis in Q3FY24
- ✓ B2B Specialized Tests grew by 9% on Y-o-Y basis in Q3FY24
- ✓ Contribution from Specialized tests stood 38% of total test revenue in Q3FY24
- ✓ Multiple sub-specialty segments like Gastroenterology, Neurology, Oncology, Nephrology,

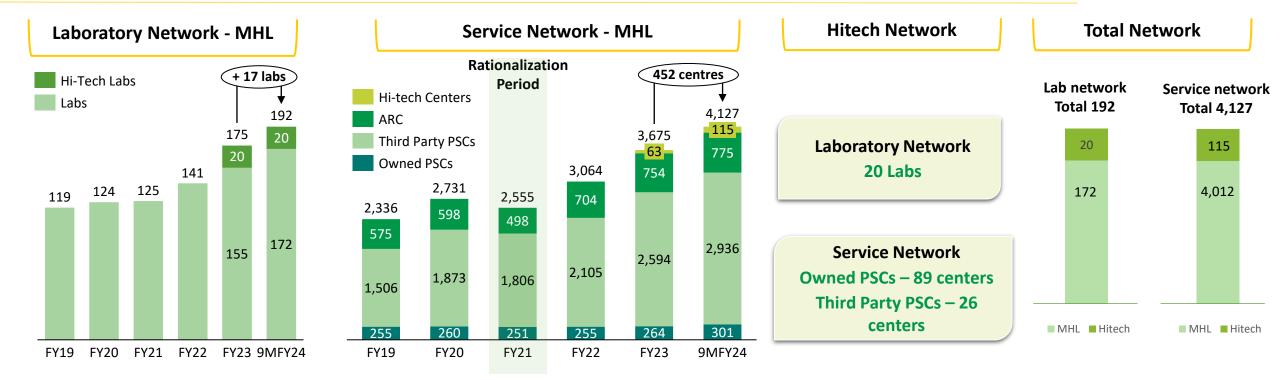
 Pre-Natal tests etc. provided under one roof under the supervision of clinical experts

Specialized Tests (Rs. Crs)



