

Tata Capital Healthcare Fund II 2023 Impact Report

Making Healthcare Affordable and Accessible



About Tata Capital Healthcare Fund

Tata Capital Healthcare Fund is a growth oriented private equity fund focused on health care and life sciences sector in India. The fund is sponsored by Tata Capital Limited, a subsidiary of Tata Sons Limited and has raised US\$ 200 million across 2 funds — TCHF I (2012) and TCHF II (2022). Since inception the fund has invested in 16 companies and successfully exited 6.



Table of Contents

Prologue	01
Certificate of Impact	02
Our Theory of Change	03
Our Impact Philosophy	04
Our Impact Footprint	05
Our Portfolio Impact Impact Highlights Anderson Atulaya	Deeptek Linux MOC
Our People Impact	19-20
Our Planet Impact	21-22
Our Policy Impact	23-24
Materiality Matrix	25
SDG Impact	26
Aspire's Methodology	27
Acknowledgements	28



Prologue

As an investor in the healthcare and the life-sciences industry, we noticed that the pandemic brought razor-sharp attention the gaps in our country's healthcare systems as also in our country's ability to rise and meet the health challenge in a timely and successful manner.

Demographically, India's healthcare system will soon have over 150mn people over 60 years which will give rise to an urgent need for servicing the healthcare needs of this large pool. On the diseases side too, our country now faces a triple challenge of chronic and infectious diseases, and the additional burden from the pandemic. By just addressing the demographic and diseases aspect of the industry (currently at USD 160Bn and growing at 12% CAGR), in the next 5 years, we are standing at the doorstep of a USD 285Bn opportunity.

At Tata Capital Healthcare Fund (TCHF), we see this opportunity as having a tremendous impact in several ways. The impact assessment exercise by Aspire Impact assessed TCHF - II portfolio impact and provided a blueprint of efforts undertaken by the Fund. 5 of our 7 portfolio companies were assessed by Aspire Impact, who have also recommended how we can enhance our impact through areas with greater propensity to improvement.

Our TCHF-II (Vintage 2022) Portfolio currently comprises of **7 investees across pharma**, diagnostics, healthcare delivery and digital healthcare space with a total investment of USD 49.5Mn (INR 4,105Mn).

We are presently working to address the sectors several unmet needs through meaningful and timely investments in infrastructure and disease challenges. We follow the 3P approach encompassing People and Process and thereby leading to strong Performance. This has helped us become sharper in the art of managing uncertainties in business and also having a reasonable margin of safety.

We strongly believe that these investments should generate a positive measurable change in the society; for e.g., growth in beneficiaries, lives touched, jobs created, and more. We have committed to specific impact targets which includes creating a certain number of jobs for every USD 1 million invested and driving a double-digit growth in beneficiaries



Managing Partner
Tata Capital Healthcare Fund

We have also committed to drive and improve specific KPIs which enable us to:

- increase our Reach (Number of states served in India; Number of clients served; Volume sold);
- enhance our diversity (Number of employees; women employees and board members);
- ensure strong governance practices (implementation and measurement of policies - POSH and Whistle blower),
- reduce our carbon footprint (increase consumption of renewable energy)

Across the 5 assessed portfolio companies, over the last year, we have seen a 46.7% rise in jobs and a 24.1% increase in transactions. The direct beneficiaries grew by 15.1% to 1.1mn and indirect beneficiaries grew 6.2% to 8.2mn leading to an overall 7.2% increase in the total beneficiaries accounting to 9.3 million+.

Through the decade, the TCHF impact will grow exponentially as we drive greater convergence on Impact amongst all stakeholders. The fund intends to create impact on the underserved population through affordable healthcare services, products, manufacturing and tech intervention.

Thus, the TCHF Impact Philosophy is to maximise the impact generated from three areas: India impact (growing income & consumption), Healthcare impact (infra, access, quality & capacity building) and Enterprise impact (people, process & performance). Going forward too, we will continue to adopt a three-pronged approach to improve our impact: Creating greater accountability within investee companies; Setting Goals & monitoring them regularly; and developing an Impact culture.



Certificate of Impact





Our Theory of Change

TCHF invests in high growth healthcare enterprises, serving mass markets, and not just delivering financial returns for our investors, but enduring impact by providing affordable healthcare access to millions while catalysing employment and entrepreneurship.



Highly specialized and experienced management team with track record in fund management.

Growth capital funds

Investors with focus on healthcare

Reliable and trusted Tata brand value



ACTIVITIES

Identifying high growth business models in the healthcare sector in India that can scale profitably

Deal sourcing enabled by sector specialized investment team and superior evaluation processes with focus on key ESG issues

Highly operational and hands-on approach to guide and support investee growth

Assistance to ensure compliance with applicable ESG standards, implementation of ESG Action Plan and improvement of ESG performance



OUTPUTS

Adherence to ESG Standards

Private equity investment in identified businesses

Growth and expansion for investee companies thereby enabling delivery of value for all stakeholders on exit.

Self-sustaining ESG management system of investee companies.



OUTCOMES

To generate a 11% CAGR growth in beneficiaries served (TCHF I Vintage 2012 vs TCHF Vintage 2022)

To monitor and measure ESG related indicators and disclosures to accelerate company's performance and sustainability.

To create 26 jobs per USD 1 million invested.



IMPACT

Improving access of high-quality, affordable and essential healthcare and pharmaceutical products and services.

