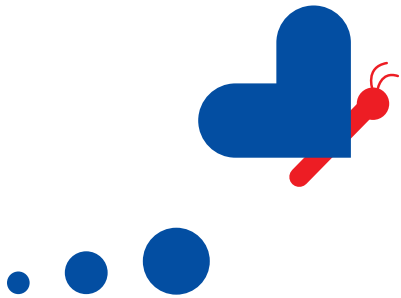


METAMORPHOSIS



ESG REPORT 2023 - 24

Our Journey to Sustainability - The Narayana Health Story

In today's business landscape, social consciousness and responsibility are paramount. At Narayana Health, our commitment to ESG practices goes beyond mere compliance. We strive to create a meaningful impact in the communities we serve, focusing on building an inclusive, ethically governed, and socially impactful healthcare system deeply rooted in ESG principles.



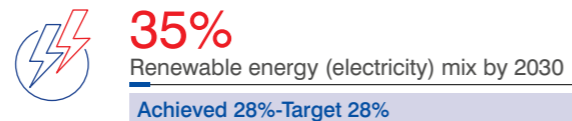
A Healthy Planet



At Narayana Health, we are committed to environmental sustainability, recognizing the impact of our operations. We actively seek to minimize our environmental footprint by emphasizing resource efficiency and optimizing consumption.

Progress Highlights

By being conscious about the impact on the environment, prioritizing consumption efficiency and resource optimization.



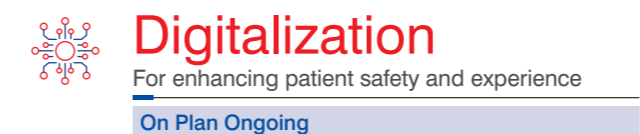
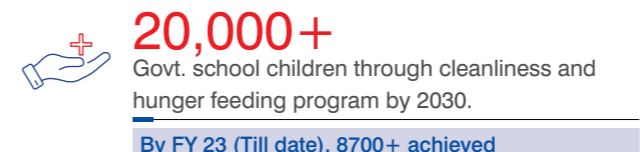
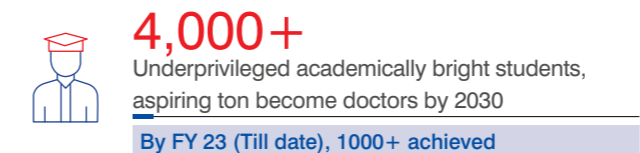
A Healthy Society



Our success in ESG is driven by our tireless efforts to improve access to care, digitise patient safety and experience, and build the workforce for tomorrow.

Progress Highlights

By improving access to care, digitising patient safety & experience and building the workforce for tomorrow.



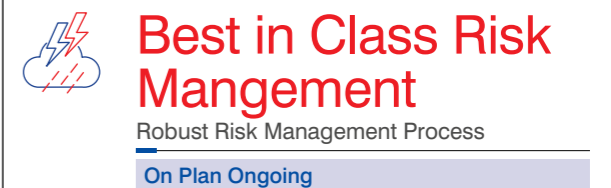
A Healthy Institution



Integrity and ethics are core to Narayana Health's operations, fostering a culture of innovation and strong governance.

Progress Highlights

By fostering a culture of innovation & strong governance.



Our Journey to Sustainability - The Narayana Health Story contd...



A Healthy Planet

The healthcare sector’s environmental impact is undeniable, contributing to climate change and various health concerns. At Narayana Health, we acknowledge our substantial footprint and are dedicated towards integrating sustainable practices to mitigate our impact and enhance public health. By actively addressing the sources of our emissions and waste, we strive to set an example and contribute to a healthier, more sustainable future.

Water Management	Waste Management	Energy Sustainability
<ul style="list-style-type: none"> 3000+ KLD treatment capacity of STPs across Narayana 2% reduction in water intensity (Water withdrawal (KLs)/Occupied Bed/Day) Recycled more than 95% of wastewater. 	<ul style="list-style-type: none"> 100% waste segregation at source across all locations 	<ul style="list-style-type: none"> Reduction of 9% energy cost compared to last year Reduction of over 21,182 tons of carbon in the past year 28% of our energy consumption (electricity) is powered by renewable sources An estimated INR 9.40 crores of energy-related savings realised for FY 2023~24

Sustainable Healthcare Practices at Shri Mata Vaishno Devi Narayana Superspeciality Hospital

Shri Mata Vaishno Devi Narayana Superspeciality Hospital (SMVDNSH), a NABH-accredited facility in Jammu and Kashmir, was inaugurated on April 19, 2016, by the Hon’ble Prime Minister of India, Shri Narendra Modi. Offering a wide range of services, including primary, tertiary and emergency care, as well as specialty services, the hospital has been committed to sustainability since its inception, striving to become a model green hospital.

