

To,
Head, Listing Compliance Department
BSE Limited,
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai – 400 001.

Scrip Code: 542650

To,
Head, Listing Compliance Department,
National Stock Exchange of India Limited
Exchange Plaza, Plot No. C/1. G Block,
Bandra – Kurla Complex, Bandra (East),
Mumbai – 400 051

Scrip Symbol: METROPOLIS

Sub: Intimation of Investor Presentation.

Dear Sir/ Madam,

Pursuant to Regulation 30 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith Investor Presentation for the quarter ended September 30, 2023.

You are requested to kindly take the same on record.

Thanking you,

Yours faithfully

For **Metropolis Healthcare Limited**

Neha Shah
Interim Company Secretary &
Compliance Officer
Membership No. A51465

Encl. a/a

BLOOD TESTS • DIAGNOSTICS • WELLNESS

METROPOLIS
The Pathology Specialist

Metropolis Healthcare Limited

Registered & Corporate Office: 250 D, Udyog Bhavan, Hind Cycle Marg, Worli, Mumbai - 400 030.

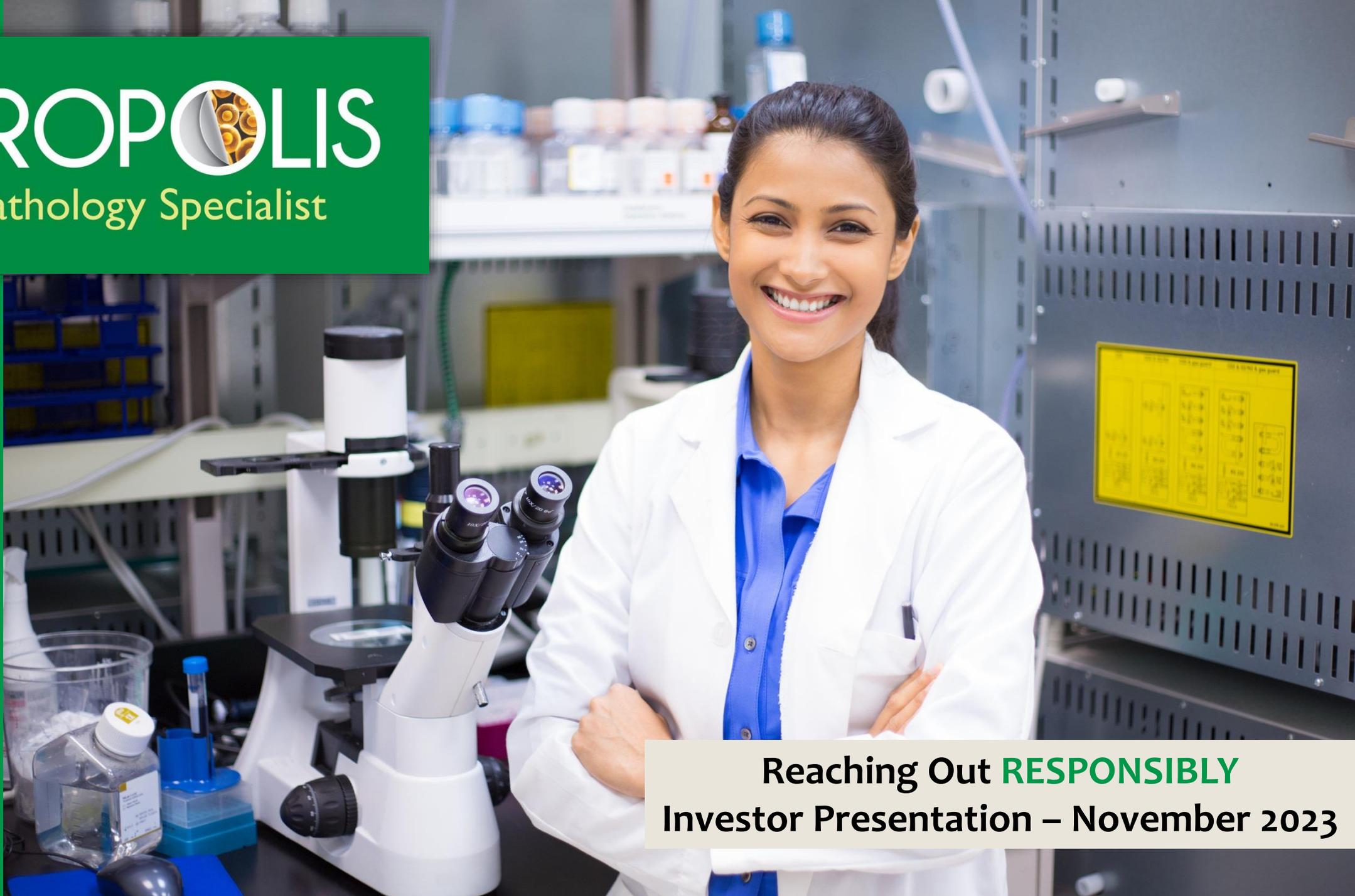
CIN: L73100MH2000PLC192798 Tel No.: 8422 801 801 Email: support@metropolisindia.com

Website: www.metropolisindia.com

Global Reference Laboratory: 4th Floor, Commercial Building-1A, Kohinoor Mall, Vidyavihar (W), Mumbai - 400 070.

METROPOLIS

The Pathology Specialist



Reaching Out **RESPONSIBLY**
Investor Presentation – November 2023

This presentation and the accompanying slides (the “Presentation”), which have been prepared by Metropolis Healthcare Limited (the “Company”), have been prepared solely for information purposes and do not constitute any offer, recommendation or invitation to purchase or subscribe for any securities, and shall not form the basis or be relied on in connection with any contract or binding commitment whatsoever. No offering of securities of the Company will be made except by means of a statutory offering document containing detailed information about the Company.

This Presentation has been prepared by the Company based on information and data which the Company considers reliable, but the Company makes no representation or warranty, express or implied, whatsoever, and no reliance shall be placed on, the truth, accuracy, completeness, fairness and reasonableness of the contents of this Presentation. This Presentation may not be all inclusive and may not contain all of the information that you may consider material. Any liability in respect of the contents of, or any omission from, this Presentation is expressly excluded.

Certain matters discussed in this Presentation may contain statements regarding the Company’s market opportunity and business prospects that are individually and collectively forward-looking statements. Such forward-looking statements are not guarantees of future performance and are subject to known and unknown risks, uncertainties and assumptions that are difficult to predict. These risks and uncertainties include, but are not limited to, the performance of the Indian economy and of the economies of various international markets, the performance of the healthcare industry in India and world-wide, competition, the company’s ability to successfully implement its strategy, the Company’s future levels of growth and expansion, technological implementation, changes and advancements, changes in revenue, income or cash flows, the Company’s market preferences and its exposure to market risks, as well as other risks. The Company’s actual results, levels of activity, performance or achievements could differ materially and adversely from results expressed in or implied by this Presentation. The Company assumes no obligation to update any forward-looking information contained in this Presentation. Any forward-looking statements and projections made by third parties included in this Presentation are not adopted by the Company and the Company is not responsible for such third party statements and projections.

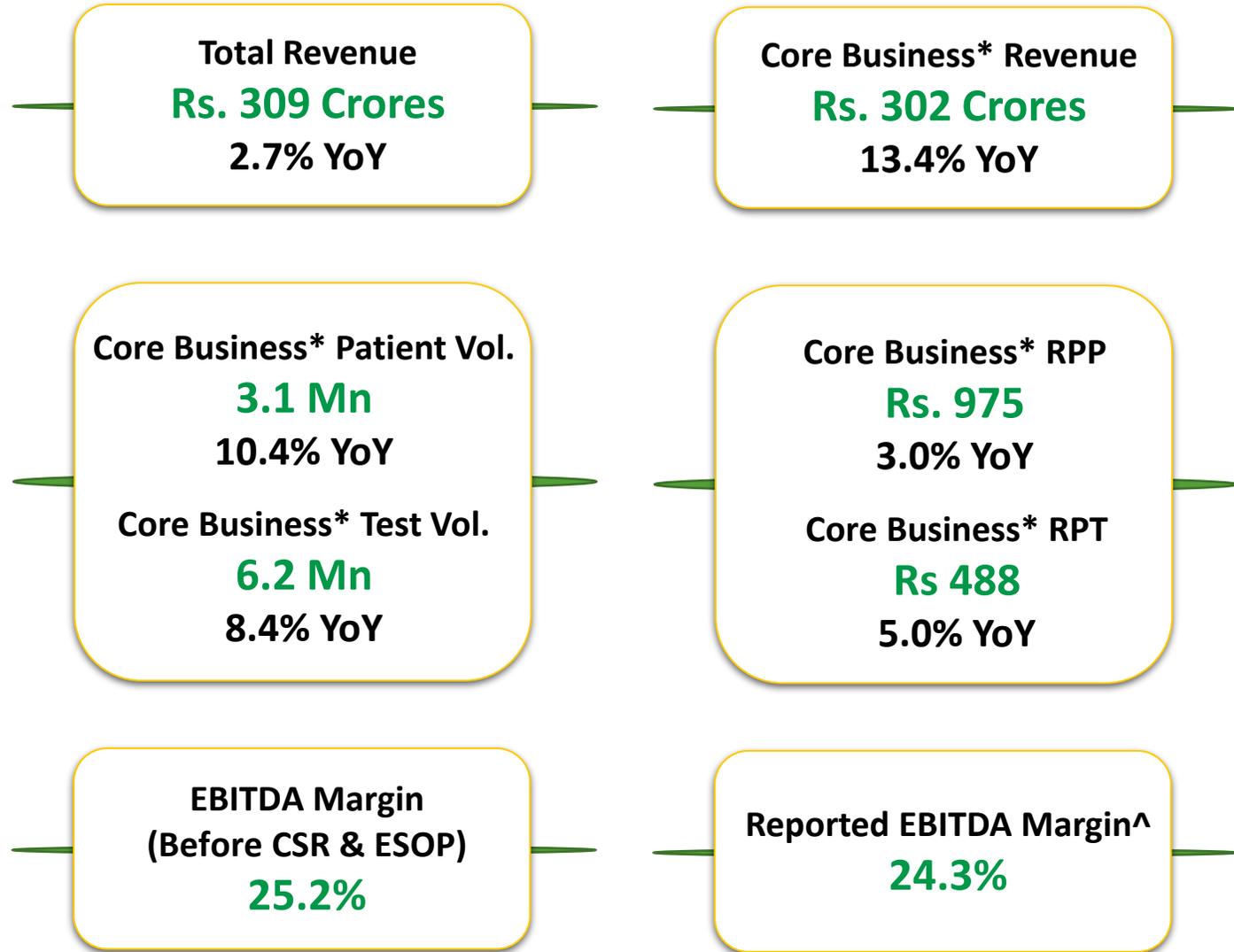


Q2 & H1FY24 Performance...

