

Apollo Hospitals Enterprise Limited

Investor Presentation

June 2023

Key Highlights



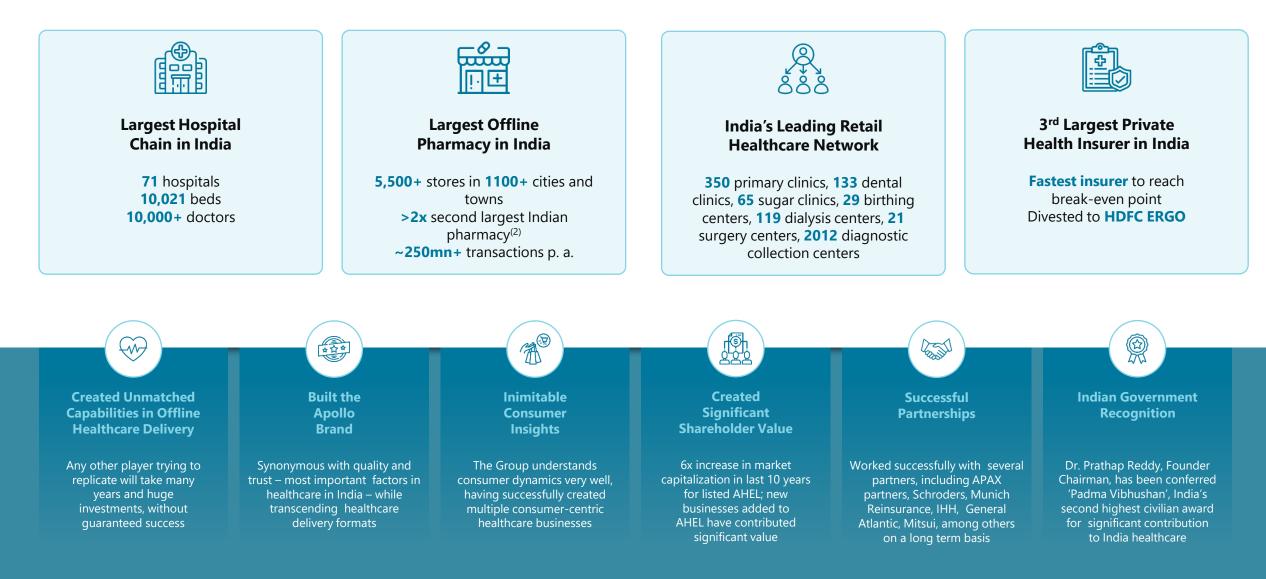




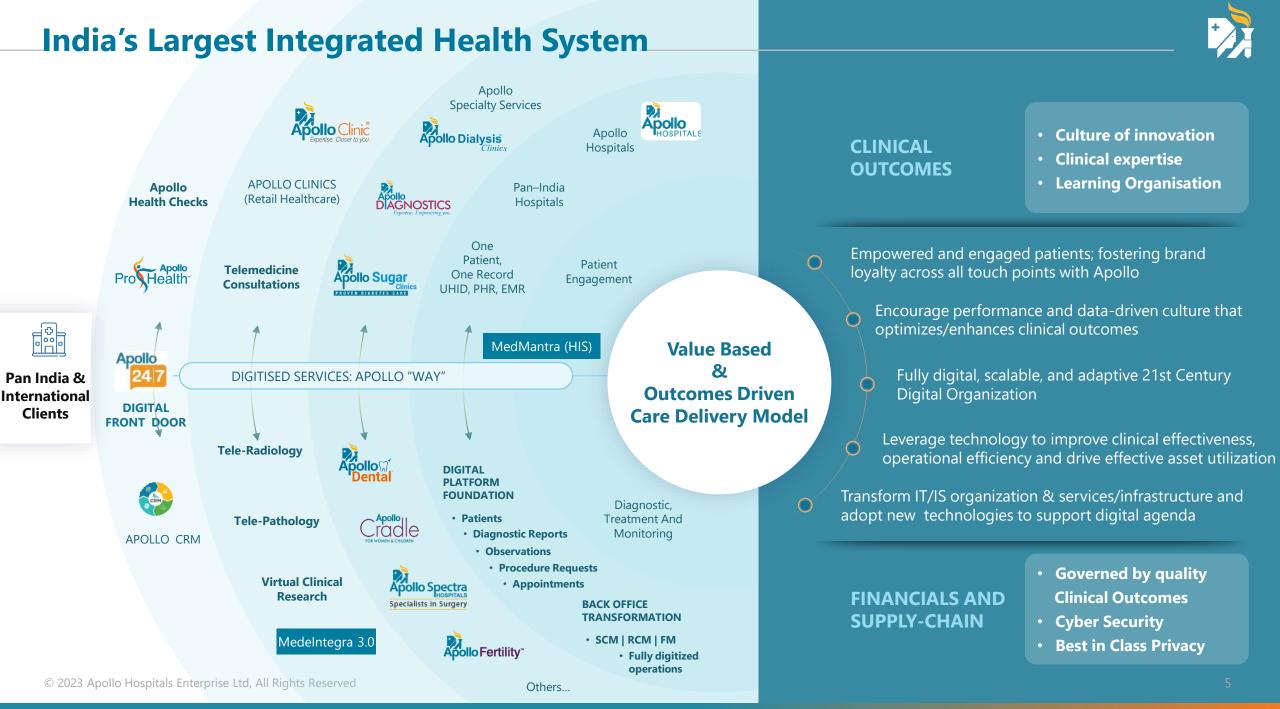


Transforming Healthcare delivery In India : Over 35 Years of legacy





2 By number of stores.

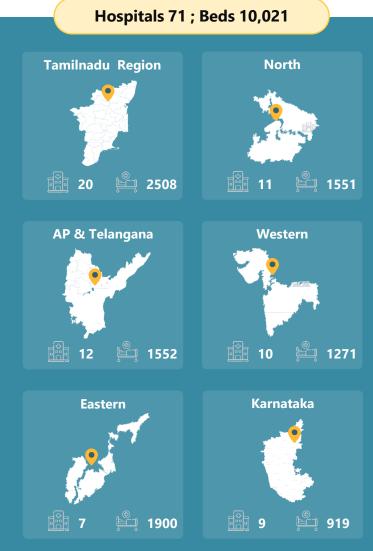


Largest Pan-India Hospital Chain



	Hospitals	Capacity Beds	Operational beds
AHEL [*] (a+b)	71	10,021	9,325
Owned Sub & JVs	43	8,494	7,798
Managed Hospitals	6	951	951
Total (a)	49	9,445	8,749
AHLL [#] (b)	22	576	576

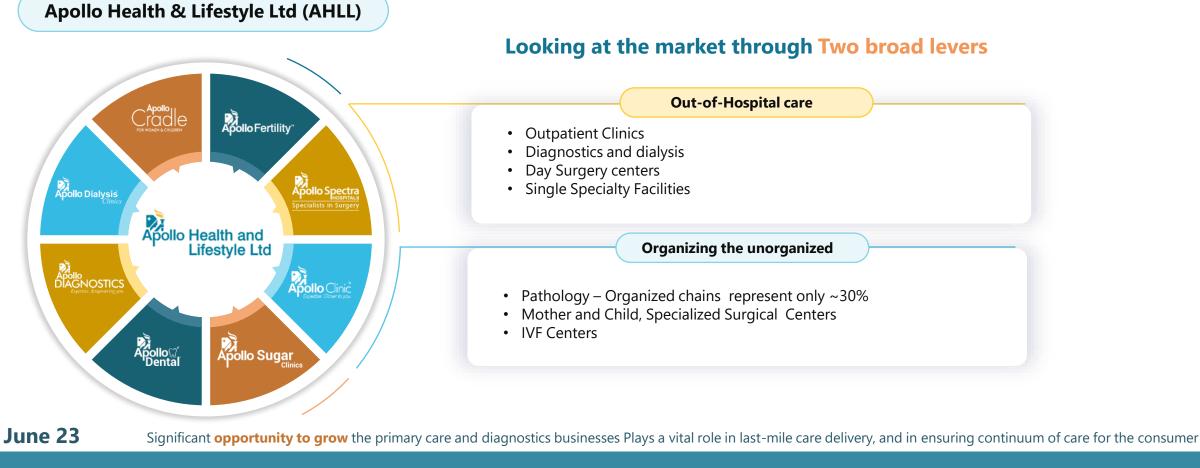
* Apollo Hospitals Enterprise Limited (Hospitals) . # Apollo Health and Life Style (Retail Healthcare Formats)



Not included above:-Kerala (1 Managed Hospital with 300 beds); Outside India (1 Managed Hospital with 20 beds).

Transforming Retail Health through access and convenience



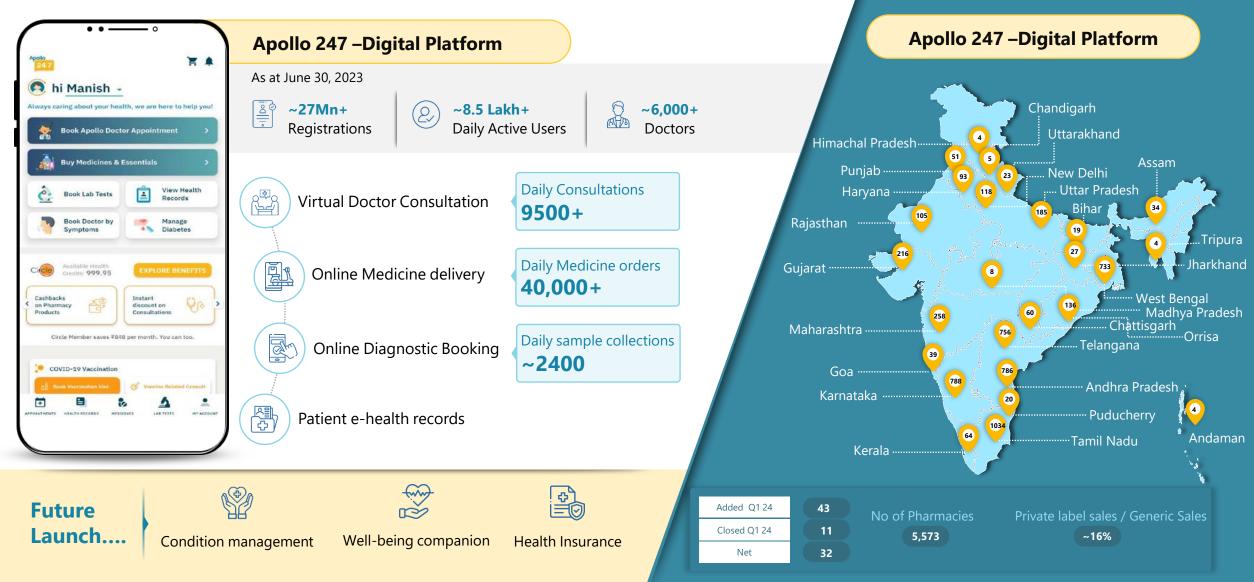


350 65 133 29 21 2,012 119 2,729 **Primary Clinics Sugar Clinics Dental Clinics Birthing Centers**¹ Spectra¹ **Diagnostics** Dialysis No of Care Sites

