

BUSINESS RESPONSIBILITY REPORT

Pursuant to Regulation 34(2) (f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Board of Directors presents the Business Responsibility Report of the Company for the Financial Year ended on March 31, 2021.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

Corporate Identity Number (CIN) of the Company	L73100MH2000PLC192798
Name of the Company	Metropolis Healthcare Limited
Registered address	250 D, Udyog Bhavan, Hind Cycle Marg, Worli, Mumbai – 400 030, Maharashtra, India
Website	www.metropolisindia.com
E-mail id	secretarial@metropolisindia.com
Financial Year reported	April 01, 2020 to March 31, 2021
Sector(s) that the Company is engaged in (industrial activity code-wise)	Section: Human health and social work activities Description: Activities of independent diagnostic/pathological laboratories Industrial activity code: 86905*
List three key products/services that the Company manufactures/ provides (as mentioned in balance sheet)	The Company provides Diagnostic Services in the area of Pathology.
Total number of locations where business activity is undertaken by the Company:	
Number of International Locations	The Company has its business operations in 6 International locations.
Number of National Locations	The Company has presence in around 220 Locations across India.
Markets served by the Company - Local/State/National/ International	International Locations: Kenya, Ghana, Mauritius, Zambia, Tanzania and Sri Lanka. National Locations: PAN India

* As per National Industrial Classification made by Ministry of Statistics & Programme Implementation

SECTION B: FINANCIAL DETAILS OF THE COMPANY

(Amount in Lakhs)

Paid up Capital	1022.33
Total Income	86,475.59
Total profit after taxes	19,755.51
Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.84%
List of activities in which expenditure as stated above has been incurred	Please refer to the "Report on CSR Activities" attached as annexure to the Board's Report forming part of the Annual Report.

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies?

Yes, as on March 31, 2021, the Company has 18 subsidiary companies (including foreign step down subsidiaries), the details of the same have been provided in another section of the Annual Report.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)?

All the subsidiary companies as mentioned above participate in the BR initiatives of the Company i.e. Metropolis Healthcare Limited.

Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

No, there is no such participation by any other entity/entities

BUSINESS RESPONSIBILITY REPORT (CONTD.)

SECTION D: BUSINESS RESPONSIBILITY INFORMATION

1. Details of Director/Directors responsible for BR

a) Details of the Director / Director responsible for implementation of the Business Responsibility policy/policies:

Sr. No.	Name	DIN	Designation
1	AMEERA SUSHIL SHAH	00208095	Managing Director

b) Details of the Business Responsibility Head

DIN	00208095
Name	AMEERA SUSHIL SHAH
Designation	Managing Director
Telephone Number	022 62582810
E-mail ID	md.office@metropolisindia.com

2. Principle-wise (as per National Voluntary Guidelines [NVGs]) BR Policy/policies

The NVGs on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These principles (P1-P9) are as follows:

P1 - Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2 - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3 - Businesses should promote the well-being of all employees.

P4 - Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5 - Businesses should respect and promote human rights.

P6 - Business should respect, protect and make efforts to restore the environment.

P7- Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8 - Businesses should support inclusive growth and equitable development.

P9 - Businesses should engage with and provide value to their customers and consumers in a responsible manner.

(a) Details of compliance

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/ policies for	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national / international standards? If yes, specify?*(50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Yes. The policies are based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business issued by the Ministry of Corporate Affairs, Government of India'.								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5.	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	MHL_Business-Responsibility-policy.pdf (metropolisindia.com)								

BUSINESS RESPONSIBILITY REPORT (CONTD.)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The Policy has been communicated to the relevant internal and external stakeholders.								
8.	Does the company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		Yes. The grievances can be reported in respect to violation of the policy to the Compliance Officer of the Company.								
10.	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

*The policies formulated by the Company are materially in compliance with all mandatory/applicable laws, rules, regulations, guidelines and standards.

- (b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: **Not Applicable**

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	The company has not understood the Principles	-	-	-	-	-	-	-	-	-
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-	-	-	-	-	-	-	-	-
3.	The company does not have financial or manpower resources available for the task	-	-	-	-	-	-	-	-	-
4.	It is planned to be done within next 6 months	-	-	-	-	-	-	-	-	-
5.	It is planned to be done within the next 1 year	-	-	-	-	-	-	-	-	-
6.	Any other reason (please specify)	-	-	-	-	-	-	-	-	-

3. Governance related to BR

- (a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company.