Q2FY24 Performance Snapshot



Q2FY24 Key Highlights

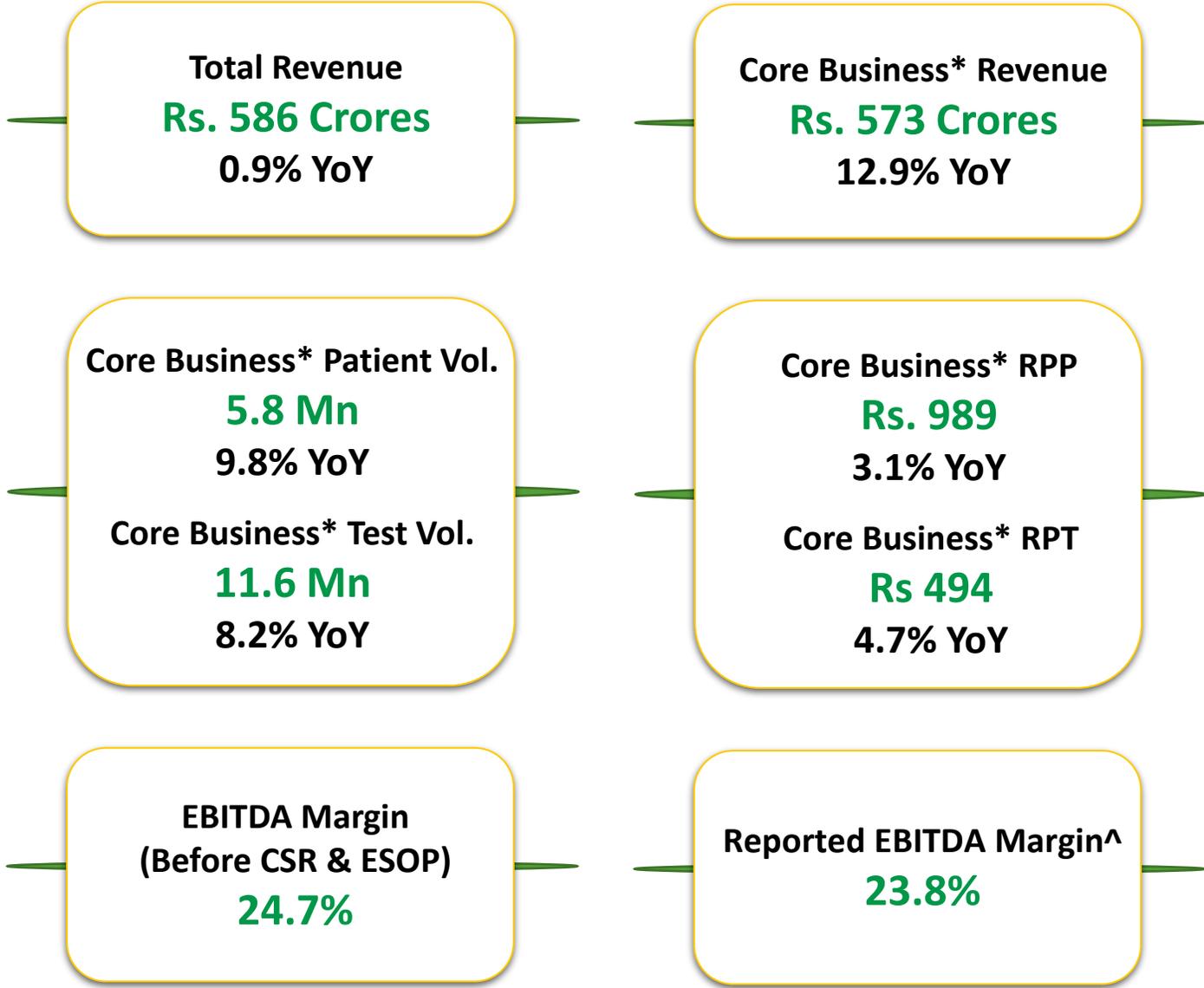


Board of Directors have declared Interim Dividend of **Rs. 4 per share**

*Core business excludes revenue for Covid & Covid allied and PPP Contracts (incl. Hi-tech) [^]1.1% impact on account of one-time provision for doubtful debt



H1FY24 Key Highlights



*Core business excludes revenue for Covid & Covid allied and PPP Contracts (incl. Hi-tech) [^]0.6% impact on account of one-time provision for doubtful debt

Q2FY24 Key Highlights

01 Core Business* Revenue **grew at 13.4%**

Core business revenues grew at **13.4%** with **10.4% Patient volume growth** and **3.0% RPP growth**. **8.4%** on account of Test volume & **5.0%** on account of RPT

02 B2C revenues **grew by 16%**

B2C revenues grew by **16%** for Q2FY24 Y-o-Y with **Patient Volume growth of 14%** & **RPP growth of 2%**. B2C revenue in **Mumbai grew by 23%** on Y-o-Y basis

03 B2B revenues **grew by 12%**

B2B revenues grew by **12%** for Q2FY24 Y-o-Y with **Patient Volume growth of 8%** & **RPP growth of 4%**

04 Premium Wellness is the **fastest growing** segment **@ 27%**. Specialized revenue **grew @12% Y-o-Y**

Premium Wellness revenue grew at **27%** with test volume growth of **21%** Y-o-Y. Revenue from specialized tests grew **@ 12%** Y-o-Y for Q2FY24 with test volume growth of **9%** Y-o-Y

05 Expanding Network & **scaling productivity and profitability**

Strong execution rigor with evolving learning curve; company has opened **141 centers and 7 labs in Q2FY24** in line with its 90:30 program. In the last 6 months, added presence **from 307 towns to 488 towns**

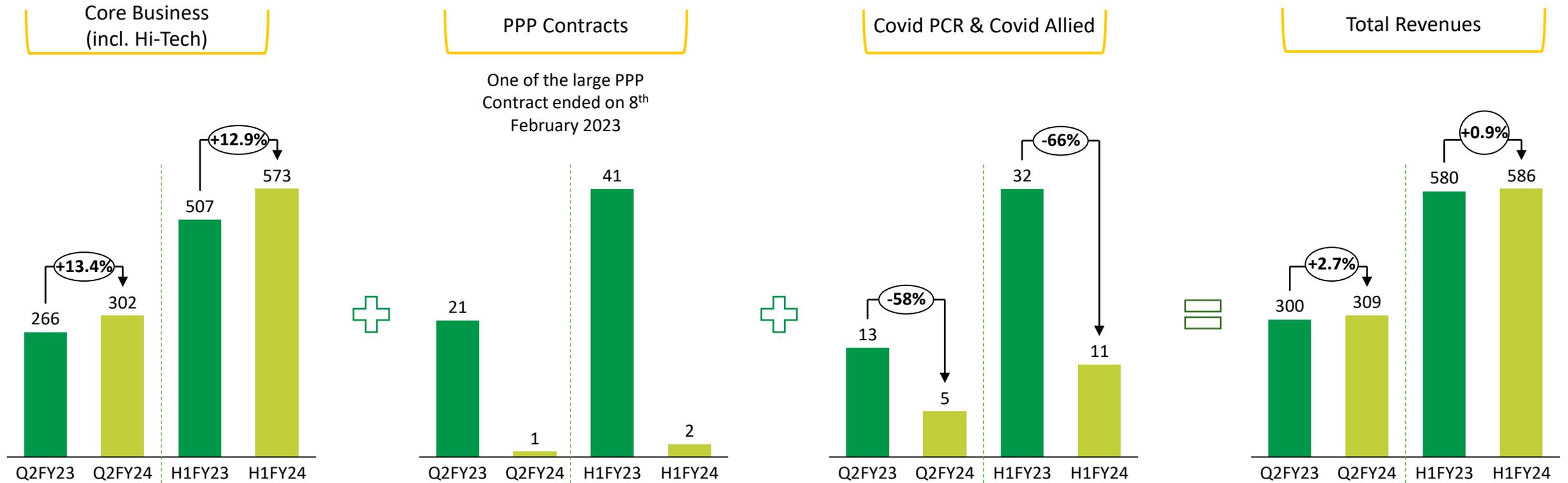
06 Reported EBIDTA margins **@ 24.3%**

EBIDTA before network expansion & one time impact on account of Provision for doubtful debt (PDD) stands at **26.6%**.

Dilution of ~120 bps is on account of Network expansion & **110 bps** on account of one time impact of PDD

*Core business excludes revenue for Covid & Covid allied and PPP Contracts (incl. Hi-tech)

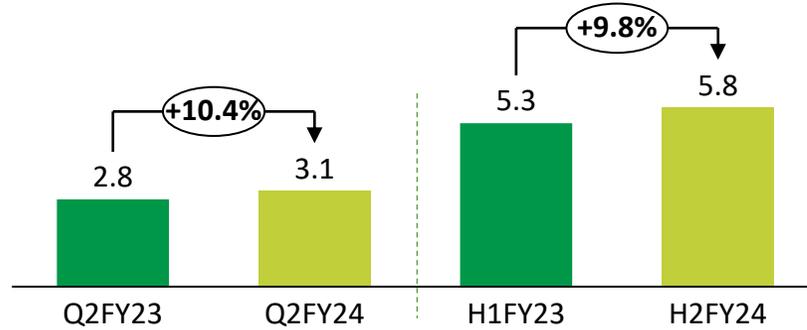
1a. Core Business Revenue continue to grow by double digit..



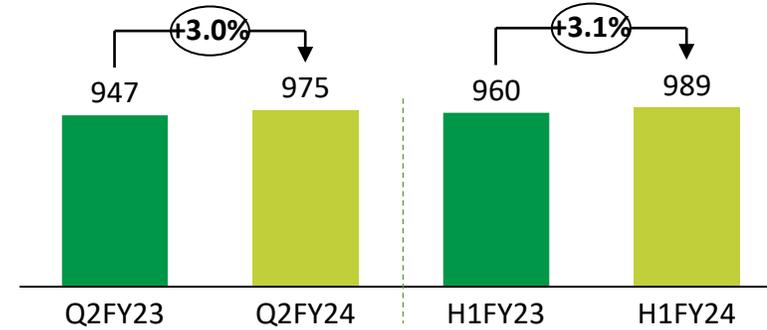
- ✓ Core business revenues have been encouraging with **13.4% Y-o-Y growth** for Q2FY24 indicating a growth trajectory going forward
- ✓ Revenues for Hi-tech grew at high double digits on Y-o-Y basis with margins higher than the company average
- ✓ Overall revenues growth has been impacted due to loss of a large PPP contract in Q4FY23 & dip in revenues from Covid & Allied Testing

1b. ...predominantly by Patient Volume growth @ 10% & RPP growth @ 3%

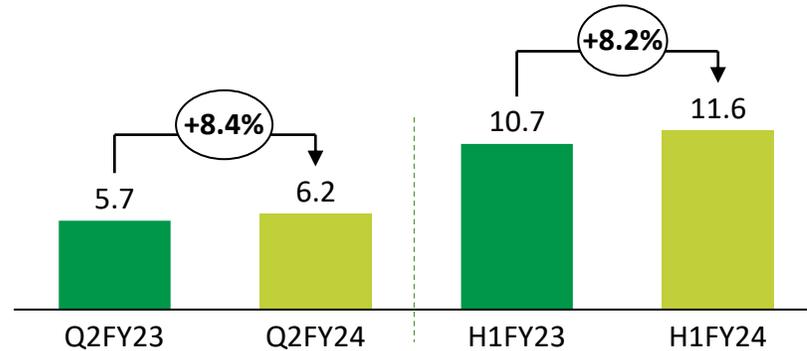
Core Business No. of Patient Visits (In Mn.)