1Includes BOMA (2 BOMA in Birthing Centers (Cradle & IVF) 10 BOMA in Spectra)

Largest Omni-Channel Digital Health Offering

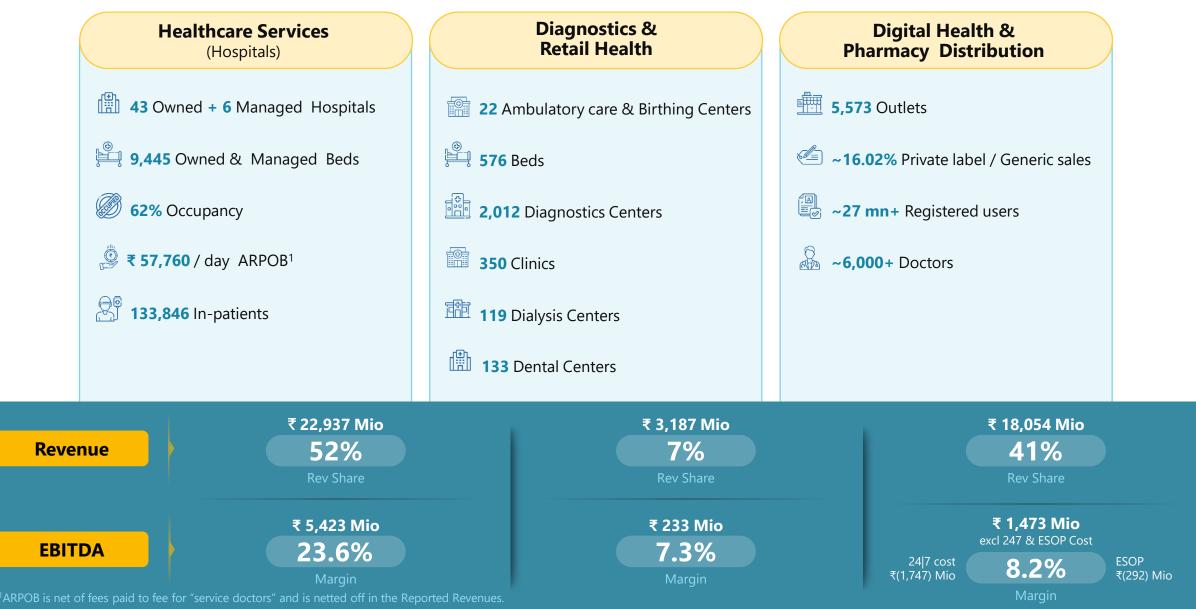
Apollo HealthCo Ltd (AHL)



$\ensuremath{\mathbb{C}}$ 2023 Apollo Hospitals Enterprise Ltd, All Rights Reserved

Highlights Q1FY24









Clinical pioneers bringing in tectonic shifts in the healthcare industry







Among the first to adopt robotic precision in minimally invasive surgery

Remote Healthcare

Providing access to quality healthcare for underserved, both in Urban and Rural geographies in India & Abroad

	Ø	
3,37,222	2,80,305	67,175
Tele-consults	Fundus Checks	Tele-Radiology Reads

Predictive	Diagnostics and Healthcare	using Al		
AICOVID	• AICOPD			
5K+ Patients Data 6 Centers 96% Accuracy Over 10K+ Patients Prospective Use	800K+ Patients Data 4 Centers 92% Accuracy Ongoing Use	50K+ Patients Data 9 Centers 87% Accuracy 150K+ Patients Prospective Use		
	Deployed Clinical Al Algorithms			
Apollo EARS	AILF	Prediabetes Al		
200K+ Patients Data 20 Centers	17K+ Patients Data 4 Centers	60K+ Patients Data 12 Centers		
87% Accuracy Ongoing Use	86% Accuracy Ongoing Use	88% Accuracy Ongoing Use		

Software as Medical Device – ISO 13485 : 2016 – MD 763515 – First Hospital Based AI Systems to be Certified

Partnership with.....

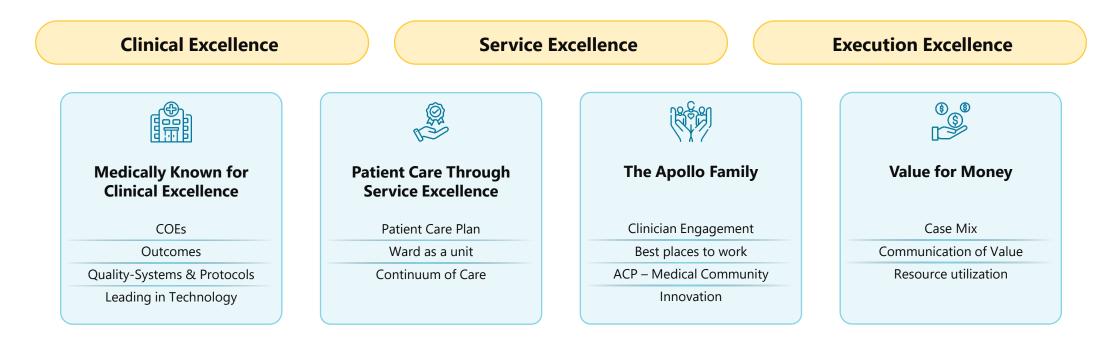
Microsoft to develop and deploy new AI and machine learning models to predict patient risk for heart disease

Google India to launch 'Symptom Search'.

We have worked on the Design, Development of AI based Application Programming Interface for providing information by means of Clinical Decision Support for Cardiovascular, Prediabetes and Diabetes, Liver Fibrosis, Empirical Antibiotic Recommendation and acute exacerbation of COPD & Asthma

Patient First Mindset





Volumes			enue	Costs		
		Mar	gins			
	How we Work?		What we Believe in?			
AOP & Tool Kits	Team Spirit F	ocus on the Community	Preventive Healthcare	Life is Price	eless Research & Innovatio	on
Fact Based D	Data – Led Discussions	100% Delivery	Continuous Learning & D	evelopment	Respect, Reward & Recognition	on

World Class Outcomes driven by Systems and Protocols



Apollo Hospitals Group aims at establishing the highest standards of clinical care and patient safety for all its hospitals irrespective of their location or size.

Apollo Quality Program

 \bigcirc

చిస్తారు గ్రా Multifaceted program measuring, compliance on Safety across various hospital interactions, Surgical safety, Medication safety, and the safety goals as per JCI, as well as patient satisfaction achieved by a highly empathetic service delivery system to create – TLC moments **1000+ Service Standards** Yearly training and certification

360° Service Excellence

Apollo Clinical Excellence

Is a clinically balanced scorecard tracking complication rates, mortality rates, one-year survival rates and ALOS after major surgery and across Apollo CoE's benchmarked against the most appropriate indicator with the best-in-class indicator. **50 Indicators** selected, updated on

Apollo Nursing Excellence

Patient care and outcomes measured for

NCBI and British Journal of Anaesthesia.

