



Date: August 21, 2026

Ref:- GH/2026-27/EXCH/44

The General Manager
Dept. of Corporate Services
BSE Limited,
P J Towers, Dalal Street,
Mumbai - 400 001

The Manager
Listing Department
National Stock Exchange of India Limited
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051

Scrip Code: 543654

Symbol: MEDANTA

Sub: Business Responsibility and Sustainability Report for Financial Year 2025-26.

Dear Sir(s),

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Company's Business Responsibility and Sustainability Report along with Reasonable Assurance Report, for the Financial Year 2025-26.

Kindly take the above on record.

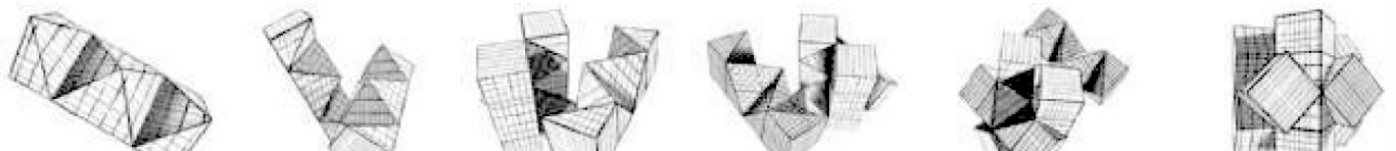
Thanking you,

Yours faithfully

For Global Health Limited

Rahul Ranjan
Company Secretary & Compliance Officer
M. No. A17035

Encl: a/a



Business Responsibility & Sustainability Report

SECTION A:

GENERAL DISCLOSURES



SECTION B:

MANAGEMENT AND PROCESS DISCLOSURES



SECTION C:

PRINCIPLE-WISE PERFORMANCE DISCLOSURES



Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable

01



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

02



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

03



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

04



Businesses should respect and promote human rights

05



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

06



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

07



Businesses should promote inclusive growth and equitable development

08



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

09



SECTION A: GENERAL DISCLOSURES

Medanta, operated by Global Health Limited, runs a network of six multi-specialty tertiary care hospitals across Gurugram, Indore, Ranchi, Lucknow, Patna and Noida, delivering care across 30+ medical specialities through more than 2,300 doctors. This section sets out the Company's corporate identity, business activities, operational footprint, workforce profile and holding/subsidiary structure, along with the grievance redressal mechanisms established for communities, investors, employees, customers and value chain partners, forming the foundation for its Business Responsibility and Sustainability disclosures.

Key Highlights



Stakeholders Impacted:

Patients

Employees

Shareholders

Investors and Analysts

Suppliers/Vendors

Local Communities

Linkage with Capitals

Financial Capital

Human Capital

Social and Relationship Capital

Manufactured Capital

UN SDG Linkage



I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L85110DL2004PLC128319
2	Name of the Listed Entity	GLOBAL HEALTH LIMITED
3	Year of Incorporation	2004
4	Registered Office Address	MEDANTA-MEDICLINIC, E-18, DEFENCE COLONY, NEW DELHI 110024
5	Corporate Address	"Medanta The Medicity", Sector 38, Gurugram, Haryana 122001
6	Email Address	compliance@medanta.org
7	Telephone	91 124 483 4060
8	Website	https://www.medanta.org/
9	Financial Year for which reporting is being done	FY 2025-26
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ("NSE") NSE Symbol: MEDANTA BSE Limited ("BSE") BSE Code: 543654
11	Paid-up Capital	53,73,80,764/- divided into 26,86,90,382 Equity Shares of Rs. 2/- each
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rahul Ranjan - Company Secretary & Compliance Officer E-mail id- compliance@medanta.org Tel: +91 124 483 4060
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
14	Name of assessment or assurance provider	S G S India private Limited
15	Type of assessment or assurance obtained	BRSR Core Indicator - Reasonable Assurance and Limited Assurance of selected indicators for BRSR (other than core)

II. Products/Services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Hospital and Medical Care	Global Health Limited (the "Company") is one of the largest private multi-specialty tertiary care providers operating in the North and East regions of India, with key specialties in cardiac science, neurosciences, oncology, digestive and hepatobiliary sciences, orthopaedics, liver transplant, and kidney and urology, according to the report titled "An assessment of the healthcare delivery market in India, September 2022" by CRISIL Limited. Under the "Medanta" brand, the Company has a network of six hospitals currently in operation (Gurugram, Indore, Ranchi, Lucknow, Patna and Noida). Spanning an area of 5.6 millions sq. ft., its operational hospitals have 3,665 installed beds as on March 31, 2026. The Company provides healthcare services in over 30 medical specialties and engages over 2,400+ doctors led by highly experienced department heads.	100%

17. 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	Hospital and Medical Care	861	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	35*	2	37
International	0	0	0

*Includes 12 Retail Pharmacy, 9 Labs, 6 Hospital and 8 Clinic.

19. Markets served by the Entity

a. Number of locations

Location	Number
National (No. of States)	6
International (No. of Countries)	0*

*Medanta renders services to international patients who travel to their facilities in India.

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

The contribution of exports as a percentage of the total turnover of the entity is 5.22%.

c. A brief on Types of customers

Medanta caters to a diverse and extensive patient base, comprising both domestic and international patients seeking high-quality healthcare services. This broad patient mix reflects the Company's strong clinical capabilities, established reputation for medical excellence, and ability to address a wide spectrum of healthcare needs across geographies and patient segments.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	12,600	6,200	49%	6,400	51%
2.	Other than Permanent (E)	2,177	1,400	64%	777	36%
3.	Total employees (D + E)	14,777	7,600	51%	7,177	49%
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

Note:

1. 'Permanent Employees' includes all the full-time employees with an indeterminate period.
2. 'Other than Permanent Employees' include all employees with a fixed term employment contract, Retainer Doctors, Residents, DNB Students.
3. In addition to the total workforce mention above, the Company creates job opportunities through contractual workers provided by third-party service contracts.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	4	4	100%	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	4	4	100%	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 differently abled workers (F + G)	0	0	0	0	0

21. Participation/Inclusion/Representation of Women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20.00%
Key Management Personnel	4	0	0.00%

22. Turnover rate for permanent employees and workers (disclose trends for the past 3 years)

	FY 2025-26			FY 2024-25			FY 2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	25%	38%	32%	29%	41%	35%	26%	42%	34%
Permanent Workers	-	-	-	-	-	-	-	-	-

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

23. Name of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/Subsidiary/Associate/Joint Venture	% of shares held by the listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed Entity? (Yes/No)
1	Global Health Patliputra Private Limited	Subsidiary	100%	Yes
2	GHL Pharma & Diagnostic Private Limited	Subsidiary	100%	Yes
3	GHL Hospital Limited	Subsidiary	50%	Yes
4	Global Health Institute of Medical Sciences Foundation	Subsidiary	100%	Yes

VI. CSR Details

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

(ii) Turnover (in Million Rs.): 4,878.08 (as on March 31, 2025)

(iii) Net worth (in Million Rs.): 34,856.81 (as on March 31, 2025)

Notes:

1. Turnover represents Total Income including other income on consolidated basis.

2. Net worth represents Total Equity on a consolidated basis.

VII. Transparency and Disclosure Compliances

25. Complaints/Grievances on any of the principles (Principle 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 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes Beneficiaries can file a complaint by writing an email to feedback@medanta.org	-	-	-	-	-	-

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 2025-26			FY 2024-25		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Investors (other than shareholders)	Yes Medanta has created a designated email-id compliance@medanta.org exclusively for investors to raise their grievances	0	0	-	0	0	-
Shareholders		3	0	-	18	0	-
Employees and workers	Yes*	44	5	-	24	0	-
Customers	Yes*	16,178	533	-	17,094	577	-
Value Chain Partners	Value chain partners can file a complaint by writing an email to feedback@medanta.org / compliance@medanta.org	-	-	-	-	-	-
Others (please specify)		No					

Note:

Medanta has established a structured grievance redressal mechanism supported by defined processes, policies, and designated personnel. The applicable policies are made readily accessible to employees in digital format. While the Company does not maintain a separate grievance redressal policy specifically for workers, a common policy is applicable to all employees. Medanta also follows an open-door and non-hierarchical approach, enabling employees to raise grievances directly with the Immediate Supervisor/Reporting Manager, Functional Head, or HR, as appropriate.