Sustainable Architectural Design

The hospital’s design emphasises sustainability with spacious corridors, wards, and ICUs that incorporate natural light and cross ventilation. Over 70% of the hospital campus is maintained with gardens, plants, and open natural spaces. The design maximises natural light during the day, reducing the need for artificial lighting in patient areas.

70%
Green landscape of the Facility



Water Management

The hospital’s efficient water management system resulted in a significant saving of approximately 50,162 kiloliters of water from April 2023 to March 2024. Equipped with a 200 KLD Sewage Treatment Plant (STP) and a 30 KLD Effluent Treatment Plant (ETP), the facility treats and recycles over 40% of its water for non-potable uses such as gardening. Key water conservation initiatives include low-flow aerators, optimized water treatment plants, pressure regulators, and a rainwater harvesting system.

- 100% treated water recycled & 44% reused for gardening.
- 100% RO reject water recycled.
- 30% of water consumption through rainwater harvesting

Energy Efficiency

The hospital prioritizes energy efficiency through policies mandating the use of LED lighting and energy-efficient equipment. Renewable energy sources comprise approximately 97.5% of the facility’s energy mix, primarily sourced from the PDD Hydro Power Plant. Additionally, a Solar Hot Water System (SHWS) has been installed

to meet washing and bathroom needs. Regular thermography and electrical safety audits are conducted to ensure the safe and efficient operation of electrical systems.

98%
Energy sourced through hydro renewable sources.

100%
LED lighting adopted for street lighting.

Green Building Practices

The hospital adheres to green building principles, avoiding the use of mercury and cytotoxic chemicals. Clean work environments are maintained for cleaning staff, who are required to wear PPE and receive specialized training for the disposal of hazardous materials (HAZMAT). Regular health check-ups and Hepatitis-B vaccinations are mandatory for all housekeeping employees.

Waste Management

A comprehensive waste management system ensures the proper segregation and disposal of waste. Initiatives encompass the meticulous separation of biomedical, hazardous, electronic (e-waste), paper, food, recyclable, and general waste. The hospital holds a valid license from the J&K State Pollution Control Board for biomedical waste handling and utilizes approved vendors for the disposal of hazardous materials and e-waste. Regular audits of the biomedical waste management site are conducted, and all vehicles transporting generated waste are equipped with GPS tracking.

- 100% hazardous waste segregated at its source.
- 100% food waste recycled & converted to organic waste.
- Zero environmental non-compliance

At Narayana Health, we demonstrate the seamless integration of sustainability into healthcare. Through innovative practices in architectural design, water and energy management, and waste disposal, we not only deliver high-quality care but also actively contribute to environmental conservation. These efforts underscore Narayana Health’s unwavering commitment to creating a healthier, more sustainable future for both our patients and the planet.

Our Journey to Sustainability - The Narayana Health Story contd...



A Healthy Society

Our ESG success is fueled by three key pillars: expanding healthcare access, enhancing patient safety and experience through digital solutions, and preparing our workforce for the future. By broadening the reach of our healthcare services, leveraging technology to streamline and improve patient care, and equipping our staff with the skills needed in a rapidly evolving healthcare landscape, we are able to deliver better outcomes while upholding our commitment to sustainability and social responsibility. Together, we are building a brighter future for all.

Transforming Paediatric Cardiac Care in India

“It’s not a solution if it’s not affordable,” says Dr. Devi Shetty, reflecting Narayana Health’s mission in Paediatric Cardiac Sciences. His focus on accessibility and cost-effectiveness has led to innovative solutions in paediatric cardiac care, providing life-saving treatment to thousands of underprivileged children annually. Dr. Shetty’s heartfelt letter to his first 4,000 patients emphasizes his unwavering commitment to ensuring every child receives quality cardiac care, regardless of financial background.

In the letter titled ‘Do you want to be my Friend’, Dr. Shetty wrote:



When God sent you to this world, it was perhaps the best thing that could have happened to your parents... But unfortunately, this happiness was short lived. That very day you started turning blue in colour. The doctors had found a hole in your heart which shattered the dreams of your parents.

