



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A - GENERAL DISCLOSURES

I. Details of the listed entity

- | | | | |
|-------|--|---|--|
| I-1. | Corporate Identity Number (CIN) of the listed entity | ➤ | L73100MH2000PLC192798 |
| I-2. | Name of the listed entity | ➤ | Metropolis Healthcare Limited |
| I-3. | Year of incorporation | ➤ | 2000 |
| I-4. | Registered office address | ➤ | 250-D, Udyog Bhavan, Worli, Mumbai - 400 030, Maharashtra |
| I-5. | Corporate address | ➤ | NA |
| I-6. | E-mail | ➤ | secretarial@metropolisindia.com |
| I-7. | Telephone | ➤ | (+91 22) 6258 2810 |
| I-8. | Website | ➤ | https://www.metropolisindia.com/ |
| I-9. | Financial year for which reporting is being done | ➤ | FY 2022-23 |
| I-10. | Name of the Stock Exchange(s) where shares are listed | ➤ | National Stock Exchange of India Limited and Bombay Stock Exchange Limited. |
| I-11. | Paid-up Capital | ➤ | Rs. 10,24,21,328 divided into 5,12,10,664 equity shares of face value of Rs. 2/- each |
| I-12. | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report: | ➤ | Mr. Rakesh Agarwal, Chief Financial Officer, secretarial@metropolisindia.com , (+91 22) 6258 2810 |
| I-13. | Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together): | ➤ | Standalone |

II. Products/Services

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

Sr. No.	Description of main activity	Description of business activity	% of Turnover of the entity
1	Human Health and Social Work Activities	Diagnostic Testing Service Provider and Clinical Trials Research Services.	98.43%

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

Sr. No.	Product/Service	NIC Code	% of Total Turnover contributed
1	Diagnostic Services in the area of Pathology	86905	98.43%

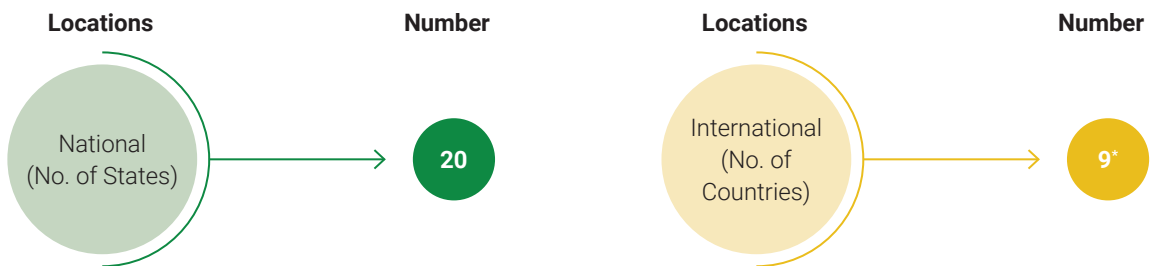
III. Operations

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

Location	Number of Plants	Number of Offices/Labs	Total
National	Not Applicable to us, as the company offers diagnostic testing services in the area of Pathology.	156	156
International		19	19

III-17. Markets served by the entity:

a. Number of locations



*Internal Markets served - 5 (with operations) & 4 (B2B); Total - 9

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

NA

c. A brief on types of customers



The Company's customers include B2B and B2C customers, hospital lab management, corporate clients, and Government clients.



IV. Employees



IV-18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):



Sr. No	Particulars	Total (A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
 Employees						
1.	Permanent (D)	2,156	1,483	68.8%	673	31.2%
2.	Other than Permanent (E)	265	121	45.7%	144	54.3%
3.	Total Employees (D + E)	2,421	1,604	66.3%	817	33.7%
 Workers						
4.	Permanent (F)	2,144	1,039	48.5%	1,105	51.5%
5.	Other than Permanent (G)	200	124	62.0%	76	38.0%
6.	Total Workers (F + G)	2,344	1,163	49.6%	1,181	50.4%

IV-18. Details as at the end of Financial Year:

b. Differently-abled Employees and Workers:

Sr. No	Particulars	Total (A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
 Differently-Abled Employees						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Differently-Abled Employees (D + E)	0	0	0	0	0
 Differently-Abled Workers						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total Workers (F + G)	0	0	0	0	0

IV-19. Participation/Inclusion/Representation of Women:

Particulars	Total (A)	No. and percentage of Females	
		No(B)	%(B/A)
 Board of Directors	7	2	28.57%
 Key Management Personnel	4	1	25.00%

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

	(Turnover rate in current FY 2022-23)			(Turnover rate in previous FY 2021-22)			(Turnover rate in the year prior to the previous FY 2020-21)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17%	9%	14%	28%	22%	26%	25%	20%	24%
Permanent Workers	13%	13%	13%	24%	22%	23%	25%	28%	26%

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

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

Sr. 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	Amin's Pathology Laboratory Private Limited	Subsidiary	100%	No
2	Centralab Healthcare Services Private Limited	Subsidiary	100%	No
3	Ekopath Metropolis Lab Services Private Limited	Subsidiary	60%	No
4	Metropolis Histoxpert Digital Services Private Limited	Subsidiary	100%	No
5	Metropolis Healthcare (Mauritius) Limited	Subsidiary	100%	No
6	Metropolis Bramser Lab Services (Mtius) Limited	Subsidiary	100%	No
7	Metropolis Star Lab Kenya Limited	Subsidiary	100%	No
8	Metropolis Healthcare Ghana Limited	Subsidiary	100%	No
9	Metropolis Healthcare Lanka Private Limited (Formerly known as Nawaloka Metropolis Laboratories Private Limited)	Subsidiary	100%	No
10	Metropolis Healthcare (Tanzania) Limited	Subsidiary	99.99%	No
11	Metropolis Healthcare Uganda Limited	Subsidiary	100%	No

