

# Business Responsibility and Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of listed entity

1. Corporate Identity Number (CIN) of the Company	L85110MH2000PLC123882
2. Name of the Company	Thyrocare Technologies Limited
3. Year of Incorporation	2000 (Incorporated on January 28, 2000)
4. Registered Office Address	D-37/1, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai, Maharashtra, India 400703
5. Corporate Address	D-37/3, TTC Industrial Area, MIDC, Turbhe, Navi Mumbai, Maharashtra, India 400703
6. Email Address	<a href="mailto:compliance@thyrocare.com">compliance@thyrocare.com</a>
7. Telephone	+91 8422945537
8. Website	<a href="http://www.thyrocare.com">www.thyrocare.com</a>
9. Financial year for which reporting is being done	April 01, 2025 to March 31, 2026
10. Name of the Stock Exchanges where shares are listed	National Stock Exchange of India Limited and BSE Ltd.
11. Paid-up Capital	1,59,16,53,150
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Brijesh Kumar Designation: Company Secretary & Compliance Officer Email: <a href="mailto:compliance@thyrocare.com">compliance@thyrocare.com</a> Tel No.: +91-8422945537
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone basis
14. Name of assessment or assurance provider	Not applicable
15. Type of assessment or assurance obtained	Not applicable

### II. Products/Services

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

Sl. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Company
1	Human health and Social work activities	Activities of independent Diagnostics/ Pathological Laboratories	98.66%

#### 17. Products/Services sold by the Company (accounting for 90% of the turnover)

Sl. No.	Product/Service	NIC Code	% of total turnover contributed
1	Diagnostic and related healthcare test and services	869	98.66%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	40*	1	41
International	1**	0	1

\*Plants are considered as laboratories 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 Company

##### 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 Company?

0.05%

##### c. A brief on type of customers

The Company serves a diverse customer base comprising individual patients seeking personalized healthcare solutions, as well as institutional clients such as hospitals and clinics requiring a broad spectrum of diagnostic and healthcare services. This diversified clientele underscores the Company's capability to address the distinct needs of both individual healthcare consumers and large-scale healthcare providers, ensuring the delivery of comprehensive and reliable medical products and services.

### 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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1,906	1,442	75.66%	464	24.34%
2.	Other than Permanent (E)	186	92	49.46%	94	50.54%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>2,092</b>	<b>1,534</b>	<b>73.33%</b>	<b>558</b>	<b>26.67%</b>
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					
<b>6.</b>	<b>Total workers (F + G)</b>					

##### b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1	1	100.00%	0	0.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>1</b>	<b>1</b>	<b>100.00%</b>	<b>0</b>	<b>0.00%</b>
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					
<b>6.</b>	<b>Total workers (F + G)</b>					

Note: Total count includes employees who were active at the end of 31<sup>st</sup> March 2026

## 21. Participation/Inclusion/Representation of Women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	2	22.22%
Key Management Personnel	3	0	0.00%

## 22. Turnover rate for permanent employees and workers (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	34.83%	32.99%	34.39%	45.26%	49.26%	46.18%	48.12%	45.27%	47.44%
Permanent Workers	NA								

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

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

Sl. No.	Name of the holding/ subsidiary/associate companies/joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/Joint Venture	% of shares held by the Company	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the Company (Yes/No)
1	Docon Technologies Private Limited	Holding	0.00%	No
2	Nuclear Healthcare Limited	Subsidiary	100.00%	No
3	Think Health Diagnostics Private Limited	Subsidiary	100.00%	No
4	Thyrocare Laboratories (Tanzania) Limited	Subsidiary	57.25%	No
5	Pulse Hitech Health Services (Ghatkopar) LLP	Subsidiary	51.00%	No
6	Equinox Labs Private Limited	Associate	30.00%	No

## VI. CSR Details

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

(ii) Turnover (in Rs.): ₹ 774.27 Crore

(iii) Net worth (in Rs.): ₹ 560.68 Crore

## 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 compliant 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	Not Available	NA	NA	NA	NA	NA	NA
Investors (other than shareholders)	Yes*	0	0	NA	0	0	NA
Shareholders	Yes **	2	0	-	2	0	-
Employees and workers	Yes***	1180	0	-	1354	9	-
Customers	Yes****	7389	17	-	8516	15	-
Value Chain	Yes*****	5416	0	-	11144	0	-
Partners							
Others	-	-	-	-	-	-	-

\* 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/>

\*\* Shareholders, for any of their grievances can reach out to the Company Secretary on <https://investor.thyrocare.com/investor-contacts/>

\*\*\* 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. <https://www.thyrocare.com/terms>

\*\*\*\*Customers can register a complaint by writing to the Company at [complaints@thyrocare.com](mailto: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](mailto:redressals@thyrocare.com)

\*\*\*\*\* 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](mailto: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.

