

BUILDING THE NEW PILLARS OF GROWTH



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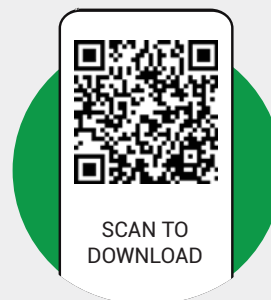
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CORPORATE INFORMATION



For more investor related information please visit
<https://www.metropolisindia.com/about-metropolis/investors/>

Disclaimer: This document contains statements about expected future events and financials of Metropolis Healthcare Limited, which are forward-looking. By their nature, forward-looking statements require the Company to make assumptions and are subject to inherent risks and uncertainties. There is a significant risk that the assumptions, predictions, and other forward-looking statements may not prove to be accurate. Readers are cautioned not to place undue reliance on forward-looking statements as several factors could cause assumptions, actual future results and events to differ materially from those expressed in the forward-looking statements. Accordingly, this document is subject to the disclaimer and qualified in its entirety by the assumptions, qualifications and risk factors referred to in the Management Discussion and Analysis section of this Annual Report.

Our Approach of Reporting

ABOUT THIS REPORT

This Report is aligned with the International Integrated Reporting Council's (IIRC) globally accepted framework. Through this document, Metropolis Healthcare Limited aims to strengthen its communication with the stakeholders with respect to material activities, value creation process, business highlights and future prospects. This Report follows and adopts guidelines, as laid out by SEBI with respect to Annual Report.

SCOPE AND BOUNDARY

This Annual Report comprises all the relevant aspects of operations of Metropolis. It also consists of the desired statutory disclosures and audited annual financial statements for the year ended 31 March 2022. All the subsidiaries are included in the consolidated financial information.

FRAMEWORKS

The content and structure of this Annual Report is guided by the framework endorsed by the Integrated Reporting <IR> Council. Besides, the Company fully complies with the NSE & BSE listings and SEBI Compliances. We are committed to following best practices in reporting to ensure transparency and better stakeholder engagement.

ASSURANCE

Metropolis' Board of Directors and its subcommittees have reviewed the Report and satisfied themselves on the materiality, accuracy, and balance of disclosures in this Report. The Board has not sought independent assurance of the Report, other than for the annual financial statements.

Investor Information

BSE Code
542650

NSE Symbol
METROPOLIS

Bloomberg Code
METROHL:IN

AGM Date
17 August 2022

AGM Mode
Video Conferencing



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BUILDING THE NEW PILLARS OF GROWTH



At Metropolis, precision, technological adeptness and proficiency form an important component of our operations. Our growth strategy envisions establishing Metropolis as a customers' first choice. Since our inception, the business' emphasis remained on providing accurate test results for gaining trust and confidence of our customers in healthcare.

Backed by strong scientific capabilities and tech savviness, we strive to ensure access to advanced high-quality diagnostic testing to patients not only in metro cities but also in tier 2 and tier 3 cities. To realize our goal, we are pursuing network expansion for deeper market penetration, prudent investments in digitization for better services and smoother customer experience, extending home visit coverage to make Metropolis the 'Go-To' brand for home testing.

Metropolis is becoming more self-reliant as it continues to ensure world-class pathology services for its customers, driven by advanced quality diagnostics, timely diagnosis without compromising quality, alongside deeper industry insight. Thereon, unlocking the next level of growth with 'Metropolis 3.0' and **BUILDING THE NEW PILLARS OF GROWTH.**

OUR JOURNEY

MILESTONES ENHANCING OUR GROWTH TRAJECTORY

2015

- Exit of Warburg Pincus, management control by Promoters and entry of Carlyle

2016

- New Professional Management team and roll out of Metropolis Retail strategy

1981

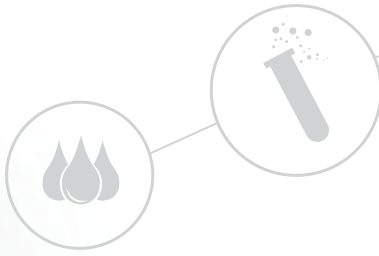
- Set up first Referral Laboratory, by Founder & Chairman Dr. Sushil Shah

1992

- Commenced clinical research services

2001

- Ms. Ameera Shah starts building Metropolis and redefines its growth strategy
- Carried out first major acquisition – Sudharma (Kerala)
- Introduced home service vertical



2018-20

- 🔪 Strong thrust on retail front-end expansion
- 🔪 First Public Private Partnership (PPP) initiated
- 🔪 Successful listing on Indian Stock Exchanges

2020-21

- 🔪 Became the first private diagnostics lab in India to start testing for Covid-19

2021-22

- 🔪 Acquisition of Hitech Diagnostics Centre to strengthen presence in South India.
- 🔪 Initiated Network Expansion Project (90:30) to add 90 labs and 1800 service collection centres in Tier 2 and Tier 3 cities
- 🔪 Merger by absorption of 8 wholly-owned subsidiaries with the Company

2006

- 🔪 Capital infusion by ICICI Ventures

2010

- 🔪 Secondary transaction by Foxcreek Investment Limited (an affiliated company of Warburg Pincus)

2013

- 🔪 Expansion in developing African countries

ABOUT US

WHO ARE WE?