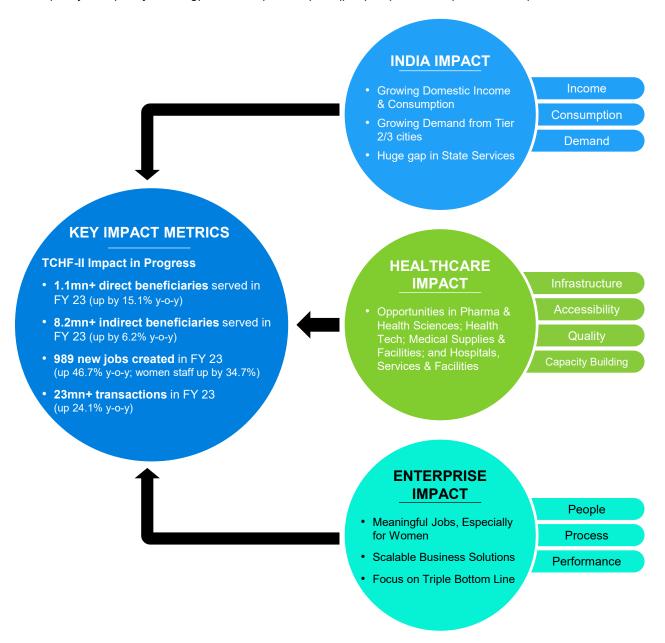
Enabling employment generation and skills enhancement

Enhancing income for entrepreneurs and employees



Our Impact Philosophy

TCHF Impact Philosophy triangulates India impact (growing income & consumption), healthcare impact (infra, access, quality & capacity building) and enterprise impact (people, process & performance).



At TCHF, generating impact by driving positive changes in the societyand the environment, through the investments is paramount. In our framework we have identified two thematic areas on which we monitor and measure the positive developments of our investments.

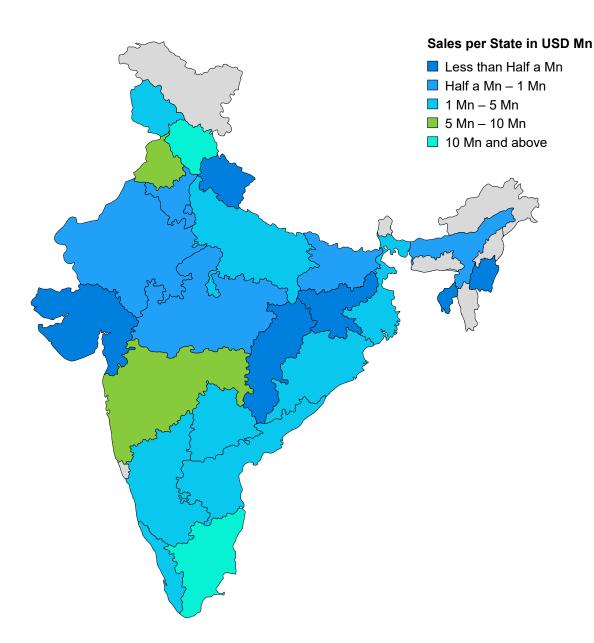
The two thematic areas aligned with SDG 3 Good Health & Health Being

- · Improving access of high-quality, affordable and essential of healthcare and pharmaceutical products and services
- Healthcare, Pharmaceutical and life sciences workforce job creation and skill enhancement

In addition to this, our investments also take into considerations the Environmental, Social, and Governmenance parameters into investor analystics, due-diligence, monitoring phase, and to ensure that portfolio companies can create long term sustainable value for all stakeholders groups.



Our Impact Footprint



TCHF II investment has created societal value by investing in portfolio companies who possess impact of profound reach serving pan India along with presence in backward districts.

This impact can be showcased based on the two thematic areas which are the following

- Affordable, quality healthcare and pharmaceutical access.
- · Workforce growth, skills, job creation in healthcare sectors.

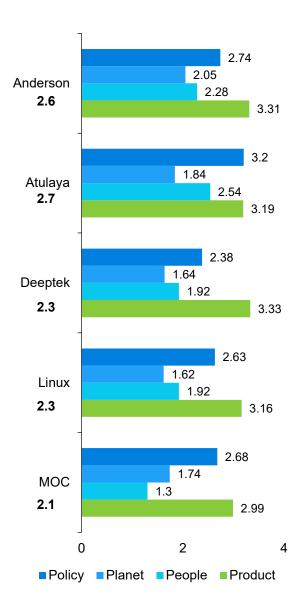
TCHF II Investment social and economic impact:

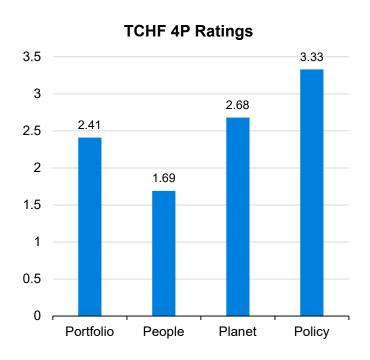
- New jobs created 989
- Beneficiaries reached (Direct) 1.1mn
- Beneficiaries reached (Indirect) 8.2mn
- Transactions 23mn



Our Portfolio Impact

We have undertaken a thorough Comprehensive Impact Assessment for each of our Portfolio Companies, as well as our own organization, utilizing Aspire Impact's comprehensive 4P framework encompassing product, people, planet, and policy dimensions, incorporating over 160 KPIs. This extensive assessment has provided valuable insights into the strengths and areas for improvement within our portfolio companies. Over the coming years, we are committed to collaborating closely with these companies to ensure they achieve the highest platinum-grade standards across all four critical dimensions.