The Management on quarterly basis monitors the BR initiatives and BR performance of the Company to be compiled in the BR report, which shall form part of Annual Report every year and shall be placed before the Board for their approval, every year.

- (b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Company shall publish its Business Responsibility Report on an annual basis in the Annual Report of the Company and its website at www.metropolisindia.com.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Ethics, Transparency and Accountability

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs/ Others?

The policy relating to ethics, bribery and corruption is primarily applicable to the Company and its Subsidiaries. However, the Company encourages the contractors, suppliers and others to comply with the same, wherever possible.

2. How many stakeholder complaints have been received in the past Financial Year and what percentage was satisfactorily resolved by the management?

The Company has not received any complaint from any stakeholders relating to ethics, bribery and Corruption.

BUSINESS RESPONSIBILITY REPORT (CONTD.)

Principle 2: Product Life Cycle Sustainability

- List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

Our company provides pathology services (single segment) and does not have environmental risks or concerns. We recognise that our operations indirectly impact the environment. Our safety protocol affirms our commitment of reducing impact on the environment. We do this through responsible environmental management, conservation, and protection across all our operations.

- Metropolis utilises services of Agencies authorised by the Pollution Control Board for collecting Bio-medical waste from our labs and we follow the guidelines issued by the local municipal governing bodies of different cities and states.
- Metropolis maintains power factor (PF) up to 0.97 (unity).
- Sewage Water Processing (SWP) installed at our biggest lab (The Global Reference Lab in Mumbai) and treated water is used for toilet flush and Gardening.
- LED lights are being used instead of conventional lights for energy saving exercise at all our corporate offices and labs.

- For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

The Company is engaged into providing pathology

services and it does not undertake any activity of manufacturing of a product.

- Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

The Company has built a healthy and strong relationship with its vendors and suppliers. We make sure that our vendors are selected carefully by evaluating multiple aspects including quality, ethics and their capabilities.

- Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

Yes. At our lab and network centres across the country, we procure goods and services from local vendors and mid-size businesses which meets our criteria of quality and cost.

- Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as 10%). Also, provide details thereof, in about 50 words or so.

The Company does not have any mechanism for recycling Bio-medical waste. However, Bio Medical Waste is disposed-off with the help of agencies authorised by the Pollution Control Board.

Principle 3: Business should promote the well-being of all employees

All employees are covered under Group Personal Accidental Insurance Coverage and Group Hospitalization Policy. Additionally, employees can avail free of cost testing as well as testing at a subsidized level. We urge employees to keep a regular check on their wellness.

Total number of employees	4146
Total number of employees hired on temporary/ contractual/casual basis	435
Number of permanent women employees	1661
Number of permanent employees with disabilities	Nil
Do you have an employee association that is recognized by management	Yes
What percentage of your permanent employees is members of this recognized employee association?	3.54%

Details of the number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment, are as follows:

No.	Category	No of complaints filed during the Financial Year	No of complaints pending as on end of the Financial year
1.	Child labour/forced labour/ involuntary labour	Nil	Nil
2.	Sexual harassment	1	Nil
3.	Discriminatory Employment	Nil	Nil

BUSINESS RESPONSIBILITY REPORT (CONTD.)

What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?

Category	Percentage (%)
a) Permanent Employees	13%
b) Permanent Women Employees	18%
c) Casual/Temporary/Contractual Employees	14%
d) Employees with Disabilities	Nil

Principle 4: Stakeholder Engagement

1. Has the company mapped its internal and external stakeholders?

Yes

2. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so?

As a socially responsible organization, the Company fully realizes the need to integrate its business and operations to benefit the community in which the Company operates. The CSR Programs of the Company are focused on women's health and well-being, education and skill development, and women empowerment.

Principle 5: Human Rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Commitment to human rights is covered in the Code of Conduct adopted by the Company.

2. How many stakeholder complaints have been received in the past Financial Year and what percent was satisfactorily resolved by the management?

Type of Complaints	Received	Resolved	Pending
Shareholder Related	1	Nil	1
Employee Related	11	10	1
Customer Related	15215	15215	Nil
Total	15,227	15,225	2

Principle 6: Environment

1. Does the policy relate to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others?

The Company's policy on Environment, Health and Safety and Standard Operating Procedures are applicable to the Company and its subsidiaries.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc?

