

July 5, 2025

To,
National Stock Exchange of India Limited
Exchange Plaza, 5th Floor,
C/1 G Block, Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051
(Scrip Code: THYROCARE)

BSE Limited
Phiroze Jeejeeboy Towers
Dalal Street,
Mumbai- 400 001
(Scrip Code: 539871)

Sub : Business Responsibility and Sustainability Report for the financial year 2024-25.

Ref : Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations").

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Listing Regulations, we are submitting herewith the **Business Responsibility and Sustainability Report** for the financial year 2024-25, which also forms part of the Annual Report for the financial year 2024-25.

This is for your information and record.

Yours Faithfully

For **Thyrocare Technologies Limited**

Brijesh Kumar Digitally signed by Brijesh Kumar
Date: 2025.07.05 20:00:15 +05'30'



Brijesh Kumar
Company Secretary and Compliance Officer

Encl: A/a

Business Responsibility and Sustainability Report

SECTION A:

GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	: L85110MH2000PLC123882
2.	Name of the Listed Entity	: Thyrocare Technologies Limited
3.	Year of incorporation	: January 28, 2000
4.	Registered office address	: D-37/1, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai. Maharashtra 400703
5.	Corporate address	: D-37/3, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai. Maharashtra 400703
6.	E-mail	: compliance@thyrocare.com
7.	Telephone	: +91 8422945537
8.	Website	: www.thyrocare.com
9.	Financial year for which reporting is being done	: 2024-25
10.	Name of the Stock Exchange(s) where shares are listed	: National Stock Exchange of India and BSE Limited
11.	Paid-up Capital	: 52,99,34,510
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Brijesh Kumar, Company Secretary and Compliance Officer, Tel: +91 8422945537, E-mail: compliance@thyrocare.com
13.	Reporting boundary	: Standalone basis
14.	Name of assurance provider	: Not Applicable (NA)
15.	Type of assurance obtained	: NA

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Human health and Social work activities	Activities of Independent Diagnostics / Pathological Laboratories	98.45%

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	Diagnostic and related healthcare test and services	869	98.45%

III. Operations

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

Location	Number of plants / Labs*	Number of offices	Total
National	33	1	34
International	1**	0	1

*Plants considered as the Labs of the Company since plant is not applicable as the company provides Diagnostic services in the area of pathology.

** Thyrocare Laboratories (Tanzania) Limited

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	29
International (No. of Countries)	1*

*Thyrocare Laboratories (Tanzania) Limited

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

0.02%

c. A brief on types of customers

The Company's varied customer base includes both individual patients who are in search of personalized healthcare solutions and institutional clients like hospitals and clinics that have a need for a wide range of medical supplies and services. This diverse clientele reflects the Company's ability to cater to the distinct needs of personal healthcare seekers as well as large-scale healthcare providers requiring comprehensive and reliable medical resources.

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)	1822	1397	76.67%	425	23.33%
2.	Other than Permanent (E)	126	50	39.68%	76	60.32%
3.	Total employees (D + E)	1948	1447	74.28%	501	25.72%
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

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)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	-	-	-	-	-
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

Note: While the Company currently does not have a formal methodology to accurately capture the headcount of differently abled employees and workers, the Company is actively working towards developing robust systems and processes to enable precise reporting in the near future.

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22%
Key Management Personnel	3	0	0

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

	FY'2024-25			FY'2023-24			FY 2022-2023		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	45.26%	49.26%	46.18%	48.12%	45.27%	47.44%	43.07%	59.26%	47.3%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. (a) Names 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 listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Docon Technologies Private Limited	Holding	0.00%	No
2	Nuclear Healthcare Limited	Subsidiary	100.00%	No
3	Think Health Diagnostic Private Limited	Subsidiary	100.00%	No
4	Equinox Labs Private Limited	Associate	30.00%	No
5	Thyrocare Laboratories (Tanzania) Limited	Joint Venture	50.00%	No
6	Pulse Hitech Health Services (Ghatkopar) LLP	Subsidiary	51.00%	No

VI. CSR Details**24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes**

(ii) Turnover (Rs. in Crore): 633.10

(iii) Net worth (Rs. in Crore): 537.10

VII. Transparency and Disclosures Compliances**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY'2024-25			FY'2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Not Available	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes - The Company has setup an investor grievance mechanism to respond to investor grievances in a timely and appropriate manner. The investor grievances and action taken are also reviewed. Investors can reach out to the Company Secretary at https://investor.thyrocare.com/investor-contacts/	0	0	NA	0	0	NA
Shareholders	Yes - Shareholders, for any of their grievances can reach out to the Company Secretary on https://investor.thyrocare.com/investor-contacts/	2	0	-	6	0	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY'2024-25			FY'2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers*	The Company has implemented an automated Grievance Redressal Mechanism to ensure effective resolution of employee grievances. This system is integrated into the HR tool, Darwinbox, allowing employees to raise and seek redressal for their grievances. All grievances are reported directly to HR. Additionally, a vigil mechanism is in place to report serious grievances and inappropriate actions by any employee, executive, or director. The Internal Complaints Committee has also been constituted to address complaints of sexual harassment, if any. For more information, visit this link.	1,354	9**	-	1,819	12	-
Customers	Yes - Customer can register a complaint by writing to the Company at complaints@thyrocare.com or calling our helpline numbers 02230900000. Customer can WhatsApp at 9870666333 (24x7). If your query is not resolved, please forward the same thread to redressals@thyrocare.com	8,516	15	Escalation to Order - 0.72%	12,041	0	Total Complaints - 12041 Service Related - 11140 QC (Report Values) Related - 901

