

Business Responsibility and Sustainability Report



Business Responsibility and Sustainability Report

SECTION A:



GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	:	L15200KA1998PLC023489
2. Name of the Listed Entity	:	HealthCare Global Enterprises Limited
3. Year of incorporation	:	12/03/1998
4. Registered office address	:	HCG Towers, No.8, P. Kalinga Rao Road, Sampangi Rama Nagar, Bengaluru, Karnataka, India – 560027
5. Corporate office address	:	No 3, G-Floor, Tower Block, Unity Buildings Complex, Mission Road, Bengaluru, Karnataka, India - 560027
6. E-mail	:	investors@hcgel.com
7. Telephone	:	+91-80-4660 7700
8. Website	:	https://www.hcgoncology.com/
9. Financial year for which reporting is being done	:	FY 2024-25
10. Name of the Stock Exchange(s) where shares are listed	:	BSE Ltd. and National Stock Exchange of India Ltd. (NSE)
11. Paid-up Capital	:	INR 1,39,41,53,700
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	:	Sunu Manuel-Company Secretary and Compliance Officer, Email: investors@hcgel.com , Tel: +91-80-4660 7700
13. Reporting boundary	:	Consolidated ¹
14. Name of assurance provider	:	No assurance for FY 2025
15. Type of assurance obtained	:	NA

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Medical and Healthcare	Medical and Healthcare	100%

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

S. No.	Product/Service	NIC Code	% of total revenue contributed
1.	Medical and Healthcare	8610	98.00

¹The Report covers all the Units operated by the Company and its subsidiaries. More details on the entities covered are provided as response to Q.8 (a) 'Names of holding / subsidiary / associate companies / joint ventures. The reporting timeline for this Report is 1st April 2024 to 31st March 2025. For Advanced Molecular Imaging Limited, HealthCare Global (Kenya) Private Limited holds 50% of the share capital and the reporting timeline has been considered as January to December 2024

III. Operations

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

Location	Number of plants	Number of offices	Total
National	44	4	48
International	1	4	5

Note: This represents units and offices managed by the Company and its subsidiaries, which include 20 Comprehensive Cancer Centres (2 centres in Vijayawada, Vadodara, Vishakhapatnam and Nashik respectively) in India and 1 in Kenya; 4 multi-specialty hospitals (including Bhavnagar), 7 Day Care Clinics (Includes 2 OPDs), 1 PET-CT and 1 Cyclotron facility located at Chennai and 6 fertility centres operating under the Milan brand.

19. Markets served by the entity:

a. Number of locations²

Locations	Number
National (No. of States)*	10
International (No. of Countries)	1

*This excludes the Milann IVF unit at Chandigarh. Other than the IVF unit, HCG does not have any presence in Chandigarh

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

The contribution of exports as a percentage of the total turnover for FY 2024-25 is 2.89%.³

c. A brief on types of customers

The Company offers healthcare services to both insured and uninsured patients. Its customers consist of individuals enrolled in various Indian government-sponsored programs, including CGHS, ECHS, and state government health initiatives. Additionally, the Company serves patients who are covered by social security options supported by international institutions or organizations.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently-abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	6,736	3,379	50%	3,357	50%
2.	Other than Permanent (E)	1,664	927	56%	737	44%
3.	Total employees (D + E)	8,400	4,306	51%	4,094	49%

*The Company does not have any workers as defined in the BRSR Guidance Note

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	3	2	67%	1	33%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	Total differently abled employees (D + E)	3	2	67%	1	33%

*The Company does not have any workers as defined in the BRSR Guidance Note

²The Company provides services to patients from various states, including those who travel to HCG for specialized cancer care from different parts of the country. Moreover, HCG offers its services not only in Kenya but also to patients from other international regions such as Africa, the Middle East, SAARC nations, and CIS countries as part of medical tourism to India.

³This represents the international business revenue on a consolidated basis. Please refer to note 2 above

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25%
Key Management Personnel	2	2	100%

*The Company does not have any workers as defined in the BRSR Guidance Note

22. Turnover rate for permanent employees and workers

	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	30%	31%	31%	31%	33%	32%	30%	34%	32%

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sl. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	HCG Medi-Surge Hospitals Private Limited	Subsidiary	74%	Yes
2.	Malnad Hospital & Institute of Oncology Private Limited	Subsidiary	70.25%	Yes
3.	Healthcare Global Senthil Multi Specialty Hospitals Private Limited	Subsidiary	100%	Yes
4.	Niruja Product Development and Healthcare Research Private Limited	Subsidiary	100%	Yes
5.	BACC Healthcare Private Limited	Subsidiary	100%	Yes
6.	Healthcare Diwan Chand Imaging LLP	Subsidiary	75%	Yes
7.	Nagpur Cancer Hospital and Research Institute Private Limited	Subsidiary	100%	Yes
8.	Vizag Hospital and Cancer Research Centre Pvt Ltd	Subsidiary	51%	Yes
9.	Vizag Hospital and Cancer Research [Odisha] Private Limited	Subsidiary	98.37%	Yes *
10.	Vizag Hospital and Cancer Research [Jharsuguda] Private Limited	Subsidiary	100%	Yes *
11.	HCG Oncology Hospitals LLP (along with the Shareholding of Niruja Product Development and Healthcare Research Private Limited) (previously known as APEX HCG Oncology Hospitals LLP)	Subsidiary	100%	Yes
12.	HCG NCHRI Oncology LLP (along with the shareholding of Nagpur Cancer Hospital and Research Institute Private Limited)	Subsidiary	100%	Yes
13.	HCG Oncology LLP	Subsidiary	74%	Yes
14.	HCG Kolkata Cancer Care LLP (Formerly known as HCG EKO Oncology LLP) (along with the Shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100%	Yes
15.	HCG Manavata Oncology LLP	Subsidiary	51%	Yes
16.	HCG Rajkot Hospitals LLP (Formerly known as HCG SUN Hospitals LLP) (along with the shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100%	Yes

Sl. 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)
17.	HCG (Mauritius) Pvt. Ltd. (along with the shareholding of Niruja Product Development and Healthcare Research Private Limited)	Subsidiary	100%	Yes
18.	Healthcare Global (Africa) Pvt. Ltd.	Subsidiary	100%	Yes
19.	HealthCare Global (Uganda) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100%	Yes
20.	HealthCare Global (Kenya) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100%	Yes
21.	HealthCare Global (Tanzania) Private Limited (Wholly Owned Subsidiary of Healthcare Global (Africa) Pvt. Ltd)	Subsidiary	100%	Yes
22.	Cancer Care Kenya Limited (Subsidiary of HealthCare Global (Kenya) Private Limited)	Subsidiary	81.63%	Yes
23.	Suchirayu Health Care Solutions Limited	Subsidiary	78.60%	Yes
24.	Advanced Molecular Imaging Limited (HealthCare Global (Kenya) Private Limited holds 50% of the share capital)	Associate	50%	Yes