*Medanta provides multiple channels through which patients (<https://www.medanta.org/Patients>) and customers can raise complaints, provide feedback, and communicate their concerns. These channels include an online complaint mechanism with SMS-based links, email, telephone, [feedback forms](#), and surveys. This multi-channel approach enables accessible and timely grievance resolution while supporting the Company's commitment to customer satisfaction and continuous improvement.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Customer Health & Safety	Opportunity	Delivering safe, high-quality, and patient-centric healthcare enables Medanta to enhance clinical outcomes, build patient trust, and strengthen long-term relationships. A sustained focus on customer health and safety creates opportunities to improve patient satisfaction, reinforce the organisation's reputation for clinical excellence, and support sustainable business growth.	Not Applicable (NA)	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Effluents & Waste Management	Risk	Improper disposal of effluents and biomedical waste, including both hazardous and non-hazardous waste streams, may result in significant environmental, health, and regulatory risks. Effective waste management practices are therefore critical to safeguarding public health, protecting the environment, ensuring compliance with applicable regulations, and maintaining operational sustainability and stakeholder trust.	Medanta has implemented a waste management policy that complies with guidelines from the state Pollution Control Boards and Biomedical Waste Management Rules. Regular training programmes for healthcare workers ensure proper waste management and disposal practices. Additionally, the Company's hospitals conduct a weekly Infection Control Audit to consistently assess and optimise their strategies, safeguarding their teams, patients, and the community from potential health risks	Negative
3	Governance	Opportunity	Strong governance frameworks strengthen compliance, ethical business conduct, and transparency, thereby enhancing stakeholder confidence and supporting long-term strategic alignment. They foster a culture of accountability and integrity, contribute to sustainable value creation, strengthen investor confidence, improve financial resilience, and further reinforce Medanta's reputation as a responsible and trusted healthcare institution.	NA	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4	Energy Management	Opportunity	Inefficient energy management may result in increased operational costs, exposure to energy price fluctuations, and higher greenhouse gas emissions, which could lead to regulatory, environmental, and reputational risks. Continued reliance on non-renewable energy sources may also pose long-term sustainability challenges. To address these concerns, the Company is undertaking initiatives to optimise energy consumption, enhance operational efficiency, and progressively transition towards cleaner and renewable energy sources, thereby reducing environmental impact and supporting its broader sustainability commitments.	NA	Positive
5	Water Management	Opportunity	Water Management has been identified as a material opportunity for Medanta given the high water intensity of healthcare operations. Efficient water use not only reduces operational costs and mitigates risks associated with water scarcity but also strengthens compliance readiness and enhances stakeholder trust. By adopting globally aligned frameworks and innovative technologies, Medanta can position itself as a leader in sustainable healthcare, contributing to national and global sustainability goals.	NA	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Training and Education	Opportunity	Investing in comprehensive training and development programmes enhances employee capabilities, supports regulatory compliance, and contributes to improved quality of patient care. Such initiatives help strengthen employee engagement, productivity, and retention by fostering a skilled, knowledgeable, and motivated workforce. This, in turn, enhances Medanta's overall operational effectiveness and supports the delivery of high-quality healthcare services.	NA	Positive
7	Emissions Management	Risk	Failure to effectively manage emissions may lead to elevated greenhouse gas (GHG) emissions, potential regulatory non-compliance, and adverse impacts on the health and well-being of employees, patients, and surrounding communities. Such risks may result in reputational challenges, increased operational costs, and exposure to regulatory actions. In addition, inadequate emissions management can contribute to climate-related impacts, thereby affecting the Company's long-term sustainability and environmental stewardship objectives.	The Company actively monitors its Scope 1 and Scope 2 greenhouse gas (GHG) emissions to better understand, assess, and manage its direct and indirect environmental impact. In line with its sustainability commitments, Medanta is also focused on increasing the adoption of renewable energy sources across its operations, with the objective of progressively reducing dependence on conventional non-renewable energy sources and lowering its overall carbon footprint.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Occupational Health and Safety	Risk	Inadequate safety measures expose hospitals to significant risks, including staff health complications, occupational hazards across biological, chemical, physical, and psychosocial domains, radiation exposure, fire and life safety threats, improper handling of hazardous waste, and deficiencies in medical equipment safety. Such lapses compromise patient care, regulatory compliance, and overall workplace safety.	The Company has obtained the requisite certifications and accreditations from relevant regulatory and industry bodies, including Joint Commission International (JCI) accreditation for its Gurugram & Lucknow facility and National Accreditation Board for Hospitals and Healthcare Providers (NABH) accreditations across its hospitals. Additionally, the Company has established comprehensive policies and procedures aimed at identifying, managing, and mitigating patient and operational safety risks.	Negative
9	Cyber Security	Risk	Given the nature of the healthcare business, the Company handles sensitive patient health information and confidential data. Any unauthorised access, theft, or leakage of such data may expose the Company to significant operational, regulatory, and reputational risks, while also impacting stakeholder trust and data privacy obligations.	The Company has implemented a robust data security management framework, including comprehensive IT policies and controls, to safeguard sensitive patient information from unauthorised access, misuse, and data breaches. These measures support compliance with applicable regulatory requirements while reinforcing patient confidentiality, data privacy, and stakeholder trust.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
10	Economic Performance	Opportunity	Medanta adopts robust financial planning and risk management strategies to effectively navigate economic fluctuations and uncertainties while maintaining adequate financial resilience. In parallel, the Company remains committed to expanding its presence across underserved markets in India and building a long-term, sustainable growth model that supports accessible and quality healthcare delivery.	NA	Positive
11	Employment	Opportunity	India continues to face employment challenges driven by its growing population and evolving economic landscape. Through the expansion of its operations and healthcare network, Medanta contributes to employment generation by creating direct and indirect job opportunities, thereby supporting economic development and strengthening the healthcare ecosystem.	NA	Positive
12	Risk Management	Risk	Inadequate risk management may expose the organization to significant financial, operational, and reputational challenges, including data breaches, regulatory penalties, and business disruptions. Furthermore, it can hinder effective crisis response and recovery, thereby undermining long-term resilience and sustainability.	The Company undertakes comprehensive risk assessments through regular evaluations to identify potential threats and vulnerabilities, enabling timely and proactive risk mitigation. In addition, it has developed contingency plans and robust response protocols to effectively manage and address crisis situations, ensuring operational continuity and resilience.	Negative
13	Access to Healthcare	Opportunity	India continues to face significant gaps in access to quality healthcare, particularly in underserved regions, presenting a substantial opportunity to enhance healthcare delivery. The Company seeks to address this need by expanding access to high-quality medical services and strengthening healthcare infrastructure across such markets.	NA	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
14	Labour Management	Risk	As a people-intensive healthcare provider, Medanta's ability to deliver high-quality patient care depends on attracting, retaining, and effectively managing a skilled workforce. Challenges such as talent shortages, employee engagement, workforce well-being, compliance with labour regulations, and retention of healthcare professionals can impact service quality, operational efficiency, patient safety, and the hospital's reputation.	The Company has established structured labour management practices, including the development of labour management plans and the provision of statutory benefits such as salary slips, Provident Fund (PF), and Employees' State Insurance Corporation (ESIC) coverage. Overtime payments are ensured in compliance with applicable regulations, supported by regular inspections of contractors providing labour services.	Negative
15	Diversity & Equal Opportunity	Opportunity	A diverse workforce fosters creativity, innovation, and stronger problem-solving capabilities by bringing together varied perspectives and experiences. An inclusive work environment enhances employee engagement and satisfaction, which in turn supports the delivery of higher-quality patient care. Diverse teams are also better equipped to address the varied needs of patients and customers, thereby improving overall service outcomes and patient satisfaction.	NA	Positive
16	Community Development	Opportunity	Engaging in community development initiatives strengthens relationships with local stakeholders, enhances Medanta's reputation, and fosters a supportive ecosystem for sustainable growth. It also enables collaborative opportunities, builds patient trust and loyalty, and delivers meaningful social impact by aligning the Company's objectives with community needs and expectations.	NA	Positive



SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Medanta's governance framework ensures that all nine NGRBC Principles are backed by Board-approved policies that are translated into procedures and extended to the Company's value chain partners. Performance against these policies is monitored quarterly by the Management and Audit Committee, with statutory compliances tracked and any non-compliances reported to the Board, reflecting Medanta's commitment to accountable, transparent sustainability governance as it builds a data-driven ESG framework.

Key Highlights

9

NGRBC Principles covered
by Board-approved policy

NABH

Accredited
healthcare facilities

Stakeholders Impacted:



Patients



Employees



Shareholders



Investors
and Analysts



Government and
Regulatory Authorities



Suppliers/
Vendors



Local
Communities

Linkage with Capitals



Financial Capital



Human Capital



Social and
Relationship Capital



Natural Capital

UN SDG Linkage



Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether the Entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the policies, if available	The statutory policies which are required to be published are available at : https://www.medanta.org/investor_relations/corporate-governance/governance-codes-policies Other policies and SOPs are available on the Company's intranet (Spandan).								
2.	Whether the Entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to the Entity's value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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 the Entity and mapped to each principle.	Joint Commission International (JCI), National Accreditation Board for Hospitals and Healthcare Providers (NABH), NABH – Blood Bank, NABH Nursing Excellence NABH Ethics Committee National Accreditation Board for Testing and Calibration Laboratories								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	At present, Medanta has not established formal sustainability commitments, goals, or quantitative targets with defined timelines. The Company continues to integrate sustainability considerations into its operations through its policies, governance framework, and responsible business practices, while disclosures are made based on the current stage of implementation.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons, in case the same are not met.	As the Company has not established formal sustainability commitments, goals, or quantitative targets with defined timelines, reporting on performance against such targets is not applicable for the current reporting period. Medanta remains committed to transparent and accurate sustainability disclosures in line with applicable reporting requirements.								
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)										
Sustainability is embedded in Medanta's long-term growth strategy, governed by a structured ESG framework and guided by evolving stakeholder priorities.										
Medanta continues to advance its ESG agenda with greater focus, accountability, and measurable outcomes in FY 2025-26.										
On the environmental front, Medanta has sustained its commitment to reducing its operational footprint through 100% LED lighting across all greenfield hospitals, expanded renewable energy integration, and the continued transition to electric vehicles for internal campus mobility.										
Community health remains central to Medanta's mission. Through its CSR programmes, Mission TB Free extended its reach across multiple districts, anaemia screening initiatives delivered preventive care to underprivileged children, and OPD outreach clinics continued to serve underserved populations with accessible primary healthcare.										
As Medanta scales its operations in FY 2025-26 and beyond, sustainability and community impact remain non-negotiable pillars of its growth ensuring that organisational progress translates into equitable healthcare access, environmental responsibility, and lasting value for all stakeholders.										
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Board of Directors								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	At Medanta, the Environmental, Social, and Governance (ESG) responsibilities are comprehensively overseen by the Management and Board. They ensure that sustainability-related issues are thoroughly integrated into the company's strategic framework and operational practices, providing robust and holistic oversight.								

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)								
	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	The Management and Audit Committee of the Company regularly monitor the performance of the Company against Board approved policies. They are also responsible for updating the policies. The revised policies should then be submitted to the Committees and Board of Directors for review and approval									Quarterly/Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Medanta monitors the compliances on a timely basis and non-compliances, if any, are reported to the Board/ Committee (es).									Quarterly								

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment /evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	All policies pertaining to the NGRBC principles have been reviewed by an external agency .								

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 Principle material to its business (Yes/No)	NA								
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: PRINCIPLE-WISE PERFORMANCE DISCLOSURE.

This section presents Medanta's performance against each of the nine National Guidelines on Responsible Business Conduct (NGRBC) Principles, structured as Essential indicators which are expected of every reporting entity and Leadership indicators, which reflect a voluntary, higher level of social, environmental and ethical responsibility. Together, these disclosures cover governance and ethics, patient safety, employee wellbeing, stakeholder engagement, human rights, environmental stewardship, public policy engagement, inclusive growth and responsible consumer engagement across Medanta's hospital network.

Principle 1:

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

Medanta upholds integrity, transparency and accountability through its Anti-Bribery and Ethics Policy, which requires all directors, officers, employees and service providers including those of its subsidiaries to comply with applicable anti-bribery and sanctions laws. Structured training programmes for the Board, Key Managerial Personnel and employees reinforce ethical conduct, while a dedicated Code of Conduct governs the identification and management of conflicts of interest across the organisation.