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY'2024-25			FY'2023-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Value Chain Partners	Yes - Thyrocare Franchisees can connect with support and register grievances through multiple channels. They can call at 02238002350, send a WhatsApp message to 8422888222, or write an email to support@thyrocare.com . The WhatsApp and Email Helpline is available 24x7, while the call helpline operates from 7 AM to 10 PM, Monday to Sunday.	11,144	0	For any support that the Company need from other internal teams such as Lab/ Pathologist/ Logistics/ Tech Team etc. and the Company send them tickets which they act upon. Out of overall tickets sent to them, escalations are 10% on an average	15,227	0	For any support that the Company need from other internal teams such as Lab/ Pathologist/ Logistics/ Tech Team etc. and the Company send them tickets which they act upon. Out of overall tickets sent to them, escalations are 10% on an average.

*The total number of grievances appears high as it includes all categories of employee and worker queries—ranging from attendance, salary, payroll, and leave to benefits, onboarding, and system-related issues—capturing a comprehensive view of concerns raised across the organization.

**The open Complaints/grievances which were open as on March 31, 2025 were closed at the time of publishing this report.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Employee Health and Well Being	Opportunity	The Company recognizes its fundamental duty to ensure employee wellness through safe working conditions. The organization enhances this approach with structured occupational health and safety training initiatives.	NA	Positive: Reduced absenteeism, increased productivity, lower healthcare costs, and enhanced brand reputation as an employer of choice.

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	Climate Action	Risk	The organization's long-term operations and financial stability are significantly influenced by exposure to climate-related factors. Lack of proper emission monitoring and reduction could result in regulatory consequences.	The Company follows government guidelines for water, air, and waste handling. Resource conservation is encouraged throughout the workforce. Carbon emission reduction efforts include investment in renewable energy solutions, specifically solar panel installation at the headquarters and at two other Labs.	Negative: Increased compliance costs, potential regulatory penalties, higher operational expenses, and possible damage to brand value if not properly addressed.
3	Transparency in Governance	Opportunity	The Company maintains a strong governance framework addressing bribery, corruption, and unethical conduct. A detailed Code of Conduct encompasses various aspects of governance and ethical behavior. The organization has established a Whistle Blower Policy for all stakeholders to report protected disclosures.	NA	Positive: Enhanced investor confidence, reduced legal risks, improved stakeholder trust, and greater market credibility.
4	Talent Management	Opportunity	The workforce represents an essential element for organizational excellence. The Company's future growth and success depend on its capacity to draw and keep skilled personnel. Insufficient recognition programs may lead to higher turnover and talent migration to competitors.	NA	Positive: Improved innovation, stronger competitive position, enhanced productivity, and reduced recruitment costs.

SECTION B:

MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	In accordance with the requirement of Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has formulated the following policies. Thyrocare Code of Conduct Policy on Vigil Mechanism (Whistle Blower Policy) Policy on Corporate Social Responsibility Policy on Related Party Transactions Policy on Material Subsidiaries Policy on Determination of Materiality for Disclosures Policy on Fair Disclosures Policy on Risk Assessment and Management Policy on Archival of Documents Policy on Preservation of Records Policy on Nomination & Remuneration Policy on Evaluation of Performance of Directors and the Board Terms and conditions of appointment of Independent Directors Familiarisation Programme for Independent Directors Dividend distribution policy Criteria of making payments to non-executive Directors Policy on Board Diversity Code of Conduct for Prohibition of Insider Trading Policy on Inquiry in case of leak or suspected leak of Unpublished Price Sensitive Information. Business Responsibility Policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001 - NABL Accreditation								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is dedicated to implementing the National Guidelines on Responsible Business Conduct (NGRBCs) in true spirit, alongside other Environmental, Social, and Governance (ESG) initiatives. These initiatives include energy conservation, reducing the environmental impact of biomedical waste, water management, and similar efforts. The Company is also developing targets and a roadmap to achieve these initiatives and will continue to monitor progress.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.									

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)
- Our company remains committed to the Environmental, Social, and Governance (ESG) framework. Over the past year, we have strengthened our focus on sustainable practices, including the implementation of solar energy, water-saving technologies, and proper treatment of bio-medical and wastewater through advanced ETP and STP systems. We have reduced paper usage by adopting e-billing and shifted to digital channels for stakeholder communication. Our continued efforts underscore our dedication to operating ethically, minimizing environmental impact, and contributing positively to our communities.
- Kindly refer initial pages in annual report for in detailed message.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
- Mr. Rahul Guha,
Managing Director and Chief Executive Officer (Executive Director)
DIN: 09588432
Tel: +91 8422945537
Email Id: compliance@thyrocare.com
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.
- Yes, The Board of Directors has authorised Mr. Rahul Guha, Managing Director and CEO to take decision on sustainability related issues, in consultation with Senior Managerial Personnel of the Company.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	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 Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company has not constituted a dedicated Board-level committee for the review of NGRBC (National Guidelines on Responsible Business Conduct) principles. However, the overall responsibility for overseeing the implementation and monitoring of these policies lies with the Managing Director, Mr. Rahul Guha. At the operational level, each functional head is accountable for the implementation, periodic review, and follow-up of the respective policies in accordance with the Company's Standard Operating Procedures and policies. They are responsible for ensuring compliance and monitoring performance within their respective functions to align with the Company's commitment to responsible business conduct.									Ongoing								