*These shares are held by Vizag Hospital and Cancer Research Centre Pvt Ltd

VI. CSR Details

24. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes, CSR is applicable to the Company.
- ii. Turnover (in INR): **22,181.36 (In millions)**
- iii. Net worth (in INR): **9,224.44 (In millions)**

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2024-25			FY 2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	0	0	NA	0	0	NA
Shareholders	Yes	0	0	NA	0	0	NA
Employees and workers	Yes	8	2	The pending cases are currently under enquiry proceedings	5	0	NA
Customers	Yes	3	0	NA	6	0	NA
Value Chain Partners	Yes	0	0	NA	0	0	NA

26. Overview of the entity's material responsible business conduct issues

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

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.	Patient Satisfaction and Wellbeing	Opportunity	Opportunity: As a company in the health sector, our foremost priority is to deliver high-quality care that enhances our patients' quality of life. Creating a positive patient experience is fundamental to our values. We are dedicated to cultivating a culture of care that prioritizes our patients' wellbeing and ensures they have easy access to comprehensive healthcare services.	-	Positive: Improving patient experience and achieving high levels of satisfaction positively influence our brand value. This, in turn, strengthens our reputation and fosters trust among stakeholders and the community regarding our company.
2.	Medical Quality and Safety	Risk and Opportunity	<p>Risk: Medical quality is a vital factor that greatly affects the company's reputation and performance. Failing to uphold high standards of quality and safety may result in compromised patient safety, regulatory violations, and potential legal and financial consequences.</p> <p>Opportunity: The core values of the Company revolve around nurturing a culture of care for all patients. This culture is heavily influenced by the quality and safety of the services we offer. As a healthcare organization, it is essential that we deliver services that are both safe and contribute to enhancing our patients' quality of life.</p>	The Company recognizes the importance of delivering high-quality services while prioritizing patient safety. To this end, we have implemented rigorous quality protocols that guarantee all services are rendered safely and efficiently. Our facilities are equipped with cutting-edge technology to enhance the overall patient experience. Additionally, all staff members possess the required skills and undergo training to ensure they provide proper treatment and care.	<p>Negative: Failure to comply with quality and safety standards could negatively affect the Company's reputation. Additionally, it may lead to financial or legal repercussions, as well as the potential loss of accreditation status.</p> <p>Positive: Delivering safe and high-quality healthcare services to all patients will not only drive business growth but also strengthen brand value. Moreover, it ensures that the Company complies with regulatory standards while providing safe medical care to every patient.</p>

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)
3.	Energy Management	Risk and Opportunity	<p>Risk: Poor management of energy and the Company's environmental impact could expose the organization to climate-related physical and transition risks. This may result in operational disruptions and jeopardize business continuity.</p> <p>Opportunity: Embracing new low-carbon technologies can create opportunities for more efficient processes and enhance business resilience.</p>	The Company is dedicated to transitioning to renewable energy and has implemented several initiatives to achieve this goal. This includes the installation of solar panels, which have the potential to offset 3,300 tons of carbon emissions each year. Furthermore, the Company has upgraded to LED lighting throughout its facilities to enhance energy efficiency.	<p>Negative: Inefficient management of the Company's energy consumption could negatively affect business resilience. Additionally, it may result in a loss of stakeholder trust and damage to the Company's reputation.</p> <p>Positive: Pursuing efficient energy management can provide businesses with opportunities to leverage emerging technologies and adopt more effective production methods.</p>
4.	Waste Management	Risk	<p>Risk: Effective waste management is essential for the Company to foster a positive environmental footprint. Dedicated efforts to minimize waste generation and ensure proper disposal are crucial to showcasing the Company's commitment to a sustainable future and a healthier planet. This is especially important for the biomedical and radioactive waste produced in our hospitals, as proper treatment and safe disposal are vital for safeguarding both human and environmental health.</p>	The Company has created comprehensive Waste Management Manuals that provide thorough guidance on waste disposal methods and procedures. These Manuals ensure strict adherence to regulatory requirements for proper waste disposal. In addition, the Company is continuously seeking opportunities to enhance waste recycling, which will help reduce waste generation and positively impact the environment.	<p>Negative: Poor management and disposal of waste can have detrimental effects on both human health and the environment. It may also result in financial losses and legal repercussions due to non-compliance with laws and regulations. Additionally, the Company's brand value could be significantly compromised.</p>

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)
5.	Data Security	Risk and Opportunity	<p>Risk: Data security risks and threats can negatively impact the security and integrity of the Company's IT systems.</p> <p>Opportunity: A strong governance framework for data integrity, technology, and digitization can significantly enhance the Company's productivity and growth by ensuring a secure IT network.</p>	To prevent data breaches and protect confidential information, the Company conducts regular assessments of vulnerabilities and breach threats to our IT systems. Employees receive training and awareness programs on cybersecurity, and periodic informational mailers are distributed to promote safe IT practices and behaviors.	<p>Negative: Lack of a robust data integrity and security mechanism could increase the rate of data breaches and result in the loss of valuable data that may have an adverse impact on the business. Breach of patient/stakeholder data may potentially expose us to litigations, fines and penalties.</p> <p>Positive: The integration of front-line data privacy principles and practices throughout the Company ensures compliance with data privacy laws and regulations. Moreover, it creates a protective environment against breaches and enhances productivity, ultimately contributing to sustainable growth.</p>
6.	Health and Safety	Risk	<p>Risk: Occupational health and safety is a crucial aspect of the Company's commitment to delivering a safe and secure working environment. If the existing health and safety management programs are ineffective, it may result in a significant increase in health and safety incidents.</p>	The Company has established a comprehensive Employee Health and Safety Policy that applies to all staff in order to promote a safe working environment. This policy outlines the processes and procedures necessary for ensuring safety, as well as preventive measures aimed at mitigating potential risks. Employees receive targeted training on health and safety to encourage safe workplace behaviors. All services offered by the Company are subject to Hazard Identification and Risk Assessment (HIRA). Compliance with standards and regulatory requirements is consistently monitored through rigorous Quality Audits.	<p>Negative: Frequent health and safety incidents can adversely affect the Company's performance regarding safety and employee well-being. This, in turn, can impact the brand image and reputation, hindering the Company's ability to attract and retain talent.</p>