The company does not have any specific initiative to reduce environmental issues such as climate change or global warming. However, the Company undertakes the environmentally responsible actions that includes utilisation of LED lighting system at corporate offices and labs, recycling water at the biggest laboratory of the Company i.e., the global reference laboratory in Mumbai and reducing the usage of paper across all offices and centres of the Company.

3. Does the company identify and assess potential environmental risks?

As a responsible Company in the Healthcare industry, the Company takes utmost care for safe disposal of biomedical waste. The Company uses services of authorized agencies for safe disposal of bio-waste. These agencies are authorized by the Pollution Control Board.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

No.

5. Has the company undertaken any other initiatives on - clean technology, energy efficiency, renewable energy etc.? If yes, please give hyperlink for web page etc.

No.

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the Financial Year being reported?

Yes. All emissions/waste generated are within permissible limits.

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

The Company has not received any Show Cause Notice or Legal Notices from CPC / SPCB during the financial year under review.

Principle 7: Policy Advocacy

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

Yes, the Company is a member of NATHEALTH - Healthcare Federation of India and CII - Confederation of Indian Industries.

BUSINESS RESPONSIBILITY REPORT (CONTD.)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; If yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

The Company has partnered with NATHEALTH – The Healthcare Federation of India to represent the Healthcare industry and the multiple challenges the industry is facing during the COVID-19 pandemic. This helped the industry navigate challenges and to serve the public more efficiently.

Principle 8: Equitable Development

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Company's CSR Policy is aimed at inducing growth and equitable development of all stakeholders. The Company has also implemented Employee Stock Option Scheme 2015 and Metropolis-Restrictive Stock Unit Plan, 2020 and accordingly, issued ESOPs and RSUs to its employees, resulting in value creation for the employees.

The company has taken various initiatives for Equitable Development in the areas mentioned below:

- **Quality Education:** Our MEDENGAGE program is focused on nurturing the medical and scientific talent in the country. Through Medengage, we identify and provide scholarship, observership, skills training and facilitate research for medical and para medical students across the country.
- **Gender Equality:** Our app Too Shy to Ask is India's only gender education, adolescent and reproductive sexual health education app in the country that is targeted towards adolescents, teachers and parents. Through the app, users can also post anonymous queries and get their queries resolved in a safe manner. The content has been written by a highly qualified medical team.
- Our initiative EMPOWERESS helps women micro-entrepreneurs scale their businesses through focused mentoring and networking sessions.
- **Good Health and well-being:** Our initiative METHEALTH is committed to create wide spread education amongst high risk groups to prevent life threatening disorders.
- **Food Box Project 2020:** The Company, in association with WE foundation, launched and executed the Food Box Project for COVID Warriors (doctors and healthcare workers). This initiative is focused towards providing nutrition to the medical taskforce working tirelessly in COVID hospitals.

We distributed nutrition boxes among 6000+ doctors and other health workers across 100+ hospitals and municipal corporations in Mumbai and Pune. We distributed over 6000 boxes in Maharashtra and 9000 boxes in Surat, Delhi, Bengaluru, and Chennai.

- **Healthcare Heroes Awards 2021:** The Company in association with WE Foundation launched Healthcare Heroes Awards 2021, a CSR Initiative that recognizes and honours doctors, institutions, healthcare workers and municipal officers who have made a difference during the COVID-19 pandemic and brought hope to humanity.

The award focusses on recognition of efforts by healthcare heroes and COVID warriors in the country.

The Company received 200+ application for the first edition and we awarded 19 frontline warriors across 9 different categories.

2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/ any other organization?

The Company's CSR Activities are executed by the in-house team

3. Have you done any impact assessment of your initiative?

Assessment Process: The Internal Team of the Company continuously monitors and assesses the impact of all its CSR projects. During the Financial Year 2020-21, through the company's multiple online and offline awareness programs, we reached out to over 70,000 plus women from 115 cities. We have conducted 82 offline workshops and 36 online webinars and counselling sessions where young girls can directly speak to our experts regarding their health concerns. We have had 100+ experts who have participated in these sessions to provide timely guidance. In addition to that, we secured a weekly editorial column for our initiative Too Shy To Ask in one of India's leading newspaper. We also secured an opportunity with a radio channel for Too Shy To Ask. So far, the app has over 1,00,000 downloads.