Key Highlights

100 %

Board and KMP training coverage

Zero

Fines, penalties or settlements

Stakeholders Impacted:



Employees



Shareholders



Government and
Regulatory Authorities



Investors
and Analysts

Linkage with Capitals



Financial Capital

UN SDG Linkage



Essential Indicators:

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	6	The training for the Board of Directors includes regular familiarization programs relating to units and corporate functions and other aspects pertaining to company's operations or industry.	100%
Key Managerial Personnel	8	Key Managerial Personnel (KMPs) undergo a structured and comprehensive training program that covers critical functional and compliance areas. This includes detailed guidance on the Company's Code of Conduct, outlining expected ethical standards and professional behavior, along with training on Employee Rights and Responsibilities to ensure adherence to workplace rights and fair practices. KMPs also receive specialized training in Quality Awareness initiatives aimed at enhancing overall performance and service excellence. Additionally, Disaster Management and Fire Safety training equip them to effectively handle emergencies and safeguard lives and assets, while POSH (Prevention of Sexual Harassment) modules promote a respectful and secure workplace culture. The program further includes ESG awareness sessions to strengthen sustainability practices and enable effective evaluation of environmental, social, and governance risks.	100%
Employees other than Board of Directors and KMPs	600	For employees other than the Board of Directors and Key Managerial Personnel, training programs are designed to ensure strong proficiency in the critical aspects of their roles and responsibilities. These programs provide comprehensive coverage of key areas, including Medanta's Code of Conduct to reinforce ethical behaviour and policy compliance, Infection Control to uphold workplace hygiene standards, and Disaster Management and Fire Safety to prepare employees to respond effectively to emergencies and safeguard lives and property. Employees are also trained on their Rights and Responsibilities to enhance awareness of their duties and entitlements. The curriculum further emphasizes Quality Awareness to improve service standards and operational efficiency, Safety Standards and Occupational Hazard training to minimize risks and promote a culture of safety, and Prevention of Sexual Harassment (POSH) to ensure a respectful, safe, and harassment-free workplace.	95%
Workers		NA	

Notes:

1. Data on number of training and awareness programmes is on standalone basis for Board of Directors and KMPs.
2. The number of training and awareness programmes for Employees other than Board of Directors and KMPs is on consolidated basis.

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:

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

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

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

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

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

Medanta's Anti-Bribery and Ethics Policy requires all directors, officers, employees (including those of its subsidiaries), and service providers to comply with applicable anti-bribery and sanctions laws, as well as the Company's established ethical standards.

Originally adopted in January 2016 and made effective from 1 March 2016, with subsequent modifications in February 2025, the policy is aligned with key Indian legislative frameworks, including the Prevention of Corruption Act, 1988, the Companies Act, 2013, the Whistle Blowers Protection Act, 2014, the Prevention of Money Laundering Act, 2002, the Bharatiya Nyaya Sanhita, 2023, and the Foreign Contribution (Regulation) Act, 2010.

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

	FY 2025-26	FY 2024-25
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6. Details of complaints with regard to conflict of interest

	FY 2025-26		FY 2024-25	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil		Nil	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

Not Applicable

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

	FY 2025-26	FY 2024-25
Number of days of accounts payables	33.15	34.98

9. Open-ness of business:

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

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from		
	c. Purchasing from the top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales*	a. Sales to dealer / distributors as % of total sales	NA	NA
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties as % of Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties as % of Total Sales)	0.13%	0.14%
	c. Loans & advances given to related parties as % of Total loans & advances	Nil	Nil
	d. Investments in related parties as % of Total Investments made	Nil	Nil

*Being in a healthcare services industry, we are not engaged with dealers/ distributors for providing our services. Hence, no sales are made to dealers/distributors.

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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
---	--	--

The Company has implemented a structured training programme for outsourced personnel engaged at its premises, delivered in accordance with a defined calendar to ensure systematic and consistent coverage. However, the Company has not introduced any dedicated training or awareness initiative for its value chain partners during the financial year.

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.

Medanta is firmly committed to conducting its business operations in strict compliance with applicable laws and the highest standards of ethical conduct. This commitment is anchored in its comprehensive "Code of Conduct for Board Members, Key Managerial Personnel, and Senior Management," which forms a key pillar of the Company's corporate governance framework and guides ethical behaviour across the organisation.

The Code of Conduct establishes clear standards of integrity, transparency, accountability, and fairness, designed to prevent misconduct and promote responsible decision-making at all levels. By adhering to these principles, Medanta fosters a culture of trust and ethical governance while safeguarding the interests of all stakeholders.

Further details on the Company's governance framework and related policies can be accessed here: https://www.medanta.org/investor_relations/corporate-governance/governance-codes-policies

Principle 2:

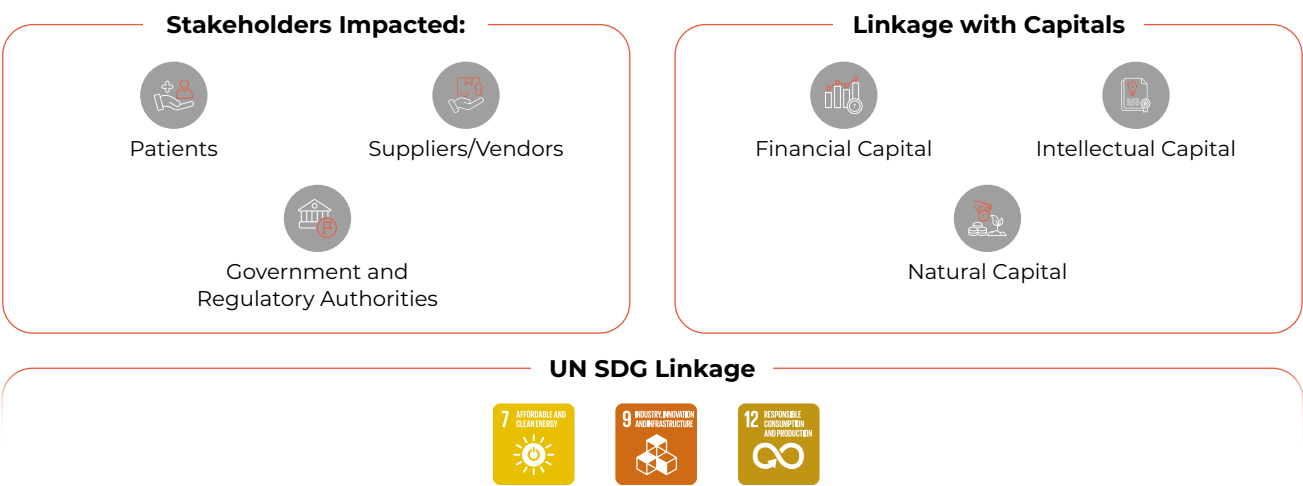
Business should provide goods and services in a manner that is sustainable and safe

Medanta ensures the safe and sustainable delivery of healthcare through a formal Supplier Code of Conduct that promotes preferential procurement from MSMEs and local suppliers, eco-friendly and ethical sourcing, and compliance with labour and anti-corruption standards. Medical equipment, pharmaceuticals and related products are procured exclusively from reputed, regulatory-compliant vendors that meet stringent quality and safety requirements.

Key Highlights

Sustainable Sourcing

Responsible & Sustainable Sourcing
Practices in Place



Essential Indicators:

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of products and processes to total R&D and capex investments made by the entity, respectively.**

Segment	FY 2025-26	FY 2024-25	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	-	-

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

As a leading healthcare services provider, Medanta is committed to upholding the highest standards of ethical conduct, environmental stewardship, and social responsibility across its value chain. Recognising the critical role of suppliers in ensuring quality healthcare delivery, the Company has established a comprehensive Supplier Code of Conduct that sets clear expectations on ethical, social, and environmental performance across its supply chain.

The Supplier Code of Conduct encompasses Sustainable Sourcing and Preferential Procurement principles, with a specific emphasis on:

- Preferential procurement from MSMEs and local suppliers, fostering economic growth and community development.
- Promoting eco-friendly materials and ethical sourcing to minimise environmental impact.
- Ensuring compliance with labour laws, anti-corruption policies, and sustainability standards.
- Building a responsible, transparent, and resilient supply chain aligned with BRSR Principles 3, 6, and 8.

Medical equipment, pharmaceuticals, and related products are procured from reputed, regulatory-compliant vendors adhering to stringent quality and safety standards.

- If yes, what percentage of inputs were sourced sustainably?**

The Company has not carried out a formal assessment to determine the percentage of inputs sourced sustainably during the financial year.

- 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.**

(a) Plastics (including packaging)	Plastic waste, including packaging materials, is collected by the housekeeping team and transferred to designated junkyards equipped with segregated storage systems, in accordance with applicable state guidelines to ensure environmentally responsible disposal and minimise ecological impact.
(b) E-waste	E-waste is managed by the Information Technology and Maintenance teams, who collect and transfer it to designated storage facilities for subsequent disposal. The entire process is carried out through authorised vendors approved by the State Pollution Control Boards, ensuring full regulatory compliance and environmentally responsible handling.
(c) Hazardous waste	Hazardous waste is managed in accordance with the Company's Hazardous Material and Waste Management Manual. The Company follows stringent protocols for its safe storage, transportation, and disposal, executed by trained personnel and authorised vendors to ensure regulatory compliance and environmental safety.
(d) other waste.	Biomedical waste is managed under a dedicated Bio-Medical Waste Management Policy, which establishes stringent procedures for its identification, segregation, handling, and safe disposal. The Company also submits annual compliance reports to regulatory authorities, demonstrating adherence to the Bio-Medical Waste Management Rules and reinforcing its commitment to maintaining the highest standards of safety, regulatory compliance, and environmental responsibility.

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 the Pollution Control Boards? If not, provide steps taken to address the same.

As the Company is engaged in the provision of healthcare services and does not qualify as a "Producer" under the Plastic Waste Management Rules, 2022 (as amended), the provisions relating to Extended Producer Responsibility do not apply to its operations.

Leadership Indicators –

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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Medanta, being a healthcare services provider, does not engage in manufacturing activities; accordingly, Life Cycle Assessment (LCA), which is typically applicable to manufacturing processes, is not directly relevant to its operations.

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

Name of Product / Service	Description of the risk / concern	Action Taken
Not applicable, as the Company has not conducted any Life Cycle Assessment (LCA).		

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 2025-26	FY 2024-25
NA		

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:

	FY 2025-26			FY 2024-25		
	Re-used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Medanta's operations do not involve the reclamation of products or packaging at the end of their lifecycle. Therefore, this question is not applicable.					
E-waste						
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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As the Company is engaged in providing healthcare services, no product packaging is involved. Therefore, this question is not applicable

Principle 3:

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

Medanta prioritises the health, safety and holistic development of its workforce through comprehensive health and accident insurance, maternity and paternity benefits, and day-care facilities. A NABH-accredited occupational health and safety management system, supported by structured Hazard Identification and Risk Assessment (HIRA), Failure Mode and Effects Analysis, and regular safety audits, safeguards employee wellbeing across all hospital sites.

Key Highlights

100 %

Employees covered under Career development and performance reviews

94 %

Parental leave return-to-work

Zero

LTIFR and fatalities recorded

Stakeholders Impacted:



Employees



Suppliers/Vendors

Linkage with Capitals



Human Capital



Social and Relationship Capital

UN SDG Linkage



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)
Permanent employees											
Male	6,200	6,200	100%	6,200	100%	NA		6,200	100%	Nil	
Female	6,400	6,400	100%	6,400	100%	6,400	100%	NA			
Total	12,600	12,600	100%	12,600	100%	6,400	50.79%	6,200	49.21%		
Other than Permanent employees											
Male	1,400	Nil									
Female	777										
Total	2,177										

Note: The Company is currently in the process of setting up day care facilities in line with applicable regulatory requirements and remains committed to enhancing employee welfare through the timely implementation of this initiative.