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

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/ No)	Not Applicable								
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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	Familiarization programs includes overview of Industry, Company Business Model, Updates on SEBI Regulations, business operations, etc	100
Key Managerial Personnel	5		100
Employees other than BoD and KMPs	54	• Work ethics and confidentiality • Lab ethics and confidentiality • Basic Lab safety • Spillage management • Needle stick injury • Eye wash and PPE • First Aid, Fire safety • Biomedical waste management • Sample collection handling and storage • POSH	100%
Workers		NA	

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

Monetary					
	NGRBC Principles	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	-	-	-	-	-
Compounding fee	-	-	-	-	-

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

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.

Yes, The Company has established an Anti-Bribery and Anti-Corruption Policy to ensure compliance with all applicable laws, rules, and regulations in the jurisdictions where it operates. This policy outlines the Company's commitment to ethical interactions with government officials and other third parties related to its business, and the prevention of corrupt business practices. The policy is accessible on the Company's intranet, specifically through the Darwinbox HRMS portal.

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'2024-25	FY'2023-24
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY'2024-25		FY'2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	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'2024-25	FY'2023-24
Number of days of accounts payables	143	83

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'2024-25	FY'2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0

Parameter	Metrics	FY'2024-25	FY'2023-24
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.23%	3.25%
	b. Sales (Sales to related parties / Total Sales)	1.15%	0.85%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	13.72%	14.15%
	d. Investments (Investments in related parties / Total Investments made)	63.37%	60.45%

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
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Currently, the Company has not conducted any awareness programs for value chain partners, as the policies are applicable only to the Company. However, the Company is committed to initiating such awareness programs in the future, based on materiality.

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.

The Company receives an annual declaration from its Board members and Key Managerial Personnel regarding the entities they are interested in. It ensures that requisite approvals, as required under the statute and the Company's policies, are in place before transacting with such entities or individuals. Additionally, there is a code of conduct applicable to the Board of Directors, employees, senior management, and addressing conflicts of interest. This code of conduct is available on the Company's website. Furthermore, a declaration signed by the Managing Director, affirming that the Board of Directors and senior management personnel have complied with the code of conduct, is included in the corporate governance report.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

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

	FY'2024-25	FY'2023-24	Details of improvements in environmental and social impacts
R&D	0	0	-
Capex	0	0	-

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

No

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

NA

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

Plastics (including packaging)	The Company has established a standardized process across all laboratories for the disposal of plastic waste. Authorized biomedical waste (BMW) vendors have been engaged to collect plastic waste two to three times per week. Waste is segregated at the source in compliance with applicable government regulations and prescribed color-coding protocols.
E-waste	Not Applicable
Hazardous waste	The Company has implemented a uniform hazardous waste management system across all laboratories. Designated BMW vendors are responsible for the collection of hazardous waste two to three times per week. All waste is appropriately segregated and stored in accordance with regulatory requirements and color-coded guidelines.
Other waste	As a provider of diagnostic services, the Company does not engage in the recycling or reuse of products post-utilization. However, it maintains agreements with authorized vendors to ensure the secure, compliant, and timely disposal of biomedical waste generated during sample collection and testing procedures.

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

Not Applicable as the Company is in Diagnostics Service Sector.

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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NA

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
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NA

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'2024-25	FY'2023-24

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'2024-25			FY'2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA					
E-waste						
Hazardous waste						
Other waste						

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

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

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent employees											
Male	1397	1162	83.18%	1162	83.18%	0	0%	1162	83.18%	Nil	
Female	425	330	77.65%	330	77.65%	330	77.65%	0	0%		
Total	1822	1492	81.89%	1492	81.89%	330	77.65%	1162	83.18%		
Other than Permanent employees											
Male	50	8	16.00%	8	16.00%	NA		NA			
Female	76	29	38.16%	29	38.16%	56 73.68%					
Total	126	37	29.37%	37	29.37%	56 73.68%					

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male											
Female	NA										
Total											
Other than Permanent workers											
Male											
Female	NA										
Total											

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

	FY'2024-25	FY'2023-24
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.30%	0.25%

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

Benefits	FY'2024-25			FY'2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	0	Yes	100%	0%	Yes
Gratuity	100%	0	Yes	100%	0%	Yes
ESI	24.97%	0	Yes	27.17	0	Yes
Others – please specify	Nil					

3. Accessibility of workplaces

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

Yes

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 promote equality and embracing diversity through its internally available Equal Opportunity Policy. The Company has an Equal Employment Opportunity Policy, which is accessible on the Company's intranet via the Darwinbox HRMS portal.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	91	0	0
Female	100	94	0	0
Total	100	92	0	0