effectiveness and quality of nursing services

across all units, benchmarked against appropriate

best-in-class reference units such as JCI, NABH,

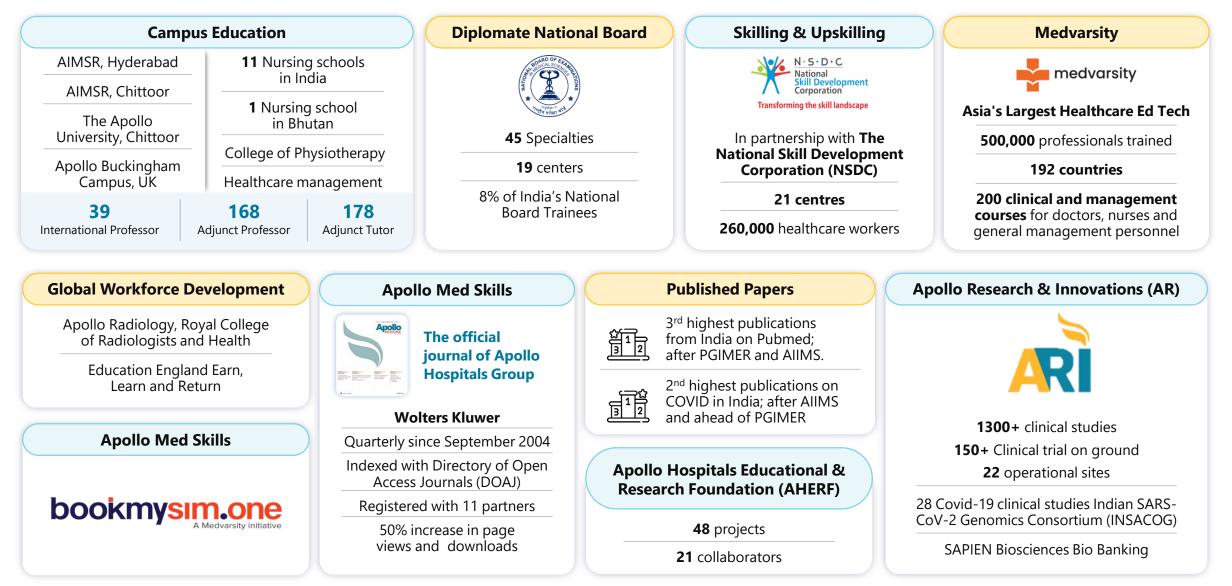


Apollo Mortality Review

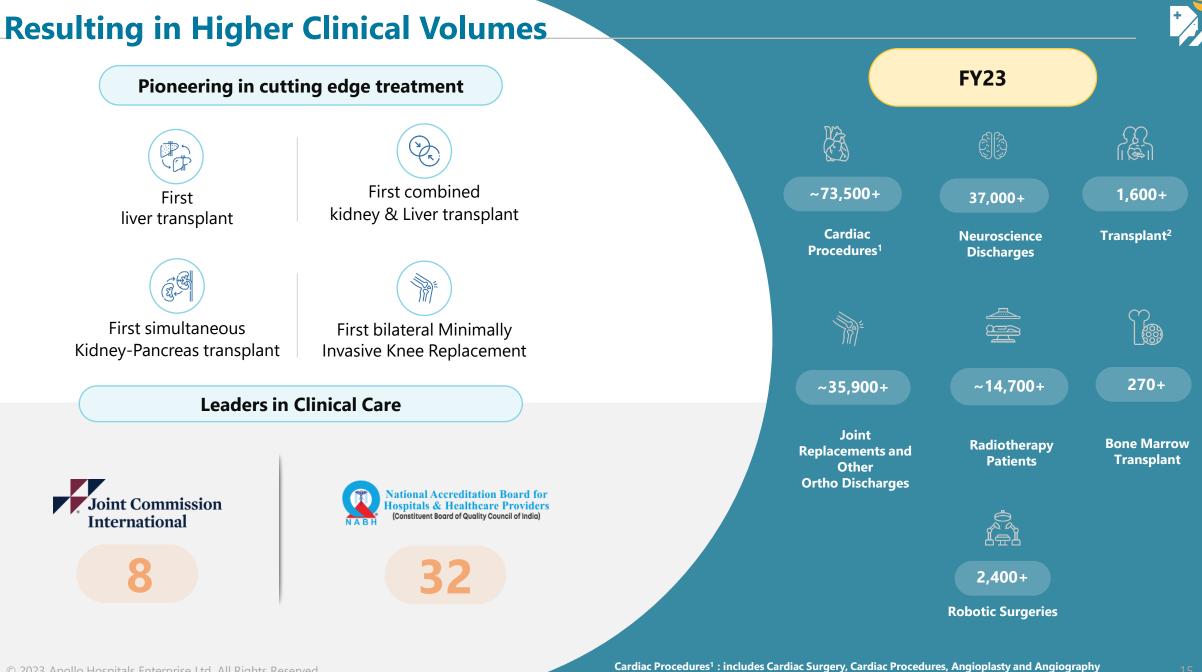
The mortality review in all Apollo Hospital units is standardized with trigger criteria, checklists, peer review processes and mortality meeting formats. Formal, structured review of deaths is conducted.

Expertise driven by Academics & Research





AIMSR: Apollo Institute of Medical Sciences and Research | AIIMS: All India Institute of Medical Sciences | PGIMER: Post Graduate Institute of Medical Education & Research

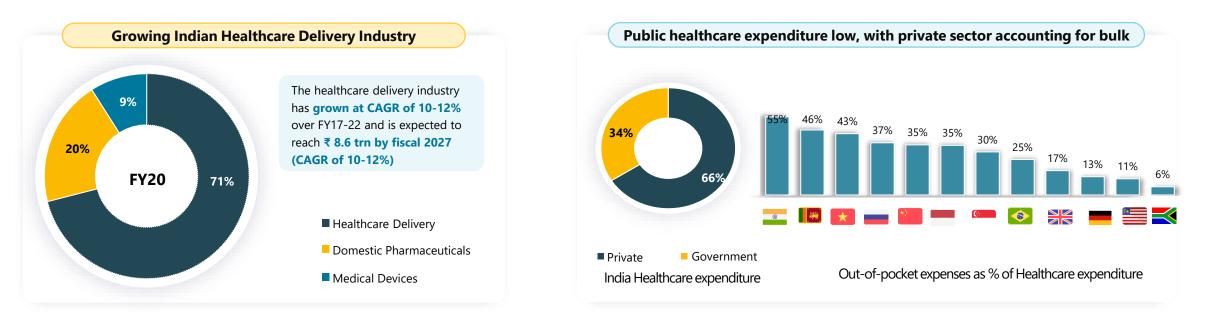


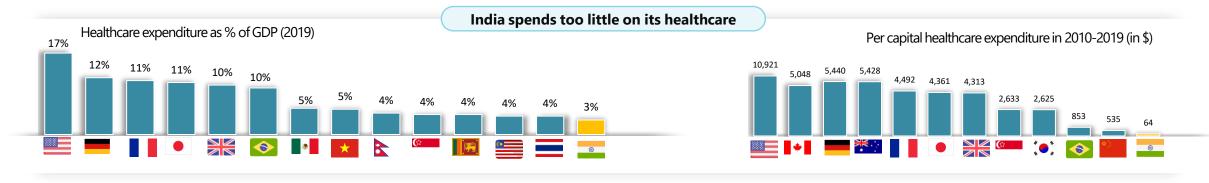




Hugely Under-Penetrated Market with Attractive Dynamics

Private sector players are well-positioned to leverage opportunity given low contribution of government spending





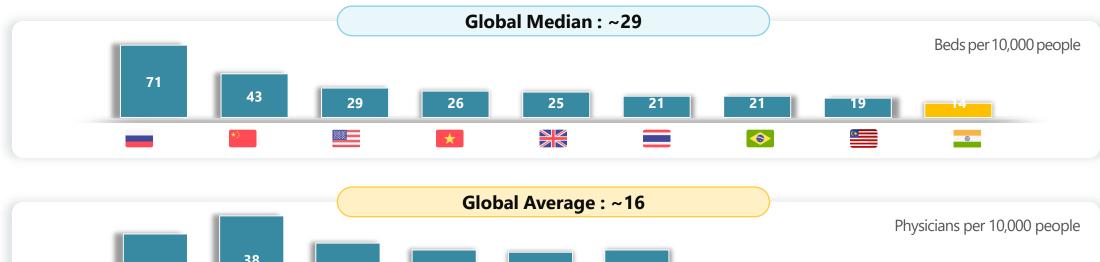
Source: CRISIL research Jan 23

Note: Healthcare expenditure data as of 2019; Per-capita data at an international dollar rate, adjusted for purchasing-power parity from CRISIL Research Sep 22

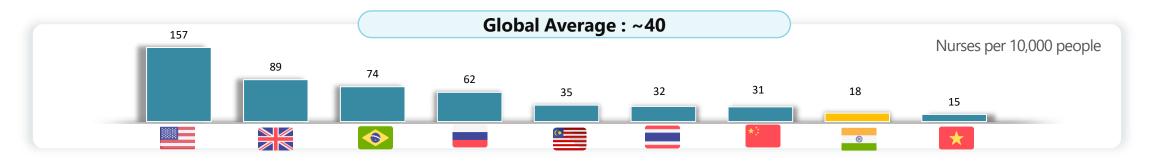
Infrastructure lag provides strong growth tailwinds



India lags other developed and emerging economies in healthcare infrastructure



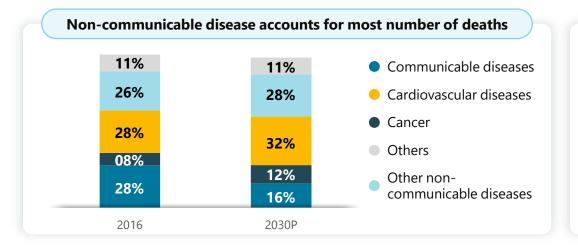


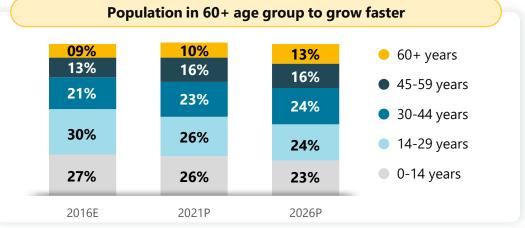


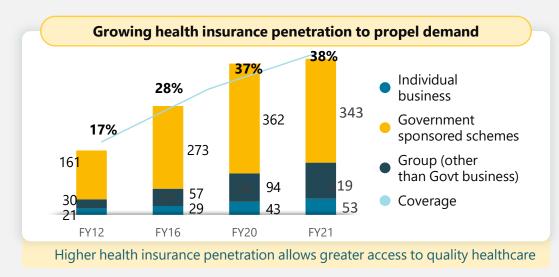
Source: CRISIL Research Jan 2023 | India Bed Density is estimated by CRISIL Research;

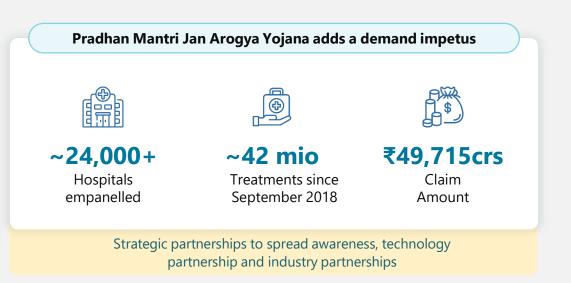
Rapid Demand Growth Driven by

Demographic shifts, Changing consumption patterns, increasing affordability and favorable regulatory environment









Source: CRISIL research Jan 2023

"Heal in India" Global hub for medical and wellness tourism







The medical tourism market valued **at USD 6 billion in 2020** fiscal year is expected to **double by 2026**



Growth in medical tourism expected primarily due to (i) Technologically advanced hospitals (ii) highly skilled doctors; (iii) lower cost of treatment and (iv) e-medical visas (v) holistic wellness - traditional healthcare therapies (Ayurveda & Yoga) combined with allopathic treatments

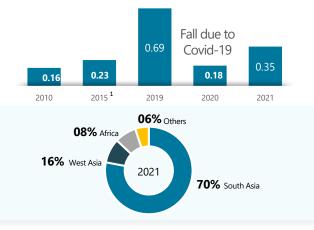
尺	Å

Treatments mostly sought after in India are **high end treatments pertaining to complex ailments** like heart surgery, knee implant, cosmetic surgery and dental care, due to the **low costs of treatments** in India