5a. Expanding Network... from 307 to 595 towns in last 9 months



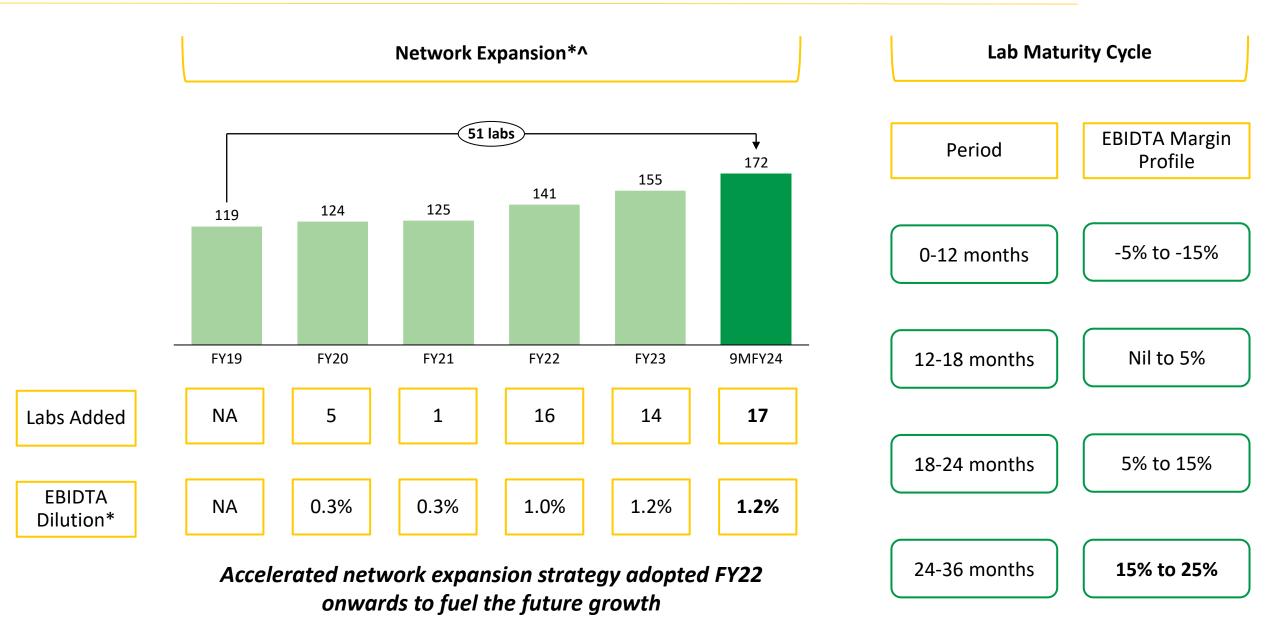


We are on course to add 90 labs & 1,800 service centers by FY25

- ✓ In the last 9 months, we have added presence from 307 towns to 595 towns
- ✓ Lab Expansion Post Apr 22, Company has started **31 labs** of which 21 are in new geographies
 - o Focused on Speciality driven B2B business in the new geographies where labs are opened as an entry point
 - Expect to achieve scale in B2B business in 2-3 years of lab opening simultaneously foraying in B2C business with opening of franchise centres
- ✓ Service Network Expansion Post Apr 22, Company has added 1063 centres
 - Increasing marketing activities to create a strong B2C connect focused on specialized testing
 - o In 9MFY24, added 52 service network in Hi-tech

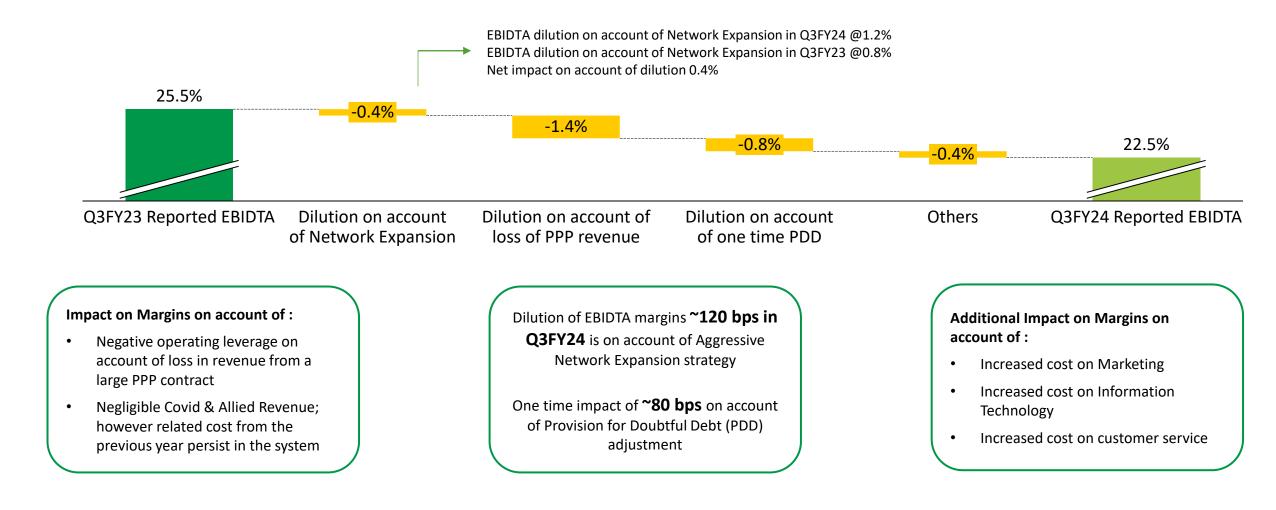
5b. ... with focus on achieving company level margins in 2 years