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes, The Company has implemented a dedicated Human Resource Management System (HRMS) portal to facilitate grievance redressal for all employees, excluding permanent staff. This platform enables users to raise, monitor, and resolve concerns efficiently. The Human Resources department actively oversees all submitted grievances and is committed to addressing and resolving them within a standard turnaround time of 48 hours.
Other than Permanent Employees	

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

Category	FY'2024-25			FY'2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
- Male	1397	0	0	1311	0	0
- Female	425	0	0	382	0	0
Total Permanent Workers						
- Male	NA					
- Female						

8. Details of training given to employees and workers:

Category	FY'2024-25					FY'2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No. (F)	% (F/D)
	Employees*									
Male	1447	1447	100%	1447	100%	1311	1311	100%	1311	100%
Female	501	501	100%	501	100%	382	382	100%	382	100%
Total	1948	1948	100%	1948	100%	1693	1693	100%	1693	100%
	Workers									
Male	NA									
Female										
Total										

*Including permanent and other than permanent employees

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

Category	FY'2024-25			FY'2023-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	1447	1447	100%	1311	1311	100%
Female	501	501	100%	382	382	100%
Total	1948	1948	100%	1693	1693	100%
Workers						
Male	NA					
Female						
Total						

*Including permanent and other than permanent employees

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?**

The Company has implemented a comprehensive Occupational Health and Safety management system. Key practices include:

- Monthly inspections of the Company's labs.
- All labs are covered under the Fire Annual Maintenance Contract (AMC), which includes maintenance and servicing of fire equipment on the premises.
- Mock drill trainings are conducted every six months.
- Personal Protection Equipment (PPE) kits are supplied to employees working in labs, maintenance teams, and ground staff.
- Daily inspection rounds in labs are carried out by the Housekeeping Incharge, Canteen Incharge, and Maintenance team.
- Segregation of biomedical waste is ensured as per regulatory norms.
- First Aid boxes are available at suitable locations and are regularly monitored and refilled.
- Monthly safety training sessions are conducted on various topics, including chemical handling, manual handling of materials and equipment, electrical safety and first aid measures.

- 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 has developed a Safety Manual that outlines procedures for identifying and evaluating Safety, Health, and Environment (SH&E) risks, as well as measures to mitigate these risks to acceptable levels. This is achieved by enhancing existing controls or implementing additional controls for all activities within the organization's premises. The manual clearly defines the roles and responsibilities of all personnel. Additionally, yearly inspections are conducted across all laboratories to identify potential risks or hazards.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.**

Yes

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

Yes

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

Safety Incident/Number	Category	FY'2024-25	FY'2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0.3
	Workers	0	0
Total recordable work-related injuries	Employees	0	2
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

Note: No fatalities or serious injuries (injuries with a high cause) have occurred across the Company's laboratories. Being in the service sector, the Company's work involves collecting blood samples, testing them, and issuing reports. All necessary safety precautions have been implemented, including providing Personal Protective Equipment (PPE) to employees wherever required, as well as installing eye wash stations and safety showers.

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

The Company has undertaken several measures to ensure a safe and healthy workplace:

1. Implementation of safety policies and Standard Operating Procedures (SOP) across the organization.
2. Conducting safety trainings and fire evacuation drills at regular intervals.
3. Provision of Personal Protective Equipment (PPE) kits to staff, including hand gloves, masks, lab coats, and goggles wherever required.
4. Providing vaccinations to all employees in labs.
5. Installation of signages at sensitive areas for the benefit of employees.
6. Regular disinfection processes in labs.
7. Accreditation of 29 labs with NABL, ensuring adherence to NABL standards.
8. Segregation and disposal of biodegradable waste in accordance with applicable laws.

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

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

14. Assessments for the year:

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

*Periodic internal audits are conducted by the Quality team on Health and Safety aspects/practices at Labs. Fire Safety drills are undertaken to ensure that employees are aware of safety requirements and what is necessary in case of non-compliance. Bio-Medical Waste (BMW) handling training modules are enabled for employee knowledge. (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.

Corrective actions are taken to address safety-related incidents and significant risks identified through health and safety assessments. While not all incidents undergo full root cause analysis, each case is reviewed to determine appropriate remedial measures. Improvements to systems and processes are implemented within defined timelines. Safety-related information is regularly communicated, and relevant training is provided to reinforce preventive practices. Internal and external audits are conducted in alignment with the Safety Management System, and findings are monitored to ensure compliance across departments.

Leadership Indicators

- 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).

Employees – Yes

Workers - NA

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

The Company ensures timely deduction and deposit of all applicable statutory dues in compliance with prevailing regulations. These processes are subject to regular review through internal and statutory audits.

- 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'2024-25	FY'2023-24	FY'2024-25	FY'2023-24
Employees	0	0	0	0
Workers	0	0	0	0

- 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

- 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	0
Working Conditions	0

- 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.

No corrective action plan has been necessary for the specified parameters to date. However, if any risks or concerns are identified, the Company may allow a reasonable timeframe for value chain partners to achieve compliance. Based on the nature of the issue, the Company may also require a formal corrective action plan from the concerned partner.