VI. CSR Details

VI-22. (i). Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

Yes



VI-22. (ii). Turnover (in Rs.): Rs. 1,06,604 Lakhs

VI-22. (iii). Net worth (in Rs.): Rs. 93,601 Lakhs

VII. Transparency and Disclosures Compliances









VII-23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (yes/no) (if yes, then provide web-link for grievance redressal policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
 Communities	No	The company didn't receive any complaints or grievances from any specific community.					
 Investors (other than Shareholders)	Yes. Investors can contact the officials mentioned in the link below: https://www.metropolisindia.com/investors .	1	0		0	0	
 Shareholders	Yes. For any grievances, Shareholders can reach out to Compliance Officer on Tel: +91-22-6258 2810 or write an email to: secretarial@metropolisindia.com / investors.relations@metropolisindia.com	1	0		0	0	
 Employees and Workers	Yes. The Company does have a specific Internal Grievance Redressal Policy in place.	15	2*		12	0	
 Customers	No. The Company does not have a formal Grievance Redressal Policy. However, there is a dedicated customer service number (+91 8422 801 801) and email id: support@metropolisindia.com that address and handle all consumer complaints. In addition, the Company responds to customer concerns which its receives through its official social media handles.	16,181	08	Complaints will be closed after RCA (Root Cause Analysis)/ CAPA (Corrective Action and Preventive Action)	22,121	0	All complaints resolved

Stakeholder group from whom complaint is received	Grievance redressal mechanism in place (yes/no) (if yes, then provide web-link for grievance redressal policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
 Value Chain partners	No			There were no complaints/grievances received from the Value Chain partners except for some outstanding dues related clarifications which were promptly addressed and resolved.			
 Other (please specify)							

*The unresolved complaints pertaining to FY 2022-23 to be closed during FY 2023-24.

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

Sr. 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.	 Energy Management	 Opportunity	Energy intensive operations	The Company has a detailed phase-wise energy reduction plan with concrete milestones.	If this aspect is taken care of, it will result in a reduction in emissions and the Company can charge a premium/ attract GenZ and GenY customers.
2.	 Waste Management	 Risk	Generation of Biomedical Waste due to nature of business	Disposal is done through a Government authorized partner and the waste is segregated into different color bags with barcodes. It is weighed before being handed over to an authorized vendor. All safety norms are followed from generation until handover to Authority.	If not disposed of properly, it could lead to the spread of diseases and affect the social license to operate.
3.	 Employee Health & Safety	 Risk	Sample Collection	The Company has a robust selection, induction and training program for the concerned staff.	Revenue loss, recruitment challenges.
4.	 Diversity, Equity and Inclusion	 Opportunity	Good Governance Practice	43% of the workforce of the Company is female The Company has also launched a program that aims to help women who are looking to restart their careers.	Goodwill in market, a motivated workforce and a positive working environment.



SECTION B - MANAGEMENT AND PROCESS DISCLOSURES

Policy and Management Processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
1. b. Has the policy been approved by the Board? (Yes/No)					Yes				
1. c. Web Link of the Policies, if available									https://www.metropolisindia.com/newdata/Investors/code-of-conduct/MHL_Business-Responsibility-policy.pdf
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)					No				
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.					None				
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.									As a responsible organization, the Company is committed to following the nine principles and its core elements of the NGRBCs. The Company will be focusing on and implementing various initiatives in the areas of Energy Conservation, Water and Waste Management, Improving the Diversity/New Hire Ratio, Strengthening Women Leadership Employees, and Fostering Diverse and Accountable Governance through collaboration with external consultants. The company is in the process of developing specific targets, roadmaps, and timelines.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									The Company will continue to monitor its performance against each goals and targets and will take appropriate action as needed.

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)									<p>Over the years, Metropolis has laid unrivalled emphasis on sustainability. Our Company has always kept pace with the changing times, actively adopting the best of available technologies, processes, and policies to meet the expanding confines of sustainability requirements. We constantly optimize the quality and scale of our operations, while minimizing resource consumption and the impact on the environment.</p> <p>On the community front, our Company has always been at the forefront of conducting impactful camps and driving numerous workshops around healthcare subjects for different sections of society. At Metropolis, we have partnered with societies, corporate groups, educational institutions, Government bodies, NGOs, wellness foundations and a host of other organizations to make a difference in the lives of people. In line with the UN Sustainable Development Goals, (i.e., SDG 3,4,5), our CSR initiatives are aimed at imparting education, creating awareness on Gender, Equality, Health, and Women's Empowerment.</p>
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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	<p>The core teams of Metropolis across Corporate functions ensure that operations are sustainable in every aspect. The teams have been addressing key issues such as proper handling and disposal of biomedical waste, switching to biodegradable bags in place of plastic bags, water conservation, energy management, employee health and well-being, among others. During this financial year 2022-23, we embarked on our ESG journey and as a first step, we conducted a materiality assessment exercise on some key ESG topics that might impact our business. This assessment was conducted digitally on the GovEVA platform to understand the company's readiness vis-a-vis global standards. The matrix for the materiality was developed on the basis of the frameworks of GRI, SASB, and SDG.</p> <p>At Metropolis, we believe this analysis will help us in allocating resources effectively and implementing various initiatives under ESG that will enable us in making a larger impact and long-term value for stakeholders. We will continue to monitor and improve our ESG performance year-on-year. Furthermore, we remain dedicated to positively impacting society and the environment, while fulfilling our responsibilities as one of the country's leading pathologists.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Managing Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	No								

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any Other Committee									Frequency (Annually/ Half-yearly/ Quarterly/ Any Other – Please Specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action										No								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances										No								

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:

Sr. no	P1	P2	P3	P4	P5	P6	P7	P8	P9
No									





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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)						-			
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)						-			
The entity does not have the financial or/human and technical resources available for the task (Yes/No)						-			
It is planned to be done in the next financial year (Yes/No)						-			
Any other reason (please specify)						-			

SECTION C: PRINCIPLEWISE PERFORMANCE DISCLOSURE**PRINCIPLE 1**

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

Essential Indicators**EI-1. Percentage covered by training and awareness programs on any of the Principles during the financial year:**