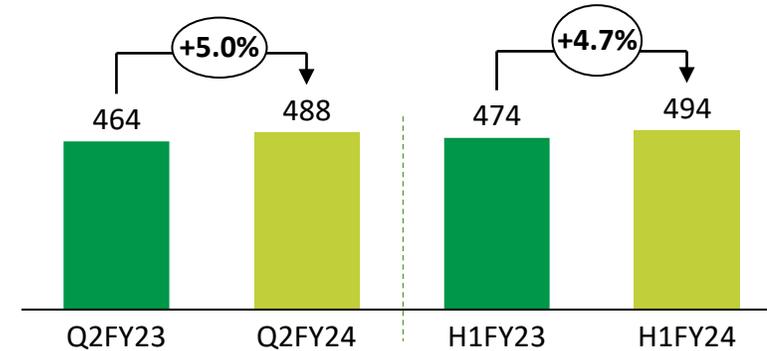
Core Business Revenue Per Patient (In Rs.)



Core Business No. of Tests (In Mn.)



Core Business Revenue Per Test (In Rs.)

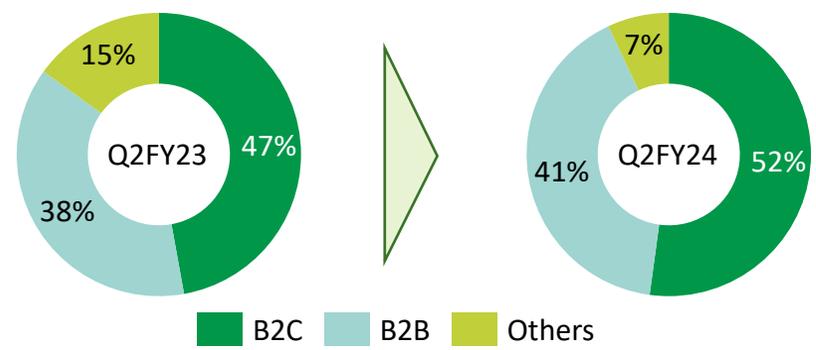


✓ Company has witnessed double digit patient volume growth and even higher growth in patient volumes in its core geographies indicating higher market share

✓ Increase in Revenue Per Test has been on account of change in product mix to the tune of 4% and price increase to the tune of ~1%

2. B2C revenue grew by 16% & B2C revenue in Mumbai grew by 23%

Revenue Mix Across Segments

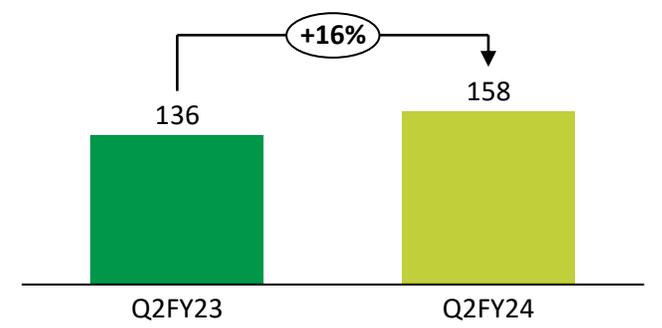


B2C contributes 52% of the total revenue

B2C revenues **grew by 16%** Y-o-Y with Volume growth of **14%** & RPP growth of **2%**

B2C revenue in **Mumbai grew by 23%**

B2C Revenue (Rs. Crs)



B2C Routine

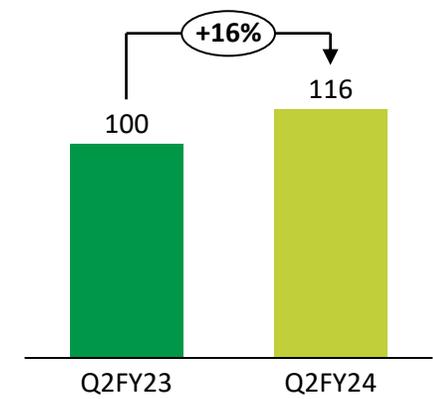
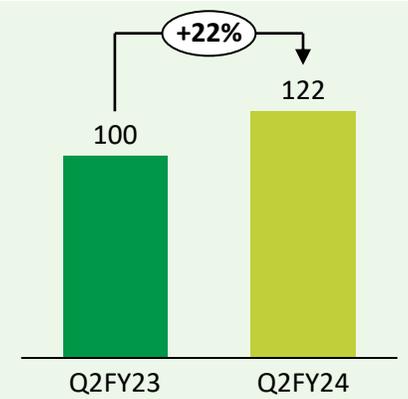
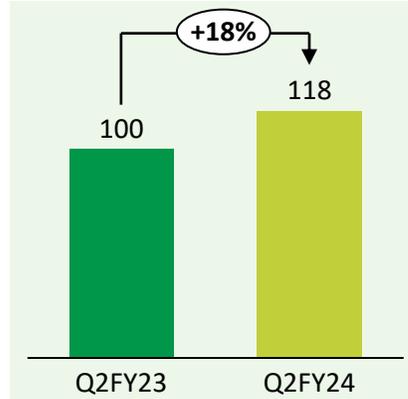
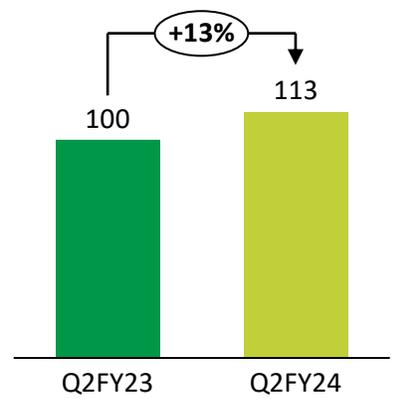
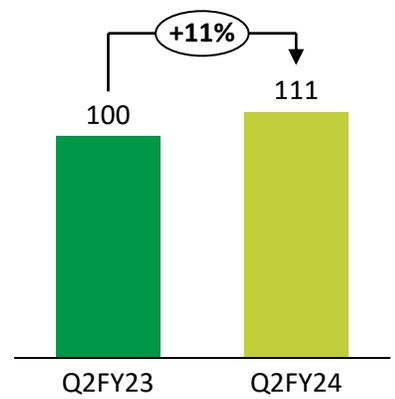
B2C Semi-Specialized

B2C Specialized

B2C Premium Wellness

Total B2C

Revenue Base to 100

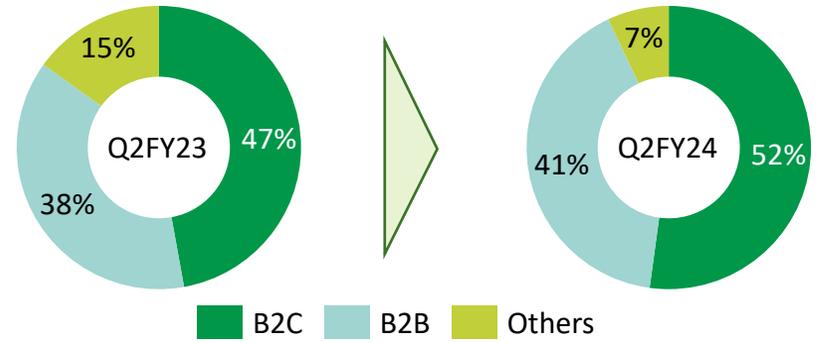


With credibility & strong brand pull build over the years, the Company has witnessed **growth across tests segment in B2C markets**

Volumes and realisation stood strong in B2C markets

3. B2B revenue grew by 12% & B2B wellness revenue grew by 55%

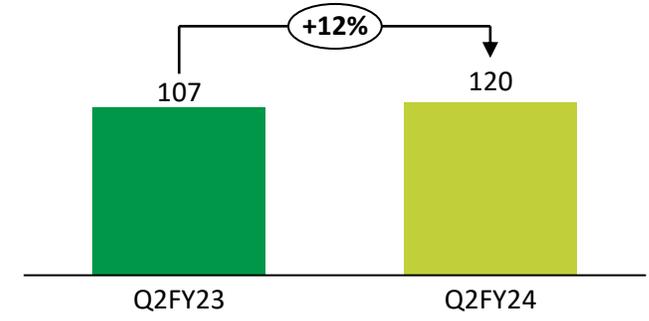
Revenue Mix Across Segments



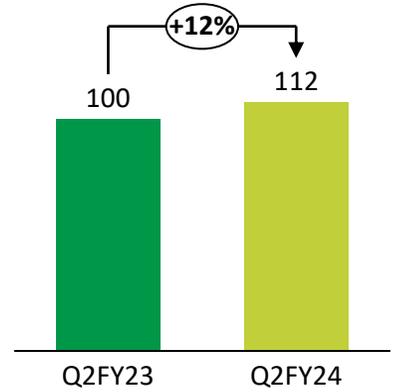
B2B contributes **41%** of revenues for Q2FY24

B2B revenues **grew by 12%** for Q2FY24 Y-o-Y with Volume growth of **8%** & RPP growth of **4%**

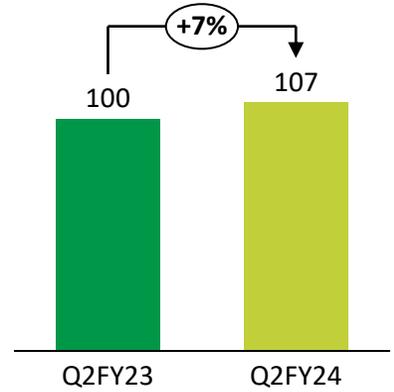
B2B Revenue Mix (Rs. Crs)



