

## Annexure-9

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING****SECTION A: GENERAL DISCLOSURES****I. Details of the listed entity**

1. Corporate Identity Number (CIN) of the Listed Entity: L85110KA2008PLC147259
2. Name of the Listed Entity: Aster DM Healthcare Limited
3. Year of incorporation: 2008
4. Registered office address: No. 1785, Sarjapur Road, Sector-1, HSR Layout, Ward No. 174, Agara Extension, Bangalore- 560102, Karnataka, India
5. Corporate address: Awfis, 2nd Floor, Renaissance Centra, 27 & 27/1, Mission Rd, Rama Nagar, Bengaluru, Karnataka 560027
6. E-mail: [cs@asterdmhealthcare.com](mailto:cs@asterdmhealthcare.com)
7. Telephone: +91 484 669 9999
8. Website: [www.asterdmhealthcare.com](http://www.asterdmhealthcare.com)
9. Financial year for which reporting is being done: 2021-2022
10. Name of the Stock Exchange(s) where shares are listed: National Stock Exchange of India Limited and BSE Limited
11. Paid-up Capital: INR 499.51 crores
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. Hemish Purushottam, Company Secretary and Compliance Officer, Tel: +91 484 669 9999, Email: hemish.purushottam@asterdmhealthcare.com
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) : Consolidated basis unless otherwise specified.

**II. Products/services**

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Revenue from hospital and medical services*	Healthcare services through hospitals and clinics	80.14
2	Revenue from pharmacy	Sale of pharma, non-pharma products and opticals	19.64

\*includes sale of pharmacy products to the in patients

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Revenue from hospital and medical services*	86110	80.14
2	Revenue from pharmacy	4772	19.64

\*includes sale of pharmacy products to the in patients.

### III. Operations

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

Location	Number of plants	Number of offices	Total
<b>National</b>	Hospitals - 14 Clinics- 11 Pharmacies - 131 * Labs & patient experience centers - 114 (2 Reference labs, 12 Satellite labs, 100 Patient experience centers)	2	272
<b>International</b>	Hospitals-13 Clinics-109 Pharmacies- 240	1	363

\* (operated by Alfaone Retail Pharmacies Private Limited under brand license from Aster)

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Six
International (No. of Countries)	Six

b. What is the contribution of exports as a percentage of the total turnover of the entity?- 2.98% (Standalone)

c. A brief on types of customers: Patients requiring medical assistance and healthcare services.

### IV. Employees

18. Details as at the end of Financial Year:

a. Employees (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	20,780	8,165	39%	12,615	61%
2.	Other than Permanent (E)	5,026	2,855	57%	2,171	43%
3.	<b>Total employees (D + E)</b>	<b>25,806</b>	<b>11,020</b>	<b>43%</b>	<b>14,786</b>	<b>57%</b>

Note: The Company has no workers on rolls of the Company

b. Differently abled Employees:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	83	58	70%	25	30%
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	<b>83</b>	<b>58</b>	<b>70%</b>	<b>25</b>	<b>30%</b>

19. Participation/Inclusion/Representation of Women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	12	2	17%
Key Management Personnel	4	1	25%

## 20. Turnover rate for permanent employees

Particulars	FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	25%	34%	30%	24%	33%	29%	21%	32%	28%

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

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

Refer to Annexure 1 to the Board's Report for information on holding / subsidiary / associate companies / joint ventures, page no. 107.

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
(ii) Turnover (in Rs.): INR 746.54 crores (Standalone)  
(iii) Net worth (in Rs.): INR 2,503.10 crores (Standalone)