26. Overview of the Company's material responsible business conduct and sustainability issues pertaining to environment and social matters that present a risk or an opportunity to the business of the Company, rationale for identifying the same approach to adapt or mitigate the risk along with its financial implications, as per the following format:

Sl. 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 recognises its fundamental responsibility to ensure employee wellness by providing safe and secure working conditions. This commitment is further strengthened through structured occupational health and safety training initiatives.	NA	Positive impacts include reduced absenteeism, improved productivity, optimisation of healthcare-related costs, and enhanced reputation as an employer of choice.
2	Climate Action	Risk	The Company's long-term operations and financial stability are significantly influenced by exposure to climate-related risks. Inadequate monitoring and mitigation of emissions may lead to potential regulatory non-compliance and associated consequences.	The Company adheres to applicable government regulations and guidelines pertaining to water management, air emissions, and waste handling. Resource conservation practices are promoted across the workforce. The Company has undertaken initiatives to reduce carbon emissions, including investments in renewable energy solutions such as the installation of solar panels at its headquarters and two additional laboratory facilities.	Negative impacts may include increased compliance costs, exposure to regulatory penalties, higher operational expenses, and potential adverse effects on brand value if not effectively managed.

Sl. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Transparency in Governance	Opportunity	The Company has established a robust governance framework to address risks related to bribery, corruption, and unethical conduct. A comprehensive Code of Conduct outlines the principles governing ethical behaviour and business practices. Additionally, the Company has implemented a Whistle Blower Policy, enabling all stakeholders to report concerns and protected disclosures in a secure and transparent manner.	NA	Positive impacts include enhanced investor confidence, mitigation of legal and compliance risks, strengthened stakeholder trust, and improved market credibility.
4	Talent Management	Opportunity	The workforce constitutes a critical driver of organisational excellence. The Company's sustained growth and success are dependent on its ability to attract and retain skilled talent. Inadequate recognition and reward mechanisms may result in increased attrition and potential migration of talent to competitors.	NA	Positive impacts include enhanced innovation, a strengthened competitive position, improved productivity, and optimisation of recruitment and retention costs.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether the Company'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. Weblink of the policies, if available	<p>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.</p> <ol style="list-style-type: none"> <li>1. <a href="#">Thyrocare Code of Conduct</a></li> <li>2. <a href="#">Policy on Vigil Mechanism (Whistle Blower Policy)</a></li> <li>3. <a href="#">Policy on Corporate Social Responsibility</a></li> <li>4. <a href="#">Policy on Related Party Transactions</a></li> <li>5. <a href="#">Policy on Material Subsidiaries</a></li> <li>6. <a href="#">Policy on Determination of Materiality for Disclosures</a></li> <li>7. <a href="#">Policy on Fair Disclosures</a></li> <li>8. <a href="#">Policy on Risk Assessment and Management</a></li> <li>9. <a href="#">Policy on Archival of Documents</a></li> <li>10. <a href="#">Policy on Preservation of Records</a></li> <li>11. <a href="#">Policy on Nomination &amp; Remuneration</a></li> <li>12. <a href="#">Policy on Evaluation of Performance of Directors and the Board</a></li> <li>13. <a href="#">Terms and conditions of appointment of Independent Directors</a></li> <li>14. <a href="#">Familiarisation Programme for Independent Directors</a></li> <li>15. <a href="#">Dividend distribution policy</a></li> <li>16. <a href="#">Criteria of making payments to non-executive Directors</a></li> <li>17. <a href="#">Policy on Board Diversity</a></li> <li>18. <a href="#">Code of Conduct for Prohibition of Insider Trading</a></li> <li>19. <a href="#">Policy on Inquiry in case of leak or suspected leak of Unpublished Price Sensitive Information</a></li> <li>20. <a href="#">Business Responsibility Policies</a></li> </ol>								
2. Whether the Company 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 Company's value chain partners? (Yes/No)	Yes	No	No	No	No	No	No	No	No

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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 Company and mapped to each principle.	P1 & P9 - ISO 9001 - NABL Accreditation								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	The Company is committed to implementing the National Guidelines on Responsible Business Conduct (NGRBCs) in letter and spirit, alongside its broader Environmental, Social, and Governance (ESG) initiatives. These efforts encompass energy conservation, reduction of environmental impacts associated with biomedical waste, and effective water management practices. The Company is in the process of establishing defined targets and a structured roadmap for these initiatives and will continue to monitor and evaluate progress on an ongoing basis.								
6. Performance of the Company 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

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 to the initial pages of the Annual Report for a detailed message.