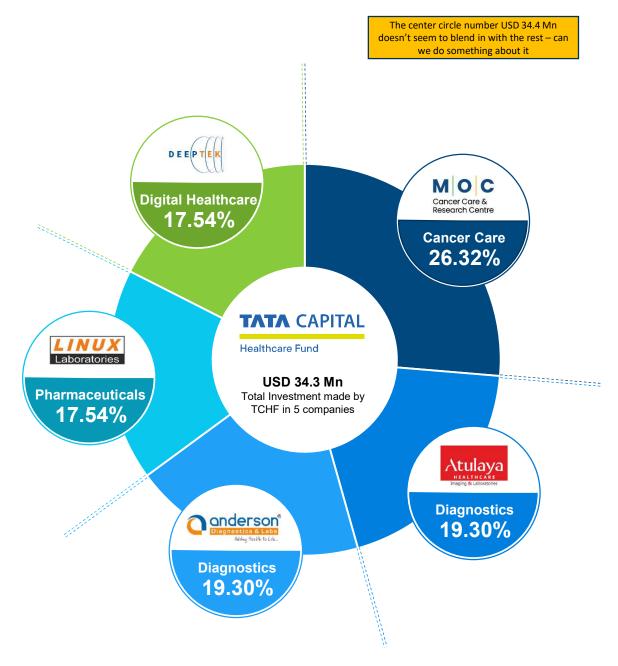


Anderson Diagnostics & Labs, Atualaya Healthcare, Linux Laboratories, Deeptek Solutions, and Mumbai Oncocare Centre are prominent names in the healthcare and diagnostics sector. Anderson Diagnostics is known for its advanced diagnostic services and cutting-edge technology. Atualaya Healthcare specializes in providing comprehensive healthcare solutions, focusing on patient well-being. Linux Laboratories is a pioneer in research and development, contributing to medical advancements. Deeptek Solutions offers innovative healthcare software solutions, streamlining processes. Mumbai Oncocare Centre is a renowned cancer care facility, delivering topnotch oncological services.



Investment Deployed Across Portfolio

The capital allocated to our Portfolio Companies serves as a testament to our commitment to fostering growth and innovation. These strategic investments are the cornerstone of our efforts to drive positive change and create value in the healthcare sector.



TCHF Impact Report 2023 • • • • 07



Portfolio Impact Highlights



PAN INDIA presence



Direct beneficiaries: 1.1mn Indirect beneficiaries: 8.2mn



23 mn + transactions



26% women in the workforce



USD 34.3 Mn investment



46.7%YoY increase in employees



0.82 Cr CSR Spent



5.80 Cr R&D Spend



989 new Jobs created

80



19% revenue growth rate

TCHF Impact Report 2023



Anderson Diagnostics – Story & Impact















Problem Statement

The lack of PET scan facilities in South India poses a significant financial burden on patients who need to travel to access these services, leading to higher costs and limited options for individuals seeking PET scans.



Inputs & **Activities**

Establishment of a PET scan facility equipped with the necessary infrastructure, specialized equipment of conducting PET scans using radioactive materials, and strict access controls and security measures to ensure occupant safety.



Availability of PET scan services in South India enhances accessibility. affordability, and enables early, accurate diagnosis of medical conditions.



All-in-one healthcare provider delivering accessible, comprehensive imaging solutions, and specialized laboratoryservices to the public.



The introduction of a PET scan facility in South India results in a transformative impact on healthcare, delivering timely and precise diagnoses, alleviating financial pressures, enhancing access for a wider population, and cultivating improved treatment outcomes.

Lack of accessible and advanced medical technology, hindering timely and accurate clinical diagnostics affecting healthcare outcomes.

The lack of preventive

Oncology services and advanced diagnostic

capabilities might have

posed challenges for

timely and accurate

cancer screening and

diagnosis for women.

(early deduction)

Cutting-edge medical technology and expertise brought by Anderson Diagnostics & Labs to provide advanced imaging and specialty laboratory services

Bringing in a specialized

team of Radiologists,

Microbiologists, high-

equipment, and the

introduction of 3D

biopsy imaging for

digital mammograms.

Pathologists,

Biochemists, and

end diagnostic



Anderson Diagnostics & Labs' advanced technology and integrated healthcare services enhance clinical diagnostics, leading to improved healthcare outcomes and patient experiences.



Decreased patient financial burden, enhanced diagnostic tool availability, leading to improved treatment outcomes and higher patient satisfaction.



Advancing diagnostic capabilities, enabling prompt treatments, and elevating overall health outcomes for patients & Minimizing multiple visits and optimizing healthcare services efficiency in the area.



Providing early deduction oncology services, including breast and cervical cancer screening, along with innovative 3D biopsy imaging for precise



diagnosis of suspicious borderline breast conditions. Anderson Diagnostics' advanced services enabled screening of 3000 women



for Cervical Cancer, 9000 for Breast Cancer, and improved accuracy in diagnosing suspicious breast conditions.



Delivering prompt and accurate cancer screening and diagnosis for women results in early detection, enhanced treatment, potential life-saving impact, and improved health and well-being of individuals.



The implementation of 3D biopsy imaging improves diagnostics by enhancing diagnostic confidence, minimizing invasive procedures, and boosting patient comfort and satisfaction.

Lack of comprehensive genetic testing solutions as well as transplants and specialized labs for Oncology, Fertility Genetics, and Neurogenetics in the region.

Featuring advanced labs in Automated Immunohistochemistry, Pre-Natal Diagnostics, Neonatal Screening, Allergen Testing, and Specialized Chemistry. Backed by a team of specialized clinicians, radiologists, pathologists, microbiologists, geneticists, molecular biologists, embryologists, and skilled technical staff.