Medical treatment cost in India
+
Travel Costs to India
= 1/10
\$ Treatment Cost in US

Source: CRISIL research Jan 2023 Note: ¹ Includes medical visa and medical attendant visa

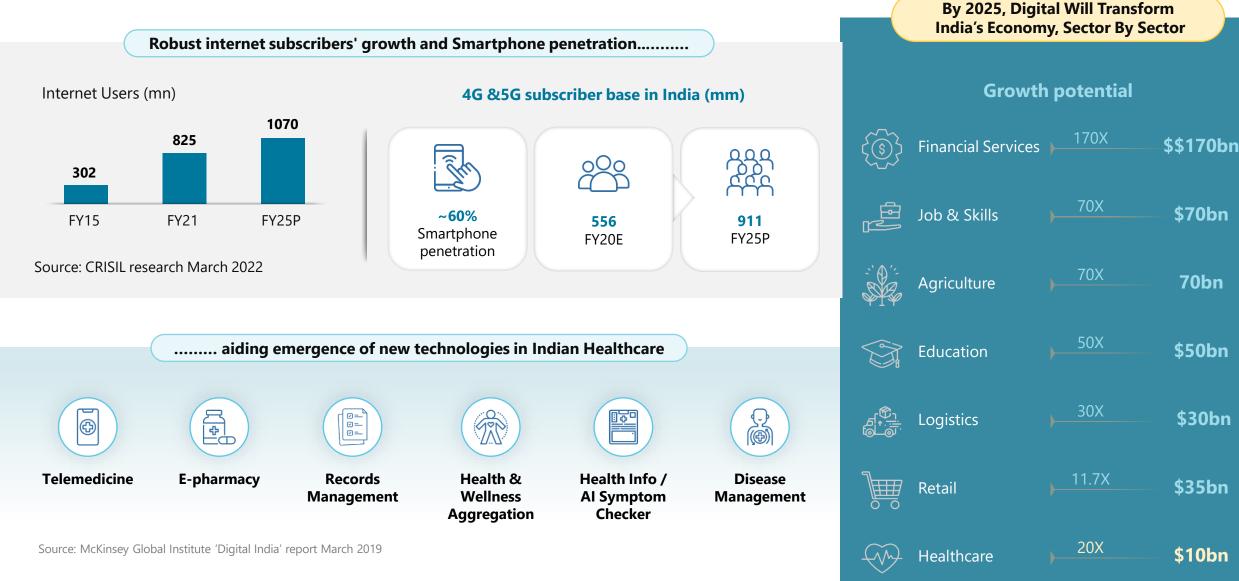
India is fast emerging as a major medical tourist destination



Ailments (US\$)	US	Korea	Singapore	Thailand	India
Hip replacement	50,000	14,120	12,000	7,879	7,000
Knee Replacement	50,000	19,800	13,000	12,297	6,200
Heart bypass	144,000	28,900	18,500	15,121	5,200
Angioplasty	57,000	15,200	13,000	3,788	3,300
Heart valve replacement	170,000	43,500	12,500	21,212	5,500
Dental implant	2,800	4,200	1,500	3,636	1,000

Increasing Digital Adoption will transform every sector including Healthcare

Data driven revolution in the country has led to a generation of digitally inclined consumer

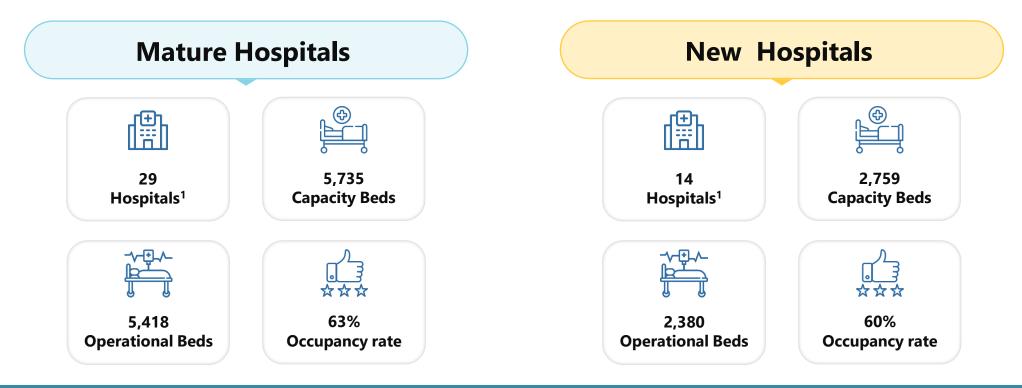






Optimize Hospital Occupancy through Enhanced COE focus and Payor mix







Note: Data as of June 30, 2023; Internally company classifies any hospital commissioned prior to 12 years as mature hospital; ¹ Corresponds to owned, Subs & Jvs hospitals only

Focused on Diagnostics & Primary Care as the Next Growth Vector



Primary Care

Focus on taking Healthcare Closer to Communities

Network expansion via various formats (varying by location) to bring quality healthcare services closer to communities and large residential settlements

Grow Condition Management, Concierge Services and Specialty Services eg. Sugar and Dental

Enhance service offerings and expand synergies with the Group - Building in Continuum of Care models

Diagnostics

Aim for Enhancing Market Share and complete pan-India expansion

Market Saturation – Market share consolidation in existing markets and expansion in high potential metro markets via organic/inorganic routes

Full Stack Digital Player – Apollo 24|7 as a partner – Build digital capabilities and ensure seamless integration to adapt with changing consumer preferences for on-tap services

Full Spectrum Pathology – Expand technical capabilities and offer next-gen pathology services

Specialty Care

Sustained growth with synergies to Apollo Ecosystem

Cradle: Expansion in key markets across select metros to consolidate market share; Focus on building deeper capabilities for advanced pediatrics and comprehensive women's health

Spectra: Dedicated CoEs for specialties like Urology, Laser aided surgery, Pain Management, Bariatrics; Enhancing the digital customer acquisition model via adoption of comprehensive CRM modules; Improve OT Utilization ; Standardized Clinical Protocol

Fertility: Implement international standard protocols, strong audits, benchmarked outcomes and clinically relevant technology. Expand through unique doctor engagement model which ensures long term association and viability in metros/tier 1 locations

Dialysis: SIS - H (Shop-in-Shop Hospitals) Models in Non-Apollo hospitals; Growth via PPP engagements.

HealthCo : Building Scale through Customer Centricity



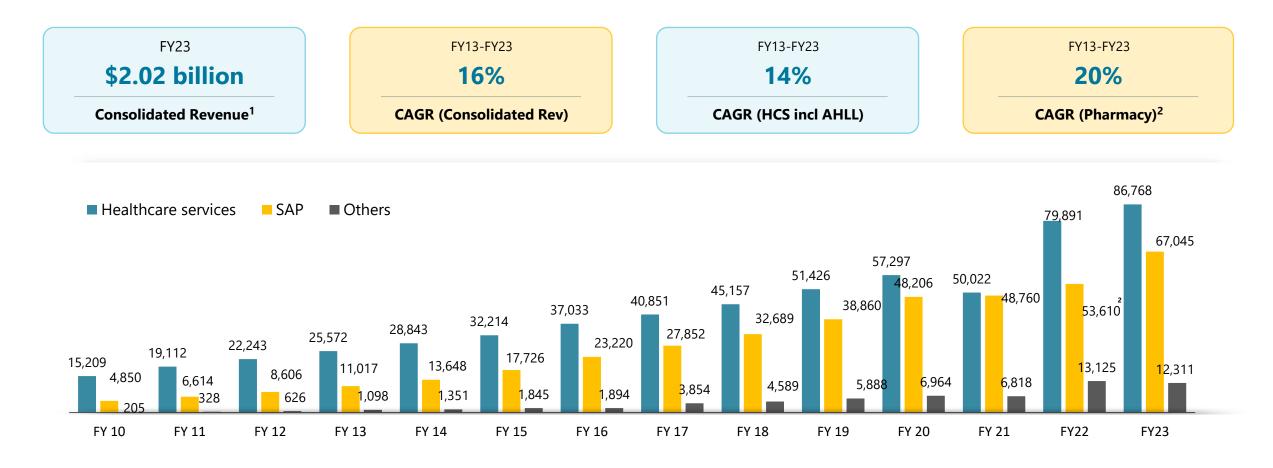
	Monetizing PHR analytics and CIE	 Clinical Intelligence Engine (CIE) to empower doctors deliver better care and patients to access on-demand care Patient Health Records (PHR) to enable continuum of care; one of world's largest PHR systems with 80mn+ patient records
	Revenue Growth	 Build Pharma AOV driving categories for specialty drugs, Private label Increase # of SKUs through bundling, personalized recommendation engine Building scalable solutions to help chronic users (8-10 Mn) Corporate programs through seamless value proposition
Apollo 247	Customer Centr	 • Extensive market research focused on customer requirements (e.g., launch of doctor connect model • First time right experience driven by ease of booking • Industry leading delivery experience: 2 hours pharma delivery; 15 min doctor consults, 6 hours TAT for diagnostic reports
	Cost Optimization	 Leverage scale and bring cost efficiencies; Reduce supply chain costs through efficient order allocation Build LTV; rationalize discounts, build price perception Milk more cross pollination
	Leveraging on brand trust	India's most trusted healthcare services brand , known for clinical excellence and cutting-edge innovation





Strong Growth in Revenues across Businesses

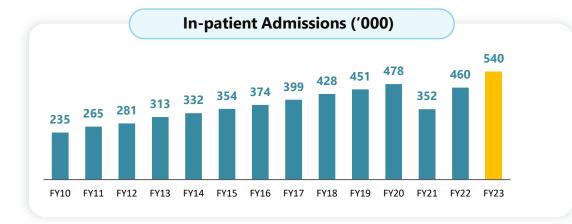


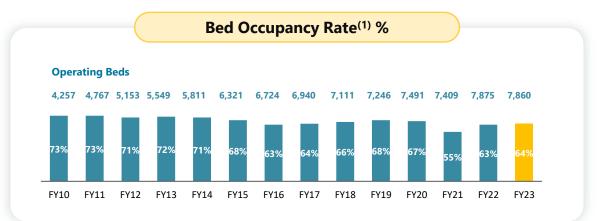


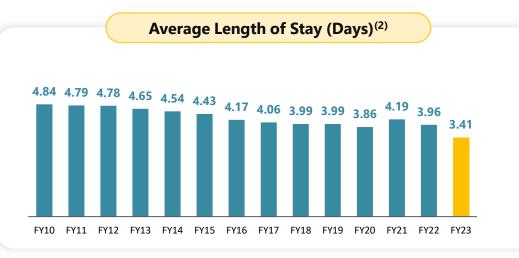
Total Consolidated Revenues (1) (₹Mn) | Revenue is net of fees paid to fee-for-service consultants in Hospitals | Revenues of Delhi is not consolidated under Ind AS due to joint control Others segment above includes AHLL & Apollo Munich till FY15 and post that only AHLL as Apollo Munich is not consolidated.