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|---|--|
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).  | Mr. Rahul Franklin Guha, Chairman, Managing Director and Chief Executive Officer (Executive Director) DIN: 09588432 Tel: +91 8422945537 Email Id: <a href="mailto:compliance@thyrocare.com">compliance@thyrocare.com</a> |
| 9. Does the Company 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 Franklin 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	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 Franklin 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								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																		

Disclosure Questions	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.						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 Principle 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 Indicator:

- 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	100%
Key Managerial Personnel	5	Industry, Company Business Model, Updates on SEBI Regulations, business operations, etc.	100%
Employees other than Board of Directors and KMPs	128	<b>1. Ethics &amp; Culture</b> <ul style="list-style-type: none"> <li>Induction Programme</li> <li>Empathy &amp; Emotional Intelligence</li> <li>Conflict Management</li> <li>Assertiveness &amp; Active Listening</li> <li>First Impressions</li> </ul> <b>2. Leadership &amp; Accountability</b> <ul style="list-style-type: none"> <li>API Way of Leading</li> <li>Limitless Program, Embark, Elevate</li> <li>Sankalp Training</li> <li>Execution Excellence</li> </ul> <b>3. Governance &amp; Compliance</b> <ul style="list-style-type: none"> <li>Good Lab Practices (GLP)</li> <li>QMS, ISO 15189</li> <li>EQAS / IQC, CAPA Documentation</li> <li>Internal Audit, SOP Realignment</li> <li>TAT Monitoring</li> </ul> <b>4. Ethical Operations</b> <ul style="list-style-type: none"> <li>Sample &amp; Specimen Handling</li> <li>Packaging &amp; Transportation</li> <li>Report Interpretation (Biochemistry)</li> <li>CHN Training</li> </ul> <b>5. Customer &amp; Business Conduct</b> <ul style="list-style-type: none"> <li>B2B Pitch Mastery</li> <li>Super Seller &amp; Sales Playbook</li> <li>Upsell &amp; B2C Training</li> <li>Tri Party Calling</li> <li>Customer Feedback</li> </ul> <b>6. Business Integrity</b> <ul style="list-style-type: none"> <li>Business Acumen</li> <li>Negotiation Programme</li> </ul> <b>7. Risk Management</b> <ul style="list-style-type: none"> <li>Contingency Planning</li> </ul>	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. (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

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 Company 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 Portal/Application.

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	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

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				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs			Nil	

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 conflict 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	96.18	143.00

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	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchase to top 10 trading houses as % of total purchases from trading houses	0	0
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 as % of Total Purchases)	2.38%	2.23%
	b. Sales (Sales to related parties as % of Total Sales)	10.92%	1.15%
	c. Loans & advances (Loans & advances given to related parties as % of Total loans & advances)	0	13.72%
	d. Investments (Investments in related parties as % of Total Investments made)	63.65%	63.37%

## 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.

Yes, the Company obtains annual disclosures from its Board members and Key Managerial Personnel regarding their interests in other entities. It ensures that all necessary approvals, in accordance with applicable statutory requirements and internal policies, are secured prior to undertaking transactions with such related parties.

The Company has established a Code of Conduct applicable to the Board of Directors, senior management, and employees, which includes provisions for managing conflicts of interest and is available on its website. Additionally, a declaration by the Managing Director confirming compliance with the Code of Conduct by the Board and senior management is included in the Corporate Governance Report.

**Principle 2:****Business should provide goods and services in a manner that is sustainable and safe****Essential Indicator:**

1. 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	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.

(a) Plastics (including packaging)	The Company has implemented a standardised process across its laboratories for the safe handling, recycling, and disposal of plastic waste. Contaminated plastic waste generated from laboratory processes is disposed of through authorised biomedical waste vendors. Non-contaminated plastic waste, primarily from consumables and packaging materials, is segregated and routed to authorised scrap vendors for recycling. This approach supports environmentally responsible waste management, regulatory compliance, and efficient resource recovery.
(b) E-waste	Not Applicable
(c) Hazardous waste	The Company has implemented a standardised hazardous waste management system across all laboratories. Designated biomedical waste (BMW) vendors undertake collection of hazardous waste at regular intervals during the week. All waste is duly segregated and stored in compliance with applicable regulatory requirements and prescribed colour-coded guidelines.
(d) other waste.	As a provider of diagnostic services, the Company does not undertake recycling or reuse of products post-utilisation. However, it has established arrangements with authorised vendors to ensure the safe, compliant, and timely disposal of biomedical waste generated during sample collection and testing processes.

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.
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
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'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)						
E-waste						
Hazardous waste						
Other waste						
NA						

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
NA	

**Principle 3:**

**Business should respect and promote the wellbeing 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	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	1,442	1442	100%	1442	100%	0	0.00%	1442	100%	0	0.00%
Female	464	464	100%	464	100%	464	100%	0	0.00%	0	0.00%
<b>Total</b>	<b>1,906</b>	<b>1906</b>	<b>100%</b>	<b>1906</b>	<b>100%</b>	<b>464</b>	<b>100%</b>	<b>1442</b>	<b>100%</b>	<b>0</b>	<b>0.00%</b>
<b>Other than Permanent employees</b>											
Male	92	9	9.78%	9	9.78%	0	0.00%	0	0.00%	0	0.00%
Female	94	27	28.72%	27	28.72%	0	0.00%	0	0.00%	0	0.00%
<b>Total</b>	<b>186</b>	<b>36</b>	<b>19.35%</b>	<b>36</b>	<b>19.35%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>	<b>0</b>	<b>0.00%</b>

Note: Figure doesn't include service partners.