Through dedicated labs and expert teams, patients access precise diagnostics and comprehensive genetic testing for Oncology, Fertility, and Neurogenetics



Offering high-throughput, quality genetic testing services for Oncology, Fertility Genetics, and Neurogenetics, including specialized lab tests for efficient diagnostic outcomes.



Anderson's innovative genetic testing in Oncology, Fertility Genetics, and Neurogenetics delivers precise results, transforming patient care, treatment precision, and medical outcomes, garnering nationwide recognition as a premier provider.



Anderson Diagnostics Impact Highlights







789 Local Community Hires



25%
YoY Increase in
Female Employees



69% YoY Increase in Customers



0 Data Breaches



Elevating Anderson Diagnostics: A Journey of Franchise Leadership and Lasting Impact

Suresh
Call Centre Head

As the Franchise Head at Anderson Diagnostics for over six months, I've focused on franchise development, hospital lab management, and new projects. I was drawn to Anderson's industry reputation for ambitious growth and unique contributions.

Joining as an outsider, I perceived Anderson as a standout lab and wanted to be part of its ongoing success.

Within the organization, I've been valued and entrusted with franchise leadership, benefiting from the open work culture and flat hierarchy that encourages communication and quick access to decision-makers. Presenting the brand at expos, witnessing people's excitement for franchising, and hearing their positive experiences have been personally rewarding.

Anderson's impact goes beyond stakeholders, with my team ensuring accessible report delivery. Guided by visionary leaders, I'm motivated to contribute to Anderson's enduring success, seeing each step as a chance to grow in my career.



From Modest Beginnings to Cutting-Edge Excellence: A Decade of Growth and Fulfilment at Anderson

Dr. IndumathiPathology

Having spent a decade at Anderson Labs, from its modest beginnings to its prominent stature today, I've observed the remarkable growth of Anderson Labs.

It has resonated with my compatibility with the organization. Drawn by positive senior feedback, what stands out is the absence of undue pressure on targets and timing, enabling creativity.

Our suggestions translate into action swiftly, fostering a unique creative space. We've evolved from manual processes to comprehensive automation and are poised to embrace digital pathology. Quality is ingrained, with multi-level checks and unhindered assurance measures. Anderson Labs goes beyond, facilitating training and certifications, like our oncology department at Tata Memorial Hospitals.

This journey has profoundly impacted both my professional and personal life, thanks to the nurturing work environment. I'm truly grateful for my enriching experience at Anderson Labs.



Atulaya – Story & Impact













Problem Statement

Limited expertise and resources, coupled with a lack of accessibility to advanced diagnostic procedures and technologies



Inputs & **Activities**

Creating standardized evidence based protocols and procedures for each diagnostic test or imaging technique commonly performed across all labs



Enhanced diagnostic precision and dependability contribute to the optimization of patient care



Elevated customer retention rate and enhanced reliability



Increased revenue

Improved patient outcomes, and overall enhanced patient care

Patients need to travel long distances to access specialized services, causing inconvenience and delayed treatment

By teaming up with local labs and healthcare centers, the initiative forms referral networks for patients to access specialized diagnostics at nearby hospitals, minimizing travel requirements



Increased patient awareness, timely treatment, reduced travel expenses, and regular check-ups



Reputable healthcare partnership and disease awareness efforts have fostered patient satisfaction, trust, and improved outcomes via early detection and intervention.



Gained prominence as a preferred choice for patients by offering faster, efficient diagnostics leading to quicker treatment planning, extended patient lifespans, and an overall elevation in healthcare service quality

The challenge in Precision Diagnostics with Limited Availability of Essential PET **Tracers**

Investing in staff development and safety while expanding manufacturing capacity to meet the demand for essential PET tracers



Expanded Manufacturing Capacity for Essential PET Tracers (FDG, F-DOPA, and F-Choline)



Enhanced Precision Diagnostics and Improved Patient Care through Reliable Availability of Advanced PET Tracers



Building a Robust Supply Chain for FDG PET Tracers to Drive Early Detection of Diseases

Fragmentation of services across multiple locations leads to inefficiencies, disjointed care

introduced integrated centers, offering patients a singular destination for blood sample processing and imaging services, ensuring all needs are met efficiently under one roof



Establishment of Integrated Centres



Streamlined and Comprehensive Service Provision



Enhanced Patient Access and Service Quality



Atulaya Impact Highlights



70% YoY Increase in Volume Sold



93%
Customer
Satisfaction Rate



92.87% Employee Satisfaction Rate



39% Small Scale Suppliers



91% Water Reclamation



100% Spendevaluated & Published



Nurturing Excellence: A Journey of Growth and Commitment at Atulaya Healthcare

Mamta Gupta, Operations Head



Transforming Healthcare
Collaborations: A Successful
Partnership with Atulaya Healthcare

Pankaj Sharma, Sai Diagnostics Lab

For the past 19 years, I've journeyed with Atulaya, from a front desk role to becoming the Operations Manager. Atulaya, which means the one that cannot be compared in Hindi, truly lives up to its name. It forms a strong bond with employees, fostering lasting relationships.

As the Operations Manager, I oversee coordination among six centers, witnessing the company's growth since its inception in 2004. The directors have been unwavering pillars of support in both personal and professional times of need. Atulaya's continuous investment in staff training and technology upgrades has led to significant improvements, enabling us to prioritize patient satisfaction. Affordable pricing and health camps underline our commitment to accessible healthcare. Patient comfort remains paramount, and we ensure prompt services.

This journey has been a profound learning experience. Atulaya is not just a workplace but a family, fostering a culture of appreciation and encouragement. Atulaya's excellence is a standard that I am proud to be a part of; it's where the best are nurtured and celebrated.