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)
7.	Business Ethics and Compliance	Risk and Opportunity	<p>Risk: Not complying with the highest standards of corporate governance and business ethics can lead to regulatory consequences, as well as financial and/or reputational damage.</p> <p>Opportunity: Upholding and showcasing strong governance practices and ethical behavior will facilitate long-term value creation for all stakeholders.</p>	The Company engages in proactive and regular communications with regulatory organizations across its facilities to minimize the risk of noncompliance. Additionally, strict adherence to internal policies and regulatory requirements is enforced through training for all employees on business ethics and the code of conduct.	<p>Negative: Noncompliance with regulatory standards could negatively affect the Company's reputation and business continuity.</p> <p>Positive: The Company's dedication to ethical business practices will be positively received by all stakeholders, enhancing brand value and building trust among them.</p>
8.	Water Management	Risk	<p>Risk: Efficient water management is essential for creating a positive environmental impact. Due to the nature of our operations, water usage is extensive across our hospitals. Therefore, targeted initiatives aimed at improving water efficiency and reducing consumption are crucial to mitigate risks to business growth and minimize adverse effects on the environment.</p>	The Company conducts regular and focused monitoring of water usage across all locations. Water meters have been installed at all discharge sites to proactively track consumption levels. Additionally, the Company has embraced advanced technologies to optimize water usage through improved recycling and reuse practices.	<p>Negative: Poor management of water usage can result in water scarcity, significantly affecting business continuity and growth. This mismanagement can also lead to a decline in brand value and reputation.</p>
9.	Human Rights	Risk and Opportunity	<p>Risk: The lack of a protective environment for Human Rights can result in higher instances of discrimination and the development of a hostile work environment. Furthermore, this may harm the Company's reputation and diminish its societal value.</p> <p>Opportunity: As a responsible corporate citizen, the Company is committed to protecting and promoting human rights. This approach will enhance its positive image, build stakeholder trust, and clearly demonstrate the Company's dedication to social responsibility.</p>	<p>Outlined in the Code of Conduct, the Company is dedicated to protecting and promoting human rights, establishing a supportive and robust governance framework. All employees receive training on these principles and are required to adhere strictly to them. As an equal opportunity employer, the Company maintains a zero-tolerance policy toward any form of discrimination or violation of human rights. Additionally, the Company actively encourages its value chain partners to uphold human rights throughout their operations.</p>	<p>Negative: The lack of a robust governance system for the protection of human rights may result in employee dissatisfaction and decreased productivity, ultimately affecting the Company's long-term business performance. Moreover, an ineffective grievance redressal system heightens the risk of noncompliance, potentially leading to financial, legal, and reputational repercussions.</p> <p>Positive: A strong alignment with human rights principles enhances the Company's social value and demonstrates their integration within the business model, fostering a comprehensive approach.</p>

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)
10.	Sustainable Supply Chain and Responsible Procurement	Risk and Opportunity	<p>Risk: Disruptions to the Company's supply chain can lead to substantial delays in delivering essential health services to patients. Additionally, reliance on non-substitutable suppliers creates a risk regarding the ongoing availability of critical supplies.</p> <p>Opportunity: The supply chain is crucial to an organization's sustainability. Engaging suppliers in the ESG journey enables the Company to build a resilient supply chain and foster a virtuous cycle of environmentally and socially responsible practices throughout the value chain.</p>	The Company has established long-term business relationships with reliable and reputable suppliers to create a strong supply chain. Considerable importance is placed on suppliers' knowledge, reputation, and ethical values during the selection process. Moreover, all suppliers are required to submit a self-declaration regarding their social and environmental performance during onboarding. The Company also conducts targeted monitoring to ensure that all suppliers comply with the ESG principles it has adopted.	<p>Negative: Long-term commercial partnerships with suppliers may be jeopardized if they fail to adhere to standards concerning social, environmental, and safety aspects, resulting in a loss of business value.</p> <p>Positive: The effective resolution of supply chain disruptions due to unforeseen circumstances is achieved through responsible supply chain practices. Additionally, commitment to responsible sourcing strongly reflects the Company's dedication to its ESG performance.</p>

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.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
b. Has the policy been approved by the Board? (Yes/No)					Yes				
c. Web Link of the Policies, if available						https://www.hcgoncology.com/policies-and-guidelines/			
2. Whether the entity has translated the policy into procedures. (Yes / No)					Yes				
3. Do the enlisted policies extend to your value chain partners? (Yes/No)						Select policies like our Anti-Fraud policy, Anti-Bribe, Anti-Corruption policy, Whistleblower policy, ICW/POSH Policy extend to our value chain partners.			
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.						1. ISO 15189 Medical Laboratory Accreditation 2. College of American Pathologists (CAP's) Laboratory Accreditation Program 3. National Accreditation Board for Testing and Calibration Laboratories (NABL) 4. National Accreditation Board for Hospitals & Healthcare Providers (NABH) 5. ISO Certification 27001:2022 on Information Security Management System			

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has presently not established any specific commitments, goals, or targets in this reporting cycle. However, internal discussions and preparatory work are underway to identify relevant focus areas and to develop an appropriate framework for goal-setting and implementation.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Once finalized, these commitments will be aligned with best industry practices, and stakeholder expectations. The Company will disclose the defined goals, targets, and progress achieved in subsequent financial years, in accordance with statutory and reporting obligations.								
Governance, leadership and oversight										
7.	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	<p>At HCG, sustainability remains a core pillar of our strategy — guiding both our operational decisions and long-term value creation. We are committed to fostering positive outcomes for all our stakeholders through a responsible, transparent, and accountable approach to business.</p> <p>Our fourth Business Responsibility and Sustainability Report (BRSR) builds on our journey so far offering an integrated view of how we embed environmental, social, and governance principles into our day-to-day operations and strategic outlook. Ethical conduct forms the foundation of our business, supported by a strong governance framework that drives accountability and stakeholder trust.</p> <p>Through this, we remain focused on expanding access to quality, affordable healthcare while continuously working to improve the lives of our patients. Our people are integral to our success. We are committed to creating a workplace where talent is nurtured, growth is encouraged, and wellbeing is prioritized. Our efforts are designed to promote inclusivity, empower employees at every level, and ensure they have meaningful opportunities for personal and professional development.</p> <p>In alignment with our broader purpose, we continue to engage with local communities through targeted social impact and CSR initiatives. These efforts reflect our culture of care and our responsibility to support the broader ecosystem in which we operate.</p> <p>We have undertaken focused initiatives in areas such as energy efficiency, renewable energy adoption, water conservation, and responsible waste management. Notable actions include the use of solar energy, rainwater harvesting systems, e-billing to reduce paper use, and biodegradable materials to replace single-use plastics.</p> <p>As we present our fourth BRSR, we reaffirm our commitment to continuous improvement and resilience. The road ahead demands greater climate responsibility, enhanced stakeholder collaboration, and deeper integration of sustainability across our business. We are determined to meet these expectations by listening to our stakeholders, collaborating across the industry, and innovating for a more sustainable future.</p>								
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Chief Executive Officer is the highest authority responsible for implementation and oversight of the Business Responsibility policies.								
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.	Yes. The Risk Management Committee of the Board provides direct oversight with respect to all ESG issues and processes. The Committee further offers guidance to the business and management for effective management of sustainability in all strategic initiatives, budgets, and action plans of the Company.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
Performance against the above policies and follow up action	Performance against the above-mentioned policies and follow-up action is reviewed by the Board of Directors, Nomination and Remuneration Committee, Risk Management Committee and Audit Committee, as applicable. The periodicity of these reviews is once in every three years or whenever an update is required due to changes in applicable laws.	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company maintains a proactive approach in monitoring and fulfilling its compliance obligations within the prescribed timelines. In the event of any non-compliances, they are promptly reported to both the Audit Committee and the Risk Management Committee for appropriate action and resolution	

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.