## 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	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than Permanent Workers</b>											
Male											
Female											
<b>Total</b>											

## 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	0.29%	0.30%

Note: Figure are excluding GST & does not contained GPA Phlebotomist data.

## 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	100%	0.00%	Yes	100%	0.00%	Yes
Gratuity	100%	0.00%	Yes	100%	0.00%	Yes
ESI	17.52%	0.00%	Yes	24.97%	0.00%	Yes
Others- please specify		Nil			Nil	

### 3. Accessibility of workplaces

Are the premises/offices of the Company 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, barrier-free, accessible premises, including ramps, lifts, and accessible toilets.

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

Yes, the Company is committed to promoting equality and embracing diversity through its internal [Equal Opportunity Policy](#). The Company has established an Equal Employment Opportunity Policy, which is accessible to employees through its intranet on 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	100	NA	NA
Female	100	100	NA	NA
Total	100	100	NA	NA

### 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 employees (excluding permanent staff). The platform enables employees to raise, track, and resolve concerns in a structured manner. The Human Resources function actively monitors all grievances and endeavours to address them within a defined turnaround time of 48 hours.
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)
<b>Total Permanent Employees</b>						
Male	1442	0	0.00%	1397	0	0.00%
Female	464	0	0.00%	425	0	0.00%
<b>Total Permanent Workers</b>						
Male	NA					
Female	NA					

## 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)
<b>Employees</b>										
Male	1534	1534	100%	1534	100%	1447	1447	100%	1447	100%
Female	558	558	100%	558	100%	501	501	100%	501	100%
<b>Total</b>	<b>2092</b>	<b>2092</b>	<b>100%</b>	<b>2092</b>	<b>100%</b>	<b>1948</b>	<b>1948</b>	<b>100%</b>	<b>1948</b>	<b>100%</b>
<b>Workers</b>										
Male										
Female	NA									
<b>Total</b>										

## 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)
<b>Employees</b>						
Male	1442	1442	100%	1447	1447	100%
Female	464	464	100%	501	501	100%
<b>Total</b>	<b>1906</b>	<b>1906</b>	<b>100%</b>	<b>1948</b>	<b>1948</b>	<b>100%</b>
<b>Workers</b>						
Male						
Female	NA					
<b>Total</b>						

## 10. Health and Safety Management System:

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

Yes, the Company has implemented a comprehensive Health and Safety management system across its laboratory and operational facilities. The system applies to all employees, including laboratory personnel, maintenance teams, and support staff, and incorporates the following practices:

- Periodic inspection and preventive maintenance of fire protection systems and electrical equipment through Annual Maintenance Contracts
- Regular workplace safety inspections and monitoring by designated personnel
- Conduct of mock drills at defined intervals to ensure emergency preparedness
- Provision and mandatory use of appropriate Personal Protective Equipment for relevant roles
- Implementation of biomedical waste segregation and disposal in compliance with applicable regulatory requirements
- Availability and maintenance of first aid facilities at accessible locations
- Structured safety training programmes covering areas such as chemical handling, fire safety, electrical safety, manual material handling, and first aid

## 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 established structured processes for the identification of work-related hazards and risk assessment across all operations, covering both routine and non-routine activities.
- Routine risk identification and assessment are undertaken through daily workplace inspections by designated personnel, periodic preventive maintenance and health checks of electrical systems and fire protection equipment, monthly safety audits using standardised checklists, and regular reviews of biomedical waste handling and compliance practices.

- Non-routine risk assessments are conducted in the case of incidents and near-miss investigations to identify root causes and prevent recurrence, as well as for temporary or high-risk activities. Identified hazards are systematically documented, risk-rated, and addressed through appropriate corrective and preventive actions, which are monitored through to closure to ensure continuous improvement in workplace safety.

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

Yes

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

Yes

**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	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

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

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 all 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'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	0	0	NA	0	0	NA
Health & Safety	0	0	NA	0	0	NA

**14. Assessments for the year:**

	% 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 has established a structured mechanism for managing safety-related incidents and risks identified through health and safety assessments. All incidents, including near-misses, are recorded and investigated to determine root causes. Based on the findings, appropriate corrective and preventive actions are implemented and monitored through to closure.

**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).**

Employees: Yes

Workers: NA

**2. Provide the measures undertaken by the entity to ensure payment of statutory dues by the value chain partners.**

The Company ensures timely deduction and remittance of all applicable statutory dues in compliance with prevailing regulations. These processes are periodically reviewed through internal and statutory audits to ensure adherence and accuracy.

