

A green-tinted photograph of a surgical team in an operating room, with surgeons wearing masks and caps, and surgical lights visible.

FORTIS HEALTHCARE LIMITED

INVESTOR PRESENTATION

Nomura Investment Forum Asia (NIFA)

3rd & 4th June 2024 , Singapore



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About Fortis Healthcare

National Capital Region

- FMRI, Gurugram
- FEHI, New Delhi
- Shalimar Bagh
- Noida
- Vasant Kunj (O&M)
- Faridabad
- Manesar, Gurugram
- La Femme GK
- Def Col
- C-DOC
- Greater Noida (O&M)

1,722

Punjab

- Mohali
- Ludhiana
- Ludhiana 2
- Amritsar

774

Rajasthan

Jaipur

275

Maharashtra

- Mulund
- Vashi
- Kalyan
- SL Raheja (O&M)

770

Karnataka

- Bengaluru
- BG Road
 - CH Road
 - NagarBhavi
 - Rajaji Nagar
 - Richmond Road

620

335

West Bengal

- Kolkata
- Anandpur
 - FHKI & FMC

Chhattisgarh

- Raigarh (O&M)

70



28 Healthcare Facilities*



4,500+ Operational Beds^



6,200+ Doctors



~6,400 Nurses



~23,400 employees
(including Agilus)



4 JCI Accredited

Organization Accredited
by Joint Commission International



25 NABH Accredited/
Certified

Among the most
accredited
healthcare
network in India

Beds

Note: *Manesar facility is yet to be operationalized
^Including O&M beds



AWARDS & ACCOLADES

Fortis



- Fortis Shalimar Bagh, Fortis Mohali, Fortis Mulund and Fortis Anandpur bagged multiple awards under various categories at the annual conference organized by Consortium of Accredited Healthcare Organisations (CAHOCON 2023)
- Fortis Healthcare won six awards (Nursing and Infection Prevention & Control) at the Association of Healthcare Providers India (AHPI) Global Conclave 2024 Healthcare Excellence Awards
- Fortis Healthcare won seven awards in the Medical Value Travel Specialist Hospital category at Advantage Healthcare India's Medical Value Travel (MVT) Awards 2023

Agilus

- Agilus Diagnostics won two awards at the Economic Times Healthcare Awards 2023. Our sub brands, DDRC Agilus Diagnostics and Agilus Diagnostics Dr Phadke Labs won the Diagnostic Lab of the Year for South and West Region respectively
- Agilus Diagnostics bagged the National Diagnostic Chain of the Year Award at The Voice of Healthcare Diagnostics Summit 2023 at Mumbai



AGENDA

1. Clinical Excellence at Fortis
2. Performance Highlights
 - Earnings and Financial Summary – Q4 FY24 and FY24
3. Performance Review - Hospital Business
 - Beds Expansion Update
 - ESG Highlights
4. Performance Review - Diagnostics Business
5. Appendix



CLINICAL EXCELLENCE AT FORTIS

KEY HIGHLIGHTS

CLINICAL EXCELLENCE

FY24 Performance – Key Procedures



~60,600

Cardiac Procedures¹



~28,000

**Joint Replacements and
Other Ortho Procedures**



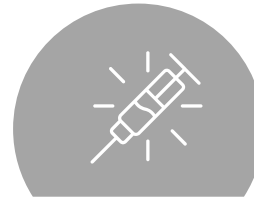
~3,600

Robotic Surgeries³



1,100+

Transplants²



7,800+

**Neuro and Spine
Surgeries**



11,100+

**Radiation Therapy
Patients**

Note:

¹Cardiac Procedures include Cardiac Surgery, Angiography, Angioplasty and other Cardiology procedures

²Transplants include Kidney, Liver and Bone Marrow Transplants

³Robotic Surgeries include Cardiac, Urology, Oncology, Gynae, Ortho and General Surgery