Yes, when you were ten days old you had a price tag on your life. If your parents paid the price, they could have you, if not, you would have to go back to where you came from.

I asked you a question, ‘Do you want to be my friend?’... I worked so hard to gain your friendship.

Your friendship and love are the only fee I expect for treating you

All I ask of you is, can you spare a few moments of your precious time every day for someone who needs it and that too without expecting anything back in return.



Transforming Lives: Serving Over 5,000 Children Annually

Each year, Narayana Health provides care for over 5,000 children, many from underprivileged backgrounds. Our dedicated team of skilled pediatric cardiac specialists works tirelessly to deliver life-saving surgeries and treatments, making a profound impact on the lives of these children and their families.

Advanced Paediatric Cardiac Services



Revolutionizing Pediatric Cardiac Care

Narayana Health has transformed the landscape of pediatric cardiac care in India. Through close collaboration with state governments, we have established world-class cardiac care facilities that cater to children across all socioeconomic backgrounds. Our efforts have significantly reduced mortality rates and improved the quality of life for countless young patients.

Sustainable Healthcare Models: Narayana Health’s Collaboration in Assam

In 2015, Narayana Health partnered with the Health & Family Welfare Department of Assam to screen children for congenital heart conditions. Initially, children requiring surgery were transported to Narayana’s tertiary care hospital for evaluation and treatment, with Narayana providing logistical support to families. Post-surgery follow-ups were conducted physically or virtually, ensuring continuity of care.

Recognizing the need for local access to specialized healthcare, Narayana developed infrastructure and trained a dedicated team in Guwahati. This has reduced the necessity for long-distance travel. Currently, over half of the pediatric cardiac cases are treated at the Guwahati center, with only the most complex cases referred to other facilities.

This shift towards localized care exemplifies a sustainable healthcare model, ensuring high-quality treatment while minimizing the burden on families. The initiative has evolved from a situation where no services were available to a robust, evolving cardiac care model, significantly impacting social welfare by providing accessible, high-quality cardiac care to children in Assam and neighbouring northeastern states.

Public-Private Partnership: Enhancing Healthcare Access in West Bengal

Narayana Health partnered with the West Bengal government under the Rashtriya Bal Swasthya Karyakram (Sishu Sathi Scheme) to address congenital heart diseases. This PPP has improved healthcare access and affordability, demonstrating how private sector efficiencies combined with public sector outreach can effectively bridge gaps in healthcare delivery.

The success of the Sishu Sathi Scheme in West Bengal underscores the scalability of such models and offers a framework for similar initiatives aimed at achieving universal healthcare, as noted in the World Journal for Pediatric and Congenital Heart Surgery. This model’s success in West Bengal highlights its potential for replication and broader impact in achieving universal healthcare, particularly in medium and low-income countries.



Our Journey to Sustainability - The Narayana Health Story (A Healthy Society) contd...

Extending Care Across the Nation: Maharashtra and Karnataka

Our hospitals in Mumbai and Bangalore continue to serve patients from across the country, including many who lack the financial means for treatment. Despite financial constraints, we ensure that these children receive the critical surgeries and care they need. The sheer volume of patients we support underscores the necessity of our intervention. Without our efforts, many of these children would not have access to life-saving procedures, highlighting our pivotal role in providing equitable healthcare.

Extending Care Across the Nation: Maharashtra and Karnataka

Our hospitals in Mumbai and Bangalore continue to treat patients from across the country, many of whom lack the financial means for treatment. Despite financial challenges, we ensure these children receive the critical surgeries and care they need. The volume of patients we support underscores the necessity of our intervention. Without our efforts, many of these children would not have access to life-saving procedures, highlighting the essential role we play in providing equitable healthcare.

Stories of Triumph and Bravery

The true heroes of our story are the children who brave their medical journeys with incredible courage and resilience. Through their stories, we celebrate their triumphs and subtly highlight the advanced proficiency of our doctors. These narratives showcase not just the medical interventions, but the human spirit that drives our mission.



Brave Cleanne Papillon and Sister's journey from Mauritius

Cleanne Papillon and her sister were thoracopagus twins, joined from the neck to the upper abdomen with a shared heart featuring seven chambers instead of four each. Given the complexity of their condition and the critical need for expert care, the Mauritian health department sought assistance from international hospitals. However, due to the high-risk nature and negligible survival chances, many hospitals in Europe and Asia declined the case. Narayana Health City stood up as a Good Samaritan and took up this challenging case owing to their vast experience in handling complex paediatric cases.