The Company's internal auditors conduct periodic reviews of existing policies, evaluating their implementation, operational effectiveness, and alignment with organizational objectives. As part of this process, the auditors also assess the adequacy of these policies in comparison with industry benchmarks and best practices adopted by reputed organizations, ensuring that the Company remains aligned with evolving governance and control standards.

For the financial year 2024–25, the assessment and evaluation activities were carried out internally, and no external agency was engaged for an independent review during the period. The Company, however, remains committed to strengthening its assurance mechanisms and may consider the engagement of external experts in future reporting cycles, wherever deemed necessary, to provide additional perspective and validation.

SECTION C:



PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

PRINCIPLE 1

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by awareness programmes
Board of Directors	2	<ul style="list-style-type: none"> Human Resources – Engagement, development, and retention process Business model – verticals, major units/ clusters Operation of units Strategy - our approach, methodology and execution Financials, key metrics & drivers/ Banking arrangements etc. Policies and compliance monitoring mechanism 	100%
Key Managerial Personnel			

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by awareness programmes
Employees other than BoD and KMPs	3,200	<ul style="list-style-type: none"> Employee Induction- HCG Connect Code of Conduct Anti-bribery and Anti-Corruption policy Whistle blower policy Prevention of Sexual harassment Employee Rights & Responsibilities Advanced Life Support Basic Life Support Emergency codes & mandatory HR policies 	96%

*The Company does not have any workers as defined in the BRSR Guidance Note

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

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

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

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

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

The Company is committed to upholding the highest standards of ethical governance and responsible business conduct. The Anti-bribery and Anti-corruption policy, applicable to all employees, subsidiaries, joint ventures and affiliated entities, provides detailed guidance and requirements to ensure the protection of stakeholder interests is carried out with integrity, fairness, accountability and transparency.

Further details can be found at: <https://www.hcgoncology.com/uploads/ir/HCG-ANTI-BRIBERY-AND-ANTI-CORRUPTION-Main-02.pdf>

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

Particulars	FY2024-25	FY2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

Particulars	FY2024-25		FY2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	0	NA

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

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

Particulars	FY2024-25	FY2023-24
Number of days of accounts payables	82.44	81.82

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along with loans and advances & investments, with related parties in the following format:

Parameter	Metrics	FY2024-25	FY2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0	0
	b. Sales (Sales to related parties / Total Sales)	0.0012	0.07
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.01	0
	d. Investments (Investments in related parties / Total Investments made)	85.80%	70.11

Leadership Indicators

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

All value chain partners of the Company are provided with training and awareness sessions on critical components of the principles during onboarding, evaluation and periodic review meetings. Furthermore, all suppliers are mandated to sign and acknowledge the Company's Code of Conduct and abide by the same

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

Yes. The Company's Code of Conduct for the Board and the Senior Management provides comprehensive information on practices of ethics, integrity and honesty and provides details on mechanisms to manage conflict of interests. All Board Members are mandated with ensuring prevention of any conflict of interest and must make full disclosure to the Board or any other Committee as identified in case of any conflict.

Further details can be found at: <https://www.hcgoncology.com/uploads/ir/Code-of-Conduct-for-the-Board-and-the-Senior-Management.pdf>

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.

Particulars	FY2024-25	FY2023-24	Details of improvements in environmental social impacts
R&D	0	0	NA
Capex	0	0	NA

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

All goods and services procured by the Company is done through empaneled vendors, subject to robust and strict protocols and regulations. The Company demonstrates a preference of sourcing through vendors who demonstrate sustainable practices and are aligned with the Company's ESG agenda. Further, utilizing a life cycle cost analysis approach, the Company continues to procure energy efficient supplies. Long term relationships with technology vendors, suppliers and other value chain partners have been cultivated, enabling provision of quality healthcare for all patients and sustainable value creation for all stakeholders.

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

The Company is committed to responsible sourcing and engaging with partners who demonstrate a strong commitment to sustainable and ethical practices. These efforts are evolving, and necessary efforts are being undertaken to bring about a holistic approach to sustainability across the value chain. Quantification of sustainability sourced inputs will be undertaken and reported on in subsequent financial years

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.

Waste reduction at the source is a critical element of the Company's waste management strategy. Focused efforts are continually made to enhance recycling efforts and ensure safe handling of waste for disposal. Detailed Waste Management Manuals have been developed containing clear guidance for effective waste management.

Safe and proper disposal of E-waste is undertaken in line with the guidelines of the E-waste Management Manual. All E-waste is disposed of only through authorized take back collection centers. The Manual includes Standard Operating Procedures (SOPs) for collection, storage and transportation of the E-waste in accordance with E-waste (Management) Rules 2022 and amendments thereof. It also provides details on safety procedures to be followed while storing, handling and transportation of E-waste and procedures for records retention.

All Hazardous Waste generated is handled with careful precision and as per the Hazardous Waste Management Manual developed by the Company. This Manual includes applicability of Authorization and Grant from State Pollution Control Board (SPCB) under the Hazardous and Other Waste (Management & Transboundary Movement) Rules, 2016. Procedures for collection, storage and transportation of hazardous waste and procedures for records retention have also been specified.

Other waste: Bio-medical waste is handed over to the Common Bio Medical Waste Treatment Facility, authorized by SPCB as per Bio-Medical Waste Management Rules, 2016 Rules and amendments thereof. Used radiopharmaceutical products and vials are disposed of through consulting manufacturers and other disposal options as per applicable regulations. A generator-return service offered by some manufacturers, enables disposal of generators through radioactive materials facilities for breakdown, lead-recycling, and radioactive- component disposal. General waste is stored in a secured area and cleared regularly as per local municipality rules before collection by Municipal Authorities.

Disposal of battery waste is undertaken through a buy back system with the supplier, covered through a PO/ MOU/Agreement. A Batteries Waste Management Manual has been developed for greater clarity of processes and procedures. It includes SOPs for collection, storage and transportation of the battery waste, safety procedures to be followed while storing, handling and transportation of waste and procedures for records retention.

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

Not Applicable

Leadership Indicators

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

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain(Yes/ No) If yes, provide the web-link.
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The Company has not conducted Life Cycle Perspective/ Assessments (LCA) for any of its services in FY 2024-25

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
Not applicable		

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	
	FY2024-25	FY2023-24
Not Applicable	Not Applicable	Not Applicable

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

Particulars	FY 2024-25			FY 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable			Not Applicable		
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

PRINCIPLE 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	3,379	3,379	100%	3,379	100%	0	0	3,379	100%	0	0%
Female	3,357	3,357	100%	3,357	100%	3,357	100%	0	0%	3,357	100%
Total	6,736	6,736	100%	6,736	100%	3,357	50%	3,379	50%	3,357	50%
Other than Permanent employees											
Male	927	927	100%	927	100%	0	0%	0	0%	0	0%
Female	737	737	100%	737	100%	737	100%	0	0%	737	100%
Total	1,664	1,664	100%	1,664	100%	737	44%	0	0%	737	44%

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male											
Female										Not applicable HCG doesn't have any workers	
Total											
Other than Permanent workers											
Male											
Female										Not applicable HCG doesn't have any workers	
Total											

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

Particulars	FY2024-25	FY2023-24
Cost incurred on wellbeing measures as a % of total revenue of the company	0.4	0.3

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100	0	Y
Gratuity	100%	NA	NA	100	0	NA
ESI	21%	NA	Y	24%	0	Y
Others – please specify	NA	NA	NA	NA	NA	NA

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.