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

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)
Permanent Workers											
Male	NA										
Female											
Total											
Other than Permanent Workers											
Male	NA										
Female											
Total											

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

	FY 2025-26	FY 2024-25*
Cost incurred on wellbeing measures as a % of total revenue of the company	0.50%	0.42%

*Previous year values have been restated to reflect the inclusion of paternity and maternity benefits.

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	84.45%	NA	Yes	82.86%	NA	Yes
Gratuity	86.26%		NA	84.06%		NA
ESI	13.95%		Yes	19.34%		Yes
Others- please specify	0.00%		NA	0.00%		NA

3. Accessibility of workplaces

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

Yes. Medanta is committed to providing an inclusive and accessible workplace for employees, workers, patients, and visitors. All hospital facilities are designed with accessibility in mind and incorporate features such as wheelchair ramps, elevators, accessible restrooms, designated parking spaces, and other barrier-free infrastructure to enable safe and convenient movement across the premises. The organisation continues to strengthen its accessibility measures to support the diverse needs of its workforce and foster an equitable working environment.

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 committed to fostering an inclusive and equitable workplace that values diversity in all its forms. In alignment with the Rights of Persons with Disabilities Act, 2016, Medanta has implemented a comprehensive Equal Employment Opportunity (EEO) Policy to ensure fair treatment and equal access to opportunities for all individuals, including persons with disabilities.

The policy reinforces non-discrimination across all employment practices, including recruitment and career progression, while also providing necessary facilities and support to enable employees with disabilities to perform their roles effectively. This reflects Medanta's commitment to maintaining an accessible, inclusive, and empowering work environment.

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

Gender	Permanent employees		Permanent employees	
	Return to work rate	Retention Rate	Return to work rate	Retention rate
Male	99%	82%	NA	
Female	89%	68%		
Total	94%	76%		

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.

Particulars	Yes/No (If yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than permanent workers	
Permanent employees	Yes, Medanta has a well-established grievance redressal mechanism supported by designated committee members and clearly defined processes and policies, which are readily accessible to all employees in digital format. The Company also follows an open door policy for grievance resolution, enabling a non-hierarchical approach where individuals may approach any level of authority at any time, including their immediate supervisor or reporting manager, functional head, or HR.
Other than permanent employees	

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

Category	FY 2025-26			FY 2024-25		
	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	12,600	0	0	10,260	0	0
- Male	6,200	0	0	4,957	0	0
- Female	6,400	0	0	5,303	0	0
Total Permanent Workers	NA			NA		
- Male						
- Female						

8. Details of training given to employees and workers:

Category	FY 2025-26					FY 2024-25				
	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	7,600	7,448	98.00%	6,838	89.97%	5,774	5,331	92.33%	4,503	77.99%
Female	7,177	6,442	89.76%	6,757	94.15%	6,068	5,660	93.28%	5,012	82.60%
Total	14,777	13,890	93.99%	13,595	92.00%	11,842	10,991	92.81%	9,515	80.35%
	Workers									
Male	NA					NA				
Female										
Total										

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	7,600	7,600	100%	6,128	6,128	100%
Female	7,177	7,177	100%	6,109	6,109	100%
Total	14,777	14,777	100%	12,237	12,237	100%
Workers						
Male	NA			NA		
Female						
Total						

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?**

Medanta has established a comprehensive Occupational Health and Safety (OHS) management framework to promote a safe and healthy working environment across all its facilities. The framework encompasses governance, risk assessment, operational controls, employee health monitoring, training, incident reporting, and continuous improvement. Oversight is provided by a multidisciplinary Hospital Safety Committee, chaired by the designated Chairperson, which meets bi-monthly to review safety performance, incidents, audits, and corrective actions. Comprehensive policies, departmental manuals, and SOPs address key areas including radiation safety, fire safety, hazardous materials, and biomedical waste management. Mandatory health screenings, immunisation programmes, occupational risk assessments, and emergency response procedures further strengthen the system. Regular training and awareness initiatives, supported by structured documentation, incident reporting, and periodic policy reviews, contribute to maintaining a strong safety culture and continual improvement in OHS practices.

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

The Company follows a systematic approach to hazard identification and risk assessment through annual reviews of departmental risk registers and periodic proactive assessments, including Hazard Vulnerability Analysis, infection control evaluations, and WHO Hospital Safety Index assessments. Mechanisms are also in place for employees to report unforeseen hazards, while incident reporting systems capture near misses and adverse events for root cause analysis. Risk assessment tools such as HIRA and FMEA support the prioritisation of risks, appropriate mitigation measures, and effective resource allocation. Regular safety rounds and audits further strengthen monitoring and oversight, promoting continuous improvement in workplace safety and operational effectiveness.

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

Yes, A robust incident reporting system has been implemented to identify and document workplace hazards and ensure prompt escalation. Each reported incident undergoes a structured Root Cause Analysis (RCA), with key learnings systematically integrated to enhance existing processes and prevent recurrence. The system is reinforced through comprehensive induction programmes and periodic training sessions, ensuring sustained employee awareness, compliance, and effective adherence to safety protocols.

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

Yes, The Company provides comprehensive employee health and welfare support, including health insurance coverage, periodic health check-ups, and applicable vaccinations. Employees covered under the Employees' State Insurance Corporation (ESIC) scheme also receive all medical benefits as prescribed under applicable ESIC guidelines, ensuring access to essential healthcare services.

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

Safety Incident /Number	Category	FY 2025-26	FY 2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries*	Employees	302	259
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

*The reported data includes needle stick injuries, staff falling, body fluid exposure, accidental injury, consumption of hazardous chemical, and electrical shocks.

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

To ensure a safe and healthy workplace, the Company has implemented comprehensive Standard Operating Procedures (SOPs) covering emergency preparedness, disaster response, infection control, and routine safety practices, which are accessible to employees through Spandan. Employees undergo induction and periodic refresher training on workplace safety, equipment handling, hazardous material management, and infection prevention protocols.

The Company also conducts risk assessments to identify and mitigate potential hazards and has established guidelines relating to PPE usage, fire safety, chemical handling, electrical safety, and waste management. Personal protective equipment is provided to employees, while fire safety infrastructure, including extinguishers, sprinklers, and smoke detectors, is deployed across facilities.

In addition, regular safety drills, biomedical waste management practices aligned with applicable regulatory guidelines, disinfection protocols, and adherence to Material Safety Data Sheet (MSDS) requirements further strengthen workplace safety standards. Employee health check-ups and vaccination programmes are also conducted in accordance with hospital policies to promote employee well-being and occupational health.

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

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil		Nil	Nil	

14. Assessments for the year:

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

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

The Company is committed to maintaining a safe and healthy work environment across all facilities through well-defined policies, structured protocols, and continuous monitoring mechanisms. Key initiatives include mandatory pre-employment and periodic health assessments, along with structured immunisation programmes such as Hepatitis B vaccination.

Employees undergo regular training on critical safety areas including radiation safety, fire safety, infection prevention, hazardous material handling, and occupational risk management. A robust incident reporting system enables timely documentation of near misses, adverse events, and sentinel events, supported by Root Cause Analysis (RCA) where required.

Risk identification and mitigation are strengthened through departmental risk registers, HIRA, FMEA, and routine safety rounds. Standardised operational protocols are implemented for managing workplace hazards such as radiation exposure, chemotherapy drug handling, infectious exposures, and needle-stick injuries.

Employee well-being is further supported through stress management initiatives, ergonomic interventions, counselling services, and a "second victim" support framework. Governance and oversight are ensured through dedicated safety and quality committees that monitor compliance and drive continuous improvement in workplace safety.

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, The Company provides subsidised accidental insurance coverage to all employees as part of its welfare measures. In the unfortunate event of an employee's demise, the nominees are eligible to avail benefits under the group insurance policy, Employees' Provident Fund (EDLI), Employees' State Insurance Corporation (ESIC), and Labour Welfare Fund (LWF) schemes, as applicable.

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

The Company ensures that its value chain partners adhere to all applicable statutory obligations through clearly defined contractual provisions. Service agreements explicitly require the timely discharge of all statutory dues as a fundamental compliance requirement.

Value chain partners are mandated to submit relevant documentary evidence of such payments along with their invoices. These documents are systematically reviewed by the Accounts Department during the invoice processing stage to validate compliance and ensure that all statutory obligations have been duly fulfilled and appropriately documented.

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:

	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 2025-26	FY 2024-25	FY 2025-26	FY 2024-25
Employees	Nil	Nil	Nil	Nil
Workers	NA			

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, At present, Medanta does not provide formal transition assistance programmes to support continued employability or facilitate career transition in cases of retirement or termination of employment.

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.

NA

Principle 4:

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

Medanta engages a structured set of stakeholders — patients, employees, government and regulatory authorities, shareholders, investors, suppliers, vendors and local communities — through channels tailored to each group, including helplines, newsletters, community camps, investor meetings and stock exchange disclosures. Feedback gathered through these engagements is analysed and presented to the Board, enabling the Company to remain responsive to stakeholder expectations and evolving priorities.

Key Highlights

7

Key stakeholder groups mapped

Stakeholders Impacted:



Linkage with Capitals



UN SDG Linkage



Essential indicators

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

The Company adopts a structured approach to identifying and engaging with its key stakeholders, including patients, employees, government and regulatory authorities, shareholders, investors, analysts, suppliers, vendors, and local communities.

Patients remain central to the Company's operations, with their feedback supporting continuous improvement in healthcare services. Employees play a critical role in delivering quality care and upholding organisational values, while regulators ensure compliance with applicable standards and regulations. Shareholders, investors, suppliers, and vendors contribute to the Company's financial stability and operational continuity, and local communities remain integral to its social responsibility initiatives.