PRINCIPLE 4 Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

Through careful analysis of operational impact factors, the Company pinpoints key internal and external stakeholders with precision. Engagement occurs via diverse channels—both formal frameworks and informal discussions—allowing the organization to gain clear insight into stakeholder expectations. Each department within the Company bears specific accountability for stakeholder relations within their sphere of influence. The organization has developed a thorough engagement blueprint that outlines targeted strategies for each stakeholder segment, with the goal of responding to concerns, providing solutions to challenges, and building lasting partnerships that create value for all parties involved.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors (other than shareholders)	No	To facilitate effective communication, the Company utilizes various channels for engaging with investors and shareholders, including dedicated investor relations portals, regular financial reports, annual meetings, and direct communication through investor calls.	Quarterly / Half yearly and Yearly	Interacting with investors and shareholders increases transparency and accountability and helps them to take an informed decision to invest in our Company. The key areas of engagement includes an update on the business and financial performance, Company's strategy and growth levers, potential opportunities and risks, material events which may have a positive or negative impact on the performance of the Company
Shareholders	No			
Employees	No	By way of digital as well as physical channels of communication including e-mails, town halls, newsletters, pulse surveys for employee feedback, redressal, training programmes for personal and Professional growth.	Weekly/Monthly	Workplace culture, and enhancing diversity and inclusion. Skill upgradation sessions, training and awareness.
Customers	No	Channels of Communication 1. Call Helpline - 0223090000/ 02267123400 (For Retail Customers), 022 38002350 For Franchise Network 2. WhatsApp Helpline -9870666333 (For Retail Customers), 8422888222 - For Franchise Network 3. Email - customersupport@thyrocare.com (For Retail Customers), support@thyrocare.com - For Franchise Network Call Helpline Working - All 365 Days. Morning 6 AM to 11 PM (Retail Customers), Morning 7 AM to 10 PM (Franchise Network) Chat & Email Helpline Working Window - 24x7	Monthly/ Quarterly/Half yearly/Yearly	Enhancing customer satisfaction, strengthening customer loyalty, increasing sales, and promoting various schemes.

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
Vendors	No	Digital Meetings / In person meetings	Frequent and need based	The Company provides regular updates to its business partners, which include performance-related feedback and timely notifications regarding any regulatory changes affecting supplies and services.
Govt/ Regulatory Authorities	No	Interactions with authorities take place through e-mails, meetings, submissions, etc as required	Need-based	The Company's interactions with official authorities serve multiple purposes. In its engagements with regulatory bodies, the Company aims to meet its statutory obligations while advancing its core business objectives in accordance with the highest standards of compliance and corporate governance. Additionally, the Company engages with policymakers to gain valuable insights and contribute meaningfully to industry-relevant discussions.
Communities	No	Meetings, digital channels	Frequent and Need Basis	Developmental / Educational needs as part of the Company's CSR obligation

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's management regularly updates Board/ Committee Members on feedback received from various stakeholders regarding environmental, social, and governance (ESG) matters. This ongoing communication ensures that the Board remains well-informed about stakeholder perspectives and concerns related to ESG issues. Initially, discussions on ESG matters take place between relevant Business Heads or Functional Heads and the respective stakeholders. These conversations are then summarized and shared with Key Managerial Personnel. Finally, the summary is escalated to the Board/ Committee Members, providing them with a comprehensive overview of the key points discussed and the insights gained during stakeholder engagements.

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.

Feedback from relevant stakeholders is regularly reviewed and discussed with Company management. These discussions provide management with the opportunity to thoroughly evaluate the input received and determine any necessary actions.

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

There were no such instances as no concerns were received from marginalized groups

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY'2024-25			FY'2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	1822	1822	100%	1693	1693	100%
Other than permanent	126	126	100%	58	58	100%
Total Employees	1948	1948	100%	1751	1751	100%
Workers						
Permanent	NA					
Other than permanent						
Total Workers						

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

Category	FY'2024-25					FY'2023-24				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	1397	0	0	1397	100%	1311	0	0	1311	100%
Female	425	0	0	425	100%	382	0	0	382	100%
Other than Permanent										
Male	50	0	0	50	100%	15	0	0	15	100%
Female	76	0	0	76	100%	43	0	0	43	100%
Workers										
Permanent	NA									
Male										
Female										
Other than Permanent										
Male										
Female										

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

a) Median remuneration / Wages:

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	6	3,25,000	2	7,00,000
Key Managerial Personnel	3	1,18,82,260	0	0
Employees other than BoD and KMP	1397	3,64,310	425	3,32,470
Workers	-	-	-	-

*Including permanent and other than permanent employees

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

	FY'2024-25	FY'2023-24
Gross wages paid to females as % of total wages	19.95%	18.41%

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

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

The Company has implemented an advanced, automated Grievance Redressal Mechanism integrated within its HR platform, Darwinbox, to address employee concerns, including those related to human rights. This system enables employees to report grievances directly to the HR department, ensuring timely and appropriate resolution. By leveraging technology, the Company reinforces its commitment to a fair, transparent, and respectful workplace.