**3. Provide the number of employees/workers having suffered grave consequences due to work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who 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	0	0	0	0
Workers	NA	NA	NA	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)**

Yes

**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	0.00%
Working Conditions	0.00%

**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.**

No corrective action plan has been required for the specified parameters to date. However, in the event that any risks or concerns are identified, the Company may provide a reasonable timeframe to value chain partners for achieving compliance. Depending on the nature and severity of the issue, the Company may also require the concerned partner to implement a formal corrective action plan.

**Principle 4:**

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

**Essential indicators**

**1. Describe the processes for identifying key stakeholder groups of the Company.**

Through systematic analysis of operational impact factors, the Company identifies key internal and external stakeholders. Engagement is undertaken through a combination of formal mechanisms and informal interactions, enabling a clear understanding of stakeholder expectations.

Responsibility for stakeholder engagement is assigned across departments based on their respective areas of influence. The Company has developed a structured engagement framework outlining targeted approaches for each stakeholder group, with the objective of addressing concerns, resolving challenges, and fostering long-term, value-driven relationships.

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

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	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) Shareholders	No	To facilitate effective communication, the Company engages with investors and shareholders through multiple channels, including dedicated investor relations platforms, periodic financial disclosures, annual general meetings, and direct interactions such as investor calls.	Quarterly/ Half Year and Yearly	Engagement with investors and shareholders enhances transparency and accountability, enabling informed investment decisions. Key areas of engagement include updates on business and financial performance, the Company's strategy and growth drivers, potential opportunities and risks, and material events that may impact the Company's performance.
Vendors	No	Digital Meetings / In person meetings	Frequent and need based	The Company provides regular updates to its business partners, including performance-related feedback and timely communication of regulatory changes impacting the supply of goods and services.
Employees and Workers	No	The Company engages with employees through both digital and physical communication channels, including emails, town halls, newsletters, pulse surveys for feedback and grievance redressal, as well as training programmes to support personal and professional development.	Weekly/ Monthly	Key areas of focus include strengthening workplace culture, promoting diversity and inclusion, and facilitating skill upgradation through training, development, and awareness initiatives.

Stakeholder Group	Whether identified as vulnerable & marginalised group (Yes/ No)	Channels of communication (Emails, SMS, Newspapers, Pamphlets, Advertisements, Community Meetings, Notice Board, Website, Others)	Frequency of engagement (Annually, Half yearly, quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
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 - <a href="mailto:customersupport@thyrocare.com">customersupport@thyrocare.com</a> (For Retail Customers), <a href="mailto:support@thyrocare.com">support@thyrocare.com</a> - 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.
Govt/ Regulatory Authorities	No	Interactions with authorities take place through e-mails, meetings, submissions, etc as required	Need-based	The Company's interactions with regulatory authorities are aimed at fulfilling statutory obligations while advancing its business objectives in line with high standards of compliance and corporate governance. Additionally, the Company engages with policymakers to gain insights and contribute to industry-relevant discussions.

### 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 appraises the Board and its Committees of feedback received from stakeholders on environmental, social, and governance (ESG) matters, ensuring informed oversight of stakeholder concerns and perspectives.

Engagements on ESG issues are initially undertaken by relevant Business or Functional Heads with stakeholders. Key insights from these interactions are consolidated and shared with Key Managerial Personnel, following which a summary is escalated to the Board and Committees to provide a comprehensive view of stakeholder feedback.

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 periodically reviewed and discussed by the Company's management. These discussions enable a comprehensive evaluation of stakeholder inputs and support the identification of appropriate actions, where necessary.

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:**

**Business 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'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)
<b>Employees</b>						
Permanent	1906	1906	100%	1822	1822	100%
Other than Permanent	186	186	100%	126	126	100%
<b>Total Employees</b>	<b>2092</b>	<b>2092</b>	<b>100%</b>	<b>1948</b>	<b>1948</b>	<b>100%</b>
<b>Workers</b>						
Permanent						
Other than Permanent						NA
<b>Total Workers</b>						

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)
<b>Employees</b>										
<b>Permanent</b>										
Male	1442	0	0	1442	100%	1397	0	0	1397	100%
Female	464	0	0	464	100%	425	0	0	425	100%
<b>Other than Permanent</b>										
Male	92	0	0	92	100%	50	0	0	50	100%
Female	94	0	0	94	100%	76	0	0	76	100%
<b>Workers</b>										
<b>Permanent</b>										
Male										
Female										NA
<b>Other than Permanent</b>										
Male										
Female										

**Note:** All employees covered under applicable minimum wage regulations are remunerated in accordance with the prescribed statutory minimum wage rates.