6. Reported EBIDTA Margins @ 22.5%

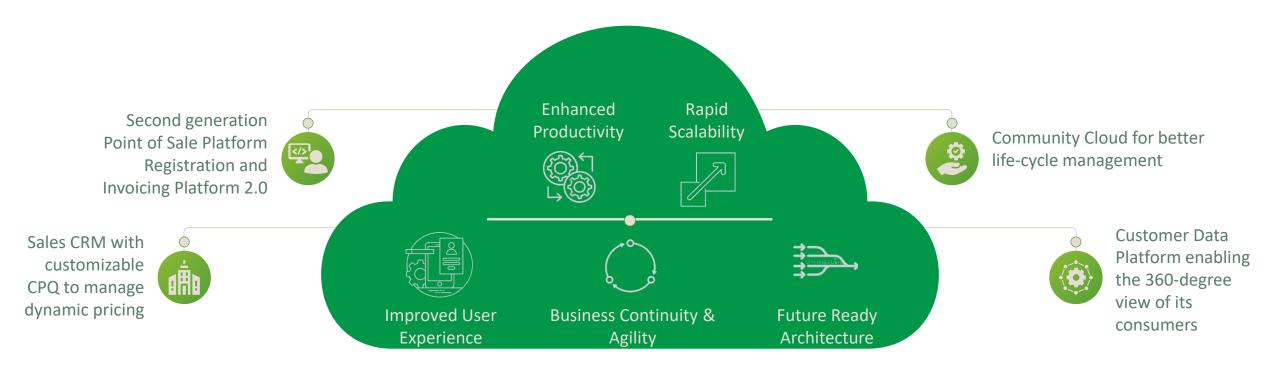




Combination of higher productivity of new network, increased utilization of labs, higher operating leverage along with organic growth should result in an uptick in margins from current levels

7. Creating a Digital Transformation for business to grow





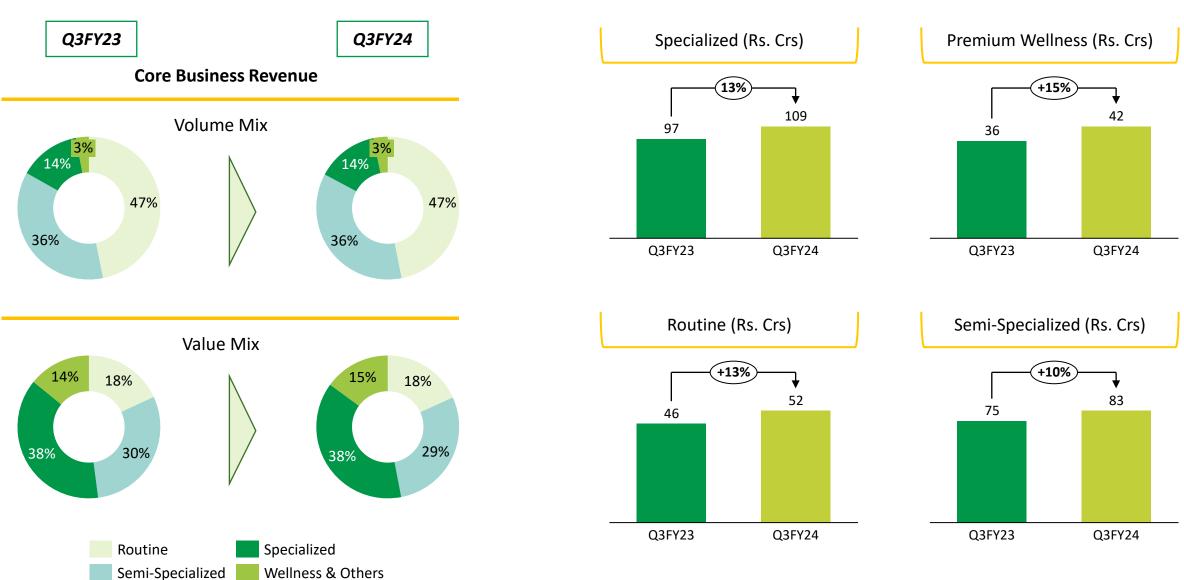


Metropolis is unique Healthcare Company equipped with "SF CDP, Marketing Cloud, Service Cloud, Sales Cloud, Community Cloud".