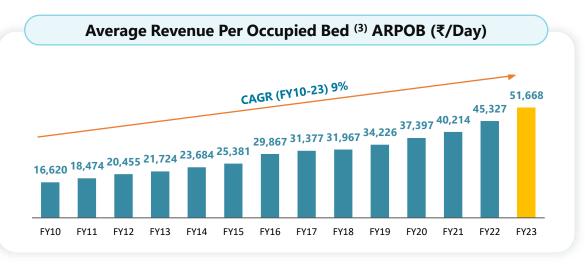
Source: Company audited financials | ² Pharmacy Distribution :- HealthCo from 16th March 2022 | AHLL :- Apollo Health & Lifestyle Ltd

.....Aided by Strong Operating Metrics









Note: All operating data for owned hospitals.

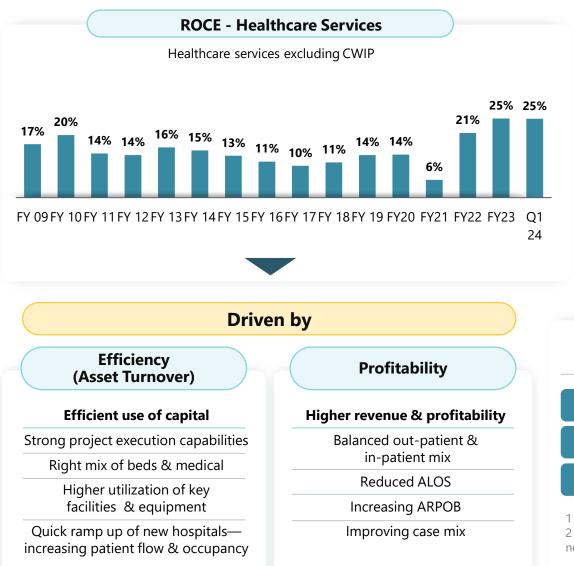
(1) Bed Occupancy Rate: Total Occupied Bed Days/Total Operating Bed Days. Represents % of available hospital beds occupied by patients.

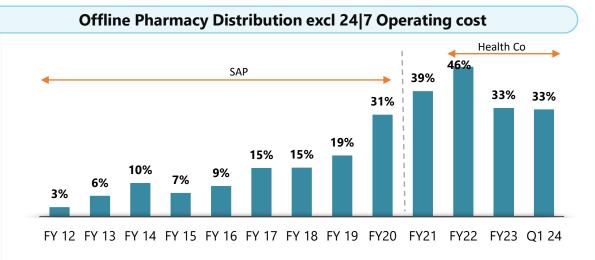
(2) ALOS represents average number of days patients stay in our hospitals.

(3) ARPOB (Net of doctor fees): Total Hospital Revenue/Patient Days (Total Occupancy in Numbers (Average Daily Census) x No of days).

Source: Company MIS reports

....and Healthy Return on Capital Employed





excludes 24/7 operating cost from FY21

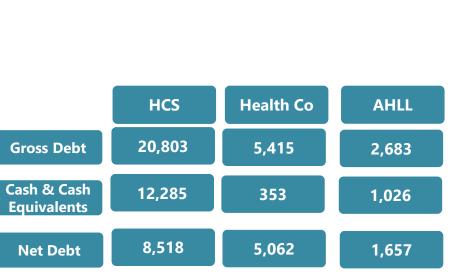
	ROCE - Consolidated	
Segment	Capital employed	ROCE
HCS (excl CWIP)	₹67,192	25.1%
Pharmacy Distribution ¹	₹16,434	32.9%
AHEL Consolidated ²	₹80,967	16.9%

1 ROCE = EBIT of Offline Pharmacy Distribution / Capital Employed of Offline Pharmacy Distribution 2 Includes Capital Employed of : AHLL ₹2,047 mio & Apollo 24|7 (₹4,706) mio ; Excludes CWIP ₹ 6,355 mio (towards new projects under development)

As on June2023

Consolidated Financials Q1FY24

₹ Mio		Healthcare Services	Diagnostics & Retail Health	Digital Health & Pharmacy Distribution	Consol
	Total Revenues	22,937	3,187	18,054	44,178
	EBITDA (Pre 24 7 Cost)	5,423	233	1,473	7,129
	margin (%)	23.6%	7.3%	8.2 %	16.1%
	24/7 Operating Cost			-1,747	-1,747
	ESOP(Non Cash expense)			-292	-292
045224	EBITDA	5,423	233	-566	5,090
Q1FY24	margin (%)	23.6 %	7.3%	-	11.5%
	EBIT	4,211	-103	-687	3,421
	margin (%)	18.4%	-	-	7.7%
	PBT	3,729	-205	-825	2,700
	margin (%)	16.3%	-	-	6.1%
	PAT (Reported)	2,639	-147	-826	1,666
	Total Revenues	20,234	2,930	14,792	37,956
	EBITDA (Pre 24 7 Cost)	4,844	294	1,181	6,319
	margin (%)	23.9%	10.0%	8.0%	16.6%
	24/7 Operating Cost	20.070	10.070	-1,412	-1,412
	ESOP(Non Cash expense)			0	0
	EBITDA	4,844	294	-230	4,907
Q1FY23	margin (%)	23.9%	10.0%	-	12.9%
	EBIT	3,706	60	-336	3,430
	margin (%)	18.3%	2.0%	-	9.0%
	PBT	3,132	-89	-500	2,543
	margin (%)	15.5%	-	-	6.7%
	PAT (Normalized for exceptional charge / write back)1	2,224	-59	-460	1,705
YOY Growth					
Revenue		13%	9%	22%	16%
EBITDA (Pre 24	7 Cost)	12%	-21%	25%	13%



Includes investments in liquid funds and FDs of ₹ 8,859 mio

Q1FY23¹ :**Consol Reported PAT of ₹ 3,171mio** after accounting for one-off Deferred Tax reversal on migration to lower tax regime of ₹1,466 mio;

(₹ mio)

Consolidated Healthcare Services Performance Q1FY24



(₹ mio)

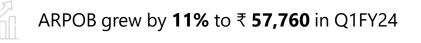
₹ Mio		Healthcare Serv Group (Mature)	Healthcare Serv Group (New & Others)	Healthcare Serv Group
	No of Hospitals	29	14	43
	Operating beds	5418	2380	7798
	Occupancy	63%	60%	62%
	Revenue	15,845	7,092	22,937
	EBITDA	4,242	1,181	5,423
Q1FY24	margin (%)	26.8%	16.7%	23.6%
	EBIT	3,504	706	4,210
	margin (%)	22.1%	10.0%	18.4%
	PBT			3,729
	PAT			2,639
	Margin			11.5%
	No of Hospitals	29	15	44
	Operating beds	5443	2421	7,864
	Occupancy	62%	55%	60%
	Revenue	14,466	5,768	20,234
	EBITDA	3,822	1,022	4,844
Q1FY23	margin (%)	26.4%	17.7%	23.9%
	EBIT	3,157	549	3,705
	margin (%)	21.8%	9.5%	18.3%
	PBT			3,132
	РАТ			2,224
	margin (%)			11.0%
Revenue Growth		10%	23%	13%
EBITDA (Post Ind AS 1	16) Growth	11%	16%	12%

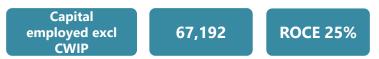
HCS Revenue grew by 13% (Volume growth 6%, price and case mix of 7%) and EBITDA grew by 12% in Q1FY24.

Self pay and insurance revenue grew over 20% vs. Q1FY23

Overall Surgical mix at 68% of IP Revenues – higher growth in Q1 aided by CONGO specialties.