Segment	Total number of training and awareness programs held	Topics/Principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programs
 Board of Directors	4	<ul style="list-style-type: none"> Key regulatory updates Update on IT Systems of the Company 	100%
 Key Managerial personnel	1	<ul style="list-style-type: none"> Agile & strategic ways of working How to build high performing and highly engaged team Conceptual clarity on MHL and functional strategies How to drive business outcomes through critical projects 	25%
 Employees other than BoD and KMPs	20	<ul style="list-style-type: none"> 11 programs were conducted for Sales Teams and doctors to build functional knowledge. 6 'Power of I' Programs were conducted. The 'Power of I' sessions was built around Self Awareness, Leadership, Business Communication & People Management. These sessions were a great opportunity for professional development and growth. It's always beneficial to invest in oneself and develop skills that can help advance one's career or business. Three Round Tables were conducted around taking ownership, people leadership, and business communication which were particularly helpful in providing participants with practical tips and strategies for improving in these areas. It's important for individuals to learn how to take ownership of their work and responsibilities, as well as to effectively lead and communicate with others. 	48%
 Workers	2	<ul style="list-style-type: none"> One functional program was conducted as part of their induction & a behavioral program 'Power of I' was conducted 	100%

EI-2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website)

Monetary

Category	NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/ Judicial Institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding fee	-	-	-	-	-

Non-Monetary

Category	NGRBC Principle	Name of the Regulatory/ Enforcement Agencies/Judicial Institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

Remark: There were no such cases. However, this information solely applies to Metropolis Healthcare operations.





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

Sr. No.	Case Details	Name of the Regulatory/Enforcement Agencies/Judicial Institutions
1	-	-

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

No

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

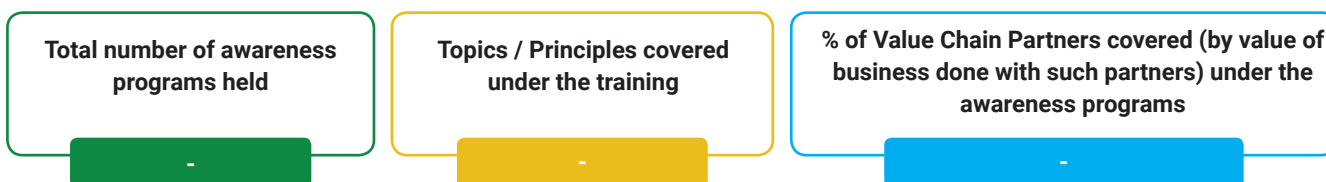
Category	(Current Financial Year)	(Previous Financial Year)
 Directors	0	0
 KMPs	0	0
 Employees	0	0
 Workers	0	0

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

Category	Number (CY)	Remarks (CY)	Number (PY)	Remarks (PY)
Number of Complaints Received in Relation to Issues of Conflict of Interest of the Directors	0	-	0	-
Number of Complaints Received in Relation to Issues of Conflict of Interest of the KMPs	0	-	0	-

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

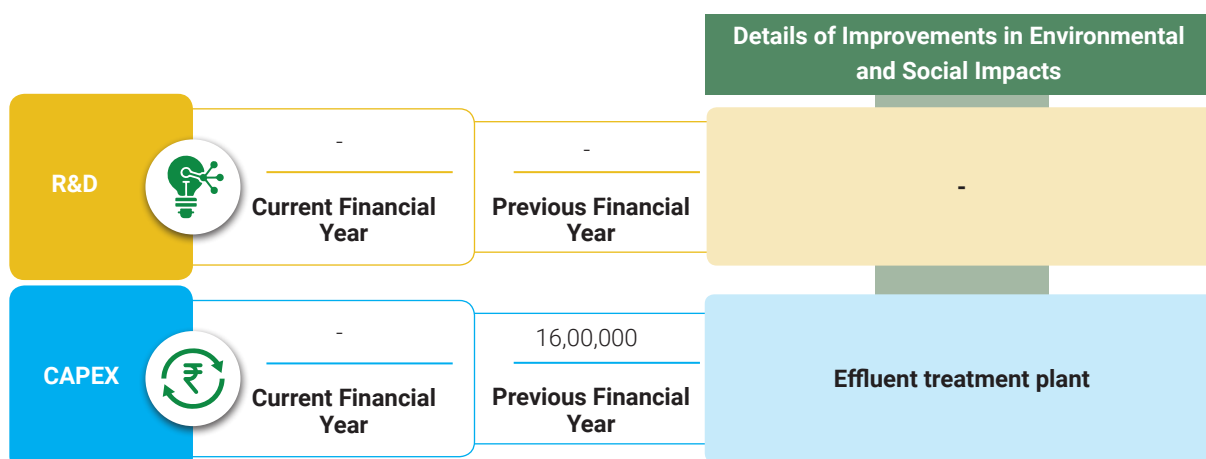
There were no cases of corruption and conflicts of interest. Thus, no corrective action was required.

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

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

Yes, the company has a Code of Conduct for its Board Members and the Leadership Team that outlines the guidelines to prevent and manage conflict of interests. The Code of Conduct is made available on the company's website.

PRINCIPLE 2

Businesses should provide goods and services in a manner that is sustainable and safe

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


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

The company has been partnering with suppliers who adhere to environmentally and socially responsible practices. At Metropolis, we prefer doing business with ethical local suppliers who share our goals to reduce the adverse impact on the local community, the environment, and natural resources while protecting public health and safety. The business is currently developing a process for sustainable sourcing and will undertake various initiatives related to the same.

EI-2.b. If yes, what percentage of inputs were sourced sustainably?

NA

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

NA

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

NA

Leadership Indicators



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

Sr. No.	NIC Code	Name of Product / Service	% of Total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
1				Not Applicable		

LI-2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.