Upon arrival at Narayana Health City, the twins were evaluated by a multi-disciplinary team. The initial diagnosis confirmed severe congenital anomalies, including a shared heart, making traditional surgical options unviable.

Given the complexity, the team opted for PDA (Patent Ductus Arteriosus) stenting, an interventional procedure where a stent is placed in the PDA to maintain blood flow from the heart. This was chosen over open surgery due to the conjoined nature of the twins and their fused heart. The intervention was successful, providing stable oxygenation to the babies.

Cleanne Papillon was discharged shortly and continues to thrive.

Narayana Health's dedication to transforming paediatric cardiac care has saved numerous lives and significantly improved the quality of life for many children. Their innovative approaches, collaborative efforts, and unwavering commitment to accessible healthcare embody. We continue to success and expansion of Narayana Health's initiatives demonstrate a sustainable and impactful model of healthcare delivery that can inspire similar efforts worldwide.

Sanjana's Journey

Sanjana, born on October 6, 1988, in Purulia, West Bengal, experienced severe heart issues from a young age, including shortness of breath and blue nails. Diagnosed with a hole in her heart at age three, her condition worsened over time. In 1998, during a free heart check-up camp at Narayana Hospital RN Tagore Hospital, Dr. Devi Shetty, recommended immediate open-heart surgery. Dr. Shetty later performed the critical operation, successfully correcting the defect and giving Sanjana a new lease on life.

Sanjana pursued her education and inspired by her experience, she joined Narayana Health Kolkata in June 2012, helping cardiac patients coordinate their care.

Little Sujoy's* Journey

Sujoy a 4-day old baby, weighing just 2.7 kg was transferred from Bihar with respiratory distress in the middle of night and was diagnosed with Total Anomalous Pulmonary Venous Connection (TAPVC) a rare congenital heart defect in which the pulmonary veins, responsible for bringing oxygen-rich blood from the lungs to the heart, are not connected to the left atrium as they should be. Instead, they are connected to other veins or directly to the right atrium, causing oxygenated and deoxygenated blood to mix. Sujoy* underwent an emergency TAPVC repair by advanced primary suture less technique and made a steady recovery and was discharged on POD10. Today, he is a lively and healthy boy, attending school and playing with his friends.

Brave Kavya* journey

Kavya, a 3.5-month-old girl, was referred to our hospital with poor feeding and failure to thrive. She was diagnosed with Anomalous Left Coronary Artery from the Pulmonary Artery (ALCAPA) and moderate mitral regurgitation. During surgery, her left main coronary artery was repaired, and she came off bypass with stable pressures. After surgery, she had severe left ventricular dysfunction and was shifted to the ICU with an open chest. The chest was closed the next day and was later discharged after two weeks.

Our Journey to Sustainability - The Narayana Health Story (A Healthy Society) contd...

Paediatric Cancer Care – Narayana Health’s Journey in Bone Marrow Transplants

Narayana Health has established itself as a leader in providing affordable, world-class bone marrow transplant facilities for over a decade. To date, we have performed over 2,100 bone marrow transplants. In 2023, we expanded our Bone Marrow Transplant (BMT) unit at Mazumdar Shaw Medical Center to include 35 state-of-the-art beds and over 150 highly trained nurses. This year alone, we performed over 215 paediatric allogeneic hematopoietic stem cell transplants, achieving outcomes comparable to those in Western countries. This accomplishment positions our center as one of the highest pediatric bone marrow transplant facilities globally for a single year. Under the expert clinical guidance and leadership of Dr. Sunil Bhat and Dr. Sharat Damodar, Narayana Health continues to excel in providing exceptional care.

Innovative Techniques and Advanced Infrastructure

Narayana Health is a pioneer in stem cell graft manipulation techniques in India. We have successfully performed numerous half-matched bone marrow transplants using the latest German graft manipulation technology. This technology removes TCR alpha-beta cells responsible for Graft vs. Host Disease (GVHD), significantly reducing the risk of this complication post-transplant. Additionally, we have implemented CD45 RA depletion techniques, cryopreserving CD45 RO cells in small aliquots to boost immune recovery and combat post-transplant viral activation.

Cutting-Edge Treatments and Prophylaxis

In a groundbreaking case, we utilized adenovirus-specific cytotoxic T cells derived from a donor to treat a patient with post-transplant resistant adenoviremia, achieving remarkable results. In 2023, we also introduced the innovative approach of administering post-transplant cyclophosphamide as GVHD prophylaxis in unrelated bone marrow transplants, which has proven to be highly successful.