Yes, all premises and offices of the Company are accessible to differently abled employees. To promote a culture of accessibility supported with inclusivity, necessary steps have been taken to bring about integration of relevant accessibility standards within all physical spaces.

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. As provided for in our Code of Conduct, the Company is proud to be an equal opportunity employer. This commitment is integrated in all employment processes, including recruitment, hiring, promotion, and termination. The Company strongly upholds the merit-based principle and presents a zero-tolerance approach to discrimination based on race, color, religion, creed, caste, economic or social status, gender, nationality, citizenship, age, sexual orientation, physical disability, pregnancy, childbirth, marital status, medical condition, ancestry, language, or any other characteristic. This commitment is also extended to any other protected classes as defined by applicable law.

Further details can be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/01/HCG-Code-of-Conduct-Policy.pdf>

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	91%	9
Female	80%	20
Total	86%	14

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.

The Company provides for a robust Grievance Redressal policy to provide for an effective, equitable and secure management of grievances. All employees are provided with easy access to a safe channel of communication, wherein anonymity is offered to any complainant. The purpose of the system is to remedy grievances in a timely and satisfactory manner, while protecting the aggrieved. The policy provides clear guidance on the nature of grievances, the manner and mode of raising complaints and a clear escalation matrix.

Further details can be found at: <https://www.hcgoncology.com/uploads/ir/GreviancePolicy.pdf>

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	N/A
Other than Permanent Workers	N/A
Permanent Employees	YES
Other than Permanent Employees	YES

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

The Company does not recognize any employee associations.

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,379	3,101	92%	2,985	88%	3,116	3,116	100	2,957	95
Female	3,357	2,908	87%	2,881	86%	3,034	3,034	100	2,828	93
Total	6,736	6,009	89%	5,866	87%	6,150	6,150	100	5,785	94

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
- Male	3,379	2,739	81	3,116	2,689	86
- Female	3,357	2,641	79	3,034	2,499	82

10. Health and safety management system:

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

Central to the Company's culture is its commitment to providing a safe and healthy workplace, prioritizing the wellbeing of its employees. A comprehensive Employee Health and Safety Policy, applicable to both clinical and nonclinical staff, has been formulated to ensure a secure work environment for all. This policy underscores management's dedication to employee health and safety and recognizes the link between employee wellbeing and business performance. The policy delineates the responsibilities of both employer and employee in upholding occupational health and safety, outlining preventive measures. It addresses various aspects including workplace hazards, infection control protocols, medical screenings, employee training on health and safety, radiation safety, and healthcare benefits.

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's services undergo Hazard Identification and Risk Assessment (HIRA), covering facility and gas cylinder safety. This method is uniformly applied across all HCG centers, emphasizing the significance of raising awareness among employees and management. Regular audits by the Quality department ensure adherence to these standards. The Quality Indicator Programs of the Company incorporate an incident management process, delineating the required actions for users during safety incidents. Additionally, the program details the Company's procedures for recording and monitoring each workplace occurrence.

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

The Company does not have any workers as classified in the BRSR Guidance Note. Details on processes available to employees for reporting of work-related hazards have been provided above.

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

The Company offers its employees access to medical and healthcare services unrelated to their job responsibilities. Mediciam coverage is provided to all employees except those already covered by ESIC. ESIC-covered employees receive medical benefits according to ESIC regulations. Additionally, all employees are eligible for discounted treatment at HCG Centers.

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

Safety Incident/Number	Category*	FY2024-25	FY2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Male	0	The Company tracks LTIFR on an internal basis. The same will be made publicly available in subsequent financial years.
	Female	0	
Total recordable work-related injuries	Male	0	0
	Female	0	0
No. of fatalities	Male	0	0
	Female	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Male	0	0
	Female	0	0

*Including in the contract workforce

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

The Company has implemented various measures to ensure employee safety and wellbeing in the workplace. These measures include regular training sessions covering general health and safety practices as well as specific job-related hazards. The Company utilizes the Hazard Identification and Risk Assessment (HIRA) method to pinpoint potential risks related to facility safety, job safety, chemical safety, fire safety, equipment safety, gas cylinder safety, among others. Efforts are made to minimize exposure to radiation for both employees and patients, with qualified personnel conducting regular risk assessments. Furthermore, designated safety supervisors conduct periodic fire drills to enhance emergency readiness. The Company also arranges periodic medical check-ups for employees based on their work area's risk profile or relevant regulations.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	N/A	0	0	N/A
Health & Safety	0	0	N/A	0	0	N/A

14. Assessments for the year:

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

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

The Company continues its efforts to maintain safe and secure working conditions across all locations. No major safety-related incidents were reported during FY 2024–25. Minor observations identified through internal safety reviews were addressed through corrective actions, including reinforcement of standard operating procedures and timely maintenance of equipment.

Regular fire drills were conducted across centres, fire safety infrastructure was periodically inspected for quality and readiness, and mandatory health and safety training was provided to employees during induction. These measures form part of the Company's ongoing commitment to workplace safety and risk mitigation.

Leadership Indicators

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

Yes, life insurance and other compensatory packages are offered to bereaved family members in the event of the demise of an employee. The objective of these provisions is to ensure family members receive timely support that prioritizes their safety and wellbeing.

*The Company does not have any workers as defined in the BRSR Guidance Note

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

Payment of statutory dues is included as a contractual requirement with all value chain partners.

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

Particulars	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2024-25	FY2023-24	FY2024-25	FY2023-24
Employees	0	0	0	0
Workers	0	0	0	0

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

No, the Company does not provide transition assistance programs to facilitate continued employability and management of career endings. However, throughout an employee's tenure with the Company, ample opportunities for skill and development are provided.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	80%
Working Conditions	91%

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

The Company proactively interacts with stakeholders, meticulously identifying significant material issues, and pledges to meet stakeholder expectations effectively. As a conscientious entity, we are resolute in our dedication to fostering robust and significant connections with stakeholders. We have identified and assessed a range of stakeholders, both internal and external, including the workforce, clients, investors, government and regulatory entities, non-governmental organizations, academic institutions, local communities, shareholders, and suppliers.