CONGO - Cardiac, Onco, Neuro, Nephro, Gastro and Ortho contributes to 63% of Hospital Revenues – and continue to be our focus areas for growth





*CWIP of ₹ 6,355 mio towards new projects under development

Region wise Operational Parameters

	Total ⁽⁶⁾			Tamilnadu Region (Chennai & others) ⁽¹⁾			AP, Telengana Region (Hyderabad & others) ⁽²⁾		
Particulars	Q1 FY 23	Q1 FY 24	yoy (%)	Q1 FY 23	Q1 FY 24	yoy (%)	Q1 FY 23	Q1 FY 24	yoy (%)
No. of Operating beds	7,864	7,798		2,156	2,088		1,297	1,270	
Inpatient volume	126,511	133,846	5.8%	33,952	35,246	3.8%	17,675	18,529	4.8%
Outpatient volume(7)	462,633	458,694	-0.9%	146,628	135,311	-7.7%	43,563	48,383	11.1%
Inpatient ALOS (days)	3.38	3.27		3.24	3.15		3.53	3.38	
Bed Occupancy Rate (%)	60%	62%		56%	58%		53%	54%	
Inpatient revenue (₹ mio)	NA	NA		5,333	6,100	14.4%	2,642	2,933	11.0%
Outpatient revenue (₹ mio)	NA	NA		1,811	1,979	9.3%	510	596	16.7%
ARPOB (₹ /day)(8)	51,999	57,760	11.1%	64,850	72,884	12.4%	50,528	56,279	11.4%
Total Net Revenue (₹ mio)(6)	NA	NA		7,144	8,079	13.1%	3,152	3,529	12.0%

O1FY24 ARPOB in Metro cities at ₹ **69,092** and Non Metro cities is at ₹ **40,612**. Blended ARPOB ₹ **57,760**

		Karnataka Region (Bangalore & others) ⁽³⁾		Others ⁽⁴⁾			Significant Subs/JVs/associates		
Particulars	Q1 FY 23	Q1 FY 24	yoy (%)	Q1 FY 23	Q1 FY 24	yoy (%)	Q1 FY 23	Q1 FY 24	yoy (%)
No. of Operating beds	761	756		1,132	1,153		2,518	2,531	
Inpatient volume	14,163	15,093	6.6%	18,697	18,896	1.1%	42,024	46,082	9.7%
Outpatient volume(7)	45,296	47,663	5.2%	51,498	43,128	-16.3%	175,648	184,209	4.9%
Inpatient ALOS (days)	2.97	2.80		3.45	3.29		3.52	3.48	
Bed Occupancy Rate (%)	61%	61%		63%	59%		65%	70%	
Inpatient revenue (₹ mio)	1,873	2,260	20.7%	1,899	2,161	13.8%	5,668	6,878	21.4%
Outpatient revenue (₹ mio)	367	413	12.4%	386	385	-0.2%	1,427	1.668	16.8%
ARPOB (₹ /day)(8)	53,178	63,187	18.8%	35,386	41,010	15.9%	47,924	53,360	11.3%
Total Net Revenue (₹ mio)(6)	2,241	2,673	19.3%	2,285	2,546	11.4%	7 <i>,</i> 095	8,546	20.5%

ARPOB is net of fees paid to fee for "service doctors" and is netted off in the Reported Revenues.

Notes:

(1) Tamilnadu region includes Chennai hospitals, Madurai, Karur, Karaikudi, Trichy & Nellore.

(2) AP, Telangana Region includes Hyderabad, Karimnagar, Vizag old, Vizag new & Kakinada.

(3) Karnataka region includes Bangalore, Mysore, Jayanagar & Malleswaram.

(4) Others include Bhubaneswar, Bilaspur, Nashik & Navi Mumbai.

(5) Significant Hospital JVs/Subs/Associates are -Ahmedabad, Kolkata, Delhi, Indore, Assam & Lucknow (full revenues shown in table above).

(6) Revenues under the head "Total" have not been provided as Consolidated actual results will differ from total due to proportionate consolidation.

(7) Outpatient volume represents New Registrations only.

(8) Revenues under Ind AS have been grossed up for Fixed fee Doctors & considered separately as operating cost. This was earlier being netted off from Revenues under Indian GAAP. ARPOB excludes Vaccination Revenue

AHLL Financial Performance Q1FY24

•

(₹ mio)

Q1 FY24	Clinics	Diagnostics	Sugar	Dental	Dialysis	Cradles (IP)	IVF	Spectra (IP)
Network	350	2,012	65	133	119	10	17	11
Footfalls/Day*	2,258	14,106	472	223	1,850	46	39	72
Gross ARPP (Rs.)*	2,060	744	3,035	6,208	1,618	106,989	37,047	105,941

Q1 FY24 vs Q1	Q1 FY24 vs Q1 FY23		Primary Care	Specialty Care	Corporate	Intra Group	AHLL (Consol)	
	Q1 FY24	1,075	847	1,430	0	-164	3,187	
Gross Revenue	Q1 FY23	815	851	1,397	0	-133	2,930	
	Q1 vs Q1	32%	0%	2%			9%	
		1	1					
EBITDA	Q1 FY24	75	103	206	-152	0	233	
LBITDA	Q1 FY23	39	135	215	-96	0	294	
EBITDA Margin	Q1 FY24	7%	12%	14%	-	0%	7%	
EDITDA Margin	Q1 FY23	5%	16%	15%	-	0%	10%	
	Q1 FY24	44	37	-29	-155	0	-103	
EBIT				-		-		
	Q1 FY23	10	71	77	-99	0	60	
	Q1 FY24	36	7	-88	-169	0	-214	
РАТ	Q1 FY23	2	39	-20	-108	0	-87	

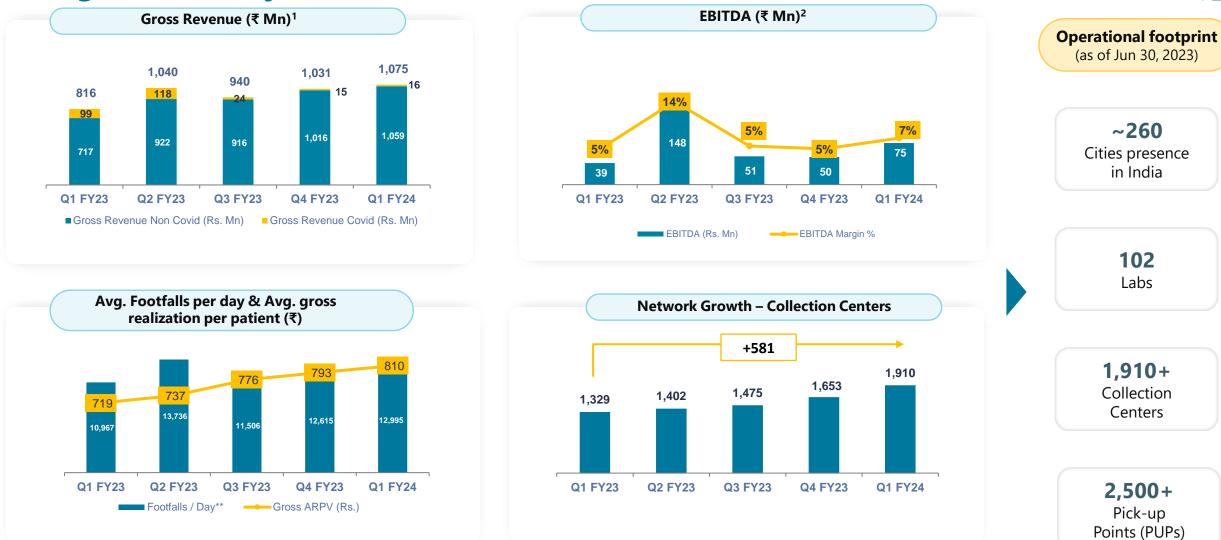
AHLL Core Revenues (excluding Covid Vaccination, Covid Testing and Isolation Centre Revenues which were one-off revenues during Q1FY23) grew by 19% YoY in Q1 FY 24.

Non-Covid Diagnostics revenue (excluding Covid Testing) grew by 48% YoY in Q1 FY24.

Core Revenues of **Primary Care grew by 23%**

* Footfalls and ARPP for diagnostics represent outpatient / external business and for Cradle and Spectra it represents Inpatient volumes. Primary care includes Clinics, Sugar, Dental and Dialysis segments. Specialty care includes Cradles and Spectra

Diagnostics : Key Parameters



2. EBITDA post IND AS 116;

* *Footfalls and ARPP for diagnostics represent outpatient / external business

~260

Cities presence

in India

102 Labs

1,910+

Collection

Centers

2,500+

Pick-up Points (PUPs)

Health Co Financials Q1FY24

₹ Mio		Offline Pharmacy Distribution	Online Pharmacy Distribution & Apollo 247	Total Health Co
	Total Revenues	16,001	2,053	18,054
	EBITDA*	EBITDA* 1,250		1,473
Q1FY24	margin (%)	7.8%	10.9%	8.2%
	24 7 Operating Cost		-1,747	-1,747
	ESOP Non Cash Charge		-292	-292
	EBITDA	1,250	-1,816	-566
	margin (%)	7.8%	-	-
	EBIT			-687
	PBT			-825
	PAT(Reported)			-826

	Total Revenues	13,586	1,206	14,792
	EBITDA*	1,102	79	1,181
	margin (%)	8.1%	6.6%	8.0%
	24 7 Operating Cost		-1,412	-1,412
015733	ESOP Non Cash Charge		0	0
Q1FY23	EBITDA	1,102	-1,333	-230
	margin (%)	8.1%	-	-
	EBIT			-336
	PBT			-500
	PAT(Reported)			-460

* Excluding 24|7 operating Cost and ESOP Non Cash Charge

<u>Healthco :</u>

- o 22% growth in revenue in Q1' FY24 vs Q1' FY23
- 20% reduction in losses in Q1' FY24 (Rs 566 Mn) vs Q4' FY23 (Rs 721 Mn) majorly on account of reduction in digital operating cost.
- Expect to break-even in Q4'FY24

Omnichannel Pharmacy:

- Omnichannel Pharmacy Business revenue of Rs 22,464 Mn in Q1' FY24 compared to a revenue of Rs 18,081 Mn in Q1' FY23 (growth of 24%) despite muted growth in FMCG and Pharma Sector in Q1'FY24.
 - Online grew 59% in Q1 FY24 vs Q1 FY23
 - Offline grew 21% in Q1 FY24 vs Q1 FY'23
 - Private label sales/ generic sales at 16%

On track to achieve Rs 10,000 cr of revenues with 6% EBITDA in current fiscal year.

Digital Operational Metrics :

Platform GMV : Rs 6,227 Mn in Q1' FY24, growth of 189% over Q1' FY23 and 5% growth over Q4' FY23.