Through continuous stakeholder engagement, the Company aims to strengthen relationships, support inclusive decision-making, and drive sustainable long-term growth.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Patients	Yes, due to health issues	Website, Newspapers, SMS, Email, Phone calls, Newsletters, Pamphlets, Awareness Programmes, Camps, Helpline Desk	Daily	Delivering healthcare services, treatment follow-ups, health awareness, proactive disease management, doctor onboarding, technology updates, and gathering feedback
Employees	No	Emails, SMS, Website, Intranet (Spandan), Meetings	Monthly, Quarterly, Annually, Event-Based	Conducting training sessions, updating policies and benefits, collecting feedback, conducting performance reviews and maintaining internal communication
Government and Regulatory Authorities	No	Notices, Meeting Representations, Discussion Forums	Event Based	Engaging in discussions about regulations, upcoming laws and disclosing material information.
Shareholders	No	Website, Stock exchange, Announcements, Email	Quarterly, Annually, Event-Based	Reporting financial results, making corporate announcements and disclosing material information.
Investors and Analysts	No	Website, Stock Exchange, Announcements, Email	Quarterly, Annually, Event-Based	Sharing financial results, corporate announcements, and material information disclosures.
Suppliers / Vendors	No	Meetings, Emails, SMS, Phone calls	Quarterly, Annually, Event-Based	Discussing product updates, Regulatory requirements and contract negotiations
Local Communities	Yes	Community Meetings, Camps	Daily, Event-Based	Running healthcare awareness programmes, educational initiatives and health screenings

Leadership Indicators

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

The Company actively engages with its stakeholders to strengthen its economic, environmental, and social strategies through a structured and continuous consultation process. These engagements are led by senior management and functional heads through various platforms, including meetings, surveys, and stakeholder forums, to better understand stakeholder expectations, concerns, and evolving priorities.

Feedback received through these interactions is systematically analysed and presented to the Board of Directors and relevant committees for review and consideration. Based on the insights gathered, the Board evaluates the potential implications and, wherever necessary, incorporates appropriate changes into the Company's policies, practices, and strategic priorities. This structured engagement approach enables the Company to remain aligned with stakeholder expectations while reinforcing its commitment to sustainable and responsible business growth.

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 actively engages with its stakeholders to identify, assess, and address key environmental and social priorities through structured consultation and feedback mechanisms. Regular interactions are conducted with patients, employees, partners, and community representatives through surveys, meetings, and engagement forums to better understand stakeholder expectations and evolving concerns.

Insights gathered from these engagements support the Company's materiality assessment process, enabling it to prioritise significant ESG-related issues and strengthen its sustainability strategy. Feedback from patient and employee satisfaction surveys is utilised to enhance healthcare delivery, improve service quality, and strengthen overall stakeholder experience. Community consultations have also contributed to initiatives focused on improving local healthcare infrastructure and advancing sustainability outcomes.

In addition, the Company remains aligned with evolving regulatory requirements and industry best practices through continuous monitoring and active participation in relevant industry platforms. Stakeholder inputs have further supported initiatives aimed at reducing carbon emissions, strengthening waste management practices, improving energy efficiency, and expanding social responsibility programmes such as health camps and community outreach initiatives. Through this continuous engagement process, the Company ensures that its strategies remain responsive, inclusive, and aligned with its long-term sustainability objectives.

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

Medanta is committed to fostering an inclusive and equitable environment by ensuring that all stakeholders are treated with fairness, dignity, and respect, without any discrimination or differentiation on the basis of vulnerability, marginalisation, or social background.

Principle 5:

Business should respect and promote human rights

Medanta is committed to a non-discriminatory, harassment-free workplace, anchored by its Employee Grievance Committee, Whistle-blower Policy and a clearly defined POSH escalation process that mandates complaints be forwarded to the Internal Committee within 24 hours. Equal Employment Opportunity practices extend to differently abled employees and visitors, with accessibility features built into all Medanta premises in line with the Rights of Persons with Disabilities Act, 2016.

Key Highlights

100 %

Employees paid more than minimum wage

98 %

Employees trained on human rights issues

Stakeholders Impacted:



Employees

Linkage with Capitals



Human Capital

UN SDG Linkage



Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	12,600	12,348	98.00%	10,260	10,260	100%
Other than Permanent	2,177	2,155	98.99%	1,977	1,977	100%
Total Employees	14,777	14,503	98.15%	12,237	12,237	100%
Workers						
Permanent	NA			NA		
Other than Permanent						
Total Workers						

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

Category	FY 2025-26					FY 2024-25				
	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	12,600	0	0	12,600	100%	10,260	0	0	10,260	100%
Male	6,200	0	0	6,200	100%	4,957	0	0	4,957	100%
Female	6,400	0	0	6,400	100%	5,303	0	0	5,303	100%
Other than Permanent	2,177	0	0	2,177	100%	1,977	0	0	1,977	100%
Male	1,400	0	0	1,400	100%	1,171	0	0	1,171	100%
Female	777	0	0	777	100%	806	0	0	806	100%
	Workers									
Permanent	NA					NA				
Male										
Female										
Other than Permanent										
Male										
Female										

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

a. The details are provided below:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	Out of 8 male directors 4 Independent Directors are being paid Sitting Fees only for attending each of Board & Committee Meetings. In addition, a commission of 22 lakhs each was paid to all 4 Independent Directors for the FY 2025-26, after the closure of financial year	2	Out of 2 female directors 1 Independent Director is being paid Sitting Fees only for attending each of Board & Committee Meetings. In addition, a commission of 22 lakhs was paid to her for the FY 2025-26, after the closure of financial year

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Key Managerial Personnel	4	397.87 lakhs*	0	NA
Employees other than BoD and KMP	7,596	5.16 lakhs	7,177	3.42 lakhs
Workers		NA		

*This includes the remuneration paid to Dr. Naresh Trehan in his capacity as Chief Cardiac Surgeon. Non-executive non independent directors are not paid any remuneration or sitting fees.

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

	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages*	29%	32%

*Includes GHL and its subsidiaries GHLP, DPL, GHPPL.

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

The Company has constituted an Employee Grievance Committee that acts as a dedicated forum for addressing employee concerns and issues in a structured and timely manner. This mechanism provides employees with a reliable platform to raise grievances with confidence, ensuring that their concerns are duly heard and appropriately addressed.

By prioritising a responsive and supportive grievance redressal system, the Company strengthens open communication, empowers its workforce, and fosters a positive, transparent, and harmonious work environment.

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

The Company upholds strong human rights principles across its operations and value chain, supported by a firm commitment to equal employment opportunity and zero tolerance for any form of discrimination.

A structured grievance redressal mechanism is in place, enabling employees to report concerns through their HOD or supervisor, with escalation pathways extending to HR, the Grievance Committee, and, where necessary, the CEO/CMD. This framework is further strengthened by key policies such as the Whistle-blower Policy, POSH Policy, and Code of Conduct, which collectively address and safeguard human rights-related concerns.

These measures reinforce the Company's commitment to fostering a fair, respectful, and inclusive workplace culture.

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

The details are provided below:

	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	17	1*	-	12	1	-
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	1	1	Case filed in labour court	Nil	Nil	NA
Other Human rights related issues	Nil	Nil	NA	Nil	Nil	NA

*Post closure of Financial Year, the said complaint was resolved on June 18, 2026.

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

	FY 2025-26	FY 2024-25
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	17	12
ii) Complaints on POSH as a % of female employees / workers	0.26%	0.18%
iii) Complaints on POSH upheld	8	Nil

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

To ensure the protection of complainants in cases of discrimination and harassment, Medanta has instituted a robust Employee Grievance Committee operating within a structured and time-bound framework. Under the POSH policy, complaints may be submitted in writing within three months of the incident, with a provision for extension of up to an additional three months where sufficient cause is demonstrated. All complaints are required to be promptly forwarded to the Internal Committee (IC) within 24 hours of receipt.

The policy provides for conciliation, excluding monetary settlement, as an initial step prior to formal inquiry. In the event that conciliation does not yield a resolution, the IC conducts a comprehensive inquiry within 90 days, ensuring adherence to principles of natural justice, due process, and equitable opportunity for all parties to present their case. Upon completion of the inquiry, the IC submits its findings and recommendations to the employer within ten days.

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

The Company has integrated human rights considerations into its operations, contractual arrangements, and broader governance framework. A comprehensive Code of Conduct underpins ethical behaviour, transparency, and accountability across all levels of the organisation and its business relationships. This framework ensures that all business dealings are conducted in compliance with applicable laws and regulations, including those governing labour rights, fair remuneration, and the prevention of conflicts of interest.

10. Assessment for the year:

	% of the entity's plants and offices that were assessed (by the entity or statutory authorities or third parties)
Child Labour	100% of hospitals During the reporting period, Medanta's hospitals and offices were periodically assessed for issues related to child labour, forced/involuntary labour, sexual harassment, timely payment of wages, and any other issues hampering proper performance of duties by employees.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Other- please specify	

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

No significant risks were identified by the Company.

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

Medanta regularly reviews its business processes to ensure alignment with applicable human rights standards and prevailing industry best practices. However, no specific modifications or new measures have been introduced as a direct outcome of human rights-related grievances or complaints.

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

NA

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. In line with the requirements of the Rights of Persons with Disabilities Act, 2016, Medanta is committed to providing an inclusive, accessible, and barrier-free environment across its hospital premises. The organisation has incorporated accessibility features and infrastructure to facilitate safe and convenient access for persons with disabilities, including patients, visitors, employees, and other stakeholders. Medanta continues to maintain its facilities with a focus on promoting equal access, dignity, and ease of movement for all individuals.

4. Details on assessment of value chain partners:

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

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:

Business should respect and make efforts to protect and restore the environment.

Medanta drives energy efficiency, water stewardship and responsible waste management across its hospital operations through initiatives such as 100% LED lighting at greenfield facilities, expanding solar power capacity, and Zero Liquid Discharge systems at its Gurugram, Lucknow and Patna hospitals. Biomedical and hazardous waste is segregated and disposed of in line with State Pollution Control Board guidelines, and the Company continues building a structured framework to disclose Scope 1, 2 and 3 emissions.

Key Highlights

36,479.15 GJ

Total renewable
energy consumed

25 %

Reduction in Scope 1 and 2
emission intensity

10,551 KL/yr

Savings from water
conservation measures

Stakeholders Impacted:



Local Communities



Employees



Government and
Regulatory Authorities



Investors
and Analysts

Linkage with Capitals



Natural Capital



Social and
Relationship Capital

UN SDG Linkage



Essential indicators

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

Parameter	FY 2025-26	FY 2024-25
From renewable sources (in GJ)		
Total electricity consumption (A)	36,479.15	21,617.00
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources (C)	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	36,479.15	21,617.00
From non-renewable sources (in GJ)		
Total electricity consumption (D)	2,08,188.71	2,27,290.01
Total fuel consumption (E)	78,973.99	73,624.61
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F) (in GJ)	2,87,162.70	3,00,914.6
Total energy consumed (A+B+C+D+E+F) (in GJ)	3,23,641.86	3,22,531.6
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ/Lakh ₹)	0.73	0.87
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)* (GJ/Lakh USD @ IMF Conversion rate of 20.34)	14.93	18.04
Energy intensity in terms of physical Output (GJ/Employee)	21.90	26.36
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	S G S India private Limited	

Note: Medanta's initiatives to switch to renewable energy, most notably at its Lucknow hospital facility, have led to an overall decrease in its dependency on fuel-based energy sources.