Specialized and Premium Wellness revenue contribution continues to grow



Strong Brand Equity across markets & Doctors Trust and Reliance on Metropolis helps us grow our Specialized & Premium Wellness segment faster than the Industry



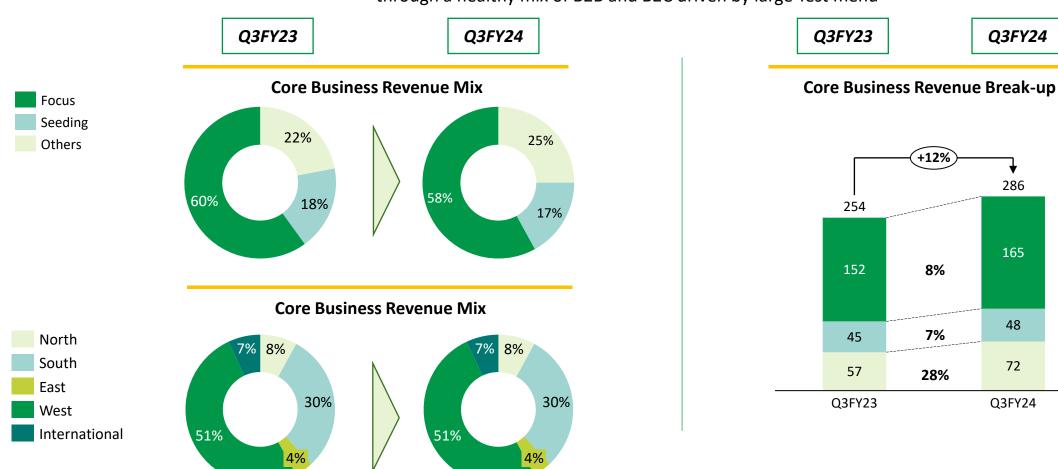


Focus

Seeding

Others

Continue to focus on strengthening the Brand in Focus cities through increase in B2C share while improving the share of Seeding and Other cities through a healthy mix of B2B and B2C driven by large Test menu



- ✓ Core business revenues from focus cities stood at 58% with growth of 8% on a Y-o-Y basis.
- ✓ Strategy of increasing revenues from non-core geographies is growing well. Core business revenues grew by 28% for other cities on a Y-o-Y basis.

Q3 & 9MFY24 Consolidated Profit & Loss Statement



Profit & Loss Statement (Rs. Crs.)	Q3FY24	Q3FY23	Y-o-Y	9MFY24	9MFY23	Y-o-Y
Revenue from Operations	291.1	285.5	2.0%	876.7	865.7	1.3%
Cost of operations	222.5	208.2		663.4	633.8	
EBIDTA (before CSR and ESOP)	68.6	77.2	-11.2%	213.3	231.9	-8.0%
EBIDTA (before CSR and ESOP) Margin	23.6%	27.1%		24.3%	26.8%	
ESOP & CSR Cost	3.1	4.5		8.5	8.2	
Reported EBIDTA	65.5	72.7	-10.0%	204.8	223.6	-8.4%
Reported EBIDTA (%)	22.5%	25.5%		23.4%	25.8%	
Depreciation	25.0	23.1		68.1	65.8	
Other Income	2.3	6.8		6.6	14.0	
EBIT	42.8	56.4	-24.2%	143.4	171.8	-16.6%
Finance Cost	5.9	8.4		19.2	26.2	
Profit Before Tax	36.9	48.0	-23.2%	124.2	145.6	-14.7%
Current Tax	9.6	12.1		32.2	35.7	
Profit After Tax	27.3	35.9	-23.9%	91.9	109.9	-16.4%
PAT Margin	9.4%	12.6%		10.5%	12.7%	