Name of Product / Service	Description of the Risk / Concern	Action Taken
Testing	Health risks. Health-care waste contains potentially harmful microorganisms that can infect hospital patients, health workers and the general public	Disposal through Govt authorized partner
Calibration	Accuracy in results	Calibrated yearly once as per NABL norms
Testing	If the sewage is discharged without being treated into the lakes, rivers or grounds, it will contaminate the freshwater sources. Drinking this contaminated water will spread diseases	Wastewater disposed of after ETP



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

Indicate Input Material	Recycled or Re-used Input Material to Total Material	
	FY 2022-23	FY 2021-22
No Recycling /reused process	NA	NA

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

	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
 Plastics (including Packaging)	NA	NA	NA	NA	NA	NA
 E-Waste	NA	NA	NA	NA	NA	NA
 Hazardous Waste	NA	NA	NA	NA	NA	NA
 Other Waste	NA	NA	NA	NA	NA	NA

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

Sr. No.	Indicate Product Category	Reclaimed Products and their Packaging Materials as % of Total Products sold in respective category
1	-	-











PRINCIPLE 3





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

Essential Indicators





EI-1. a. Details of measures for the well-being of employees (Permanent Employees).

Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
 Permanent Employees											
 Male	1,483	1,483	100%	1,483	100%	-	-	69	5%	-	-
 Female	673	673	100%	673	100%	38	6%	-	-	-	-
 Total	2,156	2,156	100%	2,156	100%	38	6%	69	5%	-	-
 Other than Permanent Employees											
 Male	121	9	7.4%	121	100%	-	-	1	1%	-	-
 Female	144	9	6.3%	141	100%	0	0%	-	-	-	-
 Total	265	18	7%	265	100%	0	0%	1	1%	-	-

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





Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
 Permanent Workers											
 Male	1,039	1,039	100%	1,039	100%	-	-	23	2.2%	--	--
 Female	1,105	1,105	100%	1,105	100%	19	1.70%	--	--	--	--
 Total	2,144	2,144	100%	2,144	100%	19	1.70%	23	2.2%	--	--



Category	% of Employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
 Other than Permanent Workers											
 Male	124	124	100%	124	100%	-	-	1	0.81%	-	-
 Female	76	76	100%	76	100%	3	3.90%	-	-	-	-
 Total	200	200	100%	200	100%	3	3.90%	1	0.81%	-	-

Remarks: Employees are covered under Group Medclaim Insurance or ESIC

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

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers. (PY)	Deducted and deposited with the authority (Y/N/N.A.). (PY)
 PF	88.82%	100%	Y	90.46%	100%	Y
 Gratuity	89.48%	100%	Y	91.11%	100%	Y
 ESI	0%	100%	Y	0%	100%	Y
 Others – Please Specify	-	-	-	-	-	-

Remarks: Data consists of consultants for whom PF, Gratuity or ESIC isn't applicable.

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

The Company is going to implement Diversity Hiring in FY24 and will gradually ensure that the premises and offices are accessible to differently-abled people.

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

The Company is in the process of developing the policy and has processes in place to ensure equal opportunity.



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

Gender	Permanent Employees		Permanent Workers	
	Return to Work Rate	Retention Rate	Return to Work Rate	Retention Rate
Male	100%	72%	100%	69%
Female	91%	83%	100%	76%
Total	98%	74%	100%	72%

EI-6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief:

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	<p>Yes, the Company uses HRMS Software that helps and guides the employees to raise their concerns, which are resolved by the teams assigned to address the grievances.</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	







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









Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of Association(s) or Union(B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of Association(s) or Union(D)	%(D/C)
Total Permanent Employees	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Total Permanent Workers	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
Employees										
Male	1,604	39	2%	416	26%	1,212	211	17%	467	39%
Female	817	35	4%	261	32%	483	154	32%	149	31%
Total	2,421	74	3%	677	28%	1,695	365	22%	616	36%

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and Safety measures		On Skill upgradation		Total (D)	On Health and Safety measures		On Skill upgradation	
		No. (B)	%(B/A)	No. (C)	%(C/A)		No. (E)	%(E/D)	No. (F)	%(F/D)
 Workers										
 Male	1,163	30	3%	101	9%	844	117	14%	32	4%
 Female	1,181	34	3%	126	11%	684	106	15%	122	18%
 Total	2,344	64	3%	227	10%	1,528	223	15%	154	10%

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
 Employees						
 Male	1,607	1,403	87%	1,607	967	60%
 Female	818	698	85%	818	449	55%
 Total	2,425	2,101	87%	2,425	1,416	58%
 Workers						
 Male	1,160	1,010	87%	1,160	526	45%
 Female	1,180	988	84%	1,180	432	37%
 Total	2,340	1,998	85%	2,340	958	41%

EI-10. a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?:



The Company did not have any process in place during FY 2022-23 to capture the data. However, it has implemented an occupational health and safety management system with effect from April 2023, wherein a provision for capturing all occurrences in the system has been created. This will allow the monthly tabulation of data, as applicable with specific details.

EI-10. b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? -



In accordance with the recommended guidelines, the Company has identified the various workplace hazards that could arise and have developed the required policies and guidelines to address them. Additionally, the organization has put out a risk assessment and mitigation plan. In order to ensure compliance, our in-house Quality Control department conducts regular audits.

EI-10. c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N):



We provide documentation mechanism for reporting safety incidents.

EI-10. d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No):



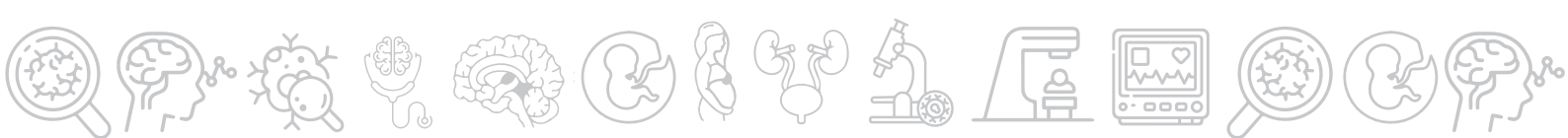
Yes. The Mediclaim coverage is extended to all employees/workers, either through Group Mediclaim or ESIC, whichever is applicable.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-



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

The Company has designed its labs and related-infrastructure which ensure that safety is inbuilt into the processes as per the applicable biosafety levels. Further, the office area is segregated from the lab area and all labs are treated as restricted entry. The employees follow standard safety precautions while processing samples. The administration team ensures fire safety; electrical safety checks are done periodically.