Improvement in quantitative parameters in Q1' FY24 vs Q1' FY23;

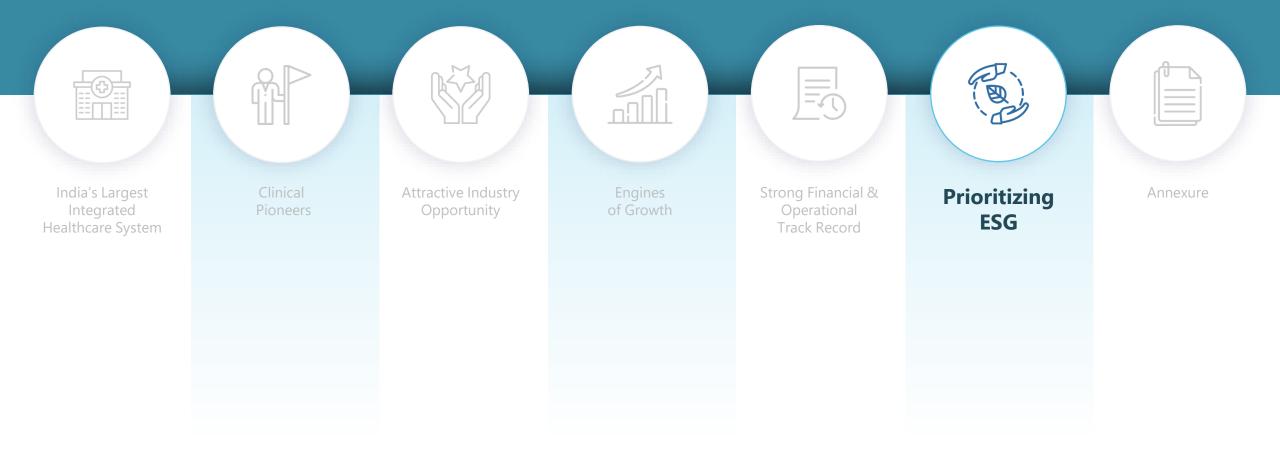
- Pharma AOV grew by 11% (Rs 935 vs Rs 845 a year back)
- Transacting user base grew by 31% (11.4 lakh vs 8.7 lakh, a year back)

Offline segment :

Improvement in quantitative parameters (5,573 stores)

- 22% YoY growth in transactions (6.2cr Vs 5.1cr year back).
- $\circ~$ Serving 8 lac customers per day.

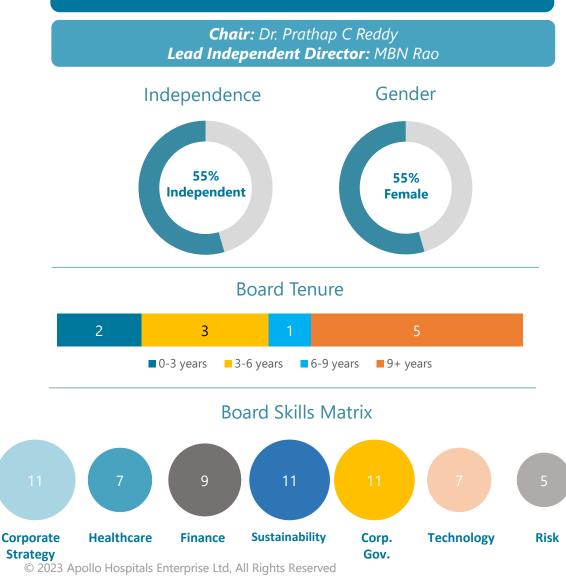




Our Approach to Governance







Key Board Committees and Features



- Grievance Redressal
- Group Whistleblowing Policy

¹Calculated using board and committee meeting count

areas

Governance of Sustainability

Our **governance framework** ensures that social responsibility and sustainability considerations are embedded in our decision-making process, operations and interactions with stakeholders

Board-level Mechanism

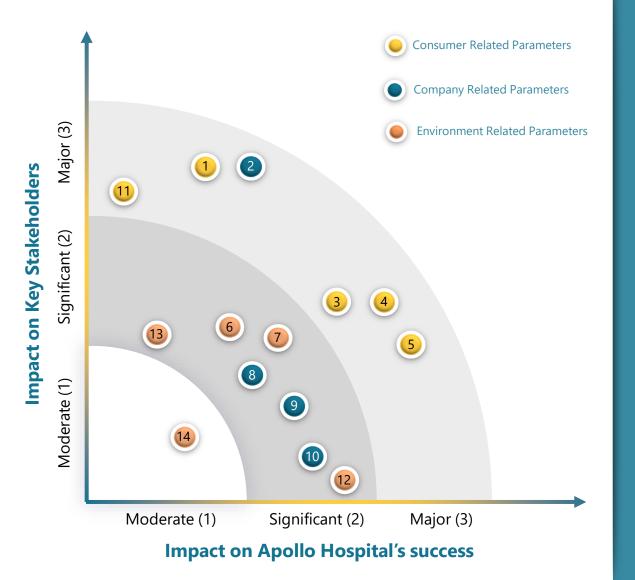
Risk Governance Framework	Our Enterprise Risk Management (ERM) helps us evaluate and minimise risks in a methodological way . The framework aims to facilitate policy implementation by the Board and the empowerment of various sub-committees to identify, report and minimise risks. This approach ensures accountability of risk at all levels of the business.	CSR & Sustainability (CSRS) Committee + Implementation Teams	Our CSRS committee, the overarching governing body for CSR/Sustainability, establishes the Apollo Action Plan on Sustainability (ASAP). The plan is enforced by regional steering committees, that work with local implementation teams. Through this framework, the Group can put in-place robust mechanisms to oversee and implement sustainability practices across its business	
	The Board, chaired by Dr Prathap Reddy, approves the Risk Management Policy. Independent directors, led by our Lead		operations.	
Independent Director's Meeting	Independent Director Shri. MBN Rao, meets to evaluate the Board's and the Chairman's performance. The segregated meeting ensures objectivity of the assessment .	Transparency Reporting	Our Sustainability Report is prepared in accordance with the Global Reporting Initiative ("GRI") Standards 2021. We further considered the Sustainable Accounting Standards Board ("SASB") standards to ensure that our report covers our industry's most material sustainability issues. A content index has also been provided.	
Fully Independent Audit Committee	The Audit committee meets to assess the internal control and risk management systems . The Committee's function helps identify and address any deviations (ranging from fraud, failure of	Standards		
	internal control systems, amongst others).		We are committed to disclose to the CDP platform in	
ESG-linked Remuneration	Management incentives include ESG-related criteria such as customer satisfaction scores, recruitment and retention of Doctors and key medical professionals, etc.	Committed to Increasing Transparency	FY24-25. We are further committed to align our Sustainability Report to the TCFD and ISSB frameworks in the coming years.	



Accountable and Transparent

Focusing on Material Topics







Each stakeholder constituency is important and means something different for us and we remain committed to their interests while growing in a transparent and accountable manner.



Our modes of engagement with our key stakeholders together with the materiality process gives us direction on which issues to focus upon.

ESG Materiality Matrix Key

- Service Quality and Patient Safety
 Labour Management
 Customer Satisfaction
 Information to Customers
 Privacy and Cybersecurity
 Carbon Emissions
 Energy Efficiency and management
- 8. Occupational Health and Safety
 9. Corporate Governance
 10. Business Ethics and Compliance
 11. Accessibility of Healthcare
 12. Waste Management
 13. Community Development
 14. Water Management

Our Sustainability Commitments

Our Sustainability Commitments				
			Our Targets	Our Efforts
Environment	Energy & Emissions	Renewable Energy	Sourcing 25% of electricity & energy from renewables by FY 24-25	In FY 22-23, 18% of our total energy consumption was from renewable energy, signalling our efforts on green transition. We are building additional solar PVs and signed PPAs to secure future supplies of renewable energy.
		GHG Reporting and Scope 3 Emissions	Expanding our GHG Boundary and reporting on 3 elements of Scope 3 emissions	Our emissions picture is now much clearer – with our GHG reporting boundary now including our pharmacy and clinics business – but we aren't done yet. We are now measuring our online deliveries GHG footprint and our indirect, value-chain emissions (Scope 3).
		Energy Efficiency	10% reduction in energy consumption by FY24-25 (FY21-22 base year)	We're pursuing various efficiency projects (e.g., Project Virya) and staff training to improve our energy efficiency. We believe that not emitting in the first place is the best decarbonisation pathway.
	Water	Water Efficiency	10% reduction in water consumptions by FY24-25 (FY21-22 base year)	We're focusing on water recycling and reuse, with efforts being made on wastewater and rainwater recycling. Currently, 20% of our hospitals' water demand is met through recycled water.
e e Social	Colleagues	Diversity and Inclusion	Set policy and targets for Diversity and Inclusion in FY23-24	We recognize the value of a diverse workforce in our patient-centric business. As such, we are expanding our diversity and inclusion policy from our board members to our wider workforce.
		Staff Retention	25% annualised attrition rate for all staff in FY23-24	The Group has in place a retention strategy. Now we're setting a tangible, measurable target to strive for. We aim to achieve this inpart through our investment into our employees (via training) and by developing a career progression/succession plan by FY24-25.
	Patients	Patient Satisfaction	Net Promoter Score (NPS) from patients of 80 for OP & IP	NPS is a key gauge for patient satisfaction, which in-turn helps indicate our care quality. Our NPS scores have remained above target due various efforts to improve our patient experiences.
		Quality Service	100% Re-accreditation for all hospitals undergoing JCI, NABH surveys	External accreditations are an important measure of our clinical excellence, as it is granted based on our hospital quality, practice and clinical governance. We aim to uphold this clinical excellence.