Consolidated Balance Sheet



Assets (Rs. Crs.)	Sep-23	Mar-23	Equity & Liabilities (Rs. Crs.)	Sep-23	Mar-23
Non-current assets	1206.4	1198.8	Equity	1049.4	990.8
Property, Plant and Equipment	145.0	137.2	Equity Share capital	10.2	10.2
ROU Assets	171.6	173.4	Other equity	1036.3	978.0
Goodwill	454.7	454.7	Non Controlling Interest	2.9	2.5
Other intangible assets	351.4	355.3			
Intangible assets under development	25.5	19.5			
Financial Assets			Non-current liabilities	209.4	245.9
(i) Investments	1.8	1.8	Financial Liabilities		
(ii) Loans	0.0	0.0	(i) Borrowings	0.0	28.6
(iii) Other Financial Assets	20.0	16.6	(ii) Lease Liabilities	119.2	125.5
Deferred Tax Assets (Net)	7.3	6.9	(iii)Other Non-Current Liabilities	0.0	0.5
Other non-current assets	0.6	0.5	Provisions	14.7	13.0
Non-current tax assets (net)	28.6	32.8	Deferred tax liabilities (Net)	75.5	78.2
Current assets	302.7	302.8	Current liabilities	250.4	264.9
Inventories	43.6	44.6			
Financial Assets			Financial Liabilities		
(i) Investments	36.1	13.1	(i) Borrowings	44.0	50.4
(ii) Trade receivables	122.9	121.9	(ii) Lease Liabilities	67.9	61.8
(iii) Cash and cash equivalents	50.9	68.8	(iii) Trade Payables	81.2	93.8
(iv) Bank balances other than (iii)	20.4	24.4	(iv) Other Current Financial Liabilities	13.4	20.3
(v) Loans	0.0	0.0	Other Current Liabilities	24.3	19.6
(vi) Other Financial Assets	7.9	14.1	Provisions	11.4	9.6
Other Current Assets	20.9	15.9	Current tax liabilities (Net)	8.2	9.3
TOTAL - ASSETS	1,509.1	1,501.6	TOTAL - EQUITY AND LIABILITIES	1,509.1	1,501.6

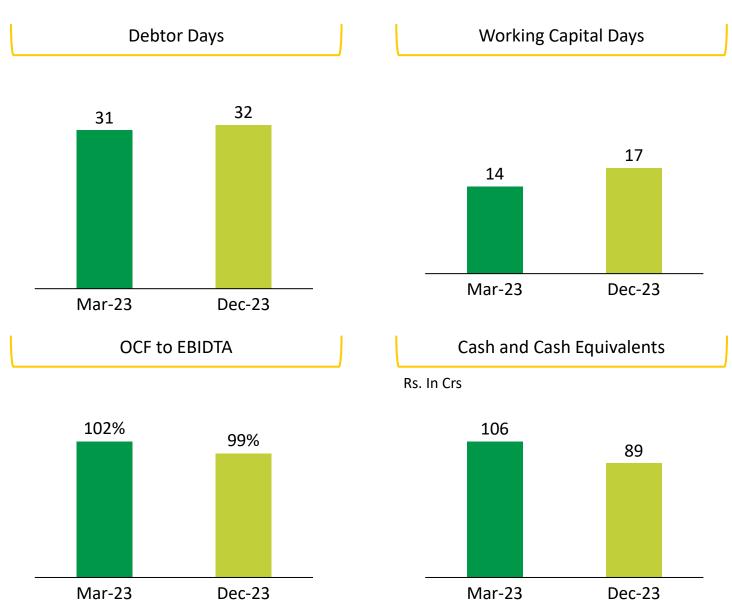
Consolidated Abridged Cash flow statement



Cash Flow Statement (Rs. Crs)	H1FY24	H1FY23	
Profit Before Tax	87.3	97.6	
Adjustments for Depreciation and other items	60.1	52.6	
Operating profit before working capital changes	147.4	150.3	
Changes in working capital	-16.7	19.7	
Cash generated from operations	130.7	170.0	
Direct taxes paid (net of refund)	-22.1	-32.6	
Net Cash from Operating Activities (A)	108.6	137.4	
Net Cash from Investing Activities (B)	-48.1	22.1	
Net Cash from Financing Activities (C)	-78.4	-155.4	
Net Change in cash and cash equivalents	-17.9	4.1	

Steady Focus on Balance Sheet continues





Key Highlights

- ✓ Debtor days as on Dec-23 stood at 32 days as compared to 31 days as on Mar-23
- ✓ Cash & Cash Equivalents stood healthy at Rs. 89 crs as of Dec-23
- ✓ Gross debt stood at Rs. 12.7 Crs as of Dec-23. Plan to repay in by end of year
- ✓ Working capital days stood at 17 days as compared to 14 days as on Mar-23
- ✓ OCF / EBITDA stood at 99%