Specialized Transplants for Rare Disorders

We have performed over 35 bone marrow transplants for children with lysosomal storage disorders, offering them a renewed chance for a better quality of life. Our dedication to using advanced techniques and upholding the highest standards of care has led to exceptional outcomes for our patients.

By continually pushing boundaries and achieving unprecedented success, Narayana Health remains at the forefront of bone marrow transplant innovation and excellence.

2,300+
Bone Marrow Transplants (BMT's) conducted to date

9
Cancer Centres established

75,000
Chemotherapies administered

Organizing Camps
For HLA Testing and BMT Evaluation

1.5 lacs
Radiation fractions administered

Awareness Camps
Thalassemia and Bone Marrow

Making Cancer Care Accessible and Affordable

At Narayana Health, we are dedicated to making cancer care accessible and affordable for everyone. We have implemented various initiatives to educate the public and facilitate HLA testing and bone marrow transplant (BMT) evaluations, particularly in areas with limited access to specialized care.

- **HLA Testing**
We collected 1,143 HLA samples to identify HLA-matched siblings or parents within families, aiding in the search for suitable donors for those in need of bone marrow transplants.
- **Bridging the Gap: Financial Support for Bone Marrow Transplants**
We have supported 203 patients in receiving BMT through funding from Coal India, the Prime Minister’s Fund, and various Chief Minister’s Funds. This financial assistance has been instrumental in ensuring that patients can access life-saving treatments without facing insurmountable financial barriers.
By providing these essential services, Narayana Health continues to advance its mission of delivering high-quality, affordable cancer care to communities across India.
- **Empowering and Educating Communities**
At Narayana Health, we believe that education is a powerful tool in the fight against childhood cancer. We regularly organize awareness sessions to empower communities with knowledge about cancer and its available treatments. In the past financial year, we conducted 18 BMT awareness talks, reaching over 3,300 individuals. These sessions provided crucial information about bone marrow transplants and their potential to save lives, fostering a well-informed community better equipped to make healthcare decisions.

- **Continuing Medical Education (CME) Programs for Doctors**
To enhance the knowledge and skills of healthcare professionals, Narayana Health organized two Continuing Medical Education (CME) programs for doctors. These programs were attended by a total of 122 doctors and were held in Bhopal and Patna.

- Through these all-encompassing initiatives, we aim to:
- Raise awareness about bone marrow transplants.
 - Improve early detection of conditions requiring BMT.
 - Provide support for patients in need of bone marrow transplants.

By investing in the education and training of medical professionals, we strive to ensure that high-quality care is accessible to all patients.

A Journey to Health: Manashvi’s Triumph Over Thalassemia Major

Manashvi, a young girl from Nagpur, was diagnosed with Thalassemia Major, a life-threatening blood disorder that required lifelong blood transfusions, medications, regular hospital visits, missed school days, and constant monitoring for potential organ damage. The only cure was a bone marrow transplant.

The diagnosis was a devastating blow to Manashvi’s family. They faced the daunting task of managing a complex medical condition that required frequent hospital visits and constant vigilance. The family desperately sought a permanent solution to offer Manashvi a chance at a normal, healthy life.

Learning about the largest pediatric transplant center at Mazumdar Shaw Medical Center in Bangalore, the family turned to Narayana Health for help.

Under the guidance of Dr. Sunil Bhat and his dedicated team, the transplant process began. Despite the challenges inherent in such a complex procedure, Manashvi faced each moment with remarkable resilience and optimism. The medical team closely monitored her progress, providing expert care and unwavering support throughout her journey.

Manashvi’s story is a testament to the hope, resilience, and exceptional medical care that Narayana Health provides.



Our Journey to Sustainability - The Narayana Health Story (A Healthy Society) contd...

Our Commitment to Employee Well-being and Inclusive Excellence

At Narayana Health, we prioritize employee engagement and fostering a supportive workplace environment. We understand that engaged employees are essential for delivering exceptional healthcare. To empower our team, we encourage open communication, regular feedback, and provide opportunities for professional growth. We celebrate diversity and strive to create an inclusive workplace where everyone feels respected, regardless of gender, race, ethnicity, sexual orientation, disability, or other characteristics. This commitment strengthens our organizational culture and enhances our ability to meet the diverse healthcare needs of our patients.

Our Organizational Composition

We believe that a diverse and inclusive workforce is key to delivering service excellence. Women comprise 60% of our workforce, and we actively recruit individuals with diverse abilities, placing them in roles where they can thrive.