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

The details are provided below:

	FY'2024-25			FY'2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY'2024-25	FY'2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The Company operates a robust Whistle Blower system enabling staff members to flag inappropriate activities, including violations of legal requirements, regulatory standards, or conduct guidelines such as mishandling sensitive pricing information. Staff may direct these reports to either the appropriate authority or the Audit Committee Chairperson. This framework ensures whistleblower protection and requires discreet investigations to shield the reporting individual from any negative consequences. Employees can locate the Audit Committee Chairperson's contact details on the Company's official web portal. Moreover, in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, the Company has established an internal grievance panel to process sexual harassment claims. The Company also implements educational sessions for all staff members regarding applicable policies and regulations, with particular emphasis on preventing sexual harassment and eliminating child labor practices.

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

No

10. Assessments for the year:

	% of the entity's and offices that were assessed (by the Company or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	NA

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

No corrective actions

Leadership Indicators

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

Not Applicable

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

No

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

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	0
Discrimination at workplace	0
Child Labour	0
Forced Labour/Involuntary Labour	0
Wages	0
Others – please specify	0

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

Not Applicable, since there were no cases observed on the above mentioned Human rights related topics.

PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	FY'2024-25	FY'2023-24
From renewable sources		
Total electricity consumption (A)	2094.69	1996.01
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	2094.69	1996.01
From non-renewable sources		
Total electricity consumption (D)	28946.56	28989.43*
Total fuel consumption (E)	497.1	1312.94
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	29443.66	30302.37
Total energy consumed (A+B+C+D+E+F)	31538.34	32298.38
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ/ crore rupees turnover)	49.82	61.59
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/ crore rupees turnover)	1029.19	1379.64
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional)	-	-
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	No

*Data revised for the energy consumption from grid for previous financial year

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

Not Applicable

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

Parameter	FY'2024-25	FY'2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	16,203	15,443
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	16,203	15,443
Total volume of water consumption (in kilolitres)	7,003	5,695
Water intensity per rupee of turnover (Total water consumption / Revenue from operations) (kiloliters/ crore rupees turnover)	11.06	10.86
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (kL/ crore rupees turnover)	228.53	243.26
Water intensity in terms of physical output	NA	NA
Water intensity (optional)	-	-

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

4. Provide the following details related to water discharged:

Parameter	FY'2024-25	FY'2023-24
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	9,200	9,748
No treatment	0	0
With treatment – please specify level of treatment	9,200	9,748
(ii) To Groundwater	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
(v) Others	0	0
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kiloliters)	9,200	9,748

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

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

The Company has installed a Sewage Treatment Plant (STP) at its corporate office to treat on-site wastewater. The treated water is recycled and utilized for non-potable purposes such as toilet flushing. Additionally, all Company laboratories are equipped with Effluent Treatment Plants (ETPs) to ensure proper treatment of wastewater prior to discharge, in compliance with environmental standards.

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

Parameter	Unit	FY'2024-25	FY'2023-24
NO _x	–	0	0
SO _x	–	0	0
Particulate matter (PM)	–	0	0
Persistent organic pollutants (POP)	–	0	0
Volatile organic compounds (VOC)	–	0	0
Hazardous air pollutants (HAP)	–	0	0
Others – please specify	–	0	0

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

No

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

Parameter	Unit	FY'2024-25*	FY'2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes (MT) of CO ₂ equivalent	30.47	95.04
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	5845.60	4754.6
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MT of CO ₂ equivalent / Crore turnover	9.28	9.25
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)	MT of CO ₂ equivalent / Crore turnover	191.75	207.15
Total Scope 1 and Scope 2 emission intensity in terms of physical output	–	–	–
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.

No

*The calculation methodology revised for current year. Diesel considered under Scope – 1 & purchased electricity considered under Scope – 2.

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

The organization has not yet developed programs specifically targeting greenhouse gas (GHG) emission reductions. However, the Company recognizes its ecological influence and has enacted various measures to lessen its environmental impact.

The headquarters features a Sewage Treatment Plant (STP) that processes wastewater before discharge. Each laboratory maintains Effluent Treatment Plants (ETPs) for proper management of laboratory waste fluids, which helps prevent ecological harm.

The Company follows precise bio-medical waste protocols, utilizing authorized Bio-Medical Waste (BMW) vendors for safe disposal of potentially harmful materials.

To decrease reliance on conventional electricity sources, the Company has placed solar panels at both the main office and two laboratory locations. This approach supports clean energy usage while reducing power consumption from traditional sources, thereby indirectly lowering the carbon footprint linked with conventional energy production. Although no initiative carries an explicit GHG reduction label, these combined actions demonstrate the Company's focus on environmentally responsible operations and energy conservation.

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

Parameter	FY'2024-25	FY'2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	124.15	214.8
E-waste (B)	0	0
Bio-medical waste (C)	188.77	102.98
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A+B + C + D + E + F + G + H)	312.92	317.16
Parameter		
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.49	0.61
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	10.21	13.57
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations*	312.92	317.16
Total	312.92	317.16

*The Company provides all the waste to authorised vendor as a part of safely disposal waste.

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

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

The Company adheres to a comprehensive waste management strategy that ensures the effective segregation and treatment of all waste generated. Waste is categorized into four distinct codes: Red, Yellow, Blue, and Black, each facilitating specific handling and treatment protocols:

- Red and Yellow waste categories undergo pre-treatment processes such as autoclaving, ensuring these potentially infectious materials are rendered safe before any subsequent steps.
- Blue and Black categories are managed according to their specific requirements, ensuring compliance with relevant regulations.