Metropolis 3.0: Opportunity

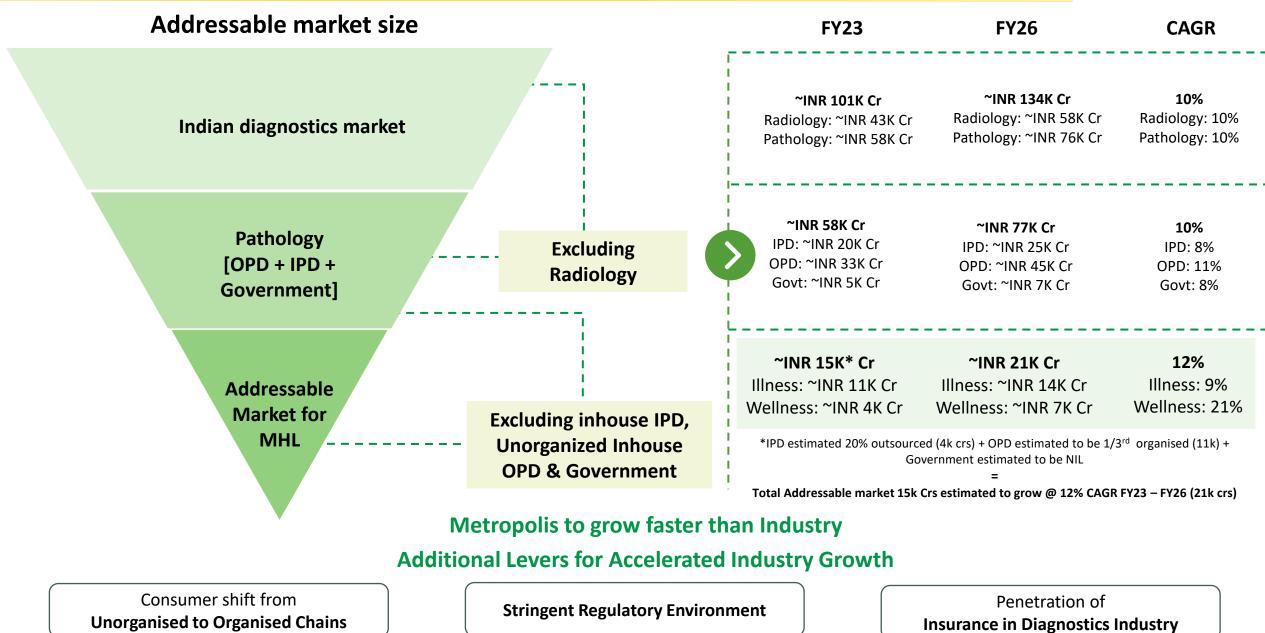
Key Pillars of Metropolis 3.0 Strategy





Addressable market is expected to increase to ~Rs. 21K Cr by FY26...