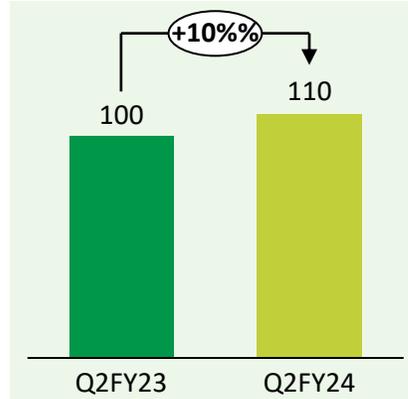
B2B Routine



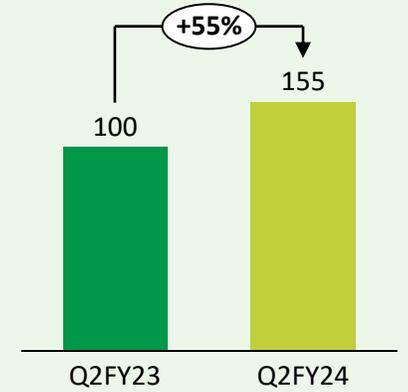
B2B Semi-Specialized



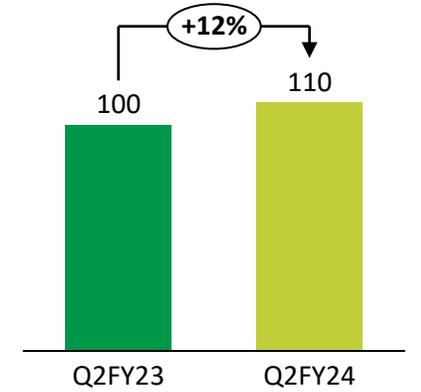
B2B Specialized



B2B Premium Wellness



Total B2B



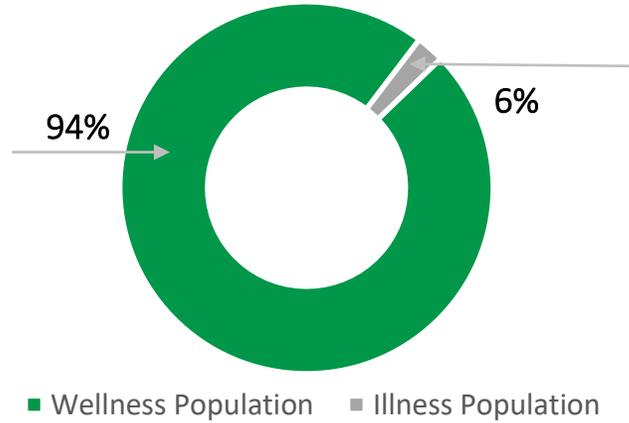
Revenue Base to 100

B2B growth stood at double digits on the back of multiple initiatives undertaken to improve upon service levels:

- ✓ B2B engagement through digitalization's
- ✓ Centralised Helpdesk to build strong support system for the B2B clients
- ✓ Key Relationship Managers and special programmes for Top B2B Clients

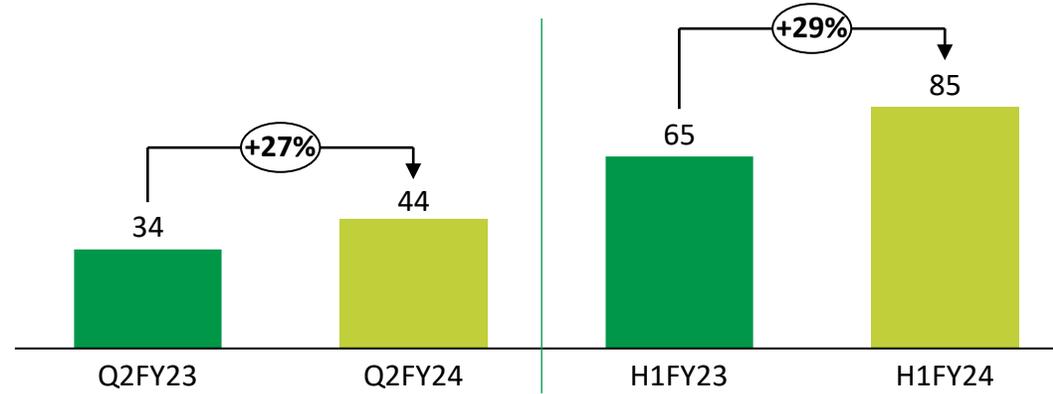
4a. Premium Wellness revenue grew @ 27% with 21% volume growth

Population for Diagnostic Industry

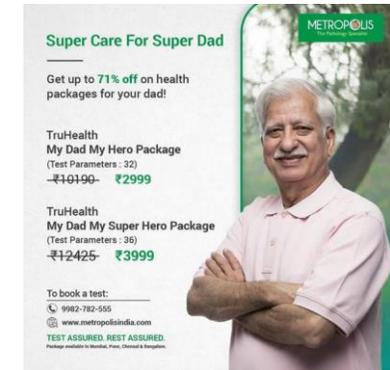


Our focus is to cater to the balance **94% of the population** which has potential of wellness testing

Total Premium Wellness Revenue



- ✓ Revenue from Premium Wellness has **grown by 27% on Y-o-Y basis** & stood at Rs. 44 crs as compared to Rs. 34 crs in Q2FY23
- ✓ Contribution from Premium Wellness has **increased from 13% in Q2FY23 to 14% in Q2FY24**



Please [click here](#) for TruHealth Wellness Packages

Our Strategies

Premium Wellness packages with **average realisations of over Rs. 2,000**

Margin accretive premium wellness packages

Upselling Routine testing patients to bundled testing (Wellness packages)

Digitally linked upselling for Chronic Patients (Notifications/Pop-up's/Offline outreach)

Offset the competition intensity in our B2B Semi-specialised segment

4b. Specialized Test revenue grew @ 12% with 9% volume growth

Offers more than 3,000 specialized tests and uniquely crafted profiles to meet diagnostic requirements of specialists

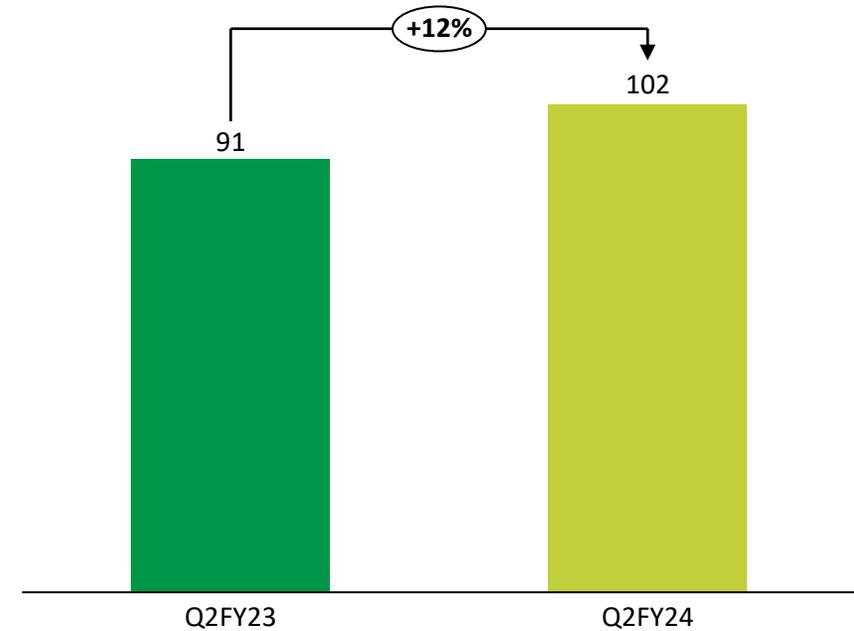
Innovation & test menu expansion is the heart of specialty & each year New tests are added to MHL menu

75 tests added in specialized segment in H1 FY24

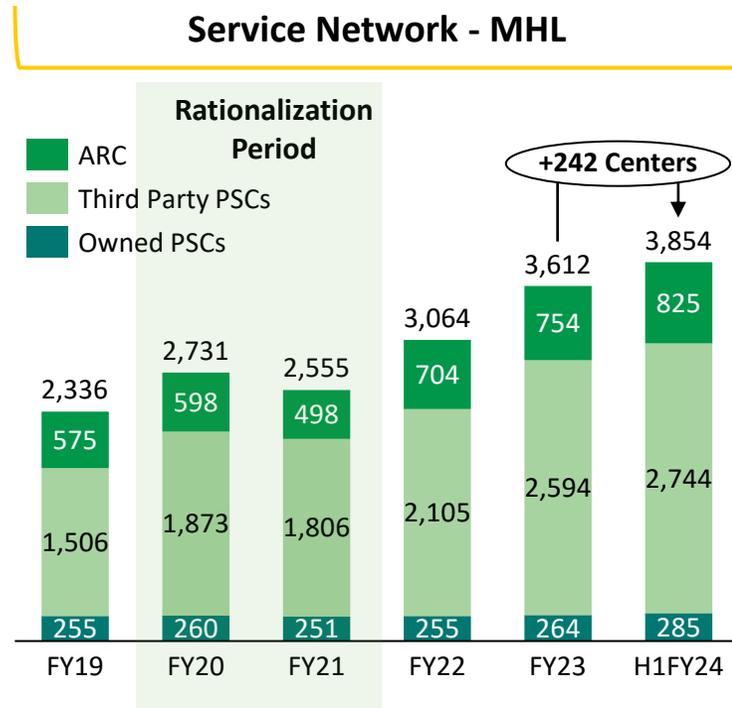
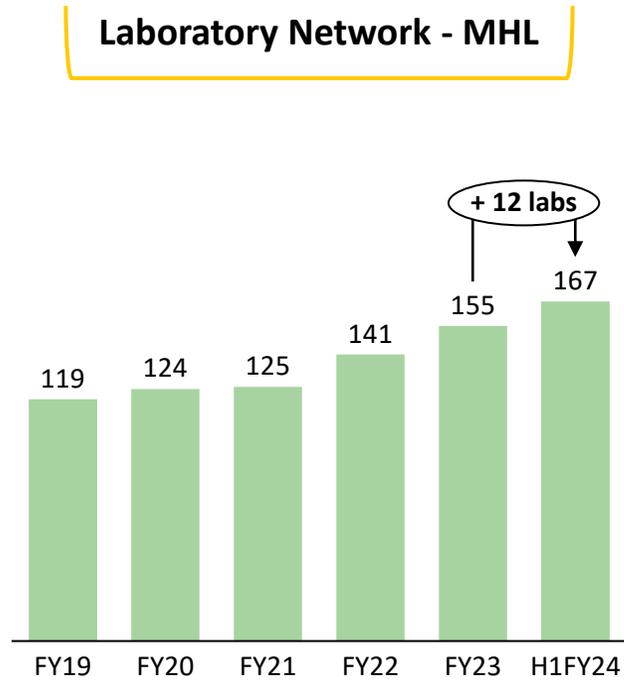
Divided over **multiple subspecialty segments** supporting different clinical pathology needs

- ✓ Revenue from Specialized tests has **grown by 12% on Y-o-Y basis** & stood at Rs. 102 crs as compared to Rs. 91 crs in Q2FY23
- ✓ B2C Specialized Tests **grew by 18% on Y-o-Y basis in Q2FY24**
- ✓ B2B Specialized Tests **grew by 10% on Y-o-Y basis in Q2FY24**
- ✓ Contribution from Specialized tests stood **34% of total test revenue in Q2FY24**
- ✓ Multiple sub-specialty segments like Gastroenterology, Neurology, Oncology, Nephrology, Pre-Natal tests etc. provided under one roof under the supervision of clinical experts

Specialized Tests (Rs. Crs)



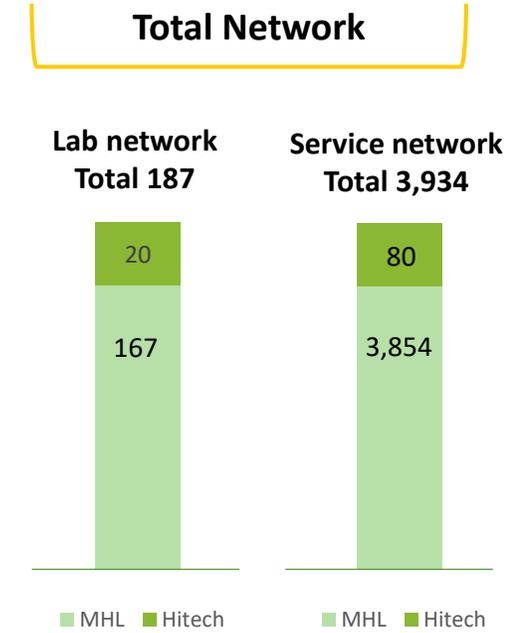
5a. Expanding Network... from 307 to 488 towns in last 6 months