Metropolis Healthcare Limited ('Metropolis' or 'MHL' or 'The Company' or 'We') is among the leading diagnostic service providers in the Healthcare sector with a dominant share in the country's western and southern region. Founded in 1981, MHL's motto is to provide world-class diagnostic solutions for the Company's customers, across the country by deepening our presence even in Tier 2 and Tier 3 cities.

WHAT WE DO?

We passionately believe in promoting a more personalized approach to diagnosis. We offer a comprehensive range of 4,000+ clinical laboratory tests and profiles. These are used for diagnostic screening, early detection, and confirmation of different diseases. By using pioneering diagnostic technologies, we enable healthcare professionals and their patients to accurately identify the test results. This significantly helps the healthcare professionals to cure and improve long-term health and well-being of their patients.

Additionally, we provide analytical and support services to clinical research organizations, for their clinical research projects. We have established our presence in 20 Indian states and 200+ cities. Further, with the recent integration of Hitech Diagnostic Centre, we aim to strengthen our presence in Southern India by targeting the B2C segment and maximizing the market share.

WHY CHOOSE US?

- 
- 1 We provide conclusive diagnosis with extensive test menu, backed by highest standard of quality
 - 2 We are a customer-focussed diagnostic company, with convenience and test accuracy at core of our service standards
 - 3 We have wide and unparalleled service network led by our pan-India presence
 - 4 We are consistent in our operations at every single visit, from seamless blood collection, hygiene collection setup to timely report delivery

YEARS OF CREDIBLE
OPERATIONS**40+**PATIENT SERVICE
CENTERS**3,134**CLINICAL
LABORATORIES**171**

TESTS AND PROFILES

4,000+PRESENCE ACROSS
INDIAN STATES**20**PATIENTS
TOUCHPOINTS**12,000+**PRESENCE ACROSS
INDIAN CITIES**220**

METROPOLIS: Fundamentals of Our Growth



VISION

To be a respected healthcare brand trusted by clinicians, patients and stakeholders. Positively impact lives of patients in their most anxious times and turn their anxiety into assurance.



MISSION STATEMENT

Helping people stay healthy, by accurately revealing their inner health.



VALUES

INTEGRITY
is in our
VEINS

EMPATHY
is in our
BLOOD

ACCURACY
is in our
DNA

TESTS

26 MNCUSTOMER/PATIENT
VISITS IN 2021-22**13.4 MN**NABL-ACCREDITED
LABS**25**

PICK-UP POINTS

~9,000ASSISTED REFERRAL
CENTERS (ARC)**704**

We are certified



*CAP: College of American Pathologists

*NABL: National Accreditation Board for Testing and Calibration Laboratories.

MESSAGE FROM CHAIRMAN'S DESK



We are becoming a self-reliant world-class pathology services provider driven by robust R&D, technological capabilities, and industry experience.



Dear Stakeholders,

The world has been volatile in 2021-22. Looking back at the past two years, we all have witnessed tumultuous times due to the Covid-19 pandemic. After the three waves of the pandemic, the Indian economy is finally reviving with a positive trend in all macro indicators. This shows that the country is on the path of growth. Further, large-scale vaccination drives and rising economic activity have collectively boosted public morale. The Indian Government has also contributed to the country's growth story through various policies and budgetary allocations.

The diagnostic companies have rapidly expanded to respond and maintain pace with the increasing demand for testing volumes. Additionally, an increased emphasis, seriousness and awareness of personal health are equally responsible for providing diagnostics industry with an opportunity to expand and facilitate the best solutions in the non-Covid-19 testing segments.

When it comes to Covid-19 and identifying the variants of concern, the technology used for sequencing matters the most. Several labs across the country have upgraded to cater to this growing need and serve the nation at this crucial time. Another big shift has been the fact that these services have been brought to homes, thereby reducing infection chances further. The turnaround time has also been brought down to bare minimum and special testing packages have also helped ensure familial health without burning a hole in people's pockets. On the other hand, non-Covid-19 testing volumes have seen a surge, where regular check-ups have gained popularity – assuring to help the nation, one individual at a time.

The Indian diagnostic industry has been rapidly evolving over the years and has emerged to be the key component of the healthcare segment. As a scientific-driven healthcare