Enhancing Employee Stewardship at Narayana Health involves a comprehensive dual approach:

1. Employee Engagement, Safety and Organisational Compliance

- We prioritize a culture of engagement, safety, and adherence to organisational standards. This includes robust safety protocols and compliance measures to ensure a secure workplace environment for all employees.

2. Learning & Development

- Continuous learning and development opportunities are pivotal. We foster growth through various initiatives that empower our employees to expand their skills and capabilities.

HR Initiatives for a Vibrant and Supportive Work Environment

At Narayana Health, we are committed to nurturing a vibrant and supportive work environment that encompasses emotional, financial, and physical well-being, alongside engagement and recognition programs.

- **Sampark:** This series integrates virtual and unit level in-Person townhalls, serving as pillars of corporate communication. It allows leaders to share insights and strategies, aligning our workforce with a unified organisational vision.

- Sammaan and Swastha Programs:

- Sammaan: Recognises and celebrates high performance
- Swastha: Focuses on emotional well-being, offering personalized counselling services to support mental health.

- **Samruddhi Program:** Addresses financial well-being with innovative solutions like on-demand salary and emergency funds, promoting financial security and literacy.

- **Sportify:** Promotes physical health through diverse sporting activities and elite fitness packages, ensuring wellness is accessible to all employees.

- **Samvad:** The Employee Listening Program fosters open communication and feedback, enhancing retention and engagement.

- **Unit-specific Engagement Activities and Patient Engagement Initiatives:** These initiatives strengthen camaraderie among teams and prioritize patient satisfaction, elevating care standards and community relationships.

These initiatives underscore our commitment to holistic employee welfare, continual growth, and a supportive workplace culture at Narayana Health.

Learning & Development Agenda Snapshot - 2024

Building Digital Learning Infrastructure

Launch of Digital Learning Modules on EdSpark Learning Management System (LM).

Clinical Skills / Functional Capability Building Programs

Design and Implementation with internal SME's and External Partners
Digital Tools Adoption Training

Digital Tools Adoption Training

Sphere / ATHMA / ITSM / Fusion Platform Trainings

Service Excellence / HCCI Programs Implementation

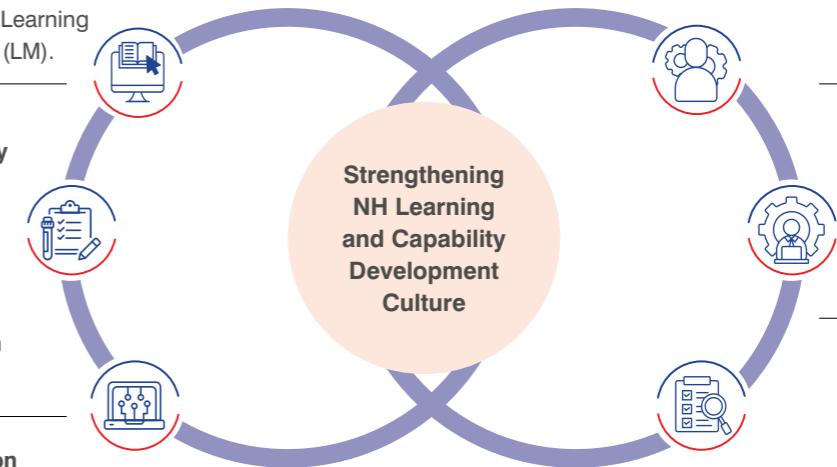
Coverage for Admin / Para and Nursing across NH Units

Nursing Capability Building Programs

Programs designed for Staffs, Supervisors and Managers

L&D Process standardisation and Digitisation

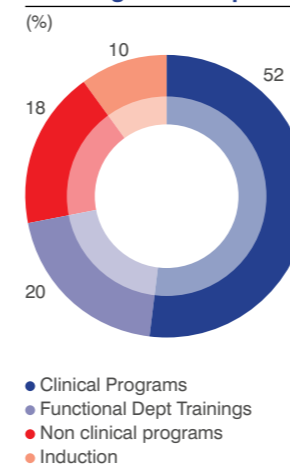
Digital Learning Records Creation, Induction / Functional Orientation and Audit process Standardisation



Clinical Learning Programs

Clinical learning programs constitute a significant portion, comprising 52% of our diverse training initiatives. We uphold rigorous audits across all functions to ensure ongoing evaluation of their effectiveness.