Hitech Network

Laboratory Network
20 Labs

Service Network
Owned PSCs – 60 centers
Third Party PSCs – 20 centers

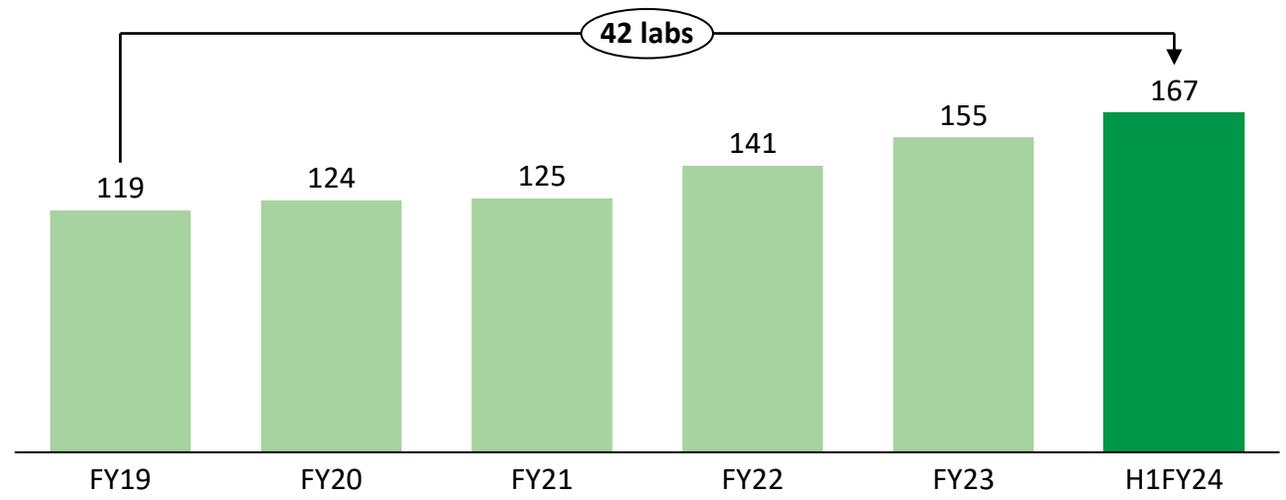


We are on course to add 90 labs & 1,800 service centers by FY25

- ✓ In the last 6 months, we have added presence **from 307 towns to 488 towns**
- ✓ **Lab Expansion** – Post Apr 22, Company has started **26 labs** of which 16 are in new geographies
 - Focused on B2B business in the new geographies where labs are opened
 - Expect to achieve scale in B2B business in 2-3 years of lab opening simultaneously foraying in B2C business with opening of franchise centres
- ✓ **Service Network Expansion** – Post Apr 22, Company has **added 790 centres**
 - Increasing marketing activities to create a strong B2C connect focused on specialized testing
 - In H1FY24, added 17 service network in Hi-tech

5b. ... with focus on achieving company level margins in 2 years

Network Expansion*^



Labs Added

NA	5	1	16	14	12
----	---	---	----	----	-----------

EBIDTA Dilution*

NA	0.3%	0.3%	1.0%	1.2%	1.2%
----	------	------	------	------	-------------

Accelerated network expansion strategy adopted FY22 onwards to fuel the future growth

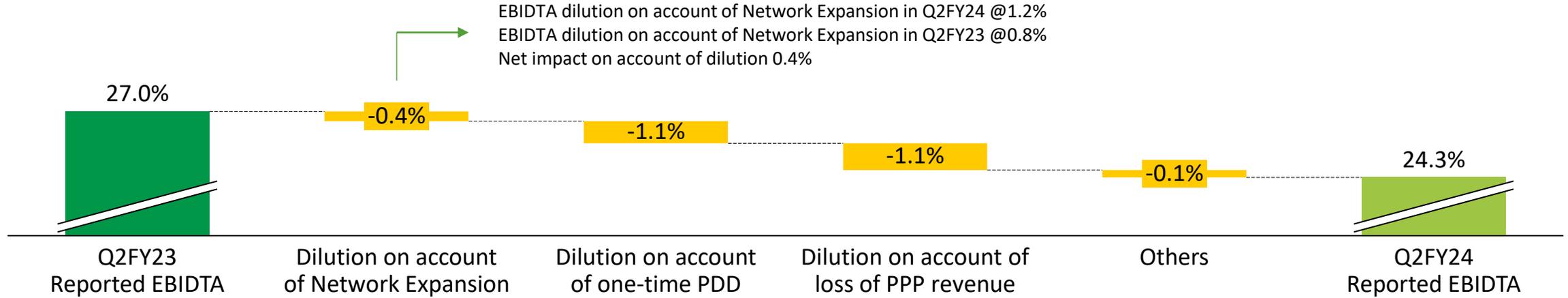
Lab Maturity Cycle

Period	EBIDTA Margin Profile
0-12 months	-5%
12-18 months	+5%
18-24 months	+15%
24-36 months	Company EBIDTA Profile

*EBIDTA dilution on account of Network Expansion as per management estimates

^MHL Network excluding Hitech

6. Reported EBIDTA Margins @ 24.3%



Impact on Margins on account of :

- Negative operating leverage on account of loss in revenue from a large PPP contract
- Negligible Covid & Allied Revenue; however related cost from the previous year persist in the system

Dilution of EBIDTA margins ~120 bps in Q2FY24 is on account of Aggressive Network Expansion strategy

One-time impact of ~110 bps on account of Provision for Doubtful Debt (PDD) adjustment

Additional Impact on Margins on account of :

- Increased cost on Marketing
- Increased cost on Information Technology
- Increased cost on customer service

Combination of higher productivity of new network, increased utilization of labs, higher operating leverage along with organic growth should result in an uptick in margins from current levels

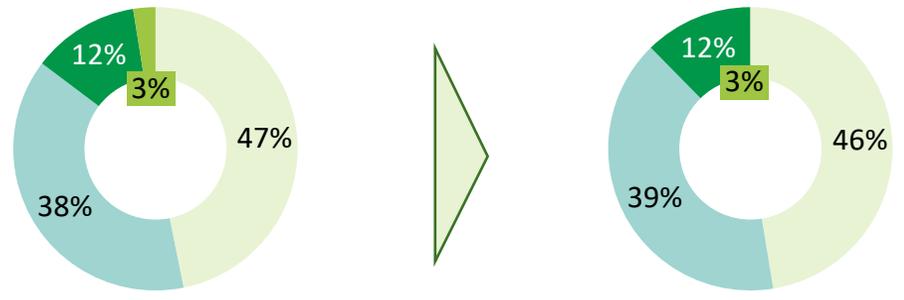
Specialized and Premium Wellness revenue contribution continues to grow

Strong **Brand Equity** across markets & **Doctors Trust and Reliance** on Metropolis helps us **grow our Specialized & Premium Wellness segment faster than the Industry**

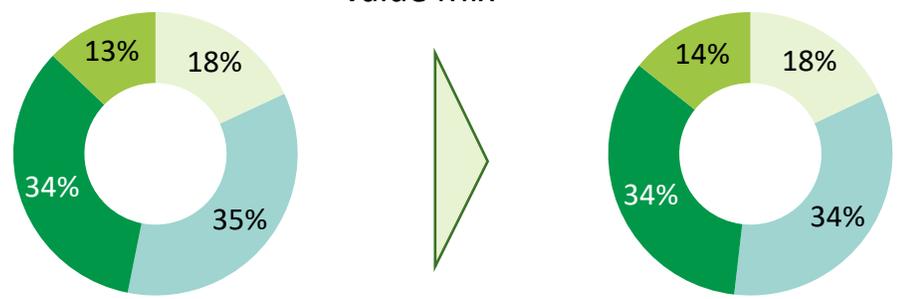
Q2FY23 **Q2FY24**

Core Business Revenue

Volume Mix

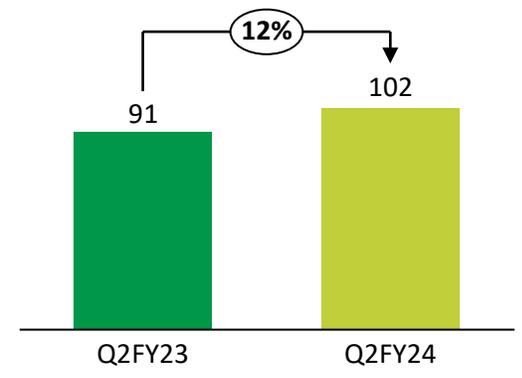


Value Mix

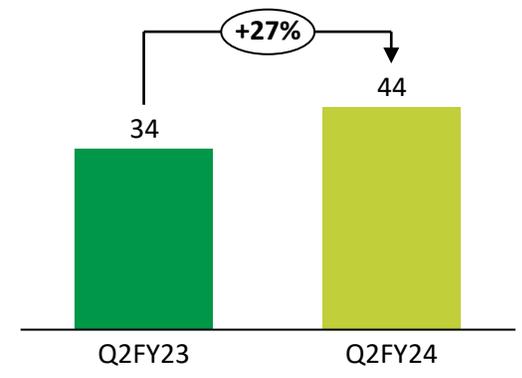


■ Routine ■ Specialized
■ Semi-Specialized ■ Wellness & Others

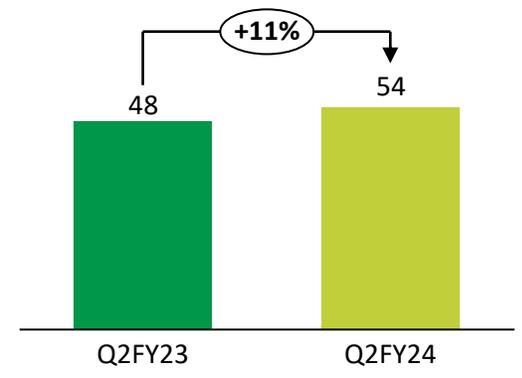
Specialized (Rs. Crs)



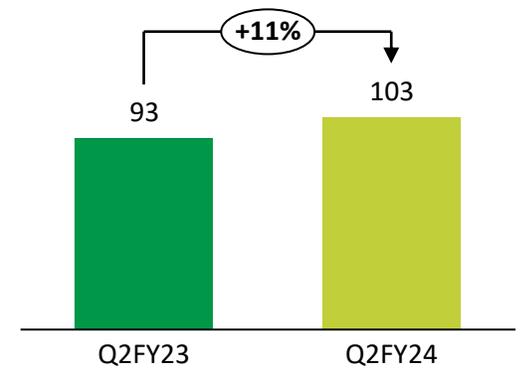
Premium Wellness (Rs. Crs)



Routine (Rs. Crs)



Semi-Specialized (Rs. Crs)