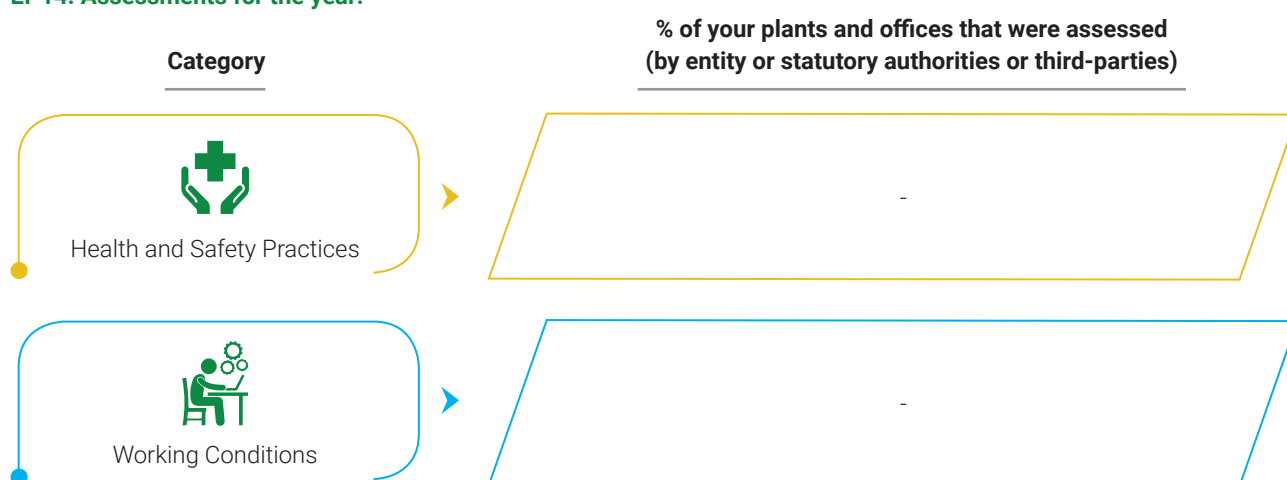




EI-13. Number of complaints on the following made by employees and workers:

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
 Working Conditions	-	-	-	-	-	-
 Health & Safety	-	-	-	-	-	-

EI-14. Assessments for the year:



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

NA

Leadership Indicators



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

No. Only in case of accidental death, immediate family/nominees of employee gets compensatory package.

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

As a responsible organization, post-salary disbursement, the Company initiates statutory challan preparation and verifies and validates the same, well before the due date to ensure compliance.

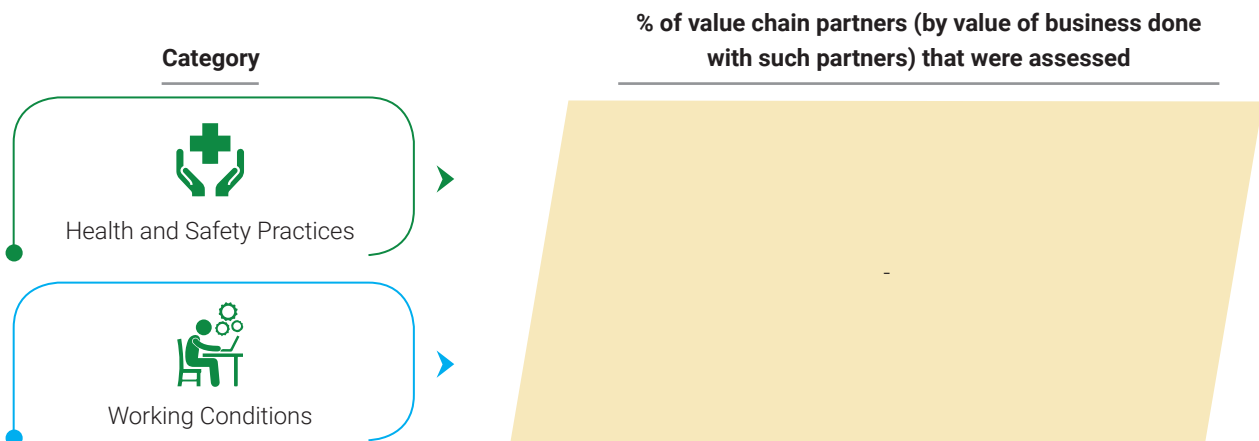
LI-3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q.11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
 Employees	-	-	-	-
 Workers	-	-	-	-

LI-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):

Transitional training in the Company is all about equipping employees with necessary skills and knowledge to move through transition. Examples include promotion, change of team or cross-functional within the organization.

LI-5. Details on assessment of value chain partners:



LI-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.

NA



PRINCIPLE 4

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

Essential Indicators
EI-1. Describe the processes for identifying key stakeholder groups of the entity:

The Company has undertaken a rigorous process to periodically identify and engage with internal and external stakeholders. It also takes the help of a professional ESG consultant for the same.

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

Sr. No.	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
1	Employees	No	Emails, Surveys, Appraisals	Quarterly	Regular Company Updates / Training Needs
2	Franchised lab Partners	No	Emails, Surveys	Monthly	Promotional Schemes, Training Updates
3	Customers	No	Surveys, others	Monthly	Promotional Schemes, New Tests
4	Govt/Regulators	No	Email, Website	Quarterly, Half Yearly and Annually	Representations / Perspective on Change in Regulations / Upcoming Laws
5	Investors/ Shareholders	No	Email, Newspaper, Notice, Website	Quarterly, Half Yearly and annually	Financial Results / other Corporate Announcements

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

Respective executives take care of the same and provide periodical updates to the Board by the CEO/MD.

LI-2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity:

Yes. The Company has done a detailed digital materiality assessment where the various stakeholders were polled through the double materiality approach and incorporated ESG strategies. The double materiality was conducted with the help of an external ESG consultant and multiple workshops were organized with the various stakeholders. The results of the assessment have been incorporated into the Company's ESG strategies.