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 & Marginalized 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
Government and regulatory authorities	No	Website, Newspaper, Email	Quarterly/ annually / event based	Perceptions and viewpoints regarding regulatory shifts. Impending legislation Compliance with applicable laws
NGO	Yes	Antardhwani, a Company-led initiative, engages informally with various social organizations to seek expert guidance tailored to the specific needs and requirements of each project. The Antardhwani website serves as a reliable and up-to-date source of information for all communication related to these partnerships, and regular email updates are also sent out to keep stakeholders in the loop. This collaborative effort allows us to leverage the collective expertise and resources of both the private and social sectors, resulting in meaningful and impactful initiatives that make a real difference in the communities we serve		
Academia	No	Social Media, Emails, Corporate Website	With external members for the purpose of admissions - Twice a year. For internal Stakeholders - there is engagement on a daily basis	For External - For the purpose of admissions, sharing details of dates of admissions, fees charged, Program Director, Affiliation etc. For Internal- Communication regarding course, updates required, approvals sought, timelines to be met, examination and class details etc.
Employees	No	E-mail, SMS, Meetings, Notice Board, Website, IntraNet (Spider) Communications	Annually/ Half yearly/ Quarterly/ Monthly	Business Communication Employee Policy & Benefits Regular Company updates / Training Needs
Customers	Yes	Website, Newspaper, Email, SMS, Pamphlets, Helpline Desk	Quarterly/ annually/ event based	Treatment Reports/ Offerings.
Suppliers	No	Digital Meetings, In person meetings, E-mail	Quarterly/ Half Yearly/ Annually with Strategic vendors & with other vendors once in a year / need basis	Performance feedback Updation about change in regulation and terms and conditions pertaining to supplies/services.

Stakeholder Group	Whether identified as Vulnerable & Marginalized 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
Local community	No	Community Meetings	Annual/Half Yearly / Quarterly	Developmental /Educational needs as part of the Company's CSR obligation
Investors	No	Website, Newspaper, Email, Meetings	Quarterly/ half yearly/ annually/ event based	Financial Results / other Corporate Announcements as per applicable laws
Shareholders	No	Website, Newspaper, Email, Meetings	Quarterly/ annually/ event based	Financial Results / other Corporate Announcements as per applicable laws

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 acknowledges the importance of targeted stakeholder engagement in promptly identifying and addressing environmental and social issues pertinent to its operations. Following an extensive stakeholder engagement process conducted in FY 2022-23, material issues were identified and presented to the highest governing member and the Board for consideration in guiding strategy and decision-making. As part of its ongoing commitment to engaging with both internal and external stakeholders, the Company periodically reviews the stakeholder engagement process to ensure continuous interaction and identification of significant material issues impacting them.

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.

In FY 2022-23, the Company conducted a thorough materiality assessment involving key stakeholders, including patients, government bodies, employees, suppliers, investors, and society. This assessment facilitated the identification and prioritization of social and environmental issues that significantly affect the business. Through ongoing engagement with these stakeholders, the Company ensures prompt recognition and responsible addressing of expectations, fostering effective communication and alignment.

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

The Company's comprehensive Corporate Social Responsibility (CSR) Policy guides its engagement with vulnerable and marginalized stakeholder groups. CSR initiatives prioritize the holistic empowerment of all community members, ensuring accessible and equitable opportunities for development. Key focus areas of the Company's social empowerment efforts include nutrition, health and wellness, education, gender equality, environmental sustainability, rural development, and preservation of national heritage, art, and culture. Before implementing CSR programs, thorough needs assessments are conducted to understand community needs and expectations. Additionally, all programs undergo rigorous monitoring to track their effectiveness, and upon completion, impact assessments are conducted to evaluate achieved outcomes compared to desired impact. Further details may be found at: <https://www.hcgoncology.com/wp-content/uploads/2022/10/HCG-CSR-Policy.pdf>

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, in the following format:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	6,736	5,734	85	6,150	5,781	94
Other than permanent	1,664	0	0	1,440	0	0
Total Employees	8,400	5,734	68	7,590	5,781	76.16

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	6,736	0	0	6,736	100%	6,150	0	0	6,150	100
Male	3,379	0	0	3,379	100%	3,116	0	0	3,116	100
Female	3,357	0	0	3,357	100%	3,034	0	0	3,034	100
Other than Permanent	1,664	0	0	1,664	100%	1,440	0	0	1,440	100
Male	927	0	0	927	100%	852	0	0	852	100
Female	737	0	0	737	100%	588	0	0	588	100

3. Details of remuneration/ salary/ wages

- a. Median remuneration/ wages

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	20,00,000	2	84,55,121
Key Managerial Personnel	1	3,23,79,826	2	86,57,191
Employees other than BoD and KMP	3,200	3,24,000	3,056	2,76,000
Workers	N/A			

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

Particulars	FY2024-25	FY2023-24
Gross wages paid to females as a % of total wages	39.34	39.14

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

The Company prioritizes safeguarding and protecting human rights. According to our Code of Conduct, employees are required to behave responsibly and respectfully, strictly following these guidelines. Additionally, in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act of 2013, we have set up an Internal Complaints Committee to address concerns related to sexual harassment with sensitivity and care.

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

All human rights complaints are handled according to our comprehensive Grievance Policy. This policy outlines the procedure for lodging a complaint and the subsequent resolution process. Throughout the complaint process, we ensure that all individuals involved are treated with sensitivity and confidentiality. For more information, please visit: <https://www.hcgoncology.com/uploads/ir/GrievancePolicy.pdf>

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

Particulars	FY 2024-25			FY 2023-24		
	Filed	Pending	Remarks	Filed	Pending	Remarks
Sexual Harassment	8	2	The pending cases are currently under enquiry proceedings	5	0	All complaints were resolved in the stipulated time
Discrimination at workplace	0	0	N/A	0	0	N/A
Child Labour	0	0	N/A	0	0	N/A
Forced labour/ Involuntary labour	0	0	N/A	0	0	N/A
Wages	0	0	N/A	0	0	N/A
Other human rights related issues	0	0	N/A	0	0	N/A

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

Particulars	FY2024-25	FY2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	8	5
Complaints on POSH as a % of female employees / workers	0.20%	0.14%
Complaints on POSH upheld	8	5

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

The Company is firmly dedicated to protecting the identity of individuals who raise concerns about discrimination and harassment, ensuring they are shielded from any negative repercussions. Through our policies, such as the Whistleblower Policy, Code of Conduct, and Grievance Policy, we offer anonymity to those who come forward and protect them from any adverse outcomes. We place great emphasis on maintaining the confidentiality of complainants during the investigation phase. Additionally, we provide regular human rights training to all employees to promote awareness and foster a culture that values inclusivity and protection.

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

Yes, aligned to the Code of Conduct, human rights requirements form a critical component of all business agreements, contracts and purchase orders of the Company.

10. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	Upholding of Human Rights is critical to the Company's business. Strict internal vigilance is maintained to ensure prevention of discrimination and conduct our operations in a fair and transparent manner, aligned with all national and international standards of Human Rights.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable.

Leadership Indicators

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

The Company conducts regular evaluations of its policies and business procedures, making updates as needed to align with regulatory modifications or internal needs. These reviews are conducted every 2 to 3 years.