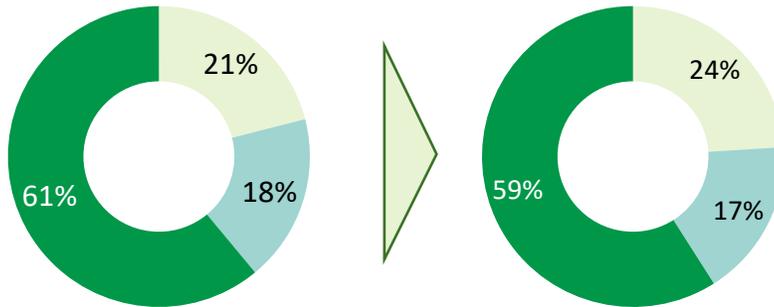


Diversified Revenue contribution across Geographies; North outpacing competition

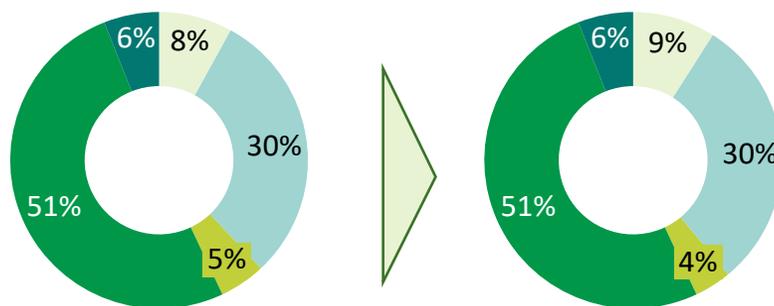
Continue to focus on strengthening the Brand in Focus cities through increase in B2C share while improving the share of Seeding and Other cities through a healthy mix of B2B and B2C driven by large Test menu

Q2FY23 Q2FY24

Core Business Revenue Mix

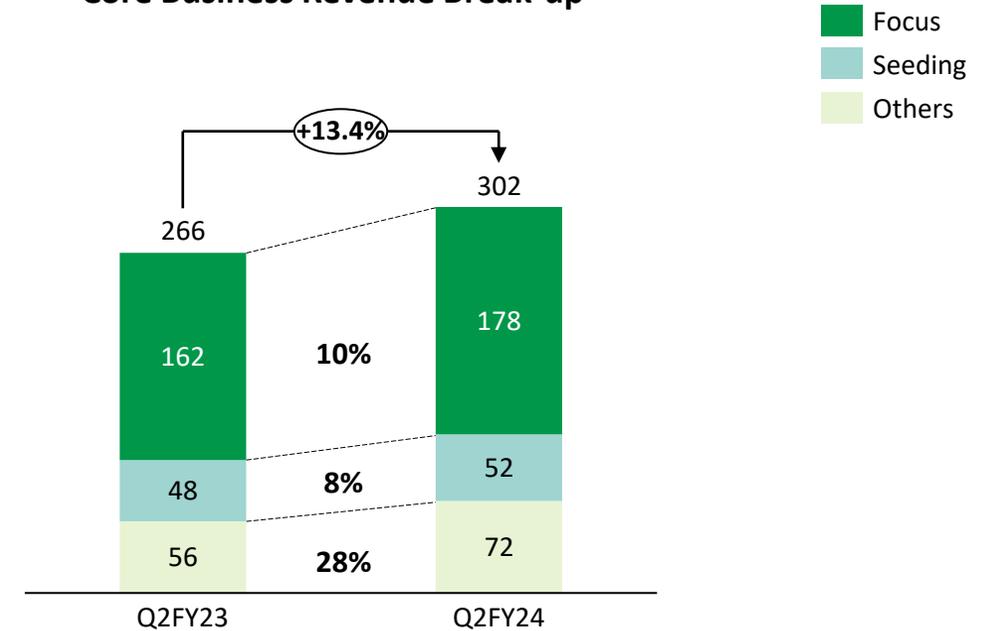


Core Business Revenue Mix



Q2FY23 Q2FY24

Core Business Revenue Break-up



- ✓ Core business revenues from focus cities stood at 59% with **growth of 10%** on a Y-o-Y basis. Brand equity in core geographies continues to **positively increase market share** despite entry of new players.
- ✓ Strategy of increasing revenues from non-core geographies is growing well. Core business revenues **grew by 28% for other cities** on a Y-o-Y basis. Core business revenues from North **grew at 15% Y-o-Y**

Q2FY24 Consolidated Profit & Loss Statement

Profit & Loss Statement (Rs. Crs.)	Q2FY24	Q2FY23	Y-o-Y	Q1FY24	Q-o-Q	H1FY24	H1FY23	Y-o-Y
Revenue from Operations	308.5	300.3	2.7%	277.1	11.3%	585.6	580.2	0.9%
Cost of operations	230.7	217.4		210.1		440.8	425.6	
EBIDTA (before CSR and ESOP)	77.8	83.0	-6.2%	67.0	16.1%	144.8	154.7	-6.4%
EBIDTA (before CSR and ESOP) Margin	25.2%	27.6%		24.2%		24.7%	26.7%	
ESOP & CSR Cost	2.9	1.9		2.5		5.4	3.7	
Reported EBIDTA	74.9	81.1	-7.6%	64.5	16.1%	139.4	150.9	-7.6%
Reported EBIDTA (%)	24.3%	27.0%		23.3%		23.8%	26.0%	
Depreciation	22.2	21.5		20.8		43.1	42.7	
Other Income	1.2	4.2		3.1		4.3	7.2	
EBIT	53.9	63.7	-15.5%	46.7	14.6%	100.6	115.4	-12.8%
Finance Cost	5.7	8.9		7.6		13.3	17.8	
Profit Before Tax	48.1	54.8	-12.1%	39.2	22.2%	87.3	97.6	-10.6%
Current Tax	12.3	14.3		10.2		22.7	23.6	
Profit After Tax	35.6	40.5	-12.0%	29.0	22.4%	64.6	74.1	-12.7%
PAT Margin	11.6%	13.5%		10.5%		11.0%	12.8%	

Consolidated Balance Sheet

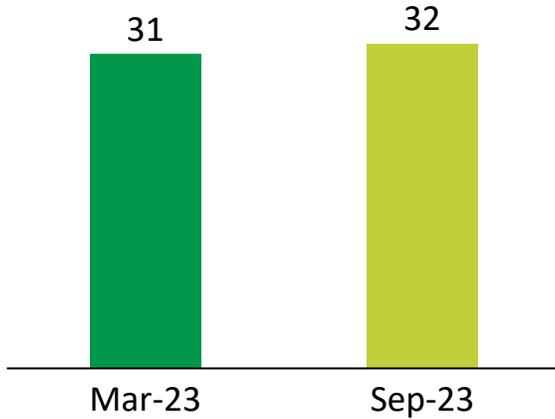
Assets (Rs. Crs.)	Sep-23	Mar-23	Equity & Liabilities (Rs. Crs.)	Sep-23	Mar-23
Non-current assets	1206.4	1198.8	Equity	1049.4	990.8
Property, Plant and Equipment	145.0	137.2	Equity Share capital	10.2	10.2
ROU Assets	171.6	173.4	Other equity	1036.3	978.0
Goodwill	454.7	454.7	Non Controlling Interest	2.9	2.5
Other intangible assets	351.4	355.3			
Intangible assets under development	25.5	19.5			
Financial Assets			Non-current liabilities	209.4	245.9
(i) Investments	1.8	1.8	Financial Liabilities		
(ii) Loans	0.0	0.0	(i) Borrowings	0.0	28.6
(iii) Other Financial Assets	20.0	16.6	(ii) Lease Liabilities	119.2	125.5
Deferred Tax Assets (Net)	7.3	6.9	(iii) Other Non-Current Liabilities	0.0	0.5
Other non-current assets	0.6	0.5	Provisions	14.7	13.0
Non-current tax assets (net)	28.6	32.8	Deferred tax liabilities (Net)	75.5	78.2
Current assets	302.7	302.8	Current liabilities	250.4	264.9
Inventories	43.6	44.6	Financial Liabilities		
Financial Assets			(i) Borrowings	44.0	50.4
(i) Investments	36.1	13.1	(ii) Lease Liabilities	67.9	61.8
(ii) Trade receivables	122.9	121.9	(iii) Trade Payables	81.2	93.8
(iii) Cash and cash equivalents	50.9	68.8	(iv) Other Current Financial Liabilities	13.4	20.3
(iv) Bank balances other than (iii)	20.4	24.4	Other Current Liabilities	24.3	19.6
(v) Loans	0.0	0.0	Provisions	11.4	9.6
(vi) Other Financial Assets	7.9	14.1	Current tax liabilities (Net)	8.2	9.3
Other Current Assets	20.9	15.9			
TOTAL - ASSETS	1,509.1	1,501.6	TOTAL - EQUITY AND LIABILITIES	1,509.1	1,501.6

Consolidated Abridged Cash flow statement

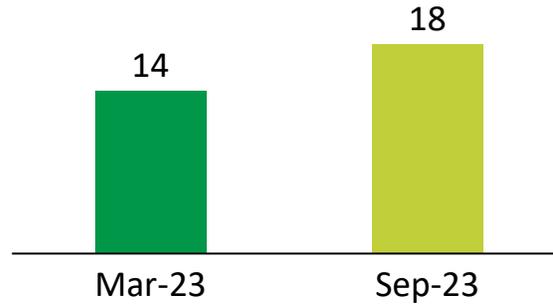
Cash Flow Statement (Rs. Crs)	H1FY24	H1FY23
Profit Before Tax	87.3	97.6
Adjustments for Depreciation and other items	60.1	52.6
Operating profit before working capital changes	147.4	150.3
Changes in working capital	-16.7	19.7
Cash generated from operations	130.7	170.0
Direct taxes paid (net of refund)	-22.1	-32.6
Net Cash from Operating Activities (A)	108.6	137.4
Net Cash from Investing Activities (B)	-48.1	22.1
Net Cash from Financing Activities (C)	-78.4	-155.4
Net Change in cash and cash equivalents	-17.9	4.1

Steady Focus on Balance Sheet continues

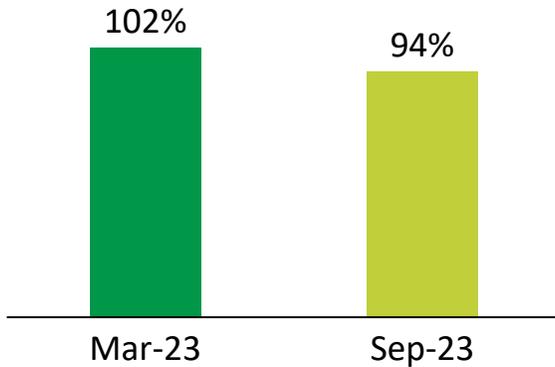
Debtor Days



Working Capital Days

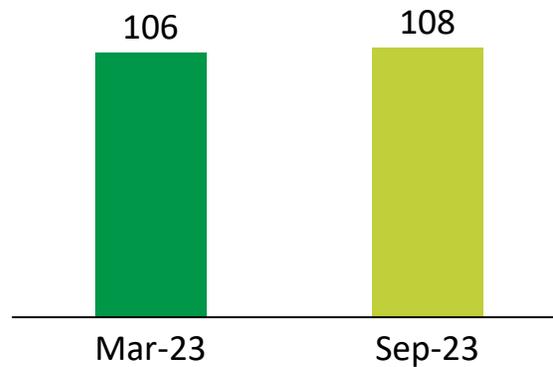


OCF to EBITDA



Cash and Cash Equivalents

Rs. In Crs



Key Highlights

- ✓ Debtor days as on Sep-23 stood at 32 days as compared to 31 days as on Mar-23
- ✓ Cash & Cash Equivalents stood healthy at Rs. 108 crs as of Sep-23
- ✓ Gross debt stood at Rs. 44 Crs as of Sep-23. Plan to repay in by end of year
- ✓ Working capital days stood at 18 days as compared to 14 days as on Mar-23
- ✓ OCF / EBITDA stood at 93%



Metropolis 3.0 : Opportunity

Key Pillars of Metropolis 3.0 Strategy

01. Strengthening the core

Increase market share in the core geographies with expanding presence and penetration in newer geographies with Focus on Specialised & Wellness testing



02. Expanding to adjacencies

Expanding into adjacencies like basic radiology and allied services



04. Digital Transformation

To embark on a digital journey for seamless customer experience on the front end with data science and analytics in the back end.