... Metropolis to grow faster than the Industry





Target a Revenue CAGR of mid-teen from FY23 to FY26



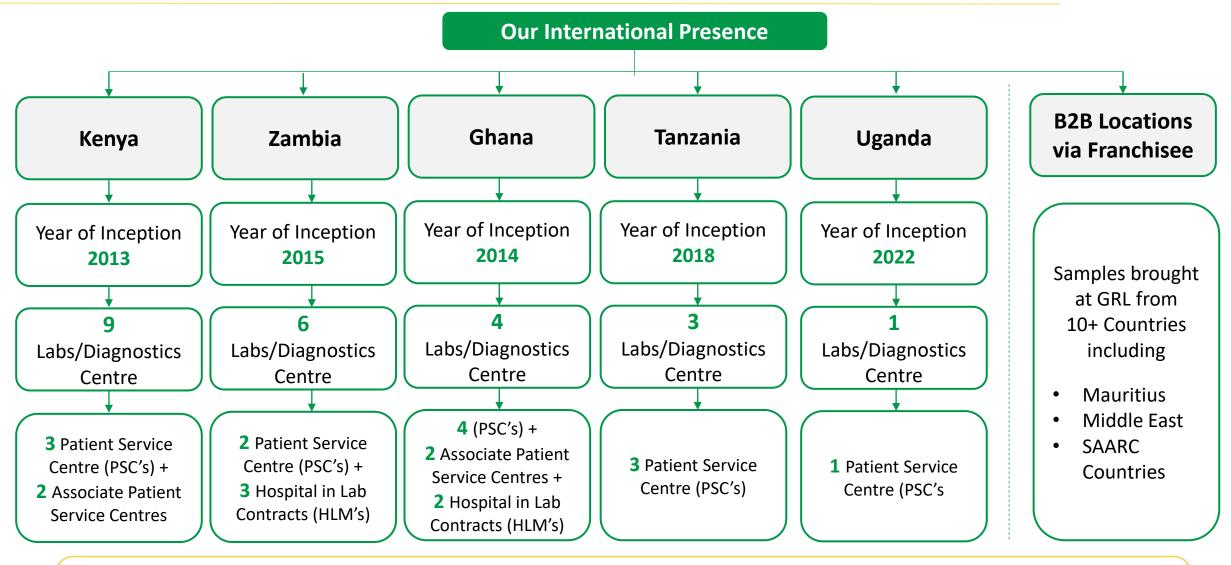
Achieve Pre-Covid Margin Profile



Be the fastest growing Diagnostics Company within the National Chains Segment

International business





- ✓ International business focuses on specialized testing and is managed by a dedicated team
- ✓ MHL is one of the largest organized player in the international geographies of its presence
- ✓ Business is characterized by low investments & higher return profile





Metropolis is the First Indian Diagnostic Organization for getting Great Place To Work certification.

EMPLOYEE BRAND- Our Identity



Attributes that Build Our Culture

Trust, Openness, Innovation, Compassion & Growth Mindset

Communicate Amplify with Talent Community

Social Media, Campus, Career Page

Talent being our Key Differentiator





Metropolis ESG' Goals



Well identified ESG Focus Areas and assessments are created as per the materiality matrix based on the GRI, SASB and SDG Frameworks. Our first Business Responsibility Sustainability Report (BRSR) released as part of Annual Report 2022-23.

OUR ESG FOCUS AREAS

ENVIRONMENT



- Emissions and Energy
- Waste Management
- Water Management

SOCIAL



- Quality of care and patient satisfaction
- Occupational Employee Health and Safety
- Employee recruitment, development, and retention
- Community Development

GOVERNANCE



- Patient privacy and electronic health records
- Risk Management
- Board Governance, Ethics and Compliance

Emission Goals for a Greener Tomorrow

- Carbon Neutrality by 2043
- 45% reduction in emissions intensity by 2030

Achieving Zero Waste and Water Neutrality by 2043

- Zero waste in offices by 2030
- Reduce plastic usage by 50% by 2030.
- Zero waste to landfill by 2043
- Reduction of water intensity by 30% by 2030
- Water Neutral by 2043

Fostering Quality, Safety, Diversity and Community Well-being

- Resolution of 80% of service complaints resolved Y-o-Y by 2028
- Achieve ISO 45001 certifications across locations and 100% awareness and training on OHS for all employees.
- Strengthen the DE&I Program and improve the Diversity/New Hire Ratio
- By 2028, achieve a gender-neutral workforce with a 50:50 gender balance
- Manage training by tracking hours, gender, and effectiveness, and implement improvement measures for enhanced retention.
- Make a positive impact on the lives of 6 lakh direct beneficiaries by 2043.

Upholding Integrity, Security, and Compliance

- Continue to maintain zero year-on-year data breaches
- ISO 27001 Certification
- Comprehensive, Annual Risk Assessment and Mitigation Plans
- Board Diversity 50:50 by 2028
- Zero instances of non-compliance with regulatory requirements Y-O-Y

Key ESG Initiatives 2023-24



Emissions & Energy

- Utilize renewable energy sources (solar, wind, energy saver kits).
- Conduct energy audits in offices to identify energysaving opportunities
- Conduct digital GHG inventories for all Scope 1, 2, and 3 emissions.
- · Equip company-owned vehicles with CNG kits.
- Launch e-bike initiative for logistics and home visit technicians to reduce costs and carbon emissions.
- Implement Black-Out Periods twice a year to reduce employee travel.
- Partner with specialized agencies to reduce carbon footprint and optimize costs.