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		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
Shareholders	<a href="https://www.asterdmhealthcare.com/investor/corporate-governance">https://www.asterdmhealthcare.com/investor/corporate-governance</a>	2	Nil	-	5	Nil	-
Employees	<a href="https://www.asterdmhealthcare.com/about-us/corporate-governance">https://www.asterdmhealthcare.com/about-us/corporate-governance</a>	Please refer principle 5 point no 6 of the report.					
Customers	*Information on the Litigations filed by the Customers (Patients) are sent by the Courts to the registered office or to the concerned hospital	12 (Litigations)	65 (Litigations - including those accumulated from previous years)	For Notices, we have responded appropriately and therefore it is deemed closed.	16 (Litigations)	55 (Litigations - including those accumulated from previous years)	-
	*Legal Notices are sent by the Customers (Patients) to the registered office or to the concerned hospital directly	21 (Notices)	0 (Notices)				
	**Legal notices/litigation shall be sent to registered office of the subsidiaries in the GCC	7 Litigations 73 Notices	76 Litigations (including those accumulated from previous years) 246 Notices	-	18 Litigations 141 Notices (including patient complaints)	43 Litigations 159 Notices (including patient complaints)	-
	Complaints received on Ethics line	3	Nil	-	7	Nil	-
Value Chain Partners	<a href="https://www.asterdmhealthcare.com/about-us/corporate-governance">https://www.asterdmhealthcare.com/about-us/corporate-governance</a>	3	2	-	2	Nil	-

\*Details pertaining to India

\*\*Details pertaining to GCC

## 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:

Please refer to the Risk management section of Management Discussion and Analysis on page no. 96.

**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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
<b>Policy and management processes</b>																		
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	√	√	√	√	√	√	√	√	√									
b. Has the policy been approved by the Board? (Yes/No)	√	√	√	√	√	√	√	√	√									
c. Web Link of the Policies, if available	https://www.asterdmhealthcare.com/investors																	
2. Whether the entity has translated the policy into procedures. (Yes / No)	√	√	√	√	√	√	√	√	√									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	√	√	√	√	√	√	√	√	√									
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	GRI standard, Section 135 of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015																	
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Not applicable																	
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable																	
<b>Governance, leadership and oversight</b>																		
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:	At Aster, we believe that our responsibility of ensuring sustained growth goes beyond our operations to ensuring societal growth through spearheading ESG activities. We consider environmental leadership as a long-term strategic imperative and are involved very deeply in community connect through the Aster Volunteers program in many geographies including India, the GCC and Africa, among others. Aster has been ranked 94th among Global 100 sustainable companies by Corporate Knights after rigorous assessment of over 6,000 companies with more than USD 1 billion revenue. Aster is the only company from India and the Middle East to accomplish this remarkable feat, taking a place among global giants like Apple, Intel, Tesla, and Unilever. We also received the Golden Peacock Global CSR Award from the Institute of Directors, India for CSR, and Sustainability this year. -Dr. Azad Moopen, Chairman and Managing Director																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Stakeholders Relationship Committee of the Board oversees the Business Responsibility and progress on our ESG ambitions.																	
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. Stakeholder Relationship Committee of the Board oversees the ESG related matters.																	
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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Yes.									Annually								
Compliance with statutory requirements of relevance to the principles	We comply with all applicable laws of the land we operate in.																	

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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 is in the process of obtaining assurance from KPMG Assurance and Consulting Services LLP.									

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)									
Not applicable									

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

#### Essential Indicators

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

Every employee as part of new-hire onboarding and every employee is expected to undergo mandatory training awareness on the Aster Code of Conduct which is available for all employees. Every Director of the Board is provided with Handbook which contains Code of Conduct and major policies of the Company including whistle blower policy, Insider Trading Code. For employees trainings etc., please refer principle 3 sno.8 of the report.
- 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): None
- Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed- Not applicable
- Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.
 

Yes. As Asterians, we are committed to doing business in a honest and ethical manner. We follow all applicable laws, treaties and regulations that prohibit bribery and other corruption in every country in which we do business. This is covered under section 9 of the Code of Conduct – Asterian Ethos and in whistle blower policy. The same is available on our website at. [https://aster.integritymatters.in/cases/case\\_instructions?locale=en](https://aster.integritymatters.in/cases/case_instructions?locale=en)
- Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: None
- Details of complaints with regard to conflict of interest: None
- Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest- None

### Leadership Indicators

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

Total number of awareness programmes held	Topics/principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
5	Aster Code of Conduct- Improving Supply Chain Resilience	30%

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 receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals. Directors recuse themselves from participation and discussion on the agenda where they are interested. All related party transactions are entered on arm's length and CFO presents certificate on the same to the Audit Committee and Board.

### 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.

These details will be made available in our Business Responsibility and Sustainability Report from FY 2022-23 onwards.