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









The Company is in the process of identifying vulnerable/marginalized stakeholder groups and developing an engagement plan.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators













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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	%(B/A)	Total (C)	No. of employees / workers covered (D)	%(D/C)
 Employees						
 Permanent	2,350	1,626	69%	2,170	1,646	76%
 Other than Permanent	322	208	65%	368	190	52%
 Total Employees	2,672	1,834	69%	2,538	1,836	72%
 Workers						
 Permanent	2,091	1,531	73%	1,695	1,449	85%
 Other than Permanent	548	431	79%	255	169	66%
 Total Workers	2,639	1,962	74%	1,950	1,618	83%









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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E /D)	No.(F)	% (F/D)
Employees										
 Permanent										
 Male	1,483	0	0%	1,483	100%	1,138	0	0%	1,138	100%
 Female	673	0	0%	673	100%	398	0	0%	398	100%
 Other than Permanent										
 Male	121	0	0%	121	100%	77	0	0%	77	100%
 Female	144	0	0%	144	100%	85	0	0%	85	100%
Workers										
 Permanent										
 Male	1,039	1,039	100%	0	0%	733	733	100%	0	0%
 Female	1,105	1,105	100%	0	0%	636	636	100%	0	0%
 Other than Permanent										
 Male	124	124	100%	0	0%	108	108	100%	0	0%
 Female	76	76	100%	0	0%	48	48	100%	0	0%

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

	Male		Female	
	Number	Median Remuneration/ Salary/Wages of respective category	Number	Median Remuneration/ Salary/Wages of respective category
 Board of Directors (BoD)	5	--	2	--
 Key Managerial Personnel	3	1,80,00,000	1	5,00,00,000
 Employees other than BoD and KMP	1,601	4,60,140	842	4,14,396
 Workers	1,163	2,33,904	1,181	2,35,776




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

No




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

No

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
 Sexual Harassment	2	1	NIL	0	0	NIL
 Discrimination at Workplace	0	0	NIL	0	0	NIL
 Child Labour	0	0	NIL	0	0	NIL



	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
 Forced Labour/Involuntary Labour	0	0	NIL	0	0	NIL
 Wages	0	0	NIL	0	0	NIL
 Other Human Rights-Related Issues	0	0	NIL	0	0	NIL

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

We have a dedicated Prevention of Sexual Harassment (POSH) committee in place to address all such complaints. As a process, we treat these complaints in a discreet manner and take necessary corrective actions accordingly.

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

Yes

EI-9. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third-parties)
 Child Labor	-
 Forced/Involuntary Labor	-
 Sexual Harassment	-
 Discrimination at Workplace	-
 Wages	-
 Others – Please Specify	-

Remark: Metropolis follows all relevant compliances year-on-year. However, during the financial year, we didn't undertake any assessments engaging statutory authorities or third parties. We intend to do this assessment during the financial year 2023-24 and put processes in place.

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

NA

Leadership Indicators

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

No







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

No

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

Yes. Few of the Company's diagnostic centres have the required infrastructure to make it accessible to differently-abled patients. The company is working on to make gradual improvements in all the centres. Additionally, the company also offers home collection services to customers who are unable to travel to the centre owing to a disability or other medical issues.

LI-4. Details on assessment of value chain partners:

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

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

NA

PRINCIPLE 6**Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****EI-1. Details of total energy consumption (in Joules or multiples) and energy intensity.**

(GJ)

Parameter	FY 2022-23	FY 2021-22
Total Electricity consumption (A)	1,20,83,485	1,57,90,891
Total Fuel consumption (B)	31,236	30,455
Energy consumption through other sources (C)	-	-
Total Energy consumption (A+B+C)	1,21,14,721	1,58,21,346
Energy intensity per rupee of turnover (Total Energy Consumption/ Turnover in rupees)	113.642 GJ/Lakhs Rs.	141.624 GJ/Lakhs Rs.
Energy intensity (optional) – The relevant metric may be selected by the entity		

EI-1. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

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

No

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

(KL)

Parameter	FY 2022-23	FY 2021-22
Water Withdrawal by Source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	12,13,600	11,10,000
(iii) Third party water	4,92,000	4,90,000
(iv) Seawater / desalinated water	NA	NA
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	17,05,600	16,00,000

(KL)

Parameter	FY 2022-23	FY 2021-22
Total volume of water consumption (in kilolitres)	17,05,600	16,00,000
Water intensity per rupee of turnover (Water consumed / turnover)	15.999 KL/Lakhs Rs.	14.322 KL/Lakhs Rs.
Water intensity (optional) – the relevant metric may be selected by the entity. KL / Lakh		

EI-3. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency-

No

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

No

EI- 5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	Current Financial Year	Previous Financial Year
NOx	-	-	-
Sox	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

EI-5. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ² equivalent	56.29	-
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	6,258.04	-
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent / rupee of turnover	0.059/Lakhs Rs.	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent / rupee of turnover	-	-



EI-6. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

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

No

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

(Metric Tonnes)

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	25,202	
E-waste(B)	41	
Bio-medical waste (C)	3,28,681	3,01,245
Construction and demolition waste (D)	23,400	31,000
Battery waste (E)	588	1,603
Radioactive waste (F)	NA	NA
Other Hazardous waste Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any.(Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A + B + C + D + E + F + G + H)	3,77,912	3,33,848
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste – Plastic		
(i) Recycled	No Recycling	No Recycling
(ii) Re-used	Not reused	Not reused
(iii) Other recovery operations	Batteries, Construction waste and biomedical waste are disposed of through an authorized service provider	Batteries, Construction waste, and biomedical waste are disposed of through an authorized service provider
Total	-	-
Category of waste - E-Waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-
Category of waste - Bio-medical waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-

(Metric Tonnes)

Parameter	FY 2022-23	FY 2021-22
Category of waste - Construction and demolition waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-
Category of waste - Battery waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-
Category of waste - Radioactive waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-
Category of waste - Other Hazardous waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-
Category of waste - Other Non-Hazardous waste		
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste – Plastic		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-
Category of waste - E-Waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-



(Metric Tonnes)

Parameter	FY 2022-23	FY 2021-22
Category of waste - Bio-medical Waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-
Category of waste - Construction and demolition waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-
Category of waste – Battery		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-
Category of waste – Radioactive		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-
Category of waste - Other Hazardous waste. Please specify, if any		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-
Category of waste - Other Non-hazardous waste generated		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total	-	-

EI-8. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. -

No



EI-9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:

The Company follows below detailed practices to reduce usage of hazardous and toxic chemicals:

- a. Housekeeping Chemicals – The Company uses non-toxic and environmentally friendly chemicals for cleaning.
- b. Reagent/ Samples – The Company processes reagent/ sample mixed water in an effluent treatment plant before disposing it of.
- c. Bio-medical waste – Waste is segregated into different colored bins and covers with barcodes and handed over to an authorized partner.
- d. Refrigerant - New Purchase done in R32 & R407 recommended by ASHRAE.