We have updated the TSTA application and have added self- training modules for teenagers. TSTA has won over 2 (two) National Awards during the FY 2020-21. We have secured a weekly Q&A Column with Mid-Day – Popular questions along with answer appeared in the health page of the newspaper. We have also secured an opportunity for Dr. Duru Shah, Gynaecologist and Founder and President of the PCOS Society India, with Radio Mirchi for the application during the year.

4. What is your company's direct contribution to community development projects-Amount in ` and the details of the projects undertaken.

BUSINESS RESPONSIBILITY REPORT (CONTD.)

Details of Company's contribution are mentioned below:

(In ₹)		
Sr. No.	CSR Project or activity Identify	Expenditure up to the reporting period
1.	Promoting education including continuing medical Education and promoting Health Awareness	1,82,65,431
2.	Women Empowerment and Employment Enhancement and vocational skills among children.	11,36,630
	Total	1,94,02,061

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community?

Yes, the Company ensures that its initiatives are successfully adopted by the final beneficiaries.

For eg: The Company's app, Too Shy To Ask (TSTA), the Company has enlisted the help of research agency to gauge the level of understanding amongst its users and further enhance the app to ensure that the initiative has maximum impact for its users. In addition, our team answered over 20,000+ queries on the app from adolescents on various sexual, gender and reproductive health topics. The Too Shy To Ask application is an effort by the Company to speak to the young adolescents about sexual and reproductive health which otherwise may not be taught in the school curriculum.

We have updated the TSTA application and have added self- training modules for teenagers. We have secured a weekly Q&A Column with Mid-Day – Popular questions along with answer appeared in the health page of the newspaper.

Empoweress is an initiative by the Company, where we regularly provide mentoring session, networking opportunities and access to bigger networks and industry leaders to women entrepreneurs. In the past we have had mentoring sessions with EFG Store, Repos Energy, StyleDotMe, Kriya Med, Niramai, Lean Agri and so on.

We conducted closed door focus group meetings for Empoweress community members through Video Conferencing. Further, we conducted the closed-door meeting with 10-12 business owners on Fortnight basis. We scheduled the Leadership and entrepreneur talks for the benefit of community members where we conducted sessions with known leaders namely Revathi Roy, Vishal Gondal, Ayushi Gudwani and Sasha Mirchandani, etc.

Empoweress is an initiative by the Company, where we regularly provide mentoring session, networking opportunities and access to bigger networks and industry

leaders to women entrepreneurs. In the past we have had mentoring sessions with EFG Store, Repos Energy, StyleDotMe, Kriya Med, Niramai, Lean Agri and so on.

We conducted closed door focus group meetings for Empoweress community members through Video Conferencing. Further, we conducted the closed-door meeting with 10-12 business owners on Fortnight basis. We scheduled the Leadership and entrepreneur talks for the benefit of community members where we conducted sessions with known leaders namely Revathi Roy, Vishal Gondal, Ayushi Gudwani and Sasha Mirchandani, etc.

Principle 9: Customer Value

1. What percentage of customer complaints/consumer cases are pending as on the end of Financial Year?

There are no customer complaints/consumer cases pending as on the end of the Financial year.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/ No/N.A. /Remarks(additional information)

The Company is engaged into providing pathology services. Hence, the above requirements are not applicable to the Company.

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behaviour during the last five years and pending as on end of Financial Year?

There are no cases filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behaviour.

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

The Company adopts the Net Performance Score to gauge customer satisfaction levels. The Net Promoter Score is an index ranging from -100 to 100 that measures the willingness of customers to recommend a company's products or services to others. It is used as a tool to gauge the customer's overall satisfaction with a company's product or service and the customer's loyalty to the brand.

A feedback link is sent to each customer availing our service. The link requests the customer's likeliness to promote services of Metropolis to their friends and family. Basis the customer's feedback, customers are differentiated as Promoters, Passives and Detractors.

Passives are those neutral to the score and detractors are the once who have had an unpleasant experience. Our customer experience team reaches out to them to understand their concern and take feedback. The feedback is used continually to tweak our processes and systems in our relentless pursuit of Customer Satisfaction.