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

The Company undertakes vulnerability mapping for respective areas of business and will undertake due diligence shortly

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 of the Company's offices and facilities are designed to accommodate visitors with disabilities, ensuring accessibility for all.

4. Details on assessment of value chain partners:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual Harassment	We maintain stringent vigilance across our value chain to prevent discrimination and ensure that all engagements with suppliers, contractors, service providers, and other business partners, are conducted fairly and transparently, in alignment with national and international human rights standards.
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	
Others – please specify	

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

Not Applicable

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, in the following format:

Parameter	FY2024-25	FY2023-24
From renewable sources		
Total electricity consumption (A)	17,960.27	18,784.99
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	17,960.27	18,784.99
From non-renewable sources		
Total electricity consumption (D)	1,69,954.75	1,42,545.01
Total fuel consumption (E)	6,309.07	538.38
Energy consumption through other sources (F)	0	0
Total energy consumed from nonrenewable sources (D+E+F)	1,76,263.82	1,43,083.39
Total energy consumed (A+B+C+D+E+F)	1,94,224.10	1,61,868.38
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.000008756185	0.0000084654
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.00018090	0.000298
Energy intensity in terms of physical output	0.063283811	0.089

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

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

Not Applicable

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

Parameter	FY2024-25	FY2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	8,206	0
(ii) Groundwater	2,92,700	2,86,678.04
(iii) Third party water	362	82,699.86
(iv) Seawater / desalinated water	-	0
(v) Others	1,42,372	22,479.42
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,43,640	3,91,857.32
Total volume of water consumption (in kilolitres)	4,43,640	3,54,376.42
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0000200005771	0.0000185332
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000413212	0.000652
Water intensity in terms of physical output	0.1445507	0.196

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

4. Provide the following details related to water discharged:

Parameter	FY2024-25	FY2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0	0
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(ii) To Groundwater	0	
- No treatment	0	27,430
- With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	
- No treatment	0	0
- With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	
- No treatment	28,425	29.20
- With treatment – please specify level of treatment	0	0
(v) Others	0	
- No treatment	0	21.7
- With treatment – please specify level of treatment	3,11,411	0
Total water discharged (in kilolitres)	3,39,836.00	27,480.90

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

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

No, the Company has not implemented a mechanism for Zero Liquid Discharge

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

Parameter	Please specify unit	FY2024-25	FY2023-24
NOx	Metric tonnes	2.05	2.50
SOx	Metric tonnes	1.21	1.30
Particulate matter (PM)	Metric tonnes	13.25	11.75
Persistent organic pollutants (POP)	Metric tonnes	0	0
Volatile organic compounds (VOC)	Metric tonnes	0	0
Hazardous air pollutants (HAP)	Metric tonnes	0.69	0.80
Others – please specify	Metric tonnes	0	0

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

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

Parameter	Unit	FY2024-25	FY2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	468.77	981.24
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)	Metric tonnes of CO ₂ equivalent	34,415.84	34,088.95
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.000001572699	0.0000018341
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		0.000032492	0.000065
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.011366412	0.19

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

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

The company is dedicated to minimizing its energy usage and reducing Greenhouse Gas (GHG) emissions. We meticulously track and monitor energy consumption throughout the company to ensure effective energy management, with internal limits set to control usage within acceptable bounds. We are actively working to decrease our reliance on fossil fuels and transition to low-carbon energy sources. As part of this effort, we have installed solar panels on our facilities to promote sustainable energy adoption. For instance, a 2.25-megawatt solar plant has been set up in Jagaluru Village, Karnataka's Davangere district. This plant is projected to produce 45 lakh units of clean energy annually, offsetting around 3,300 tons of carbon emissions each year. Additionally, it is expected to reduce our energy costs by approximately 70%. Furthermore, we have replaced conventional lights with LED lights to enhance energy conservation and promote a greener energy footprint.

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

Parameter	FY2024-25	FY2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	29.791	595.54
E-waste (B)	2.089	0.59
Bio-medical waste (C)	426.165	380.73
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0.498	0.79
Other Non-hazardous waste generated (H). Please specify, if any (Break-up by composition i.e. by materials relevant to the sector)	78.231	5,725.71
Total (A+B + C + D + E + F + G + H)	536.774	6,703.36
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000241993	0.0000003506
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000000500	0.000012
Waste intensity in terms of physical output	0.000174896	0.0037
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	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		
(i) Incineration	426.15	324
(ii) Landfilling	11.03	57
(iii) Other disposal operations	110.61	6,322
Total	547.79	6,703

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

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

The company prioritizes waste reduction at the source as a key part of its waste management strategy. All waste disposal is conducted in compliance with relevant regulations. We have developed comprehensive Waste Management Manuals to guide proper waste treatment throughout the organization. Our internal manuals provide detailed guidelines for the disposal of hazardous waste generated by the company. This includes obtaining authorization and approval from the State Pollution Control Board (SPCB) under the Hazardous and Other Waste (Management & Transboundary Movement) Rules, 2016. Furthermore, we ensure safe disposal of all biomedical waste through proper segregation in accordance with the Bio-Medical Waste Management Rules 2016. Additionally, used radiopharmaceutical products and vials are safely managed in compliance with relevant regulations through their respective manufacturers.

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

Not Applicable. The Company does not have operations/offices in/around ecologically sensitive areas

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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The Company has not undertaken any environmental impact assessments for the financial year

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes, the Company is compliant with all applicable environmental law/ regulations/ guidelines in India.

Leadership Indicators

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

The Company does not have any Units in the areas of water stress.

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

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

Parameter	Unit	FY2024-25	FY2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Efforts are underway to track and record this data and it will be made available in the subsequent years. Not assessed for FY 2024-25	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

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

The Company has no operations/offices in/around ecologically sensitive areas

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Installation of solar rooftop	In an effort to conserve energy and advance green initiatives for sustainable healthcare and a reduced carbon footprint, the Company has established a 2.25MW Solar Power Plant in Jagaluru Village, located in Karnataka's Davangere district. The newly constructed power plant spans 7.2 acres. This project represents HCG's commitment to enhancing environmental and social factors through energy optimization and aims to achieve zero emissions. As part of the phase 1 initiative, the solar power project has been implemented at HCG's flagship center on Bengaluru KR Road and at HCG Suchirayu Hospital in Hubli.	The solar power plant is anticipated to generate approximately 104 million units of electricity over the next 25 years, which will contribute to a reduction in carbon emissions by around 76,200 metric tons. Additionally, this initiative is expected to result in annual cost savings of up to INR 4.2 Crore.

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

Yes, the company has established a business continuity and disaster management plan for all essential software services and systems. This plan offers vital guidance to maintain business operations in the face of unexpected events at the primary site. It includes regular backup and restoration processes to facilitate swift and structured recovery from disasters. The plan undergoes an annual review through simulated drills, with findings documented to pinpoint areas needing enhancement. The disaster recovery drill is conducted mid-financial year

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

No significant adverse impact to the environment has been identified from the Company's value chain.