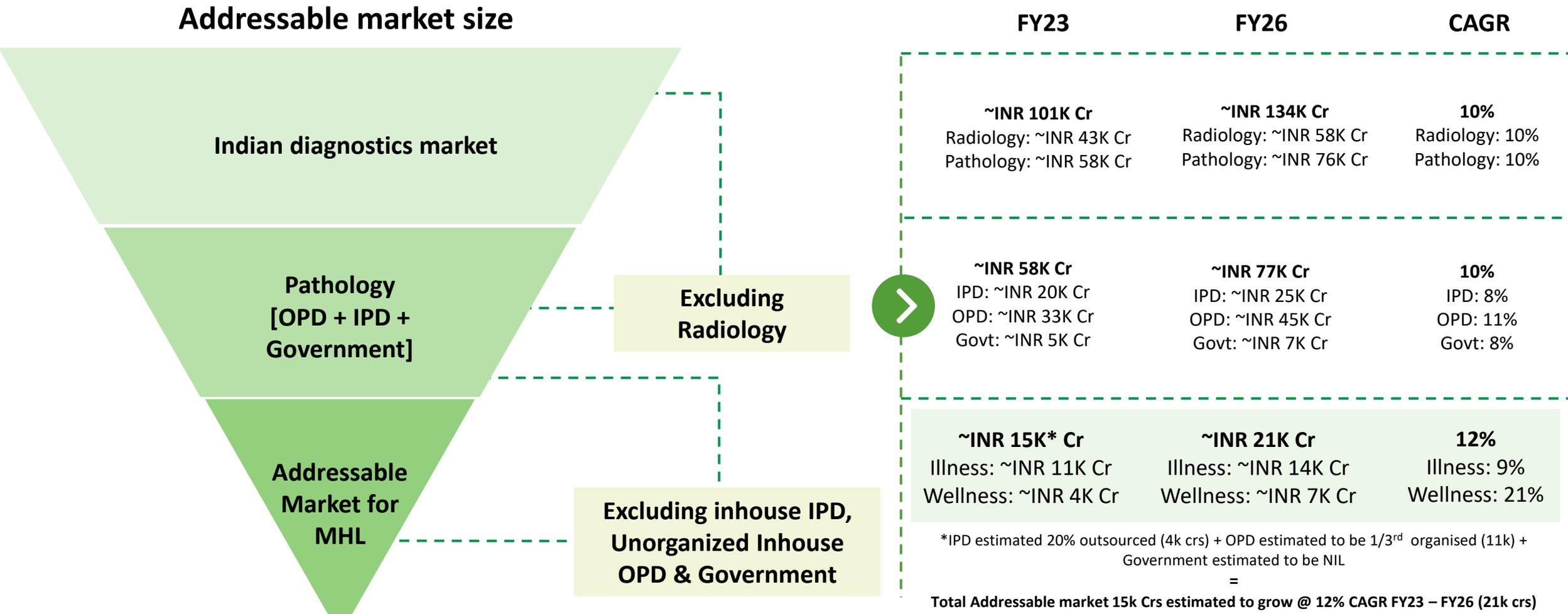


03. Bolt on Acquisition

To consider bolt on acquisitions for a strategic entry into a new market and build organic business thereafter



Addressable market is expected to increase to ~Rs. 21K Cr by FY26...



Metropolis to grow faster than Industry Additional Levers for Accelerated Industry Growth

Consumer shift from Unorganised to Organised Chains

Stringent Regulatory Environment

Penetration of Insurance in Diagnostics Industry

Source(s): Expert interviews, Annual reports, MCA filings, DRHPs, Analyst reports, Management estimates, Praxis analysis

... Metropolis to grow faster than the Industry

Strategy to Win



Higher reliability of the Metropolis Brand with Specialized Doctor Network

Increase the product suite for **Premium Wellness** and create a sticky customer base

Strengthening the Core and expanding adjacencies to leverage the Brand strength, Customer base and Network



Large Network (including current expansion) to help grow faster in Focus Cities and strengthen the Brand in Seeding and Other Cities

Bolt on Acquisitions to further strategic objectives

Target a Revenue CAGR of mid-teen from FY23 to FY26



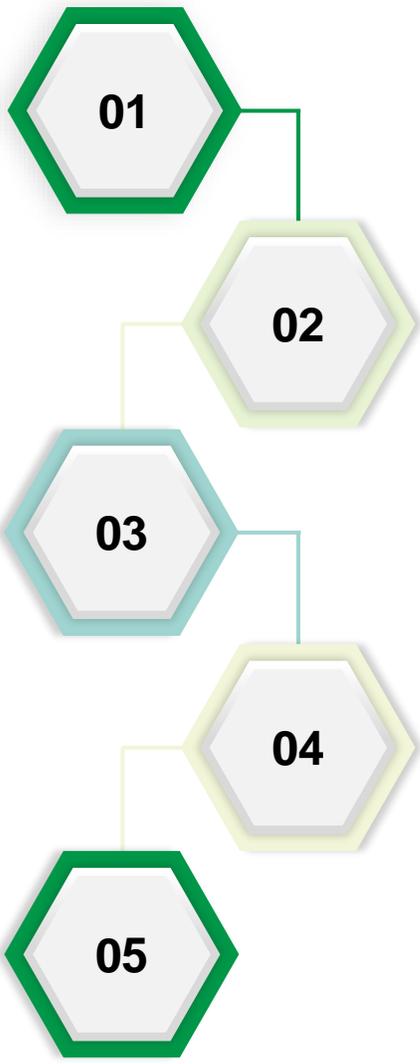
Achieve Pre-Covid Margin Profile



Be the fastest growing Diagnostics Company within the National Chains Segment

Website orientation & development

Revamped the Website for ease of customer queries & usage
Achieved 1 Mn plus website traffic



Digital brand building

2.5x growth in brand reach and
4x growth engagement via Influencer campaigns

WhatsApp campaigns

WhatsApp campaigns across channel for better customer engagement
Daily WhatsApp engagement ~20k/day

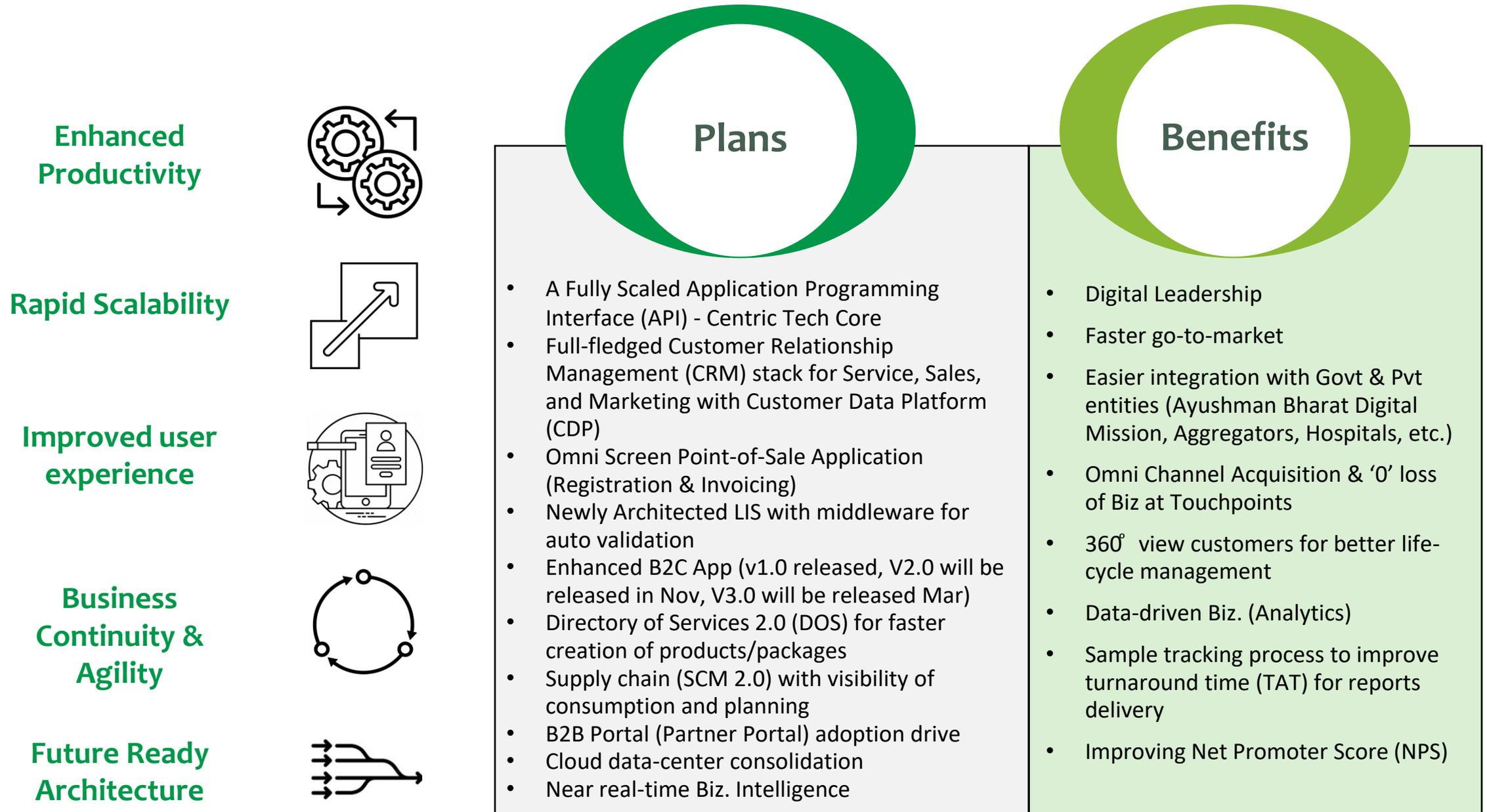
Mobile App Penetration

Continuous update of Mobile app for ease of customer
Mobile app downloads at 350/day & Achieved More than 110 k downloads