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)	3	5,00,000	2	7,25,000
Key Managerial Personnel	3	1,19,38,892	0	0
Employees other than BoD and KMP	1,439	3,85,339	464	3,23,560
Workers				NA

**Note:** One individual serves in the dual capacity of a Board Director (BoD) and Key Managerial Personnel (KMP). Accordingly, the individual has been included only in the KMP category to avoid duplication.

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

	FY 2025-26	PY 2024-25
Gross wages paid to females as % of total wages	20.34%	19.95%

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)

Yes

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

The Company has implemented an automated grievance redressal mechanism integrated within its HR platform, Darwinbox, to address employee concerns, including those related to human rights. The system enables employees to report grievances directly to the Human Resources function, ensuring timely and appropriate resolution. This technology-enabled approach reinforces the Company's 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'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	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 2025-26	PY 2024-25
i) Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
ii) Complaints on POSH as a % of female employees / workers	0	0
iii) 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.

For more information: [https://investor.thyrocare.com/wp-content/uploads/2024/07/3-Whistleblower-Policy\\_Thyrocare.pdf](https://investor.thyrocare.com/wp-content/uploads/2024/07/3-Whistleblower-Policy_Thyrocare.pdf)

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

No

10. Assessment for the year:

	% of the Company's plants and offices that were assessed (by the Company or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
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.

Based on the assessments conducted across 100% of the Company's plants and offices, no significant risks or concerns were identified with respect to Child Labour, Forced/Involuntary Labour, Sexual Harassment, Discrimination at Workplace, or Wages. Accordingly, no corrective actions were necessitated during the year.

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

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

NA

**Principle 6:**

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

**Essential indicators**

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

Parameter	FY'2025-2026	FY'2024-25
From renewable sources		
Total electricity consumption (A)	2272.07	2094.69
Total fuel consumption (B)	0	0
Energyconsumption from other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>2272.07</b>	<b>2094.69</b>
From non-renewable sources		
Total electricity consumption (D)	30144.75	28946.56
Total fuel consumption (E)	540.59	497.1
Energyconsumption from other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>30685.34</b>	<b>29443.66</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>32957.41</b>	<b>31538.35</b>
<b>Energy intensity per rupee of turnover (GJ/ crore rupees turnover)</b>	42.56	49.82
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ/ crore rupees turnover)</b>	865.87	1029.19
<b>Energy intensity in terms of physical Output*</b>	NA	NA

\*Thyrocare is primarily a service-based diagnostic company its core output is measured in number of tests/investigations processed, not in units of physical goods manufactured; hence emission intensity per unit of physical output is not an applicable metric for 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

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'2025-26	FY'2024-25
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	19025	16203
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>19025</b>	<b>16203</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>18295</b>	<b>7003</b>
<b>Water intensity per rupee of turnover (KL/ crore rupees turnover)</b>	23.63	11.06
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (KL/ crore rupees turnover)</b>	480.63	228.53
<b>Water intensity in terms of physical Output</b>	NA	NA

**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'2025-26	FY'2024-25
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	730	9200
- No treatment	0	0
- With treatment – please specify level of Treatment	730	9200
(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
<b>Total water discharged (in kiloliters)</b>	<b>730</b>	<b>9200</b>
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 Company implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

The Company has implemented wastewater treatment systems across its operations. A Sewage Treatment Plant (STP) is installed at the corporate office for the treatment of domestic wastewater, with treated water being recycled and reused for non-potable applications such as flushing.

Additionally, laboratories are equipped with Effluent Treatment Plants (ETPs) to ensure appropriate treatment of laboratory wastewater prior to discharge. The treated effluent is released in compliance with applicable environmental standards, supporting responsible water management and minimising environmental impact.

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

Parameter	Unit	FY'2025-26	FY'2024-25
NO <sub>x</sub>			
SO <sub>x</sub>			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify Mercury, Cadmium, Chromium etc.			
Note: Indicate if any independent assessment/ evaluation/ assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			

The Company is currently in the process of establishing a comprehensive framework for calculating, reviewing, and reporting air emissions (other than GHG emissions). Appropriate systems and arrangements are being put in place to ensure accuracy, consistency, and end-to-end coverage of this disclosure.

As this process is underway, the Company anticipates that detailed air emission data will be available for disclosure in the upcoming reporting cycle.

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

Parameter	Unit	FY2025-2026	FY'2024-25
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	39.79	30.47
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	5945.22	5845.6
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MT of CO <sub>2</sub> equivalent / Crore turnover	7.73	9.28
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MT of CO <sub>2</sub> equivalent / Crore turnover	157.23	191.75

**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

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

Yes, while the Company has not undertaken a standalone project exclusively focused on greenhouse gas (GHG) emission reduction, it has implemented several initiatives that contribute to lowering its overall carbon footprint.

The Company has installed solar panels at its corporate office and select laboratory locations to promote the use of renewable energy and reduce reliance on grid electricity. Additionally, a Sewage Treatment Plant (STP) at the corporate office facilitates treatment and reuse of wastewater for non-potable purposes, while Effluent Treatment Plants (ETPs) across laboratories ensure safe treatment of wastewater prior to discharge.