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

The Company is in healthcare business and products have to be sourced as per regulatory and patient safety requirements. Hence, this is not applicable to the Company. However, the Company is reducing its carbon footprint through increase sourcing of green energy such as solar and wind energy.

b. If yes, what percentage of inputs were sourced sustainably? -Not applicable.

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- Not applicable as we are in healthcare services.
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?- Not applicable as we are in healthcare services
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.- 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).-Not applicable as we are in healthcare services.
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: .Not applicable as we are in healthcare services.
5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category - Not applicable as we are in healthcare services.

**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	Total (A)	% of employees covered by									
		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)
Male	8,165	8,165	100%	8,165	100%	-	-	5,092	62%	-	-
Female	12,615	12,615	100%	12,615	100%	7,788	62%	-	-	-	-
<b>Total</b>	<b>20,780</b>	<b>20,780</b>	<b>100%</b>	<b>20,780</b>	<b>100%</b>	<b>7,788</b>	<b>37%</b>	<b>5,092</b>	<b>25%</b>	<b>-</b>	<b>-</b>

- b. Details of measures for the well-being of workers: Not applicable
2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total employees	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 employees	Deducted and deposited with the authority (Y/N/N.A)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	20%	NA	Yes	25%	NA	Yes

Note: This information is provided for employees in India only

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. Considering that the Rights of Persons with Disabilities Act 2016 is specific to India, our hospitals in India are in line with the law and are accessible to differently abled employees.

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 an organization, the Company does not discriminate and has zero tolerance against behaviours that are against the ethics and Code of Conduct. This is covered under our Code of Conduct – the 'Asterian Ethos'.

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

Gender	Permanent employees
	Return to work rate
Male	89%
Female	88%
<b>Total</b>	<b>88%</b>

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.

	Yes/No (If yes, the give details of the mechanism in brief)
Permanent employees	We have multiple channels for employees to raise concerns. These range from unit level grievance committees, whistle blower channel, anti-sexual harassment channel, to the corporate employee wellbeing and grievances channel. These are governed by the whistle blowing policy, anti-sexual harassment policy, anti-discrimination policy and the code of conduct policy of the Company.
Other than Permanent employees	

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

Category	FY 2021-22			FY 2020-21		
	Total employees in respective category (A)	No of employees in respective category, who are part of association(s) or union (B)	% B/A	Total employees in respective category (C)	No of employees in respective category, who are part of association(s) or union (D)	%D/C
<b>Total permanent Employees</b>						
Male	546	66	12%	477	57	12%
Female	1,567	188	12%	1,367	164	12%
<b>Total permanent Workers</b>						
Male	500	60	12%	393	47	12%
Female	395	47	12%	311	37	12%

Note: This information is only for Aster Aadhar & Aster Medcity Hospitals where there are Unions.

## 8. Details of training given to employees and workers:

Category	FY 2021-22					FY 2021-21				
	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)
<b>Employees</b>										
Male	6,012	2,902	48.2%	3,243	53.8%	2,686	1,935	72.04%	1,180	43.9%
Female	7,128	4,843	68%	4,169	58.4%	4,377	3,336	76.22%	2,049	46.8%
<b>Total</b>	<b>13,149</b>	<b>7,755</b>	<b>58.9%</b>	<b>7,412</b>	<b>56.3%</b>	<b>7,063</b>	<b>5,271</b>	<b>74.63%</b>	<b>3,229</b>	<b>45.7%</b>

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

	FY 2021-22			FY 2020-21		
	Total (A)	No. (B)	& B/A	Total (C)	No. (D)	& D/C
<b>Employees</b>						
Male	8,165	5,595	68.5%	7,154	5,539	77%
Female	12,615	7,528	59.7%	10,393	7,625	73%
<b>Total</b>	<b>20,780</b>	<b>13,123</b>	<b>63.2%</b>	<b>19,322</b>	<b>13,164</b>	<b>68%</b>

## 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?-

Yes, All facility related activities and subcontractors activities are covered under the H & S management system for clinical services

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

Integrated method of statement and risk assessment procedure to identify work related hazards, Risk and opportunities process for business risk identification.

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

Yes, Reporting of hazards and HSE observations are integrated in Facilio software.