*The Company has considered a PPP conversion factor of 20.34, in accordance with the methodology recommended by the International Monetary Fund (IMF) and as per the applicable SEBI guidelines.

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

Not applicable, as the healthcare sector is not covered under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	2,65,418.64	2,16,930.00
(iii) Third party water	3,54,373.32	3,19,061.00
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	6,19,791.96	5,35,991.00
Total volume of water consumption (in kilolitres)	5,98,777.55	5,03,829.00
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (KL/Lakh ₹)	1.36	1.45
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL/Lakh USD)	27.62	30.00
Water intensity in terms of physical output (KL/Employee)	40.52	43.80
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	S G S India private Limited	

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

4. Provide the following details related to water discharged:

Parameter	FY 2025-26	FY 2024-25
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) To Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iii) To Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others	21,014.41	32,162.85
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	21,014.41	32,162.85
Total water discharged (in kiloliters)	21,014.41	32,162.85
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.	S G S India private Limited	

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

Medanta's facilities in Gurugram, Lucknow, Patna and Noida operate under a stringent Zero Liquid Discharge (ZLD) framework. Wastewater is treated on-site through sewage treatment plants, and the treated water is fully recycled for non-contact applications such as gardening and flushing. This system supports efficient water resource management and reinforces the Company's commitment to environmental sustainability across its operations.

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

Parameter	Unit	FY 2025-26*	FY 2024-25
NO _x	mg/nm ³	239.74	182.61
SO _x	mg/nm ³	14.26	47.50
Particulate matter (PM)	mg/nm ³	28.40	24.99
Persistent organic pollutants (POP)		NA	
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			
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.		No	

*Includes only emissions from DG sets installed at the hospital facilities at Gurugram, Noida, Lucknow, Patna and Ranchi.

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

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MT of CO ₂ Equivalent	5,006.55	5,352.60
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MT of CO ₂ Equivalent	41,059.44	45,915.30
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MTCO ₂ e/ Lakhs Rs.	0.12	0.14

Parameter	Unit	FY 2025-26	FY 2024-25
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MTCO ₂ e/ Lakhs USD	2.53	2.87
Total Scope 1 and Scope 2 emission intensity in terms of physical output	MTCO ₂ e/ Employees	3.12	4.19
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.	S G S India private Limited		

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

Yes. Medanta has undertaken several operational and infrastructure-level initiatives that contribute directly to the reduction of greenhouse gas emissions. These include:

- Transition to 100% LED lighting across hospital facilities, significantly reducing electricity consumption and associated Scope 2 emissions.
- Integration of renewable energy (solar power) to meet a substantial share of facility energy requirements, reducing dependence on grid electricity sourced from fossil fuels.
- Adoption of electric vehicles (EVs) for internal campus transport, replacing diesel/petrol-based mobility and reducing direct tailpipe emissions.
- Implementation of energy efficiency measures including optimised HVAC operations, motion sensor controls, power factor correction through capacitor banks, and load balancing — all of which reduce overall electricity consumption and consequent GHG emissions.
- Water conservation measures resulting in savings of 10,551 KL/year, which indirectly reduces energy used in water pumping, treatment, and distribution, thereby lowering associated emissions.

Medanta is in the process of establishing a systematic framework for quantifying and reporting GHG emissions (Scope 1, 2, and 3) in subsequent reporting cycles.

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

Parameter	FY 2025-26	FY 2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	26.58	34.99
E-waste (B)	8.14	4.15
Bio-medical waste (C)	1,528.61	1,327.85
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	2.93	7.19
Radioactive waste (F)	0.46	1.68
Other Hazardous waste. Please specify, if any. (G)	34.31	17.99
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	1,432.56	677.86
Total (A+B + C + D + E + F + G + H)	3,033.59	2,071.71
Parameter		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0068	0.0056
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.140	0.116
Waste intensity in terms of physical output	0.21	0.17

Parameter	FY 2025-26	FY 2024-25
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	Nil	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	Nil	Nil
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	537.82	465.80
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	2,495.77	1,605.90
Total	3,033.59	2,071.70
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.	S G S India private Limited	

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

Medanta is committed to maintaining the highest standards of waste management across its operations. All hospitals are NABH accredited, while Medanta Gurugram & Lucknow also holds JCI accreditation, reflecting adherence to stringent quality standards and established protocols for the management of biomedical, hazardous, and other waste streams.

The Company follows a comprehensive and structured waste management framework encompassing the following key areas:

- Regulatory Compliance and Reporting:**

Medanta ensures strict compliance with the Bio-Medical Waste Management Rules, 2016, through systematic segregation, collection, storage, transportation, and disposal of waste in accordance with applicable regulatory requirements.

The Company submits annual reports on biomedical waste management practices to the relevant Pollution Control Boards, demonstrating its commitment to transparency, accountability, and regulatory compliance.

- Training and Capacity Building:**

Employees undergo regular and structured training programmes to remain updated on evolving waste management protocols, safety procedures, and industry best practices.

These programmes strengthen awareness regarding the safe handling, segregation, transportation, and disposal of biomedical waste while ensuring adherence to prescribed guidelines and standards.

- Waste Segregation and Safe Disposal Practices:**

The Company has implemented robust source-level waste segregation practices, enabling effective categorisation of waste into designated streams.

Colour-coded bins and containers are deployed across facilities to support efficient segregation and minimise cross-contamination risks.

Segregated waste is securely stored and transported by authorised personnel to certified treatment and disposal facilities, ensuring environmentally responsible disposal and minimising risks to public health and the environment.

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

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.
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The Company does not operate within or in proximity to any ecologically sensitive areas. All operational facilities are situated outside designated environmentally sensitive zones, ensuring compliance with applicable environmental regulations while minimising potential impacts on biodiversity and ecosystems.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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During, the reporting period of FY 2025-26, Medanta did not undertake any environmental impact assessments

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection Act and rules thereunder (Y/N).

If not, provide details of all such non-compliances, in the following format:

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

Leadership Indicators -

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

For each facility / plant located in areas of water stress, provide the following information:

- Name of the area – Gurugram, New Delhi, Lucknow, Indore, Patna
- Nature of operations – Healthcare Services Activities
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	Nil	Nil
(ii) Groundwater	2,15,445.14	2,16,930.00
(iii) Third party water	3,52,971.79	3,17,680.00
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kiloliters)	5,68,416.93	5,34,609.60
Total volume of water consumption (in kiloliters)	5,66,354.93	5,34,609.60
Water intensity per rupee of turnover (Water consumed / turnover)	1.28	1.45
Water intensity (optional) – the relevant metric may be selected by the entity	38.33	43.8
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(ii) Into Groundwater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil

Parameter	FY 2025-26	FY 2024-25
(iii) Into Seawater	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(iv) Sent to third-parties	Nil	Nil
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	Nil	Nil
(v) Others	2,062	23,656
- No treatment	Nil	Nil
- With treatment – please specify level of treatment	2,062	23,656
Total water discharged (in kilolitres)	2,062	23,656
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.	S G S India private Limited	

Note:

- Water-stressed areas have been identified by the Central Ground Water Board (CGWB), in coordination with the State Governments, to assess trends in groundwater recharge and extraction.
- FY2025 figures were estimated based on site-level assumptions, wherein water discharge was considered equivalent to water withdrawal. FY2026 figures are based on metered data.

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

Parameter	Unit	FY 2025-26	FY 2024-25
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)	GHL has not undertaken Scope 3 greenhouse gas (GHG) emissions calculations for the applicable financial period.		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			
Note: Indicate if any independent assessment, evaluation, or assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			

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

Medanta does not operate within any ecologically sensitive areas. Its facilities are located outside such designated zones, ensuring compliance with applicable environmental regulations while minimising ecological impact and environmental footprint.

4. If the entity provided below taken 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	LED Lighting Transition	Replacement of all conventional lighting with energy-efficient LED fixtures across greenfield hospital facilities	Significant reduction in electricity consumption and associated carbon emissions
2	Renewable Energy Integration (Solar)	Solar power installation to meet a substantial share of facility energy needs	Reduction in grid-based electricity dependence; direct reduction in Scope 2 GHG emissions
3	Electric Vehicles for Campus Mobility	Adoption of EVs for internal transport operations replacing fossil fuel vehicles	Reduction in on-site vehicular emissions and fuel consumption
4	Smart Energy Controls	Installation of motion sensors, timer controls, and optimised AC temperature settings; load balancing and capacitor banks for power factor correction	Reduced energy losses, lower electricity bills, and improved operational energy efficiency

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
5	HVAC Optimisation & Preventive Maintenance	Regular preventive maintenance, fresh air/exhaust system timing optimisation, and panel cleaning for HVAC and electrical systems	Sustained energy performance and avoidance of inefficiency-driven energy waste
6	Water Conservation Programme	Installation of aerators (400–500 nos.), optimised flushing systems, reuse of treated water, leak rectification, and controlled pump operations	Annual water saving of 10,551 KL/year; indirect energy and emission savings from reduced water pumping and treatment load
7	Staff Awareness & Behavioural Change	Energy and water conservation awareness sessions conducted for hospital staff	Reinforced culture of responsible resource usage across facilities

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

Medanta's hospitals have established robust disaster preparedness programmes to ensure a swift, coordinated, and effective response during emergency situations. These frameworks enable rapid triage, assessment, stabilisation, and delivery of definitive care, thereby minimising morbidity and mortality during mass casualty incidents.

The programmes encompass comprehensive hospital-wide emergency response plans, hazard and risk assessments, clearly defined roles and responsibilities, resource allocation protocols, communication management systems, and guidelines for managing both internal and external disaster scenarios. This structured approach strengthens preparedness and supports the safety of patients, employees, visitors, and the wider community.

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

As a healthcare service provider, Medanta has not identified any significant adverse environmental impacts arising from its value chain that warrant disclosure. Nevertheless, the Company remains committed to complying with applicable environmental regulations and advancing sustainability initiatives across its operations and value chain.

7. % of Value chain partners (by value of business done with such partners) that were assessed for Environmental Impacts?

At present Medanta does not assess the percentage of value chain partners for environmental impacts.

8. How Many green credits have been generated or produced

a	By the listed entity	Nil
b	By the top ten (in terms of value of purchase and sales respectively) value chain partners	NA

Principle 7:

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

Medanta engages with public and regulatory bodies in a responsible and transparent manner, anchored in strict compliance with applicable laws and the Company's Code of Conduct for Board Members, Key Managerial Personnel and Senior Management.