Over the past nine years, our laboratory has built a strong partnership with Atulaya, benefiting both us and our patients. Utilizing Atulaya's services, we efficiently collect blood samples and send them for processing. The quality of their services has left us thoroughly impressed. Notably, having all services under one roof has been a game-changer. This setup benefits both our lab and patients. With Atulaya's comprehensive facilities, patients no longer need to travel far for medical services.

Sampling teams ensure swift collection, and results are available in just two hours, speeding up diagnoses and treatments. Our collaboration with Atulaya has greatly enhanced the healthcare experience for regional patients. Access to high-quality radiology and pathology services in one place reduces the need to visit multiple institutions. This accuracy and reliability have been a huge relief for patients, especially considering limited options previously.

Together, we've created a one-stop hub for medical diagnostics, greatly impacting the lives of the people we serve.



Deeptek – Story & Impact











Problem Statement

Lack of seamless integration and interoperability between hospitals, radiologist and doctors in radiology can lead to inefficiencies.



Inputs & **Activities**

Providing a centralized cloud space for multi systems in radiology with multi modality system.

Promoting of an adequate collection of information in a single workspace with dashboard and analytics reducing the effort on storing of reports.



Ease of handling multi systems in radiology.

Integration of clinical, educational and business intelligence data into one system to facilitate the sharing of information between all stakeholders.

Enabling better and smart communication channel.

Increased integration and interoperability.



Seamless communication channel

Establishment of centralized patient data management

Effective patient data management



Improved Workflow Efficiency

Savings on cost

Increase in intricacy of cases are leading to increased workloads and time constraints for radiologists.

Burn-out among radiologists and elevating the risk of errors in their work.

Establishing a mass population screening with digitized image database.

Institutionalizing an instant radiology validated reports with turnaround time of less than two minutes.



Centralized storage of reports with analytics.

Enabling saving of time with reducing turnaround time of reports.



Empowering healthcare with integration of Al

Faster turnaround time



Improved accuracy of diagnoses

Early Detection of diseases

Lack of Access to Radiology Services in **Underserved Areas**

Expanding its reach in remote areas.

Safeguarding patient information and preventing unauthorized access to sensitive data



Increased accessibility via Inclusion of remote areas in its services.

Increased focus on data privacy of the patients.



Affordability and Accessibility

Employment of robust security measures to protect patient data and images



Extended reach of radiology

Enhanced Data Security and Patient Privacy



Deeptek Impact Highlights





40%
Local Community
Hires



56% Small Scale Suppliers



75% YoY Reduction in Daily Water Consumption



0 Data Breaches





A Captivating Journey at

Abhilasha Gaikwad Manager Teleradiology

The work environment at Deeptek is anything but monotonous, and it's this element that keeps me constantly thrilled. Every day brings new challenges and opportunities to learn and grow professionally. The dynamic nature of the organization ensures that there is never a dull moment in my role-from collaborating with diverse teams to researching cutting-edge technologies, engagement is universal.

The highlight of my journey so far would be during Covid when the leadership took care of the monetary benefits but, went beyond to keep the upliftment and the good energy among the employees by introducing fun activities and daily sessions, I, for sure, never felt the downer of the situation and all credit goes to Deeptek.

An incredible attribute of Deeptek is the leadership engagement with the employees, we are constantly motivated to attend the workshops on all the latest technologies also the leadership takes an extra effort to ensure that we understand the concepts and go deeper in our understanding. This emphasis on leadership engagement sets Deeptek apart as an organization that values knowledge acquisition, skills enhancement, and overall personal growth.



Unwavering Dedication to Continuous Enhancement

Ravi Shankar Head of Sales Operations

The efficient turnaround time achieved by Genki has become a benchmark in Tamil Nadu, setting an example for other healthcare solutions. By leveraging Genki, medical professionals are able to generate reports within a staggering timeframe of less than 2 minutes, significantly saving on both time and effort expended by radiologists. This expedited diagnostic process ensures prompt access to critical information also allows swift decision-making based on accurate results.

Such advancements contribute towards reducing wait times for patients seeking treatment while facilitating more personalized care plans tailored specifically to individual needs. It is worth noting that technological innovations like Genki aims to improve efficiency in delivering quality healthcare services also can potentially help reduce overall healthcare costs due to streamlined operations and precise diagnostics.

Overall, my experience with Deeptek has been extremely positive. The innovative and cutting-edge technologies employed by Deeptek have greatly enhanced various aspects of healthcare delivery.



Linux Laboratories – Story & Impact













Problem Statement

Sustained Entrepreneurial Aspirations of Promoters amidst Challenges



Inputs & **Activities**

Started as a partnership in 2007 with 7 employees and now transitioning into a private limited company with above 1100 employees, this journey signifies achievements and readiness for future



Generation of over 1100 employment in about 15 years of operations

Generating indirect employment resonates on economic, social, and regional levels



Fostering Inclusive Economic Growth through Indirect Employment



Improved quality of life and increased community engagement

Market Withdrawal of Niche Products Due to **DPCO Restrictions** Leading to Unavailability Despite Demand

Despite yielding no financial gain for the organization, Linux continues to market niche products and supply them to patients in need



An increasing number of patients now place their trust in Linux due to its consistent provision of essential medicines, crucial for their survival. Linux is enthusiastically committed to serving these vulnerable patients, reflecting its dedication to their well-being.



Enhanced market base across wider regions creating Reputation and Credibility among patients, stockists and Healthcare Providers.



Sustained Market Position as a leader in the pharmaceutical industry, particularly in the niche of supplying essential medicines.