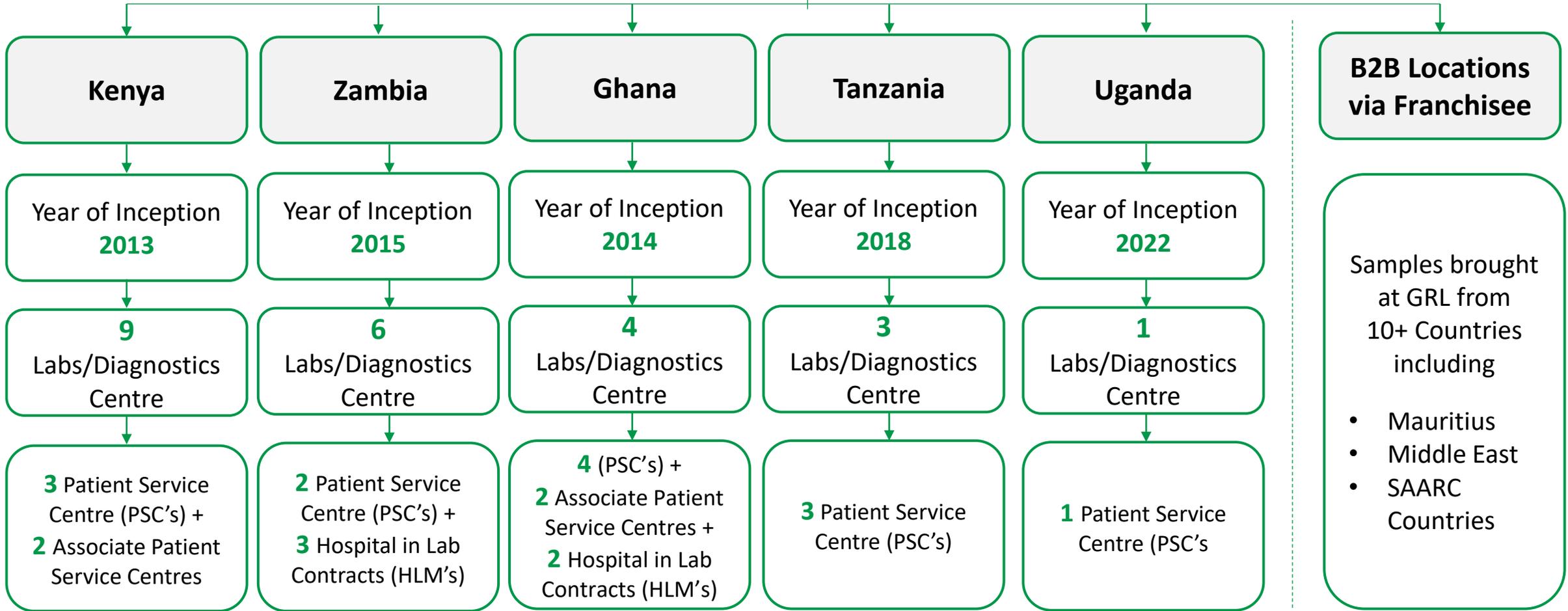
Increase in Net Promoter Score

Improved ratings for Mobile Application, Website & Centers
for walk-in customer

Creating a Digital Transformation for business to grow



Our International Presence



- ✓ International business focuses on specialized testing and is managed by a dedicated team
- ✓ MHL is one of the largest organized player in the international geographies of its presence
- ✓ Business is characterized by low investments & higher return profile



Metropolis is the **First** Indian Diagnostic Organization for getting **Great Place To Work** certification.

EMPLOYEE BRAND- Our Identity



Attributes that Build Our Culture

Trust, Openness, Innovation, Compassion & Growth Mindset

Communicate Amplify with Talent Community

Social Media , Campus , Career Page



Talent being our Key Differentiator

Metropolis ESG' Goals

Well identified ESG Focus Areas and assessments are created as per the materiality matrix based on the **GRI, SASB and SDG Frameworks**. Our first Business Responsibility Sustainability Report (BRSR) released as part of Annual Report 2022-23.

OUR ESG FOCUS AREAS

ENVIRONMENT



- Emissions and Energy
- Waste Management
- Water Management

SOCIAL



- Quality of care and patient satisfaction
- Occupational Employee Health and Safety
- Employee recruitment, development, and retention
- Community Development

GOVERNANCE



- Patient privacy and electronic health records
- Risk Management
- Board Governance, Ethics and Compliance

Emission Goals for a Greener Tomorrow

- Carbon Neutrality by 2043
- 45% reduction in emissions intensity by 2030

Achieving Zero Waste and Water Neutrality by 2043

- Zero waste in offices by 2030
- Reduce plastic usage by 50% by 2030.
- Zero waste to landfill by 2043
- Reduction of water intensity by 30% by 2030
- Water Neutral by 2043

Fostering Quality, Safety, Diversity and Community Well-being

- Resolution of 80% of service complaints resolved Y-o-Y by 2028
- Achieve ISO 45001 certifications across locations and 100% awareness and training on OHS for all employees.
- Strengthen the DE&I Program and improve the Diversity/New Hire Ratio
- By 2028, achieve a gender-neutral workforce with a 50:50 gender balance
- Manage training by tracking hours, gender, and effectiveness, and implement improvement measures for enhanced retention.
- Make a positive impact on the lives of 6 lakh direct beneficiaries by 2043.

Upholding Integrity, Security, and Compliance

- Continue to maintain zero year on year data breaches
- ISO 27001 Certification
- Comprehensive, Annual Risk Assessment and Mitigation Plans
- Board Diversity – 50:50 by 2028
- Zero instances of non-compliance with regulatory requirements Y-O-Y

Key ESG Initiatives 2023-24

Emissions & Energy

- **Launch e-bike initiative for logistics and home visit technicians to reduce costs and carbon emissions.**
- **Utilize renewable energy sources (solar, wind, energy saver kits).**
- Implement Black-Out Periods twice a year to reduce employee travel.
- Equip **company-owned vehicles with CNG kits.**
- Partner with specialized agencies to reduce carbon footprint and optimize costs.
- **Conduct energy audits in offices to identify energy-saving opportunities**
- Conduct digital GHG inventories for all Scope 1, 2, and 3 emissions.

Water & Waste Management

- **Implement water conservation measures (biocakes for urinals, water nozzles)**
- Reduce plastic usage.
- Use non-toxic, eco-friendly cleaning chemicals.
- Treat reagents/sample mixed water in effluent treatment plants.
- Segregate waste into different bins with barcodes for authorized disposal.
- Digitally track and report waste generation on a monthly basis.
- Aim for zero waste to landfill and adopt circular waste management.

Occupational Employee Health & Safety

- Partner with educational institutes, establish OHS governance, and clarify roles for OHS professionals.
- Align annual performance with safety management, involve workers in safety processes, and conduct internal safety audits.
- Develop SOPs for injury classification, track using GovEVA, and differentiate between worker and employee incidents. Monitor and report fatalities and assess risks with third-party assistance.
- Create mitigation plans, offer injury reporting training, and extend it to contractors and suppliers

Employee Recruitment, Development and Retention

- **Strengthen the DE&I Program** and improve the Diversity/New Hire Ratio.
- Drive the **LGBTQIA+ campaign for sensitization and awareness.**
- Hiring of differently abled people
- Launch of exclusive program on Women's Leadership HIPO Employees

Community Development

Implementing planned CSR initiatives for fiscal year 2023-24, including the MedEngage Scholarship Program, Too Shy to Ask (TSTA), Delhi Skill Entrepreneurship University (DSEU), and Preventive Healthcare projects

Quality of Care and Patient Satisfaction

- **Actively conduct NPS surveys aiming for a consistent score of 85 with fewer detractors and share results with stakeholders.** Assign expert teams to address detractors' concerns from NPS surveys.
- Monitor and aim to resolve over 80% of complaints within 24 hours using the Service CRM. Our quality team audits closed complaints for compliance.
- We've introduced a **'Rate our Phlebotomist' system** for competency assessment.
- We use the Service CRM to handle complaints and feedback from various sources, nationally and internationally, including PSC, call centers, social media, and email desks.

Patient Privacy and Electronic Health Records

- Partnered with a Consulting firm and initiated the process to achieve **Certification in ISO 27001 / 2:2022 and ISO/ IEC 27701:2019 during FY 24 for Information Security and Data Privacy.**
- Continue to maintain high ethical standards at all times, protect and secure the data, infrastructure, and identity.



Too Shy to Ask (TSTA) Outreach and Digital Program

- Metropolis Foundation, the CSR arm of Metropolis has partnered with 6 implementation partners for TSTA outreach programme.
- TSTA Outreach programme aims to reach 20,370 adolescents, 21,000 adolescent influencers and 500 teachers to create impact both in rural and urban areas of Maharashtra.
- Digital Intervention Outreach has helped with 2.5 lakh downloads/installs of TSTA App.
- The TSTA App has 1.1 lakh active users.
- The TSTA App has a rating of 3.8



MedEngage Programme

- The annual MedEngage Scholarship Programme plans to extend 150 scholarships to Medical students in FY 22-23 from 120 in FY 21-22 under its flagship initiative. Over 2600 students from 516 cities in India registered for different initiatives of MedEngage Medical Outreach Program.
- MedTalk - A new initiative under MedEngage platform was launched in 2023. A webseries is an interactive session for senior and young doctors to co-create a futuristic healthcare vision. It gives a platform to learn directly from experts, broadening the horizons of aspiring doctors.



Preventive health Care Project

- Under the CSR initiatives, Metropolis initiated the community-based preventive healthcare programs and is focussing on diseases such as Diabetes, Anaemia and Tuberculosis.
- Metropolis has already extended its support to 1,000 TB patients with Nutritional support under Pradhan Mantri TB Mukh Abhiyan
- 15 Peer counsellors be developed from community
- Will impact 53,100 community through Anemia awareness
- Will impact of 30000 for community members on diabetes.



DSEU* (Delhi Skills Entrepreneurial University)

- DSEU has collaborated with Metropolis for three years to promote Skill Development as an ongoing project. In FY 22-23, DSEU's 5 labs was inaugurated & is now functional.
- 7 labs fully made functional in DWARKA Campus
- BSC MMLT will impact 500 students and 20 students per year will be impacted through pG programme .
- Curriculum support was also given to DESU

For further information, please contact:

Company :

Investor Relations Advisors :



Metropolis Healthcare Ltd.
CIN – L73100MH2000PLC192798
Mr. Rakesh Agarwal - CFO
Email Id – rakesh.agarwal@metropolisindia.com

www.metropolisindia.com

SGA Strategic Growth Advisors

Strategic Growth Advisors Pvt. Ltd.
CIN - U74140MH2010PTC204285
Mr. Shogun Jain / Mr. Sagar Shroff
shogun.jain@sgapl.net / sagar.shroff@sgapl.net
+91 77383 77756 / +91 98205 19303

www.sgapl.net