Key Highlights

Zero

Anti-competitive conduct
actions recorded

Stakeholders Impacted:



Government and
Regulatory Authorities

Linkage with Capitals



Social and
Relationship Capital

UN SDG Linkage



Essential indicators

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

None

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)
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NA

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 the authority	Brief of the case	Corrective action taken
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NA

Leadership Indicators

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

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/Others- please specify)	Web Link, if available
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NA

Principle 8:

Businesses should promote inclusive growth and equitable development.

Medanta advances inclusive growth through CSR programmes anchored by its Mission TB Free initiative, complemented by the Rural Health Reach Programme, OPD outreach clinics at pilgrimage locations, the Savera breast cancer screening drive and the Special Life Programme for financially constrained patients. Together, these initiatives extended preventive care, screenings and subsidised treatment to underserved and vulnerable communities across Medanta's areas of operation.

Key Highlights

79,415

Beneficiaries of the Rural Health Reach Programme

47 %

Inputs directly sourced from MSMEs/small producers

Stakeholders Impacted:



Linkage with Capitals



UN SDG Linkage



Essential Indicators

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

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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Medanta has not undertaken any Social Impact Assessments of projects during FY 2025-26.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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NA

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

Medanta is committed to fostering transparent, empathetic, and responsive communication with patients, ensuring that grievances and feedback are addressed in a timely and effective manner. Patients are encouraged to share their concerns, suggestions, and experiences through multiple accessible channels, including an online feedback portal (accessible via SMS links, WhatsApp, or email at feedback@medanta.org), social media platforms such as Facebook and Twitter, a dedicated complaint helpline, and direct interaction with administrators across patient care areas.

All feedback received is systematically reviewed by the Quality Department and escalated to the relevant stakeholders and senior management, wherever necessary. The Company has established a structured three-tier escalation mechanism to facilitate prompt resolution of grievances, typically within a turnaround time of 24-72 hours. This comprehensive, patient-centric grievance redressal framework ensures that every patient feels heard, respected, and valued, while reinforcing Medanta's commitment to delivering high standards of patient care and satisfaction.

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

	FY 2025-26	FY 2024-25
Directly sourced from MSMEs/small producers	47%	48%
Directly from within India	76%	90%

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

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

Location	FY 2025-26	FY 2024-25
Rural		
% of Job creation in Rural areas	Nil	Nil
Semi-urban		
% of Job creation in Semi-urban areas	0.05%	Nil
Urban		
% of Job creation in Urban areas	3.46%	0.55%
Metropolitan		
% of Job creation in Metropolitan areas	96.49%	99.45%
(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)		

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
NA	

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

S. No	State	Aspirational District	Amount spent (In INR)
1	UP	Balrampur	The amount has not been calculated separately.
2	MP	Barwani	
3	Punjab	Firozpur	
4	Uttarakhand	Haridwar	
5	Haryana	Nuh	

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

Medanta does not have a preferential procurement policy in place. As a healthcare service provider, the Company prioritises patient safety and quality of care in all procurement decisions. Accordingly, medicines, consumables, medical devices, and equipment are sourced exclusively from regulated and approved vendors to ensure compliance with applicable quality, safety, and regulatory standards.

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

NA

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

NA

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

S. No	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes/No)	Basis of calculating benefit share
NIL				

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
NA		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Rural Health Reach Program (RHRP)	79,415	Medanta ensures equal access to benefits and promotes inclusivity by not distinguish between beneficiaries.
2	Mission TB Free	32,763	
3	OPD Clinics (Pilgrimage Locations)	23,199	
4	Savera (Breast Cancer Screening)	6,281	12.05% identified with breast abnormalities; beneficiaries are women from community settings
5	OPD Outreach Camps	2,370	-
6	Special Life Program (SLP) — Non-CSR	99	100% (financially constrained patients across cardiac, oncology, paediatrics, complex surgeries)

Principle 9:

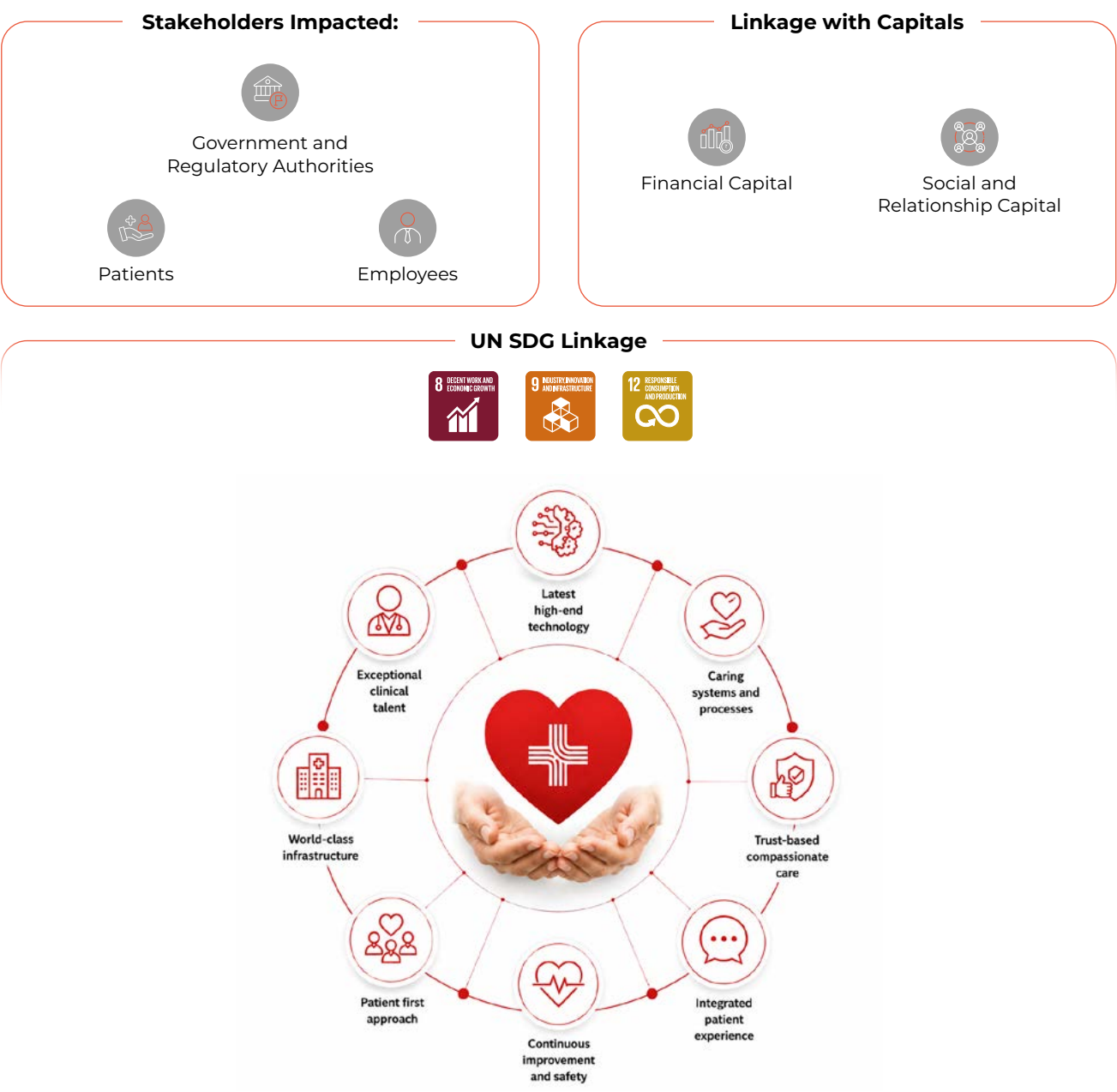
Businesses should engage with and provide value to their consumers in a responsible manner

Medanta places patients at the centre of its consumer engagement through a structured, three-tier grievance redressal mechanism with a 24-72-hour resolution turnaround, informed-consent practices, and multilingual patient education delivered through counselling, brochures and audio-visual aids. A comprehensive data privacy and information security framework — supporting compliance with applicable regulatory requirements — safeguards sensitive patient information across all touchpoints.

Key Highlights

Zero

Data privacy / cyber-security complaints



Essential indicators

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

The Company has established a comprehensive mechanism for receiving, addressing, and resolving patient complaints and feedback, with a strong focus on patient satisfaction and continuous service improvement. To ensure accessibility and convenience, patients are provided with multiple channels to share their feedback and concerns.

Patients may raise complaints or provide feedback through online platforms, including dedicated systems accessible via SMS links and email communication at feedback@medanta.org. In addition, patients can directly connect with hospital authorities through telephone interactions, enabling prompt assistance and personalised support. Feedback may also be shared during in-person interactions across various patient care areas, including inpatient wards, outpatient departments, and day care facilities.

All feedback received through these channels is systematically reviewed and analysed by designated departments within the organisation. Matters requiring further attention are escalated to the appropriate stakeholders and senior management to ensure timely and effective resolution. The Company has implemented formal grievance handling procedures, supported by dedicated complaint cells and clearly defined escalation mechanisms, to facilitate transparent and structured complaint resolution.

Further, the Company undertakes continuous monitoring and analysis of patient feedback to identify opportunities for operational and service enhancements. This ongoing process reflects Medanta's commitment to strengthening patient experience, improving quality of care, and ensuring that patient feedback serves as an important driver for continuous improvement across all its locations.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	NA
Recycling and/or safe disposal	

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

	FY 2025-26		Remarks	FY 2024-25		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other (Customer related)*	16,178	533	-	17,094	577	-

*It includes all patient queries, service related information, received through phone, emails, chats, social media or the Company's website. All complaints are processed as per the internal policies and procedures.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

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

Yes, Medanta follows a comprehensive data privacy and information security framework to safeguard patient information and ensure compliance with applicable regulatory and ethical requirements. The Company has implemented robust policies, processes, and controls aimed at protecting the confidentiality, integrity, and security of patient and organisational data.

The framework also incorporates measures to identify, monitor, and mitigate cybersecurity risks, thereby strengthening data protection across operations. Through these practices, Medanta remains committed to maintaining patient trust, ensuring privacy, and upholding high standards of information security and responsible data management.

Weblink: https://www.medanta.org/investor_relations/corporate-governance/governance-codes-policies

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.

NA

7. Provide the following information relating to data breaches:

	Provide the following information relating to data breaches:
a. Number of instances of data breaches	NIL
b. Percentage of data breaches involving personally identifiable information of customers	NA
c. Impact, if any, of the data breaches	NA

Note: Reasonable assurance has been carried out by S G S India Private Limited on above indicator.