Į









Patient Centric Care



Patient and Customer Satisfaction

Responsible Billing practices: High level of transparency from Admissions to Discharge including Assured Pricing Packages

Service Excellence:

Our Service Standards include 1000+ 'critical to Customer Standards'

Voice of Customer and 'Apollo Instant Feedback System' (AIFS)

The Apollo Standards of Clinical Care (TASCC) scores showed a steady increase (since 2012)

Accessible Healthcare and Engaged with Underserved Communities

Ŷ

Subsidized Patient Funding – Partnering with financial institutions where Apollo Hospitals provides subvention on interest rates

Apollo HomeCare: Treatment delivered at patients home

Apollo TeleHealth: Teleconsultations for communities in urban and rural geographies

Apollo 24/7: India's largest omnichannel digital healthcare platform allows access to underserved population



Ò

Information Security Management Systems (ISMS) and certification (ISO 27001:2013)

Vulnerability Assessment and Penetration Test, completed by Ernst & Young

Employees undergo regular training

No violation of patient privacy rights over the last 5 years



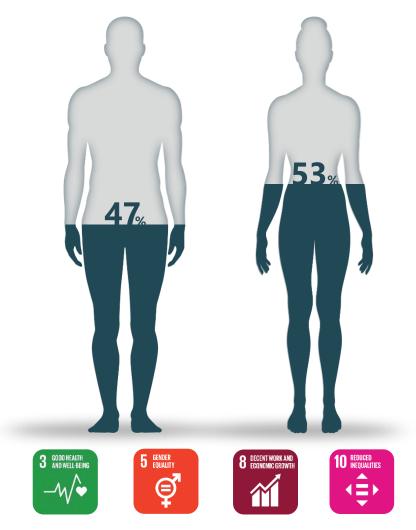
Employer of Choice



Our people are our most valuable resource, and we are committed to their welfare, health and wellness

A shortage of skilled and trained clinical, nursing, and allied workforce remains a challenge. However, through our training and educational institutions like Nursing schools and Apollo MedSkills, we are looking to overcome this systemic issue facing the healthcare sector





Caring for the Environment



Reducing Environmental Impact

Evaluate our impact on the environment and **improve our** operations by reducing thermal and energy consumption

We are focused on creating a **resilient healthcare infrastructure** (ISO 14001:2015 certifications) which can withstand the extreme climate events and ensure continuous services

Efficient (and Green) Supply Chain Management

Rate vendors based on our SERT (Search/Evaluate/Register/Trial) methodology

Training Vendors on Apollo Hospitals' Policies (part of the Supplier Code of Conduct)

Our **Green Procurement** Policy provides guidelines for procuring energy efficient equipment

•

Looking Forward.....



We believe our journey to become a sustainable healthcare provider is through continuous improvement. Sustainability is a strategic imperative for us - not a checklist exercise. We believe that this will not just satisfy the expectations of our investors, but will set us apart as a thoughtful, committed business enterprise, delivering value to all our stakeholders.

DR. PRATHAP C. REDDY



We published our 3rd Sustainability Report and the Business Responsibility and Sustainability Report, where you can find more information on our ESG actions and ambitions.

Our continued efforts to improve our practices and disclosures is being recognized by leading independent ESG Ratings providers. We will focus on...



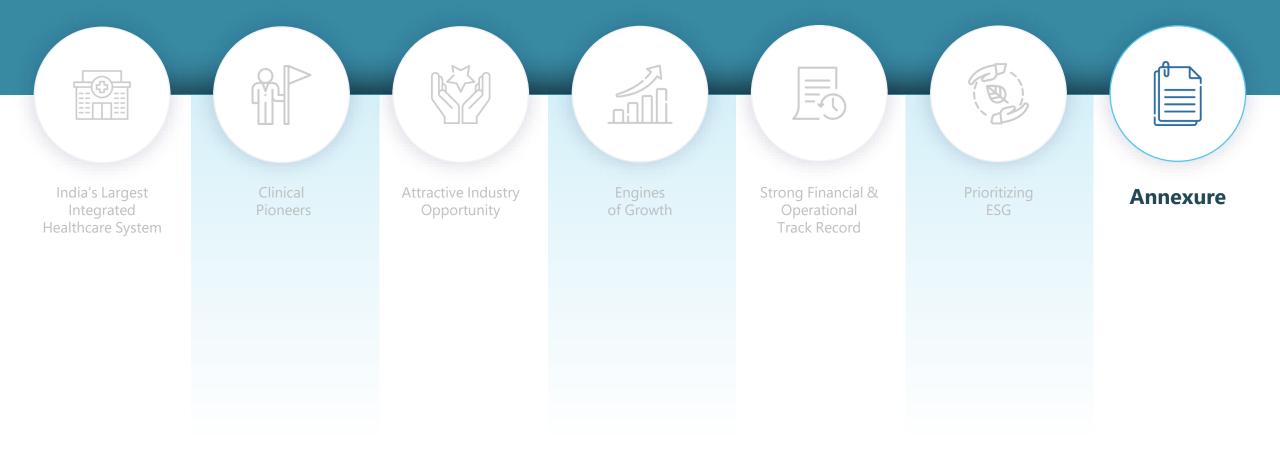
Putting in place an enterprise-wide framework that seamlessly brings together Apollo's sustainability practices. Setting ur

Setting up a monitoring system to track and improve environmental and social data (including GHG emissions) Identifying, measuring and enhancing operational targets related to material ESG issues



Further improving Apollo's sustainability reporting to increase transparency, meet external stakeholders' expectations





Basis of Consolidation

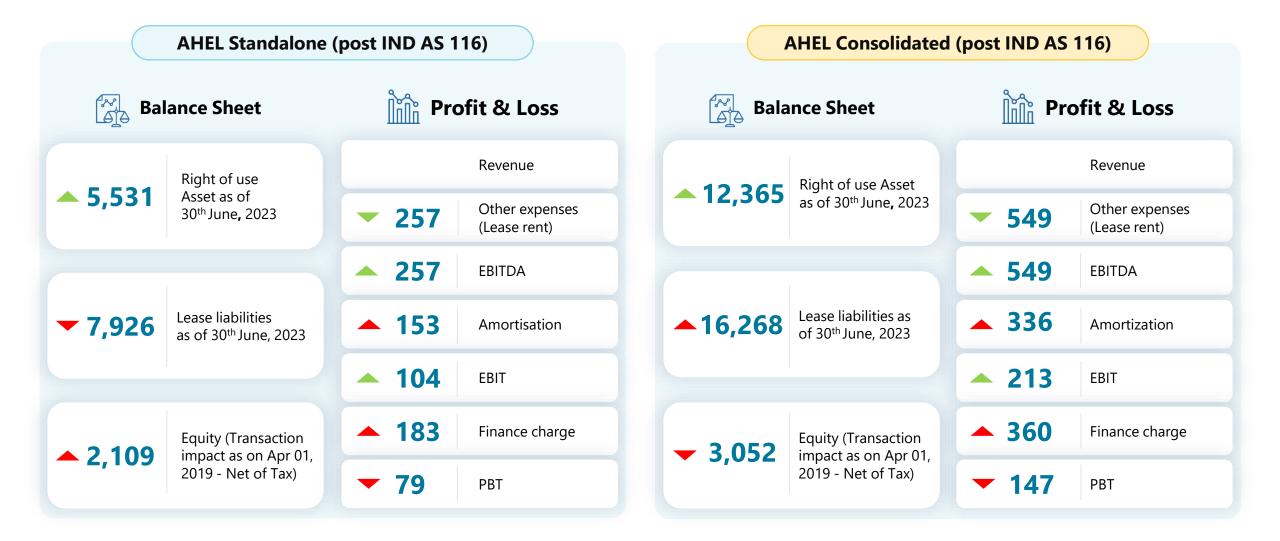
AHEL Standalone Hospitals (100% Ownership)	Location
Chennai Main	Chennai
ACI - Chennai	Chennai
Tondiarpet - Chennai	Chennai
FirstMed - Chennai	Chennai
Apollo Children's Hospital	Chennai
Apollo Specialty, Vanagaram	Chennai
ASH Perungudi	Chennai
Women & Child, Shafee Mohammed Road	Chennai
Apollo Proton & Cancer care	Chennai
Madurai	Madurai
Karur	Karur
Karaikudi	Karaikudi
Trichy	Trichy
Nellore	Nellore
Hyderabad	Hyderabad
Bilaspur	Bilaspur
Mysore	Mysore
Vizag (old & new)	Vizag
Karim Nagar	Karim Nagar
Bhubaneswar	Bhubaneswar
Jayanagar	Bangalore
Nashik	Nashik
Malleswaram	Bangalore
Navi Mumbai	Mumbai

Subsidiaries	Location	Description	AHEL Ownership
Material Subs			
Apollo Health Co limited	India	Digital Omni-Channel Healthcare services	100.00%
Apollo Health and Lifestyle Ltd.	India	Clinics, Diagnostics and Daycare	68.84%
Apollo Multispeciality Hospitals Ltd.	Kolkata	Hospital	100.00%
Apollo Medics	Lucknow	Hospital	51.00%
Imperial Hospital and Research Centre Ltd.	Bangalore	Hospital	90.00%
Apollo Hospitals International Ltd.	Ahmedabad	Hospital	50.00%
Assam Hospitals Ltd	Assam	Hospital	69.95%
Apollo Rajshree Hospital	Indore	Hospital	54.63%
Samudra Healthcare Enterprises Ltd.	Kakinada	Hospital	100.00%
Other Subs			
Apollo Hospitals (UK) Ltd	UK	UK Hold Co	100.00%
AB Medical Centres Limited	Chennai	Infrastructure	100.00%
Total Health	India	CSR	100.00%
Apollo Hospitals Singapore.PTE Limited	Singapore	Singapore Hold Co	100.00%
Future Parking Pvt Ltd	Chennai	Infrastructure	100.00%
Apollo Home Health care Ltd	India	Paramedical Services	89.69%
Pinakini Hospitals Ltd.	Nellore	Hospital	80.87%
Sapien Bioscienses Pvt Ltd	Hyderabad	Biobanking tissues	70.00%
Apollo Lavasa Health Corporation Ltd	Maharashtra	Hospital	51.00%
Apollo Hospitals North Limited	Gurgaon	Hospital	100.00%
Kerala First Health Services Private Limited	Kerala	Hospital	60.00%
Associates	Location	Description	
Indraprastha Medical Corporation Ltd.	Delhi, Noida	Hospital	22.03%
Family Health Plan Ltd.	India	TPA, Health Insurance	49.00%
ApoKos Rehab Pvt Ltd	Hyderabad	Rehab Centre	50.00%
Stemcyte India Therapautics Pvt Ltd	India	Stemcell Banking	37.75%
Apollo Gleneagles PET-CT Pvt Ltd	Hyderabad	Diagnostics	50.00%

© 2023 Apollo Hospitals Enterprise Ltd, All Rights Reserved

IND AS - 116 : Impact on P&L and Balance Sheet – Q1FY24





Note: Accounting increase in Assets & Liabilities in the Balance sheet (due to Right of Use Asset) optically supresses the ROCE and increases the leverage ratios. No real impact in actual business ROCE. Ind AS 116 applicable from Apr 01,2019.

© 2023 Apollo Hospitals Enterprise Ltd, All Rights Reserved

Apollo Hospitals Enterprise Limited THANK YOU

© 2023 Apollo Hospitals Enterprise Ltd, All Rights Reserved