Heightened awareness, and demand among healthcare providers, thus enhancing societal health outcomes

Challenging Scenario: Escalating Unemployment and Struggle of Qualified Youth

Encompassing an expansion strategy that creates ample prospects for the youth extending presence across diverse geographical areas and establish fresh divisions



Promoting secondary employment opportunities within the villages where our manufacturing operations are based



Enabling Youth Opportunities through Geographic Expansion and Rural Engagement



Long-term sustainability of the operations through community support

Enhanced our reputation as a responsible and socially conscious organization, potentially attracting partnerships and support



Linux Laboratories Impact Highlights



75%
YoY Increase in
Customers



100%
Product Ethical
Certifications
Obtained



16.79% Small Scale Suppliers



21% YoY Increase in <u>Female</u> Employees



29%
YoY Reduction in
Daily Water
Consumption



100%
Provisions for Data
Security



Empowering Growth and Impact: A 12-Year Journey as Linux's Dedicated Marketing Head

Kannan
Marketing Head

I am Linux's Marketing Head, and been with the company for 12 years now. Linux fuels my growth with sponsored courses and skill forums, offering recognition through service and special awards, plus regular perks and promotions. Linux's impact on me is profound: the nurturing work culture cultivates an environment for growth. I've seen Linux's positive influence on individuals and communities; unwavering quality and community-focused products are evident.

Linux's unique employee-centric approach fosters transparency and belonging. It extends its reach beyond stakeholders, raising awareness on medical issues like Alzheimer's and Mental Health Days.

As an employee, I'm empowered to amplify Linux's mission. Feedback from all, irrespective of rank, fosters open communication. My 12-year journey here has provided unmatched practical and developmental exposure. Linux has transformed me; I'm proud to contribute to its impact, prioritizing employee growth, well-being, and community welfare.



Empowering Growth and Transformation at Linux

DevikaCustomer Services

I am Devika, and I've been an integral part of the Linux family for a dedicated span of 6 years. With a professional journey spanning over 15 years, my experience at Linux has been profoundly transformative. Starting as a temporary member, I've grown to secure a permanent position within this dynamic team.

Linux stands out for its steadfast commitment to a systematic approach. The company's operations are guided by well-structured mechanisms and reinforced by robust Standard Operating Procedures (SOPs), ensuring a seamless workflow and precise task execution.

Reflecting on my time with Linux, I'm amazed at the growth I've achieved. The unwavering support, mentorship, and guidance from colleagues have empowered me to excel, despite initially stepping into unfamiliar territory.

In essence, my journey with Linux has been both enriching and fulfilling. This narrative underlines the company's dedication to fostering employee growth within a dynamic and inclusive work culture.



MOC – Story & Impact













Problem Statement

Unavailability of reliable cancer care facilities in the vicinity of cancer patients.



Inputs & **Activities**

Building state-of-the-art daycare centres in a decentralized (chain) fashion both within metro & tier 2 cities.



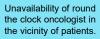
Cancer treatment facilities were built at 12 locations with expansion plan to 16 additional locations in 1 year.



Reduction in travel time & travel cost, other hassels of travel in metros (traffic) & interiors (means of logistics) for patients.



Catalyzing transformation in cancer care deliver, from standalone centres to decentralized cancer daycares.



Full time highly qualified oncologists were made available at all the centres.



Authentic cancer care opinion made available round the clock.



Patient is backed with round the clock oncologist during his fight against



Setting a disruption as against conventional practice of roaming oncologist leaving patients in a state of uncertainty & despair.

Catastrophic cost burden of cancer treatment, especially, the recurring cost of medical management.

Asset-light cancer daycare model was instituted in India.



Cost of operations was reduced as against standalone centres.



Reduction in the patient cost burden by 40%



Affordable cancer care with significant cost benefit was achieved.

Value added services for secondary yet critical issues like hairloss missing.

Scalp cooling machine for hairloss prevention was brought for the first



Hairloss prevention was achieved in 80% of patients who opted for this service.



Social taboo for women with cancer was addressed.



Dignity of cancer suffering women was maintained making them more comfortable while on chemotherapy.



MOC Impact Highlights





Customer
Satisfaction Rate



1.12% YoY Reduction in Energy Intensity



57%
YoY Increase in
Female Employees



52.9% YoY Increase in Customers



91%
Procurement from
Sustainably Audited
Suppliers



Nurturing Quality Care: Empowering Cancer Patients and Leading Initiatives at MOC

Deepali Mahadeo Pawar Sr Nurse

Fostering Impactful Growth:
Navigating a Fulfilling Journey as
Chief of Admin and Banking at MOC

Mahalakshmi Bhaskar Chief of Admin & Banking

I am Deepali Mahadeo Pawar, Sr. Nurse Incharge at MOC, I have been able to make a significant impact on the lives of cancer patients through various initiatives and improvements. Prioritizing infection control and staff training has created a safe environment for patients.

Weekly knowledge-sharing lectures and partnerships with SNDT College ensure continuous learning and development for nurses. Innovative treatments like Paxman therapy and cost-effective procedures enhance the quality of care provided. MOC's support programs for patients and employee well-being contribute to a positive and nurturing environment.

Personally, I have experienced growth and development in managing a centre and feel fulfilled in making a difference in the lives of patients. Inspiring examples of patient recovery and resilience reflect the positive impacts created at MOC.

As the Chief of Admin and Banking at MOC, my journey with the organization has been deeply fulfilling. MOC's commitment to providing quality healthcare services and support to cancer patients has created a significant impact on their lives. The organization's growth from four to twelve centers reflects its dedication to expanding its reach and influence in the healthcare sector, making a positive difference in the lives of numerous patients.