Learning & development-Overall Coverage



Breakdown of Clinical Programs

3919 Lab	9145 Infection Control	4387 cathlab	69 Endoscopy	1121 Physiotherapy
1885 Dialysis	2661 Nursing Critical Care	49914 Clinical Training	4387 OT	2153 Clinical Pharmacology
1448 Biomedical	3283 Quality	1111 CSSD	1477 Blood Bank	

At Narayana Health, our commitment to delivering exceptional patient experiences is unwavering, with a steadfast focus on satisfaction. Our associates are dedicated to ensuring every patient receives a delightful experience.

Through our meticulously crafted Service Excellence Training Programs, we empower our associates with essential skills and behaviours to consistently deliver outstanding service at every interaction point across the entire patient journey, both within our facilities and beyond.

Our Journey to Sustainability - The Narayana Health Story contd...



A Healthy Institution

At Narayana Health, our culture of innovation and governance is the cornerstone of our dedication to healthcare excellence. We are committed to pioneering advancements in medical care while upholding the highest standards of governance and regulatory compliance. This ethos fuels our relentless pursuit of innovation across clinical practices, patient care, and operational efficiencies.

Our robust governance framework ensures transparency, accountability, and adherence to global healthcare standards, fostering trust among our patients, partners, and stakeholders. This strong foundation enables us to achieve and maintain prestigious accreditations and certifications, reaffirming our leadership in delivering exceptional healthcare services. At Narayana Health, innovation and governance work hand in hand to empower our teams to continuously raise the bar in healthcare, providing our patients with unparalleled medical expertise and compassionate care.

Accreditation and Certification Achievements at Narayana Health

Narayana Health consistently meets rigorous national and international standards, as evidenced by our numerous esteemed accreditations and certifications:

<p>National Accreditation Board for Hospital and Healthcare Providers (NABH):</p> <p>We proudly hold NABH accreditation for 17 units. This recognition reflects our adherence to stringent quality and patient safety standards.</p>	<p>National Accreditation Board for Testing and Calibration Laboratories (NABL):</p> <p>13 of our units have achieved accreditation, affirming our proficiency in laboratory testing and calibration.</p>	<p>Joint Commission International (JCI):</p> <p>8 units have been accredited by JCI, a testament to our adherence to global best practices in healthcare quality and patient care.</p>
<p>Nursing Excellence Certification by NABH:</p> <p>Recognizing our commitment to nursing excellence, 16 units have received this prestigious certification.</p>	<p>College of American Pathologists (CAP) Accreditation:</p> <p>The Narayana Institute of Cardiac Sciences holds accreditation from CAP, highlighting our dedication to high-quality pathology and laboratory medicine.</p>	<p>Additionally, our adherence to the ISO 13485:2016 standard for Quality Management Systems for Medical Devices across all units further demonstrates our commitment to patient safety and quality outcomes.</p>

Accreditation Status – 2023-24

Unit	JCI		CAP	NABH	Nursing Excellence	NABL	ISO Medical Device (ISO13485)		ISO27001
	Enterprise	Units					Corporate	units	
Corporate Office	✓						✓		✓
SDC									✓
Health City Cayman Islands	✓	✓							
Narayana Institute of Cardiac Sciences, Bommasandra, Bengaluru	✓	✓	✓	✓	✓	✓			✓
Mazumdar Shaw Medical Center, Bommasandra, Bengaluru	✓	✓		✓	✓	✓			✓
Narayana Superspeciality Hospital, HSR, Bengaluru				✓	✓				
Narayana Multispeciality Hospital, Mysore				✓	✓				
Sahyadri Narayana Multispeciality Hospital, Shimoga				✓	✓	✓			
SRCC Children’s Hospital, Mumbai	✓	✓		✓	✓	✓			
Narayana Multispeciality Hospital, Ahmedabad				✓	✓	✓			
NH Rabindranath Tagore International Institute of Cardiac Sciences, Kolkata	✓	✓		✓	✓	✓			✓
Narayana Superspeciality Hospital, Howrah	✓	✓		✓		✓			✓
Narayana Superspeciality Hospital, Guwahati				✓	✓	✓			
Narayana Multispeciality Hospital, Barasat				✓		✓			
Brahmananda Narayana Multispecialty Hospital, Jamshedpur				✓	✓				
MMI Narayana Superspeciality Hospital, Raipur				✓	✓	✓			
Dharamshila Narayana Superspeciality Hospital, Delhi				✓	✓	✓			
Narayana Superspeciality Hospital, Gurugram	✓	✓		✓	✓	✓			✓
Shri Mata Vaishno Devi Narayana Superspeciality Hospital, Jammu				✓	✓				
NMH-Jaipur	✓	✓		✓	✓	✓			✓

Our commitment to excellence is not only affirmed through rigorous accreditations that recognise our adherence to the highest standards in patient care and safety but also celebrated through prestigious industry awards for our dedication to providing world-class healthcare services and our continuous efforts to innovate and improve.