To manage the biomedical waste generated in the laboratory, the Company adheres to the stringent guidelines set forth by the Bio-Medical Waste Management Rules of 2016. This waste is either recycled or safely disposed of through partnerships with the State Pollution Control Board, which oversees both the recycling and dispensation processes.

The Company has developed and implemented Standard Operating Procedures (SOPs) for waste management. These SOPs cover the entire waste lifecycle, from separation and handling to storage and transportation, ensuring a systematic and compliant approach to biomedical waste management.

The strategy to minimize the usage of hazardous and toxic chemicals involves continuous research and development to identify and integrate safer alternatives into products and processes. By investing in sustainable practices and materials, the Company aims to reduce its ecological footprint while maintaining high standards of safety and efficacy.

Regular training programs and audits are conducted to ensure compliance with environmental regulations and to foster a culture of safety and responsibility among employees. In summary, the waste management protocols represent a holistic and rigorous approach to environmental stewardship, focusing on the effective segregation, treatment, and disposal of biomedical waste, while ongoing efforts to minimize hazardous chemical usage demonstrate the Company's commitment to sustainability and compliance.

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.
NA			

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
NA					

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
Yes, the Company is compliant with all applicable laws/ regulations/ guidelines.				

Leadership Indicators

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

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

- (i) Name of the area - NA
- (ii) Nature of operations - NA
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY'2024-25	FY'2023-24
Water withdrawal by source (in kiloliters)		
(i) Surface water	No sites are in the water stress area.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kiloliters)		
(i) Into Surface water	No sites are in the water stress area.	
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kiloliters)		

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

NA

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

Parameter	Unit	FY'2024-25	FY'2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	The Company mainly focuses on the Scope 1&2 hence not calculated scope-3 in current financial year.		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity			
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.		No	

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

Not Applicable

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

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	STP Plant	The Company has installed a Sewage Treatment Plant at the corporate office. The wastewater is treated at the STP, and the cleaned water is reused.	Reduction in the usage of clean water sourced from government bodies.
2	ETP Plant	All 30 labs have Effluent Treatment Plants installed. These plants treat the effluent water before it is discharged.	Successful treatment of effluent before discharge by the Company.
3	Solar Panel	Solar panels have been installed at two labs and the registered office.	This has led to the usage of renewable energy sources, thereby reducing reliance on traditional energy sources.

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

Yes, the Company has initiated the development of a formal Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP) as part of its enterprise-wide risk management framework. The plans aim to ensure operational resilience and timely recovery from disruptions such as IT breaches, infrastructure failures, or natural calamities. Risk identification, prioritization, and mitigation plans have been mapped across all key functions. The Company has adopted a COSO- and ISO 31000-aligned ERM framework, and governance oversight is provided by the Risk Management Committee, with periodic progress updates to the Board and Audit Committee.

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.

While there has been no significant adverse impact on the environment from the Company's value chain partners, the Company is committed to further improving its environmental performance. Although Scope 3 emissions have not yet been measured or value chain partners assessed, the Company prioritizes sustainability and is continuously exploring ways to reduce its carbon footprint. The Company remains dedicated to:

- Implementing sustainable practices throughout its operations.
- Promoting the use of low-carbon fuels among its transporters.
- Encouraging its suppliers to adopt environmentally friendly practices.

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

No assessment were conducted for value chain partners

8. How Many green credits have been generated or produced

a	By the listed entity	NA
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

Essential Indicators

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

1

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Confederation of Indian Industry	National

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

Not Applicable

Leadership Indicators

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

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
Not Applicable					

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

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)
Not Applicable						

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

Community members can raise their concerns on business responsibility and sustainability-related topics by writing a letter addressed to Mr. Rahul Guha, Managing Director and Chief Executive Officer. The letter should be posted to the following address:

Thyrocare Technologies Limited

D/37-3, TTC Industrial Area, MIDC, Turbhe,

Navi Mumbai - 400 703.

Such concerns will be taken up with the relevant departments to initiate necessary actions based on their significance.

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

	FY'2024-25	FY'2023-24
Directly sourced from MSMEs/small producers	28.97%	21%
Directly from within India	99.43%	99.20%

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'2024-25	FY'2023-24
Rural		
% of Job creation in Rural areas	0%	0%
Semi-urban		
% of Job creation in Semi-urban areas	0%	0%
Urban		
% of Job creation in Urban areas	1.61%	0%
Metropolitan		
% of Job creation in Metropolitan areas	98.39%	0%

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

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

Details of negative social impact identified	Corrective action taken
	Not Applicable

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

S. No	State	Aspirational District	Amount spent (In INR)
			Not Applicable

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups?
No
- (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 your entity (in the current financial year), based on traditional knowledge:

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

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Promoting Education	137	NA
2	Promoting Healthcare	3219	NA
3	Rural Development	260	100%

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

Essential Indicators

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

The Company has displayed its support helplines (voice, WhatsApp, and email) on all public platforms. After each booking with Thyrocare, patients are informed about the package they have availed and the various touchpoints they can contact for any queries, requests, or complaints.