MOC values its employees, and I feel truly appreciated and recognized for my contributions. The focus on work-life balance, absence of night shifts, and provision of essential facilities have contributed to a positive and supportive work environment, enhancing the well-being of employees. MOC's collaborative approach and emphasis on personal and professional growth have been instrumental in my development, even with a non-healthcare background. I am proud to be part of an organization that encourages its employees to be ambassadors for its mission and fosters a strong sense of camaraderie through annual functions and picnics.

Overall, MOC has transformed my career and life, and I am confident that our collective efforts will continue to positively impact the healthcare sector and the lives of patients we serve.



Our People Impact



TCHF Impact Report 2023 • • • 19



Transforming Lives Through Healthcare

Tata Capital healthcare fund's profound commitment to its people has yielded high, positive impact on its workforce. At the core of their people-centric approach is a resolute no discrimination policy, resulting in a remarkable year-on-year record of zero discrimination cases. This unwavering dedication to inclusivity ensures that every employee, regardless of their background or identity, can thrive in a safe and welcoming environment. Moreover, the company's formal Voice of Employee (VOE) survey provides a platform for employees to voice their concerns, suggestions, and feedback, fostering a culture of open communication and continuous improvement.



0 Cases of Discrimination



Health & Safety
Certifications Obtained



Low Attrition Rate



R&R in ESG/Impact

The healthcare fund's low attrition rate is a testament to the value and satisfaction that employees derive from their workplace. The organization goes above and beyond by offering an array of employee benefits, including maternity and paternity leave, pension plans, and comprehensive life, health, and accident insurance coverage. These benefits not only support employees' personal and financial well-being but also demonstrate the company's commitment to their long-term success and happiness. In addition to these tangible benefits, the company places a strong emphasis on health and safety occupational compliances, ensuring that the workplace remains secure and conducive to employee well-being. Furthermore, their proactive implementation of mental health programs underscores their commitment to the holistic needs of their staff, promoting a work environment that values both physical and mental health, and thereby making them an exemplar in the Indian healthcare sector when it comes to fostering a supportive and thriving workforce.



Our Planet Impact



TCHF Impact Report 2023 21



Caring For Our Planet, One Health Initiative At A Time

Tata Capital Healthcare Fund is steadfast in its commitment to planet impact, championing a series of eco-conscious initiatives that exemplify its dedication to environmental responsibility. The organization actively offsets its carbon emissions, utilizing various strategies to reduce its environmental footprint. Embracing modern technology, they opt for video conferencing during client meetings, eliminating the need for travel and thus reducing carbon emissions associated with transportation. Furthermore, the TCHF prioritizes energy efficiency within its operations. Through regular energy audits, they identify potential areas for improvement and implement energy-efficient appliances and lighting in their office spaces



Low Carbon Emissions



Energy Efficient and Energy Audits Conducted



Biodegradable material used



Zero waste sent to landfill

Their conscientious approach extends to the materials they use, with a preference for recyclable and reusable options, such as recycled paper, biodegradable pens and pencils, and reusable notebooks. To instill a culture of sustainability, the organization conducts training and awareness sessions, actively promoting eco-friendly practices among its team members. By integrating these multifaceted strategies, TCHF not only minimizes its own environmental impact but also inspires positive change within the healthcare sector and beyond, aligning its mission with a greener, more sustainable future. In its relentless pursuit of sustainability, TCHF strives to set a pioneering example, emphasizing environmental consciousness as an integral part of its mission to make a positive impact on both healthcare and the planet.



Our Policy Impact





Observance of Legal Compliance

Code of Conduct Policy in Place





Business Continuity Plan Established

ESG Committee in Place



TCHF Impact Report 2023 23



Policy Pioneers: The Tata Capital Healthcare Fund's Journey To Positive Impact

TCHF's policies have left an indelible mark on its operations, fostering a culture of integrity, transparency, and resilience. Their robust code of conduct serves as the bedrock of ethical behavior within the organization, setting clear expectations for employees and management alike. It not only outlines the principles that guide their daily operations but also emphasizes the importance of patient-centric care and responsible financial management. The presence of a whistleblower policy and a POSH (Prevention of Sexual Harassment) policy reinforces their commitment to providing a safe and inclusive work environment. These policies empower employees to speak up against any wrongdoing or misconduct without fear of retaliation, ensuring that the workplace remains free from harassment and discrimination. Furthermore, the healthcare fund's unwavering commitment to legal compliance stands as a testament to its dedication to upholding the highest standards of ethical and legal practice in the healthcare industry.



100% Employees
Trained on CoC



100% Ethical Compliance



Impact Oriented Mission Statement



0 cases of PoSH

By rigorously adhering to all relevant laws and regulations, the organization not only safeguards its reputation but also builds trust with patients, investors, and regulatory bodies. In addition, the presence of a comprehensive Business Continuity Plan (BCP) underscores their strategic foresight and preparedness for unforeseen disruptions. This BCP not only ensures the seamless continuation of healthcare services but also sets a benchmark for disaster readiness within the industry, contributing to the stability and resilience of the broader healthcare ecosystem in India. In essence, these policies have far-reaching effects, impacting not only the organization itself but also the entire healthcare sector by setting ethical standards, ensuring legal compliance, and enhancing operational resilience.

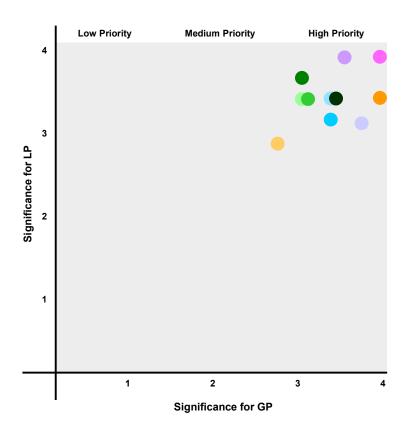
TCHF Impact Report 2023



Materiality Matrix

Materiality assessment helps identify, prioritize, track and report the most important sustainability issues. The materiality topics listed below indicate the high degree of alignment on priorities between the LP and GP.