Water & Waste Management

- Implement water conservation measures (biocakes for urinals, water nozzles
- Reduce plastic usage; Use non-toxic, eco-friendly cleaning chemicals.
- Treat reagents/sample mixed water in effluent treatment plants.
- Segregate waste into different bins with barcodes for authorized disposal.
- Digitally track and report waste generation on a monthly basis.
- Aim for zero waste to landfill and adopt circular waste management.

Occupational Employee Health & Safety

- Partner with educational institutes, establish OHS governance, and clarify roles for OHS professionals.
- Align annual performance with safety management, involve workers in safety processes, and conduct internal safety audits.
- Develop SOPs for injury classification, track using GovEVA, and differentiate between worker and employee incidents. Monitor and report fatalities and assess risks with third-party assistance.
- Create mitigation plans, offer injury reporting training, and extend it to contractors and suppliers

Employee Recruitment, Development and Retention

- Strengthen the DE&I Program and improve the Diversity/New Hire Ratio; Hiring of differently abled people
- Drive the LGBTQIA+ campaign for sensitization and awareness.
- Launch of exclusive program on Women's Leadership HIPO Employees

Community Development

Implementing planned CSR initiatives for fiscal year 2023-24, including the MedEngage Scholarship Program, Too Shy to Ask (TSTA), Delhi Skill Entrepreneurship University (DSEU), and Preventive Healthcare projects

Quality of Care and Patient Satisfaction

- Actively conduct NPS surveys aiming for a consistent score of 85 with fewer detractors and share results with stakeholders. Assign expert teams to address detractors' concerns from NPS surveys.
- Monitor and aim to resolve over 80% of complaints within 24 hours using the Service CRM. Our quality team audits closed complaints for compliance.
- Introduced a 'Rate our Phlebotomist' system for competency assessment.
- Use of Service CRM to handle complaints and feedback from various sources, nationally and internationally, including PSC, call centers, social media, and email desks.

Patient Privacy and Electronic Health Records

- Partnered with a Consulting firm and initiated the process to achieve Certification in ISO 27001 / 2:2022 and ISO/ IEC 27701:2019 during FY 24 for Information Security and Data Privacy.
- Continue to maintain high ethical standards at all times, protect and secure the data, infrastructure, and identity.

CSR at Metropolis





Too Shy to Ask (TSTA) Outreach and Digital Program

- Metropolis Foundation, the CSR arm of Metropolis Health care limited has partnered with 10 implementation partners for TSTA outreach programme.
- TSTA outreach impacted 22096 Adolescents ,
- 143 adolescent groups or Kishori manch
- 473 Teachers in rural and urban Maharashtra
- Digital Intervention showed 2.5 download and 11000 active users
- 159 questions from Adolescents was answered by Expert.



MedEngage Programme

- The MedEngage outreach programme is more holistic through integrating all UG and PG years including Research grant ii) integrating backward areas / aspirational district as notified by Niti-Aayog and supporting for Research Grant
- MedTalk and Webinar are being regular organized as interactive forum so that young aspiring doctors gain from senior medical maestro.



Preventive health Care Project

- 1702 TB patients were supported with Nutritional support and > 97% adhered to TB medicines
- 30000 impacted through Anemia awareness
- 1 + lakh community members are impacted through use of various community tools on diabetes and Anemia.



DSEU*(Delhi Skills Entrepreneurial University)

- 7 labs fully made functional in DWARKA Campus
- 800 per year students will benefit from this support
- Curriculum support was also given to DESU



For further information, please contact:

Company:

Investor Relations Advisors:



 $SGA^{\underline{\mathtt{Strategic\ Growth\ Advisors}}}$

Metropolis Healthcare Ltd.
CIN – L73100MH2000PLC192798
Mr. Rakesh Agarwal - CFO
Email Id – rakesh.agarwal@metropolisindia.com

www.metropolisindia.com

Strategic Growth Advisors Pvt. Ltd.
CIN - U74140MH2010PTC204285
Mr. Shogun Jain / Mr. Sagar Shroff
shogun.jain@sgapl.net / sagar.shroff@sgapl.net
+91 77383 77756 / +91 98205 19303
www.sgapl.net