Leadership Indicators

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

Medanta maintains an active presence across multiple digital and social media platforms to ensure that information regarding its healthcare services, initiatives, and patient engagement activities remains easily accessible and regularly updated. Stakeholders can access the Company's services and information through its official website at www.medanta.org

- Facebook <https://www.facebook.com/medanta>
- YouTube <https://youtube.com/@MedantaHealthcare>
- LinkedIn <https://www.linkedin.com/company/medanta/>
- X (formerly known as "Twitter") Medanta (@medanta)/X)
- Instagram <https://www.instagram.com/medantaglobal/?hl=en>

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

As a leading healthcare provider, Medanta is committed to empowering patients, particularly those from vulnerable and marginalised communities, with the knowledge required to make informed healthcare decisions. Patient rights and responsibilities are displayed across hospital premises, and relevant treatment and process-related information is shared with patients and caregivers at the time of admission.

To support patient awareness, the Company provides educational materials, counselling sessions, audio-visual aids, and multilingual support, including interpreters where required. Clinicians and care teams explain treatment plans and procedures in simple terms to facilitate informed consent and ensure continuous patient engagement throughout the care journey.

Medanta also places strong emphasis on medication safety and post-discharge care. Patients are counselled on medication usage, risks, and precautions, and are provided with clear home-care instructions covering medication schedules, wound care, diet, physiotherapy, and other recovery-related guidance. Additional support is extended to elderly patients, first-time caregivers, and patients requiring special assistance to ensure continuity of care after discharge.

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

The Company has implemented robust communication mechanisms to ensure timely and proactive dissemination of information relating to any potential disruption in essential healthcare services. In situations such as natural disasters, technical outages, cyber incidents, or regulatory and government-imposed restrictions, patients are informed in advance regarding rescheduling or changes to their appointments, procedures, and planned visits. This approach enables the Company to minimise inconvenience, maintain transparency, and support continuity of patient care to the extent feasible under such circumstances.

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 whole? (Yes/No)

Not Applicable



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INDEPENDENT ASSURANCE STATEMENT

Independent Assurance Statement to Global Health Limited on its BRSR Core & Non-Core Indicators for FY 2025-26

The Board of Directors,

Global Health Limited,
Medanta – The Medicity,
Sector - 38, Gurugram
Haryana 122001, India

Nature of Assurance

SGS India Private Limited (hereinafter referred to as 'SGS India') was engaged by Global Health Limited (the 'Company') to conduct an independent assurance of the Company's Business Responsibility and Sustainability Reporting (BRSR) (the 'Report') for the reporting period of April 1, 2025, to March 31, 2026. SGS India has conducted a Reasonable level of Assurance for the BRSR core indicators and a Limited level of assurance for the remaining BRSR Non-Core parameters, including essential and leadership indicators and all disclosures made thereunder. This assurance engagement was conducted in accordance with International Standard on Assurance Engagements (ISAE) 3000 (Revised) and ISAE 3410.

Reporting Framework

The Report has been prepared following

1. Master Circular for compliance with the provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 by listed entities. (Circular: HO/49/14/14(7)2025-CFD POD2/1/3762/2026; Last updated on Jan 30, 2026)
2. Greenhouse Gas Protocol Standard.

Intended Users of this Assurance Statement

This Assurance Statement is provided with the intention of informing all Global Health Limited's internal and external Stakeholders.

Responsibilities

The information in the report and its presentation is the responsibility of the management of the Company. SGS India has not been involved in the preparation of any of the material included in the report.

Our responsibility is to express an opinion on the text, data, and statements within the defined scope of assurance, aiming to inform the management of the Company, and in alignment with the agreed terms of reference. We do not accept or assume any responsibility beyond this specific scope. The Statement shall not be used for interpreting the overall performance of the Company, except for the aspects explicitly mentioned within the scope.

Assurance Standard

SGS has conducted a Reasonable level of Assurance for BRSR core parameters under 9 ESG Attributes, and a Limited level of assurance for the remaining BRSR parameters, including all essential indicators as specified under BRSR standards and amendments made as on date. This engagement was performed in accordance with the International Standard on Assurance Engagement (ISAE) 3000 (revised) and ISAE 3410 (Assurance Engagements other than Audits or Reviews of Historical Financial Information).

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Our evidence-gathering procedures were designed to obtain a 'Reasonable' level of assurance for BRSR Core indicators which is a high level of assurance and 'Limited' Level of assurance for BRSR Non-Core indicators which is medium level of assurance in accordance with ISAE 3000(revised) standard but is not absolute certainty. It involves obtaining sufficient appropriate evidence to support the conclusion that the information presented in the report is fairly stated and is free from material misstatements.

Statement of Independence and Competence

The SGS Group of companies is the world leader in inspection, testing, and assurance, operating in more than 140 countries and providing services including management systems and service certification; quality, environmental, social, and ethical auditing and training; and environmental, social, and sustainability report assurance. SGS India affirms our independence from Global Health Limited, being free from bias and conflicts of interest with the organization, its subsidiaries, and stakeholders.

The assurance team was assembled based on their knowledge, experience, and qualifications for this assignment, and comprised auditors registered with ISO 26000, ISO 20121, ISO 50001, SA8000, RBA, QMS, EMS, SMS, GPMS, CFP, WFP, GHG Verification, and GHG Validation Lead Auditors, and experience on the SRA Assurance.

Scope of Assurance

The assurance process involved assessing the quality, accuracy, and reliability of BRSR Indicators, including all KPI's within the report for the period April 1, 2025, to March 31, 2026. The scope of verification covers the following aspects: The reporting boundary includes the registered Office, six Hospitals Gurugram, Noida, Patna, Lucknow, Ranchi and Indore along with Pharmacy, Clinics and Labs.

Assurance Methodology

The assurance comprised a combination of desktop review, interaction with the key personnel engaged in the process of developing the report, on-site visits, and remote verification of data. Specifically, SGS India undertook the following activities:

- Assessment of the suitability of the applicable criteria in terms of their comprehensiveness, reliability, and accuracy.
- Interaction with key personnel responsible for collecting, consolidating, and calculating the BRSR core, and non-core indicators, and assessing the internal control mechanisms in place to ensure data quality.
- Application of analytical procedures and verification of documents on a sample basis for the compilation and reporting of the KPIs.
- Assessing the aggregation process of data at the Head Office level.
- Critical review of the report regarding the plausibility and consistency of qualitative and quantitative information related to the KPIs.

Limitations

SGS India did not come across any limitation to the agreed scope of the assurance engagement. SGS India verified data on a sample basis; the responsibility for the authenticity of the data entirely lies with the Company. The assurance scope excluded forward-looking statements, product- or service-related information, external information sources, and expert opinions. SGS India has not been involved in the evaluation or assessment of any financial data/performance of the company. Our opinion on financial indicators is based on the third-party financial reports audited by the Company. SGS India does not take any responsibility for the financial data reported in the audited financial reports of the Company.

The assurance scope excludes:

- Disclosures other than those mentioned in the assurance scope.
- Data reviews outside the operational sites as mentioned in the reporting boundary.
- Validation of any data and information other than those presented in "Findings and Conclusions."
- The assurance engagement considers an uncertainty of $\pm 5\%$ based on the materiality threshold for Assumption/estimation/measurement errors and omissions.
- The Company's statements that describe the expression of opinion, belief, aspiration, expectation, aim for the future intention provided by the Company, and assertions related to Intellectual Property Rights and other competitive issues.

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- Mapping of the Report with reporting frameworks other than those mentioned in the Reporting Criteria above.

Findings and Conclusions

BRSR Core Indicators:

Based on the procedures we have performed and the evidence we have obtained, we are satisfied that the information presented by the Company in its report, on the Core Indicators (Annexure A) is complete, accurate, reliable, has been fairly stated in all material respects, and is prepared in line with the BRSR requirements.

BRSR Non-Core Indicators:

Based on the procedures we have performed and the evidence we have obtained, nothing has come to our attention that causes us to believe that the data reported (Annexure B) in the BRSR report are not prepared, in all material respects, in accordance with the reporting criteria.

For and on behalf of SGS India Private Limited

 Kalpesh Thambore Technical Reviewer and National Manager – ESG & Sustainability Services, SGS India. 30th July 2026.	 Muskan Gupta Verifier – ESG & Sustainability Services, SGS India 30th July 2026.
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Annexure A

The BRSR Core indicators that were subject to verification under this assurance engagement are detailed below:

Sr.No.	BRSR Core Attributes	BRSR Core Indicators
1	Greenhouse gas (GHG) footprint	~ Total scope 1 emissions ~ Total scope 2 emissions ~ GHG emission intensity (scope 1 +2)
2	Water footprint	~ Total water consumption ~ Water consumption intensity ~ Water discharge by destination and levels of treatment
3	Energy footprint	~ Total energy consumed ~ % of energy consumed from renewable sources ~ Energy intensity
4	Embracing circularity	~ Plastic waste ~ E-waste ~ Bio medical waste ~ Construction and Demolition waste ~ Battery waste ~ Radioactive waste ~ Other hazardous waste ~ Other non-hazardous waste ~ Total waste generated ~ Waste intensity ~ Each category of waste generated, total waste recovered through recycling, re-using or other recovery operations. ~ For each category of waste generated, the total waste disposed of by the nature of the disposal method
5	Employee well-being and safety	~ Spending on measures towards the well-being of employees as a % of the total revenue of the Company ~ Details of safety-related incidents for employees
6	Enabling gender diversity in business	~ Gross wages paid to females as % of wages paid. ~ Complaints on POSH
7	Enabling inclusive development	~ Input material sourced from MSMEs/ small producers as % of total purchases. ~ Job creation in smaller towns: Wages paid to people employed in smaller towns as % of total wage cost
8	Fairness in engaging with customers and suppliers	~ Instances involving loss/breach of data of customers as a percentage of total data breaches or cybersecurity events. ~ Number of days of accounts payable
9	Openness of business	~ Concentration of purchases & sales done with trading houses, dealers, and related parties ~ Loans and advances & investments with related parties



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Annexure B

The BRSR (Core and Non-Core) indicators that were subject to verification under this assurance engagement are detailed below:

Section A	General Disclosures		
Section B	Management and process disclosures		
Section C	Limited Assurance - Essential Indicators	Limited Assurance – Leadership Indicators	Reasonable Assurance - Core Indicators
Principle 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.	1,2,3,4,5,6,7	1,2	8,9
Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe.	1,2,3,4	1,2,3,4,5	-
Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains.	1,2,3,4,5,6,7,8,9,10,12,13,14,15	1,2,3,4,5,6	1(C),11
Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.	1,2	1,2,3	-
Principle 5: Businesses should respect and promote human rights.	1,2,3,4,5,6,8,9,10,11	1,2,3,4,5	3 (b),7
Principle 6: Businesses should respect and make efforts to protect and restore the environment.	2,5,6,8,10,11,12,13	1,2,3,4,5,6	1,3,4,7,9
Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.	1,2	1	-
Principle 8: Businesses should promote inclusive growth and equitable development.	1,2,3	1,2,3,4,5,6	4,5
Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner	1,2,3,4,5,6	1,2,3,4	7