Materiality Topics	Stakeholder Priority		Legend
	LP	GP	
Building Affordable Products for Underserved	3.0	3.7	
Customer Satisfaction	3.8	3.7	
Economic Performance	3.8	4.0	
Diversity & Inclusion	3.3	3.3	
Talent Management & Development	3.0	3.3	
Energy Management	3.3	3.0	
Water Management	3.3	3.0	
Emissions Management	3.5	3.0	
Waste Management	3.3	3.3	
Ethics & Integrity	2.8	2.9	
Regulatory Compliance	3.3	4.0	





Our SDG Impact

TCHF II (Vintage 2022) has shortlisted two thematic areas to measure and monitor the positive development outcomes of investments:

- Improving access of high-quality, affordable & essential healthcare and pharmaceutical products & services
- Healthcare, Pharmaceutical and life sciences workforce job creation and skill enhancement



INP A	IMPACT WHAT?	IMPACT WHERE?					
-urban	Healthcare Sub-Sectors	Pharmaceutical & Life Sciences	Health Tech	Medical Devices & Supplies	Hospitals, Services & Facilities	Others (Complementary & Alternative Medicine, Wellness &	
Identify investees addressing healthcare infrastructural gap, with rural/semi-urban access for lower/middle income consumers paying out-of-pocket	SDG Goals & Metric					Medical Tourism)	
	3.1 (Maternal Mortality)						
	3.2 (Infant Mortality)						
	3.5 (Prevent Substance Abuse)						
	3.6 (Prevent Road Accident)						
	3.7 (Sexual & Reproductive Healthcare						
	3.3 (End Epidemics)						
	3.4 (Premature Mortality)						
	3.8 (Universal Health Coverage)						
	3.9 (Protect Against Contamination)						
Ident	3.A – A.D (Tobacco Control, R&D of Vaccines, Healthcare Workforce, National and Global Health Risk)						

The table maps impact areas of TCHF – II against the 13 targets of UN SDG 3.

TCHF Impact Report 2023



Aspire's Impact Assessment Methodology

Aspire uses its proprietary 4P framework to assess an organization's impact across Product, Planet, People and Policy. These are further broken down into 13 categories and 40 impact standards, with around 160+ metrics collected and analyzed. We award companies a specific rating on impact, based on the overall outcome of the impact assessment.

Our Assessment Procedure

- 1. Review materiality and context of the company based on their sector and stage
- 2. Collect data to feed into Aspire's proprietary 4P impact assessment framework
- 3. Sample testing to verify data and information provided
- 4. Interviews with senior leadership to understand risks and opportunities from an impact perspective
- 5. Development of a 4-level impact tree (waterfall assessment) to be shared with the company for internal use outlining their current score at the level of ~160 KPIs and aggregated until we reach an overall impact rating. We also provide a list of recommendations to clients to enhance their impact.
- 6. Development of an impact report, which the company may share with external audiences.

Our Ratings

Our four-point rating system (Green Leaf, Silver Leaf, Gold Leaf and Platinum Leaf) provides all stakeholders with an objective, third-party assessment of the company's impact. It also provides an **empirical and aspirational improvement roadmap** for companies to prioritize their efforts and address key areas of Impact to improve their Ratings in subsequent years.



Green >1.0



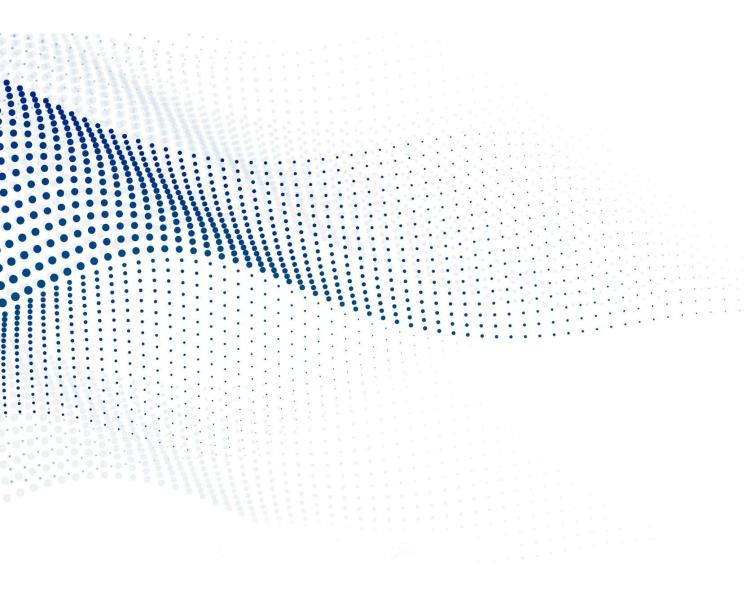
Silver >1.5



Gold >2.5



Platinum >2.5



Acknowledgements

The Impact assessment of Tata Capital Healthcare Fund was undertaken by Aspire Impact for the assessment year FY 2022-23.

The study team, consisting Priyanka Panjwani, Sanjam Sehgal, Shivangini Piplani, Yashika Narang & Arvind Sridharan from Aspire Impact, thank the TCHF team for their wholehearted co-operation in the completion of the assessment.

Our team is grateful to all the survey respondents and interviewees who shared their experiences, thoughts, suggestions and valuable time during the execution of the study.