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

The Company places significant emphasis on promoting sustainability throughout its value chain by collaborating with partners who adhere to sustainable operating practices. It actively assesses opportunities for conducting environmental impact assessments, considering the potential effects on the environment.

8. How many Green Credits have been generated or procured:

(i) By the listed entity – NIL

(ii) By the top ten (in terms of value of purchases and sales, respectively) value chain partners - NIL

PRINCIPLE 7

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

Essential Indicators

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

The Company is not affiliated with any trade or industry chambers/associations.

- 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.

Not Applicable

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.

Not Applicable

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1.	Podcast with Antardhwani brings stimulating topics and some stunning people to talk at the comfort of your homes. Listen to exceptional ideas and experiences, interact, enrich yourself and become a better individual and professional. The year saw the launch of new podcast series featuring HCG Founder and Executive Chairman Dr B S Ajaikumar on various aspects of healthcare, governance, education. A unique Youtube channel has been launched along with long and short form videos outlining the trends in health and education.	Live Podcasts	Yes	Periodic Review/ Need based	https://antardhwani-theinnervoice.org/podcast_live.php
2.	What India Needs (WIN) series: A Series on Shaping the Future of India. WIN Series will bring India's finest minds sharing their 5-point vision of WIN to become future ready. WIN Series is already up on Antardhwani website as well as its social media handles.	Vision points for India (articles) by eminent people	Yes	Periodic review/ Need-based	https://antardhwani-theinnervoice.org/index.php

S. No.	Public policy advocated		Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
3.	Alternative Farming	Tobacco	Antardhwani is helping tobacco farmers in Hunsur (Mysore), India's major tobacco hub, to switch to growing ethically and financially viable crops. Fifty tobacco farmers of the region are part of this pilot project and have stopped growing tobacco in one acre of their respective land. They have been provided high grade saplings of sandalwood and seasonal fruits free of cost. Farmers have been availing expert guidance in the initiative. This project is developed well with farmers successfully moving away from growing the deadly tobacco in their backyards. A small but powerful change for a smokefree world.	Yes	Periodic review/ Need-based	https://antardhwani-theinnervoice.org/index.php

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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In the reporting year, the Company has not undertaken any Social Impact Assessments of projects.

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 INR)
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None of the Company's operations or units have resulted in community displacement. As a result, no project required Rehabilitation and Resettlement (R&R) in the reporting year.

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

The Company is committed to protecting the local communities in and around operational areas. Strong emphasis is given on minimal adverse impact on local communities and timely redressal in the event of an unforeseen impact. Proactive measures are taken to prevent adverse consequences for local communities. Moreover, the Company adheres to an open-door policy that promotes transparency and accountability, providing a platform for community members to voice any grievances they may have.

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

Particulars	FY2024-25	FY2023-24
Directly sourced from MSME/ small producers	17%	18%
Directly from within India	83%	82%

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

Location	FY2024-25	FY2023-24
Rural	0	0
Semi-urban	0	0
Urban	91%	90.51%
Metropolitan	9%	9.49%

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

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (In INR)
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The Company has not undertaken any CSR projects in designated aspiration districts for FY 2024-25

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

The Company does not have a preferential procurement policy

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

Not Applicable

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

Not Applicable

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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Not Applicable

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

Name of the Authority	Brief of the case	Corrective action taken
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Not Applicable

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No of persons benefitted from CSR projects	% beneficiaries from vulnerable and marginal groups
1.	School Infrastructure	323	34%
2.	School Development	323	34%
3.	Model Village	54 family (209 people)	93%
4.	Women Leadership	1,286	83%
5.	Experiential Learning	323	34%
6	Teachers Training	15	40%

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 has implemented a robust system for receiving and handling consumer complaints and feedback. Each center has dedicated team responsible for managing feedback related to patients' hospital experience. This feedback is reviewed in daily huddle meetings and weekly quality meetings involving relevant department heads and unit COOs, with detailed minutes recorded. To further enhance responsiveness to consumer feedback, the Company utilizes Konnect Insights, a tool that swiftly gathers online complaints and feedback from platforms like Facebook, Google listings, and LinkedIn.

Upon receipt of a complaint, a dedicated resource is promptly notified who escalates the issue to the respective unit COOs for resolution. Resolution timelines vary depending on the severity of the complaint, typically ranging from 24 to 48 hours. Moreover, the Ahmedabad Hello HCG team gathers patient feedback, and discharged patients receive follow-up calls within 48 hours. Patients also receive SMS links for providing feedback, and a centralized email ID are monitored for patient feedback. Additionally, any feedback from outpatient department (OPD) and other patients are integrated into the Company's feedback mechanism. These measures enable the Company to address consumer concerns promptly and effectively, continually enhancing the quality of its services.

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

Not Applicable

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

Particulars	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	0	0	N/A	0	0	N/A
Advertising	0	0	N/A	0	0	N/A
Cyber Security	0	0	N/A	0	0	N/A
Delivery of essential services	0	0	N/A	2	2	Pending material disputes being contested before the court of law/ appropriate authority
Restrictive Trade Practices	0	0	N/A	0	0	N/A
Unfair Trade Practices	0	0	N/A	0	0	N/A

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

Not Applicable

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

The Company has established a comprehensive cybersecurity framework aligned with ISO 27001:2022 standards, aimed at safeguarding sensitive information and addressing data privacy risks. This framework encompasses various policies, including the HCG ISMS Information Security Policy, the HCG ISMS Physical and Environmental Security Policy, and the HCG ISMS Data Privacy Policy. Proactive measures have been implemented to protect valuable assets, utilizing perimeter devices and monitoring network devices and server logs in a Security Operations Center (SOC) equipped with a Security Information and Event Management (SIEM) solution, ensuring continuous and real-time monitoring. These policies are easily accessible to all employees through the Company's intranet portal.

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

7. Provide the following information relating to data breaches:

- Number of instances of data breaches: **NIL**
- Percentage of data breaches involving personally identifiable information of customers: **Not applicable**
- Impact, if any, of the data breaches: **Not Applicable**

Leadership Indicators

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

All information about the Company is available on the corporate website: <https://www.hcgoncology.com/>

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

The Company offers consultation sessions and provides educational materials to patients to inform them about the services that are available to them.

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

The Company ensures that consumers are informed about any possible interruption or cessation of essential services by incorporating pertinent details into patient consent forms. These forms comprehensively outline procedures, potential risks, benefits, and alternative options available to patients. Furthermore, in accordance with SEBI (Listing Obligations and Disclosure Requirements) Regulations 2015, the Company is obliged to promptly notify the Stock Exchanges of any significant events that could affect its operations.

- 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Not Applicable

- 5. 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 did not undertake any consumer satisfaction survey during FY 2024-25. However, recognizing the importance of structured feedback in enhancing consumer experience, the Company intends to initiate such surveys in subsequent financial years across its key services and locations of operation. These surveys will help the Company assess consumer expectations more effectively and further strengthen its commitment to delivering high quality services.