The Company also adheres to established biomedical waste management practices through authorised vendors, ensuring environmentally responsible disposal. Collectively, these initiatives support energy efficiency, resource conservation, and reduction in indirect GHG emissions.

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

Parameter	FY'2025-26	FY'2024-25
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste <b>(A)</b>	46.603	124.15
E-waste <b>(B)</b>	0	0
Bio-medical waste <b>(C)</b>	244.198	188.77
Construction and demolition waste <b>(D)</b>	0	0
Battery waste <b>(E)</b>	0	0
Radioactive waste <b>(F)</b>	0	0
Other Hazardous waste. Please specify, if any. <b>(G)</b>	0	0
Other Non-hazardous waste generated <b>(H)</b> . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>290.80</b>	<b>312.92</b>
<b>Parameter</b>		
<b>Waste intensity per rupee of turnover</b> (MT/ crore rupees turnover)	0.38	0.49
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (MT/ crore rupees turnover)	7.73	10.21
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>

Parameter	FY'2025-26	FY'2024-25
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations through third party*	290.80	312.92
<b>Total</b>	<b>290.80</b>	<b>312.92</b>
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 Company provides all the waste to authorised vendor as a part of safely disposal waste

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

The Company has implemented a comprehensive waste management framework across its operations, ensuring the safe handling, segregation, treatment, and disposal of waste in compliance with applicable regulatory requirements.

Waste is segregated at source in accordance with prescribed colour-coded categories (Red, Yellow, Blue, and Black) to enable appropriate handling and disposal. Biomedical waste generated from laboratory activities is managed in line with the Bio-Medical Waste Management Rules, 2016, and is disposed of through authorised biomedical waste (BMW) vendors. Recyclable waste, including non-contaminated plastics and packaging materials, is channelised through authorised recyclers, while general waste is disposed of through approved municipal systems.

The Company has established Standard Operating Procedures (SOPs) covering the entire waste lifecycle, including segregation, collection, storage, transportation, and disposal. Regular training programmes and audits are conducted to enhance awareness and ensure adherence to these practices.

To minimise the use of hazardous chemicals, the Company adopts a risk-based approach by promoting safer alternatives, optimising processes to reduce consumption, and ensuring controlled handling and storage. Treatment systems such as Effluent Treatment Plants (ETPs) are also in place to manage laboratory wastewater and mitigate environmental impact.

Overall, the Company's approach emphasises regulatory compliance, resource efficiency, and continuous improvement in environmental performance.

**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 kilolitres):**

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'2025-26	FY'2024-25
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	No sites under water stress areas	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kiloliters)</b>		
<b>Total volume of water consumption (in kiloliters)</b>		
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	No sites under water stress areas	
- 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		
<b>Total water discharged (in kilolitres)</b>		
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'2025-26	FY'2024-25
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
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.		-	

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.

The entity does not have any operations in ecologically sensitive areas; therefore, this is not applicable.

4. If the entity has 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	STP Plant	The Company has installed a Sewage Treatment Plant at its corporate office, where wastewater is treated and the treated water is subsequently reused.	The Company has achieved a reduction in the consumption of clean water sourced from government bodies.
2	ETP Plant	All 30 laboratories are equipped with Effluent Treatment Plants, which ensure that effluent water is treated prior to discharge.	The Company ensures the successful treatment of effluent prior to its discharge.
3	Solar Panel	Solar panels have been installed at two laboratories and the registered office.	This has enabled the use of renewable energy sources, thereby reducing reliance on conventional 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.

For more information: <https://investor.thyrocare.com/wp-content/uploads/2024/04/Risk-Management-Policy-TTL.pdf>

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. % 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.  
2
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the Company is a member of/affiliated to.

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

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

Name of the authority	Brief of the case	Corrective action taken
Not applicable		

**Leadership Indicators**

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

Sr. No	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/ No)	Frequency of Review by Board (Annually/ Half yearly/Quarterly/ Others- please specify)	Web Link, if available
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 Company, 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 the Company, 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 Franklin Guha, Chairman, 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'2025-2026	FY'2024-2025
Directly sourced from MSMEs/small producers	39.53%	28.97%
Sourced directly from within the district and neighbouring districts.	99.55%	99.43%

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	PY 2024-25
<b>Rural</b>		
% of Job creation in Rural areas	0	0
<b>Semi-urban</b>		
% of Job creation in Semi-urban areas	0	0
<b>Urban</b>		
% of Job creation in Urban areas	1.82%	1.61%
<b>Metropolitan</b>		
% of Job creation in Metropolitan areas	98.18%	98.39%

(Place 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 the Company in the designated aspirational districts as identified by government bodies:

Sr. 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 the Company (in the current financial year), based on traditional knowledge:

Sr. 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:

Sr. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Promoting Education	3,965	90.59
2	Promoting Healthcare	20,285	85.20

**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 prominently displays its customer support helplines, including voice, WhatsApp, and email, across all public platforms. After each booking, patients are informed about the healthcare package they have availed and the various channels available for queries, requests, or complaints.