EI-10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If No, the reasons thereof and corrective action taken, if any.
1	-	-	-

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

Sr. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web-Link
1	-	-	-	-	-	-

Remarks: No, audit was conducted. All statutory norms were followed in terms of EHS.

EI-12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	-	-	-	-

Leadership Indicators



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

Parameter	FY 2022-23	FY 2021-22
From Renewable Sources		
Total Electricity consumption (A)	2,303.6	2,082.2
Total Fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total Energy consumed from Renewable Sources (A+B+C)	2,303.6	2,082.2



Parameter	FY 2022-23	FY 2021-22
From Non-Renewable Sources		
Total Electricity consumption (D)	NA	NA
Total Fuel consumption (E)	NA	NA
Energy consumption through other sources (F)	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	NA	NA

Remarks: Solar Power accounts for 30% of Energy Consumption at Global Reference Laboratory which is purchased through third-party sources.

LI-1. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

LI-2. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres):

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others (Corporation Drainage)		
- No treatment	2,07,000	No Data Available
- With treatment – please specify level of treatment	7,53,300 (Through ETP Plant)	No Data Available
Total water discharged (in kilolitres)		

LI-2. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

LI-3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

- (i) Name of the area:
The Company has laboratories in the following areas: Delhi, Mumbai, Chennai, Kolkata, and all upcountry sites.
- (ii) Nature of operations:
Effluent Treatment Plant & STP.

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

(KL)

Parameter	FY 2022-23	FY 2021-22
Water Withdrawal by Source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	NA	NA
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity.KL / Lakh	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater		
- No treatment	NA	NA
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

LI-3. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

**LI-4. Please provide details of total Scope 3 emissions & its intensity, in the following format:**

Parameter	Unit	FY 2022-23	FY 2021-22
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	153	NA
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent / rupee of turnover	0.0014 TCO ₂ e/Lakh Rs.	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	Metric tonnes of CO ₂ equivalent / rupee of turnover	-	-

LI-4. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

No

LI-5. With respect to the ecologically sensitive areas reported at Question 10 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 doesn't have any laboratories in ecologically sensitive areas.

LI-6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

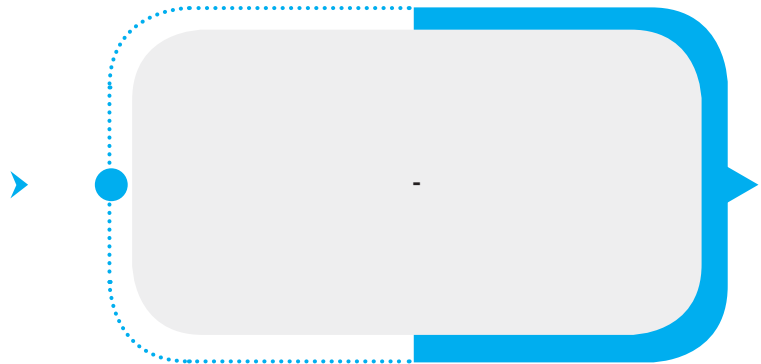
Sr. No.	Initiative Undertaken	Details of the Initiative (Web-Link, if any, May be Provided Along-with Summary)	Outcome of the Initiative
1	Effluent Treatment plant installation	Effluent treatment plant installation in close to 8 locations for minimizing the impact of water pollution	Approx. 1155 KL of Effluent treated before being discharged
2	CNG Kit installation	CNG Kits installed in 9 vehicles for minimizing the impact of air pollution	Reduction in carbon footprint and green initiatives. Approximately, 2018 liters of fuel saved.
3	Elimination of disposable water bottles usage	Pet bottles & Jars were given to all employees and disposable water bottles were banned inside the organization	Reduction in plastic waste and supporting a green environment and conservation of water
4	Eco-friendly initiatives	Sustainability initiative by installing hand dryers	Reduction of C- fold usage across the country and elimination of paper waste
5	End of life AC replacement	Old AC replaced with advanced, new-technology refrigerant	R-32 efficiently reduce the heat, minimize electricity consumption up to approximately 10% and support global warming
6	Third-party power procurement	30% of third-party power is generated through Solar & Wind	Renewable energy sources and reduction in carbon footprint
7	Usage of recycling paper	Procurement of eco-friendly paper for office usage	Conservation of trees and a 100% elemental chlorine-free product

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

Metropolis has BCP and DR Plan in place which currently covers Global Reference Laboratory, Mumbai. In future, the plan is to include Regional Reference Laboratories across the country as well. Few points covered in the plan are as follows: -

- Assuring continuity of operations in case of any disaster / incident and resuming operations promptly without significant interruptions
- Implementing approach and action plan for any emergency / incident or disaster with Preventive, Detective, Corrective and Monitoring measures in place
- Building customer confidence and trust along with other external stakeholders, indicating responsiveness of the organization towards ESG
- Ensuring employee safety and security in case of external events, such as fire, earthquake etc.