Awards and Accolades: Celebrating Innovation and Excellence

Narayana Health has been at the forefront of pioneering innovative and responsible healthcare models. Our commitment to the highest standards of clinical care and community engagement has earned us recognition on numerous prestigious platforms. We are honoured to have been named the best hospital to work for and acknowledged for our impactful green initiatives, reflecting our dedication to sustainability alongside exceptional patient care.



CAHO-Environment Sustainability – Regional Winner - North Zone Award to SMVDNSH Katra



AHPI-Excellence in Hospital Operations (Non-Clinical)-SRCC Children's Hospital, Mumbai



CAHO-Fire & Life Safety Excellence Award- Narayana Institute of Cardiac Sciences, Bommasandra, Bengaluru



Healthcare Changemakers Awards 2024- Dharamshila Narayana Superspecialty Hospital, Delhi



Golden AIM Conference Awards 2024
Dr Sunil Bhat honored with the title of most trusted Paediatric Hematologist & BMT specialist held at Bengaluru



CM Awards for Excellence in Healthcare- NICS Bengaluru & SRCC Children's Hospital Mumbai awards by the honorable former chief minister of Odisha, Shri Naveen Patnaik under Biju Swasthya Kalyan Yojna



Excellence in Business Responsibility and Sustainability Report: The Sustainability Standard Reporting Board of The Institute of Chartered Accountants of India (ICAI) awarded gold award to Narayana Health.



The Disruptor Best Human Experience Management award delivered to NH in : recognition of constant endeavour to deliver engaging and individualized experiences at 17th edition of the SAP Achievement in Customer Excellence (ACE) 2023



Excellence in Patient Safety & Special Contribution to Assam & Northeast: NSH Guwahati has been awarded for Year 2023, Special contribution to Assam and Northeast in Healthcare and Excellence in Patient Safety by News18









The Dhavantari Samman 2023: received by MMI Narayana Superspecialty Hospital Raipur. Award ceremony organized by IBC24 and presented by Mr. Kapil Dev, the former captain of the Indian Cricket team

Sustainability Highlights







Social



-  Women constitute **60%** of our workforce
-  Invested **3,92,000+** manhours in including upskilling Training & Development
-  Narayana Institute of Cardiac Sciences, Bengaluru won the Fire & Life Safety Excellence award from the Consortium of Accredited Health Care Organisation (CAHO)
-  Supported six UN DSG's through our social impact investments via health and education
-  **INR 75 Crore+** discount towards subsidised Cardiac Surgeries, BMT and support to under privileged patients
-  **7,000+** students benefitted through feeding & sanitation programs




Environmental



-  Reduction of carbon footprint by **21,182 tons**
-  Sourced **28%** of electricity from renewable energy sources
-  Wastewater from hospitals treated in onsite wastewater treatment plants & reused in the hospitals for suitable non-contact purposes like flushing, gardening, etc.
-  **100%** Segregation of waste at point of generation & safe disposal to authorised vendors
-  Presence of a comprehensive Environmental Management System (EMS) across all our hospitals & facilities
-  SMVDNSH Katra won Environment Sustainability award from the Consortium of Accredited Health Care Organisation (CAHO)
- 50%** reduction in paper usage through digital initiatives

Governance



-  Board Stakeholder Relationship Committee to oversee ESG Performance
-  Deployed ESG Committees at a corporate and unit level to implement ESG activities across NH
-  Cross-functional ESG committee members under the direct purview of the ESG Committee chairman.
-  A 5-layer Clinical Governance Framework that aligns the board, governance, clinical team, quality department, audit team and front-line staff to ensure highest safety standards
-  Dedicated ESG policy capturing the organisation's position and responsibilities related to Environmental Conservation, OHS, & Community Health & Safety practices



Narayana Hrudayalaya Limited

CIN: L85110KA2000PLC027497
258/A, Bommasandra Industrial Area, Anekal
Taluk, Bengaluru-560 099
www.narayanahealth.org