Voice Support: Helpline numbers are functional all 7 days, from 6:00 AM to 11:00 PM:

- 022 3090 0000
- 022 6712 3400
- 022 4128 2828
- 022 2762 2762

WhatsApp or SMS: Customers can contact the unified number 9870666333, available 24x7, all 365 days. By simply saying "Hi," customers can connect with a team (not a bot) that handles their concerns and requests. This WhatsApp number is verified and managed by 40 staff members daily to respond to complaints and feedback.

Upon receiving a call or chat, staff members register the type of information (category – complaint, request, or query) asked. After each call, customers are asked to rate the conversation via SMS. For poorly rated interactions, the Company analyzes what went wrong and follows up with a resolution.

After each order is serviced, customers are asked to rate the service between 0 to 10, capturing the Net Promoter Score. For ratings between 0 to 6, further details are requested to understand the reason for the low rating (e.g., phlebotomist, report values, turnaround time) and resolve the issue.

If a customer is not satisfied, they can write to complaints@thyrocare.com. An automatic ticket is created, and the customer is informed. The ticket is assigned to the relevant staff member, who addresses the complaint within 12 to 24 working hours, depending on the complexity. Post-closure, customers are asked to rate their satisfaction with the resolution via email. If rated "Dissatisfied," the issue is escalated to level 2 in the department.

Other email IDs for customer support are customersupport@thyrocare.com and info@thyrocare.com, both linked to the ticketing system to help understand all metrics and turnaround times.

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	0
Safe and responsible usage	0
Recycling and/or safe disposal	0

Note: The Company is engaged in providing diagnostic services and does not manufacture or sell physical products. As such, turnover related to products with environmental or social disclosures, or safe usage and disposal information, is not applicable. Nevertheless, the Company fully complies with all applicable laws and regulations in its areas of operation, upholding responsible and ethical service practices

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

	FY'2024-25		Remarks	FY'2023-24		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	20,988	0	-	12,041	0	-

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

	Number	Reasons for recall
Voluntary recalls	Not Applicable	
Forced recalls		

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

Yes, The policy is available to on the intranet of the Company ie Darwinbox, HRMS portal of the Company.

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.

During the financial year 2024–25, the Company did not encounter any significant issues related to advertising practices or the delivery of essential services. There were also no notable incidents concerning cybersecurity or customer data privacy. Additionally, there were no product recalls, regulatory penalties, or actions related to the safety of products or services. As a result, no corrective actions were required in these areas during the reporting period.

7. Provide the following information relating to data breaches:

	Provide the following information relating to data breaches:
a. Number of instances of data breaches along-with impact	NA, as there are no instances relating to data breaches
b. Percentage of data breaches involving personally identifiable information of customer	
c. Impact, if any, of the data breaches	

Leadership Indicators

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

To explore the full range of diagnostic services offered by the Company, you may use the following platforms:

1. Official Website

Visit www.thyrocare.com for comprehensive information on our services and offerings.

2. Mobile Application

Download the Thyrocare app from the Google Play Store or Apple App Store for convenient access and service booking.

3. Affiliated Partners

Our services are also available through trusted third-party platforms:

- Book Meri Lab
- Health Care On Time
- My Diagnostics
- Health Checkup

4. Collection Centers

Visit the Company's network of collection centers. Locations can be found at thyrocare.com/location.

5. Customer Support Helpline

For assistance, call us at:

022 30900000 / 022 67123400

6. Email Support

Send your queries to:

customersupport@thyrocare.com or wellness@thyrocare.com

7. WhatsApp Support

Message on WhatsApp at: 9870666333

Website: www.thyrocare.com

ThyroApp – Google Play Store or Apple App store

Associate Websites such as;

1.	Book My Test	: https://www.bookmytest.co.in/
2.	Book Meri Lab	: https://bookmerilab.com/blog/thyrocare-aarogyam-packages/
3.	Healthcare on Time	: https://www.healthcareontime.com/
4.	Pharmeasy	: https://pharmeasy.in/diagnostics/lab/thyrocare-navi-mumbai-82
5.	Thyrocare Collection Centres by visiting	: https://www.thyrocare.com/location

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

The Company operates in the diagnostic services sector. Prior to sample collection or at the time of booking, customers are informed of all necessary test prerequisites, including fasting requirements, sample type, and quantity.

Health-related information, such as disease symptoms, test types, and general awareness, is regularly shared through the Company's social media platforms. Details of available healthcare packages can be accessed on the official website: www.thyrocare.com.

Following each booking, customers receive a confirmation email containing booking details and applicable terms and conditions. Additionally, a comprehensive list of frequently asked questions is available at: www.thyrocare.com.

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

If an appointment cannot be fulfilled, the control tower team at the head office informs customers well in advance of any last-minute changes in the appointment schedule or any issues with the report turnaround time (TAT) being breached. This information is communicated to customers via call, WhatsApp, and SMS, and acknowledgment is taken.

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)

For Point 1 - Not Applicable.

For Survey – Yes, The Company actively captures customer feedback through the Net Promoter Score (NPS) framework. Customers are asked to rate, on a scale of 0 to 10 (where 0 is least likely and 10 is most likely), how likely they are to recommend Thyrocare to friends and family. The current NPS for the organization stands at 70, reflecting a high level of customer satisfaction and loyalty.