LI-8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard:



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



PRINCIPLE 7

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

Essential Indicators

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





EI-1.b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:

Sr. No	Name of the Trade and Industry Chambers/Associations	Reach of Trade and Industry Chambers/Associations (State/National)
1	NATHealth (Healthcare Federation of India)	National

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

Name of Authority	Brief of the Case	Corrective Action Taken
-	-	-

Leadership Indicators

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

Sr. 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					

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Sr. No.	Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
1	-	-	-	-	-	-

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

Sr. 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 Rs.)
1	-	-	-	-	-	-



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

The Company is in the process of developing a mechanism to address community grievances.

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

Category	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers.	20%	17%
Sourced directly from within the district and neighboring districts.	-	-

Leadership Indicators

LI-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	Not Applicable

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

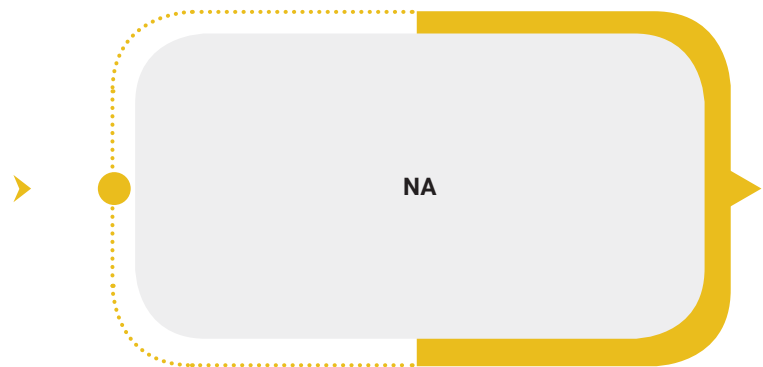
State	Aspirational District	Amount Spent (In Rs.)
-	-	-

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

No

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

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





LI-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:

Intellectual Property based on Traditional Knowledge	Owned/ Acquired (Yes/No)	Benefit Shared (Yes / No)	Basis of Calculating Benefit Share
-	-	-	-

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

Name of Authority	Brief of the Case	Corrective Action Taken
-	-	-

LI-6. Details of beneficiaries of CSR Projects

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Too Shy To Ask (TSTA) for Adolescent Well-Being	1,41,920	95%
2	Preventative Health Care Projects	3,00,00,00	100%
3	MedEngage	2,672	90%

PRINCIPLE 9

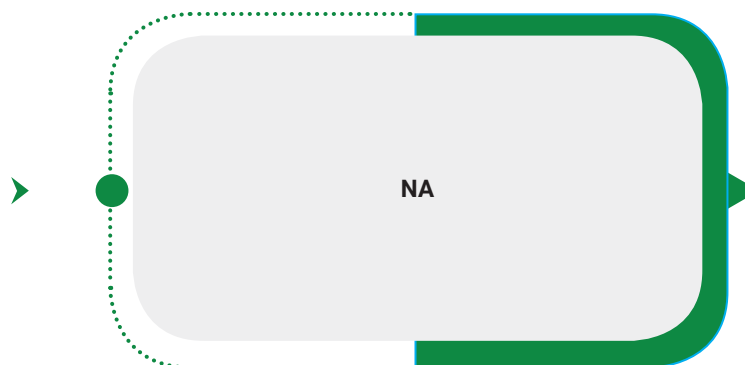
Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators

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

Customers can register complaints through the Company's website, dedicated email (support@metropolisindia.com), call center and patient service centers. All the complaints are logged in the complaint log, resolved, and communicated to the customers. Documentation of RCA (Root Cause Analysis)/ CAPA (Corrective Action and Preventive Action) is done as well in the logger application.

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



Category	As a percentage to total turnover
Environmental and Social Parameters relevant to the Product	--
Safe and Responsible Usage	--
Recycling and/or Safe Disposal	--

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

	FY 2022-23			FY 2021-22		
	Received during the year	Pending Resolution at the end of the year	Remarks	Received during the year	Pending Resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising						
Cyber-Security	0	0		0	0	
Delivery of Essential Services	Please refer to Q.23 of Section A for complaints/queries received regarding the delivery/ non-delivery of essential services					
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other						

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

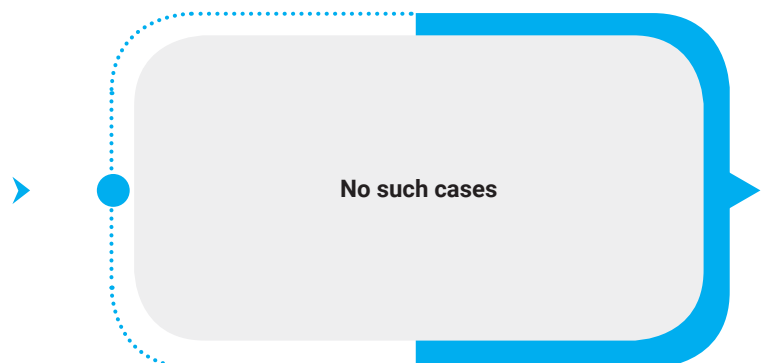
Category	Number	Reasons for recall
Voluntary Recalls	-	NA
Forced Recalls	-	NA

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

Yes, the Company has a policy on cyber security, and the link to the same is mentioned below

<https://www.metropolisindia.com/newdata/Investors/code-of-conduct/Information%20Security%20Policy.pdf>

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



Leadership Indicators

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

The Company's services can be accessed via its official website (www.metropolisindia.com), patient mobile app, by dialing its customer care number or by walking up to the local center.

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

All of the Company's centers have banners promoting prudent and safe use of its services. Additionally, for the benefit of consumers, sample collection procedure-related videos, information, and the significance of a variety of diagnostic tests available for consumers of all ages are posted on a regular basis on the Company's YouTube Channel.

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

Relevant Communication processes are in place.

LI-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):

The Company uses a 'Net Promoter Score' Survey feedback system that is intended to assess customer experience with the Metropolis brand. The metric is used to gauge customer loyalty and satisfaction in order to improve its services. The current Net Promoter Score is 85.

LI-5. Provide the following information relating to data breaches:

a. Number of instances of data breaches along-with impact:

No data breaches were reported during the period under review.

b. Percentage of data breaches involving personally identifiable information of customers:

Not applicable