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

(Yes/ No)- Yes, This is covered under the group insurance policies and all employees have access to medical services.

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

Safety Incident/Number	Category	FY 2021-22	FY 2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related Injuries	Employees	0	5 (First aid cases)
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

- Effective HSE plan and procedures implementation
- Periodic trainings to the staff
- Regular HSE inspections
- Appointment of safety officers in the hospitals.
- Compliance to all local regulations.

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

	FY 2021-22		FY 2020-21	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Working Conditions	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	95%
Working conditions	95%

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 has a policy in place for incident reporting and investigation process is to collect accurate, comprehensive and relevant information about an incident, to establish the true facts and root causes that contributed to the cause of the incident and to recommend

and develop corrective actions to prevent recurrences.

#### 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, to all permanent employees.
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.- The Company obtains confirmation from various vendors on the compliance with statutory dues.
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: Nil
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
5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working conditions	Nil

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

The Company has policy in place to establish, document, implement a documented procedure for performance / quality control of service provider or contractor with regard to quality, health, safety and environment. To ensure that services are delivered as per agreed terms with compliance to EHS requirements and legal compliances.

#### 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

Across different locations, we have identified specific functions and departments to address the concerns of a particular set of stakeholders. We engage proactively and continuously with our stakeholders, using formal and informal approaches such as performance reviews meetings, surveys, feedback systems, media, events etc.

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

Our stakeholders are important to us, and engaging with them is key to our business strategy. Ongoing engagement with our stakeholders informs our materiality process and helps us identify important sustainability issues central to our sustainability strategy. Details of stakeholder groups identified and frequency of engagement is provided in page no. 22 of the Annual Report.

**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.-

Consultation with stakeholders on Environmental, Social, and Governance topics are delegated to the departments within the organization who are also responsible for engaging with stakeholders continually.

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.

Aster DM Foundation was set up along with our Aster Volunteers program through which the Company continuously engages with local communities and social groups for receiving inputs.

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

The details can be accessed on our Aster Volunteers website: at <https://www.asterdmhealthcare.com/aster-volunteers>

**PRINCIPLE 5 Businesses should respect and promote human rights****Essential Indicators**

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:  
Every employee is part of new-hire onboarding and every employee is expected to undergo mandatory training awareness on the Aster Code of Conduct which is available for all employees. Please refer principle 3 sno.8 of the Report.
- Details of minimum wages paid to employees in the following format:

Category	FY 2021-22 Current Financial Year					FY 2020-21 Previous Financial Year				
	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)
<b>Employees</b>										
<b>Permanent</b>										
Male	3,919	2,351	60%	1,568	40%	3,133	1,879	60%	1,254	40%
Female	6,677	4,006	60%	2,671	40%	5,438	3,262	60%	2,176	40%
<b>Other</b>										
<b>Permanent</b>										
Male	1,130	1,130	100%	0	0%	920	920	100%	0	0%
Female	1,083	1,083	100%	0	0%	883	883	100%	0	0%

Note: This information is provided for employees in India only.

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

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category

Board of Directors (BoD)

Key Managerial Personnel

Employees other than BoD and KMP

Refer Particulars of Employees section of Annual report on page no. 116

- 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)-

Yes, an Ethics Committee comprising of senior members of staff that meet on a monthly basis to oversee group employees grievance related escalations.

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

Aster DM Healthcare strives to create and maintain an inclusive environment where all employees feel heard, empowered and respected. We encourage our employees to share their concerns & grievances with us through the appropriate channels and forums to help us address them in a timely manner without fear of reprisal while continuing to improve our people practices. Employee grievance can be defined as any concern or challenge that an employee is facing at the workplace including dissatisfaction, behavioral concerns, psychological concerns and/or any issues pertaining to power dynamics. Being a listening organization, we have multiple channels for employees to raise concerns. These range from unit level grievance committees, whistle blower channel, anti-sexual harassment channel, to the corporate employee wellbeing and grievances channel. These are governed by the whistle blowing policy, anti-sexual harassment policy,

anti-discrimination policy and the code of conduct policy.