**Voice Support:**

Helpline numbers are operational seven days a week, from 6:00 AM to 11:00 PM:

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

**WhatsApp / SMS Support:**

Customers can reach out 24x7 via the unified number 9870666333. By sending a simple “Hi,” they connect with a dedicated team (not a bot) that addresses concerns and requests. This number is verified and managed by 40 staff members daily to respond to complaints and feedback.

Upon receiving a call or chat, staff categorize the interaction as a complaint, request, or query. Customers are subsequently asked to rate their experience via SMS. Any poorly rated interactions are analyzed to identify issues and ensure a resolution is provided.

**Feedback & Net Promoter Score (NPS):**

After each service, customers are asked to rate the service on a scale of 0 to 10, contributing to the Company’s NPS. Ratings of 0–6 trigger follow-up queries to understand the underlying reason, such as phlebotomist performance, report accuracy, or turnaround time, with prompt resolution offered.

**Email Support & Complaint Management:**

Unsatisfied customers can email [complaints@thyrocare.com](mailto:complaints@thyrocare.com), generating an automatic ticket. The ticket is assigned to the relevant staff member, who addresses the issue within 12–24 working hours depending on complexity. After resolution, customers are asked to rate their satisfaction via email. Any rating marked “Dissatisfied” is escalated to Level 2 within the department.

Other support emails include [customersupport@thyrocare.com](mailto:customersupport@thyrocare.com) and [info@thyrocare.com](mailto:info@thyrocare.com), both integrated with the ticketing system to track metrics and turnaround times efficiently.

**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	Nil
Recycling and/or safe disposal	

**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:

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	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*	25472	0	-	20988	0	-

## \* Categorization of Complaints:

- **Service Quality** – delays in reporting, customer support response times.
- **Operational Issues** – sample collection, logistics, appointment scheduling.
- **Billing & Payment** – invoicing errors, refund requests.
- **Technical/Platform** – online booking, app/website functionality.
- **Others** – miscellaneous grievances.

**Note:** The relatively high number of complaints is attributable to the large consumer base and daily transaction volume. Thyrocare has established grievance redressal mechanisms to address complaints promptly, with corrective actions taken to improve service quality and customer satisfaction.

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		NA

## 5. Does the Company 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 2025–26, 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	Nil
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 Company can be accessed (provide web-link, if available).

To explore the comprehensive range of diagnostic services offered by the Company, the following platforms are available:

#### 1. Official Website

Visit the Company's website at [www.thyrocare.com](http://www.thyrocare.com) for detailed information on services, packages, and offerings.

#### 2. Mobile Application

Download the Thyrocare mobile application from the Google Play Store or Apple App Store for easy access to services and convenient booking.

#### 3. Partner Platforms

The Company's services are also accessible through trusted third-party platforms, including:

- Book My Test
- Book Meri Lab
- Healthcare On Time
- PharmEasy
- My Diagnostics
- Health Checkup

#### 4. Collection Centres

Customers can visit the Company's widespread network of collection centres. Locations can be accessed via: <https://www.thyrocare.com/location>

#### 5. Customer Support Helpline

For assistance, customers may contact: 022 30900000 / 022 67123400

#### 6. Email Support

Queries can be addressed to: [customersupport@thyrocare.com](mailto:customersupport@thyrocare.com), [wellness@thyrocare.com](mailto:wellness@thyrocare.com)

#### 7. WhatsApp Support

Customers may also reach out via WhatsApp at: 9870666333

### 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 and ensures that customers are adequately informed prior to sample collection or at the time of booking. This includes communication of all necessary test prerequisites, such as fasting requirements, sample type, and required quantity.

The Company also promotes health awareness by regularly sharing information on disease symptoms, diagnostic tests, and general wellness through its social media platforms. Details regarding available healthcare packages and services can be accessed on the official website: [www.thyrocare.com](http://www.thyrocare.com)

Upon completion of a booking, customers receive a confirmation email outlining the booking details along with the applicable terms and conditions. Additionally, a comprehensive set of frequently asked questions (FAQs) is available on the Company's website to address common customer queries.

### 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)

Not Applicable.

**Customer Feedback Mechanism:**

Yes, the Company actively captures customer feedback through the Net Promoter Score (NPS) framework. Customers are requested to rate, on a scale of 0 to 10 (where 0 indicates least likelihood and 10 indicates highest likelihood), their willingness to recommend the Company's services to friends and family. The Company currently has an NPS of 70, indicating a strong level of customer satisfaction and loyalty.