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

	FY 2021-22			FY 2020-21		
	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*	16	0		10	0	
Discrimination at workplace	134	0		108	0	
Child Labour	0	0		0	0	
Forced Labour / Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	14 (involuntary separation)			16 (involuntary separation)		

Note: Total employee grievances from April 2021-March 2022 that came to the whistle blower channel were : 20

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

As stated in our anti sexual harassment policy: Regardless of the outcome of a complaint made in good faith, the Employee lodging the complaint and any person providing information or any witness, will be protected from any form of retaliation. While dealing with complaints of sexual harassment, the Committee shall ensure that the Employee or the witness are not victimized or discriminated against by the Respondent. Any unwarranted pressures, retaliatory or any other type of unethical behavior from the Respondent against the Employee while the investigation is in progress should be reported by the complainant to the Committee as soon as possible. Disciplinary action will be taken by the Committee against any such complaints which are found genuine.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)-Yes
9. Assessment for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company has an Ethics Committee which regularly reviews these issues and provides corrective action if necessary.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

10. Provide details of any corrective actions taken or underway to address significant risks /concerns arising from the assessments at Question 9 above- There are no significant risks/concern that have been identified by the Ethics Committee.

#### Leadership Indicators

- Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints- None
- Details of the scope and coverage of any Human rights due-diligence conducted. Not applicable
- 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
- Details on assessment of value chain partners:  
During the year the Company has not conducted any assessment of value chain partners.

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	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total electricity consumption (A)	93,692.10 MWH	110.65 GWh
Total fuel consumption (B)	Diesel: 312 KL Petrol: 73 KL LPG: 211,085 KG	Diesel: 63 KL Petrol: 4 KL LPG: 106,882 KG
Energy consumption through other sources (C)	41,700	53,860
<b>Total energy consumption (A+B+C)</b>		
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	9.14 (MWh/crores of INR)	12.86 (MWh/crores of INR)

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. The Company is in the process of obtaining assurance from KPMG Assurance and Consulting Services LLP.

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	8,807	1,825
(ii) Groundwater	115,326	43,800
(iii) Third party water	282,095	
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	406,228	45,625
<b>Total volume of water consumption (in kilolitres)</b>	1,001,019	920,360
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	97.63	106.919

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. The Company is in the process of obtaining assurance from KPMG Assurance and Consulting Services LLP.

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.- No
5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:  
This will be made available in the BRSR report from financial year 2022-23
6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if	tonnes of CO2 equivalent	Petrol: 176 Diesel: 956 LPG: 380	Petrol: 9.952 Diesel: 192.521 TOTAL: 202.473
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if	tonnes of CO2 equivalent	59,755	64,589
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>		5.975	7.526

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. The Company is in the process of obtaining assurance from KPMG Assurance and Consulting Services LLP.

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

Our commitment to waste management is reflected in several activities we undertake to reduce the impact of waste generated from our operations. In order to effectively treat the sewage generated at our hospitals, we have installed several sewage treatments plants (STPs).

The aim was not only to treat our sewage before disposal but to cut down our water consumption at these hospitals. Further, we have identified means to reuse our treated water for the following purposes:

- 13 STPs at Aster
- Total capacity of 3,405 KLD
- 268,982 Kiloliters of water recycled at Aster

8. Provide details related to waste management by the entity

These details will be made available in our Business Responsibility and Sustainability Report from FY 2022-23 onwards.

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.-

Aster DM Healthcare has well established waste management practices adopted by the whole organization. The main intention of these practices is to identify, segregate and further recycle the waste generated as part of our operations. Currently we have a network of different vendors and various procedures for the collection and recycling of recyclable materials like metals, old newspapers, plastic cans, plastics and waste cartons.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	Aster Medcity, Cheranalloor Village, Kanayannur Taluk, Ernakulam District, Kerala State, India – 682027	Hospital, Healthcare Industry	Yes

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable.

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

of all such non-compliances, in the following format: Yes

#### Leadership Indicators

- Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources.  
These details will be made available in our Business Responsibility and Sustainability Report from FY 2022-23 onwards.
- Provide the following details related to water discharged:  
These details will be made available in our Business Responsibility and Sustainability Report from FY 2022-23 onwards.
- Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):  
These details will be made available in our Business Responsibility and Sustainability Report from FY 2022-23 onwards.
- Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tonnes of CO <sub>2</sub> equivalent	417.33	439.93
<b>Total Scope 3 emissions per rupee of turnover</b>		0.04 (tCO <sub>2</sub> e/crores of INR)	0.05 (tCO <sub>2</sub> e/crores of INR)

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. The Company is in the process of obtaining assurance from KPMG Assurance and Consulting Services LLP.

- 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.  
There has been no significant direct or indirect impact on biodiversity.
- 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	Sewage Treatment Plant Installed	As part of our commitment to SDG Goal 6 – Clean Water and Sanitation, we have installed 13 Sewage Treatment Plants and further reuse this treated water for Flushing, Horticulture and Cooling Tower purposes.	The following breakup shows the treated water utilized for various purposes: - <b>Flushing:</b> 6,122,130 Liters - <b>Horticulture:</b> 229,865,660 Litres - <b>Cooling Tower:</b> 32,995,000 Litres

- Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.-  
Each facility has a Disaster Recovery Plan (DRP) for addressing facility related disasters such as earthquakes, sandstorms, flood, explosions, power outages etc. Vertical risk assessment register is aligned with HVA and Risks against all hazards identified shall be identified in the Vertical Risk Assessment Register. Disaster Management Plan and related policy is periodically reviewed and updated for recommendation made by DHA. Half yearly process of risk assessment and risk register in place to review and update with last review and next review date.
- 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- Not applicable.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.- 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. Six
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ Associations	Reach of trade and industry chambers/ associations (State/National)
1	Association of Healthcare Providers – India (AHPI)	National
2	Healthcare Federation of India (NATHEALTH)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Confederation of Indian Industry (CII)	National
5	Kerala Private Hospital Association (KPHA)	State
6	Private Hospitals & Nursing Homes Association (PHANA)	National

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. Not applicable.

#### Leadership Indicators

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

### 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 the 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
Not Applicable					

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

Name of the project for which R & R is ongoing	State	District	No of project affected families (PAF's)	% of PAF's covered by R & R	Amounts paid to PAF's in the FY (in INR)
Not Applicable					

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

Aster DM Healthcare strives to create and maintain an inclusive environment where all stakeholders feel heard and respected. Being a listening organization, we have whistle blower channel to receive and redress grievances of the community.

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

Parameter	FY 2021-22	FY 2020-21
Directly sourced from MSMEs/ small producers	3.56%	3.09%
Sourced directly from within the district and neighbouring districts	85.70%	93.79%

#### Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): Not applicable
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: Please refer CSR Report of this Annual Report at page no 121.
- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No)-  
No. The Company has a procurement policy. In healthcare setup quality compliance is the only parameter that is adhered to.
- 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: Nil
- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved. Nil
- Details of beneficiaries of CSR Projects: Please refer CSR Report of this Annual Report page no. 66.

#### PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner

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

Consumer Complaints received in the form of legal notices or litigations which is sent to the registered office of the Company. A peer review of the allegations made by the Patients/Consumers is done with the help of the Clinical Excellence Team and based on the outcome of the peer review, response to the legal notice is provided within the framework of law.

- Turnover of products and/ services as a percentage of turnover from all products/service that carry information about: Not applicable
- Number of consumer complaints in respect of the following:

	FY 2021-22		FY 2020-21	
	Received during the year	Pending resolution at end of year	Received during the year	Pending resolution at end of year
Data privacy				
Advertising				
Cyber-security		Nil		Nil
Delivery of essential services				
Restrictive trade practices				

- Details of instances of product recalls on account of safety issues: Nil
- 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, cyber security and risks related to data privacy are part of Risk Management Policy and reviewed and monitored by the Risk Management Committee.
- 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.-Nil

**Leadership Indicators**

1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).-  
<https://www.asterdmhealthcare.com/about-us/>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.  
Not applicable as we are in healthcare services.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services-  
All communications will be made via the Public Relations team in Corporate head quarters and key messages to consumers will be passed on via them.
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. -No.  
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) -Yes.
5. Provide the following information relating to data breaches:
  - a. Number of instances of data breaches along-with impact- Nil
  - b. Percentage of data breaches involving personally identifiable information of customers- Nil