CLINICAL EXCELLENCE

Q4 FY24

- A 31-year-old woman underwent successful eye cancer treatment with Plaque Brachytherapy at **Fortis Memorial Research Institute, Gurugram**, using an affordable Ruthenium 106 Plaque made by BARC, Mumbai, which is available at a fraction of the cost compared to the imported one
- **Fortis Jaipur** implants India's first Automatic Implantable Cardioverter Defibrillator (AICD) in a 79-year-old patient, preventing sudden cardiac death
- **Fortis Hospital, Bannerghatta Road, Bengaluru**, reaches a significant milestone by treating a rare case of Left Kidney Cancer with Solitary Metastasis to Left Humerus

Q1–Q3 FY24

- Team Urology & Nephrology at **Fortis Hospital, Bannerghatta Road** successfully conducted the world's first reported case of Robotic En-Bloc Kidney Transplant from a 13-month-old deceased donor weighing 7.3 kg to a 30-year-old recipient weighing 50 kg
- **Fortis Hiranandani Hospital, Vashi**, successfully treated 28-year-old-man for rare case of Myasthenia Gravis (auto-immune muscular disease) with Thymoma (cancerous tumour that occurs in the thymus gland)
- A multi-disciplinary team of doctors at **Fortis Mohali** saved the life of a 9-year old girl child by conducting a 15-hour-long kidney transplant and bladder reconstruction surgery



AUGMENTING MEDICAL PROGRAMS / TECHNOLOGY



- Fortis Hospital, Mohali launched the most technically advanced Elekta Versa HD with SGRT (2nd LINAC at Mohali facility) to attain greater precision in cancer care



- Fortis Hospital Noida launched Truebeam STx, LINAC Radiotherapy machine (2nd LINAC at Noida facility)

- During the year, Fortis commissioned several high value equipment including:

- Da Vinci Robotic System at Noida, Anandpur
- Digital PET CT at FMRI
- Cathlab at Anandpur, Noida
- Neuro Navigation System at Noida, Faridabad
- Ortho Robots at FMRI, Shalimar Bagh, Noida, VK
- 3T MRI at Anandpur, 3D C-Arm at Mulund, 3D EP Lab at Mohali

- Fortis Institute of Blood Disorders was launched across various units – an advanced facility for specialized treatment of blood cancers and related disorders

- Fortis Escorts Hospital, Faridabad inaugurated Neuro ICU and advanced Neuro Lab

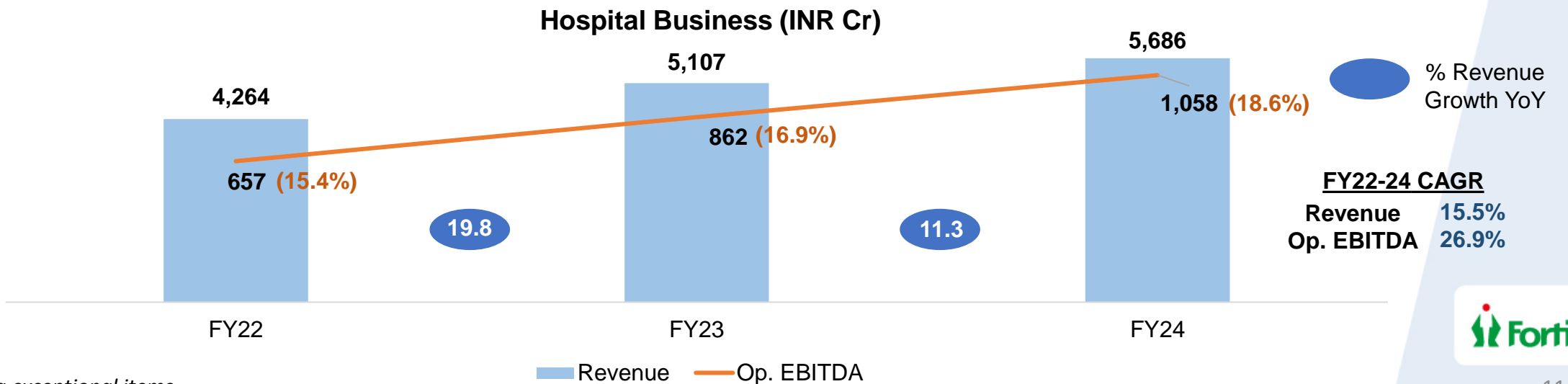
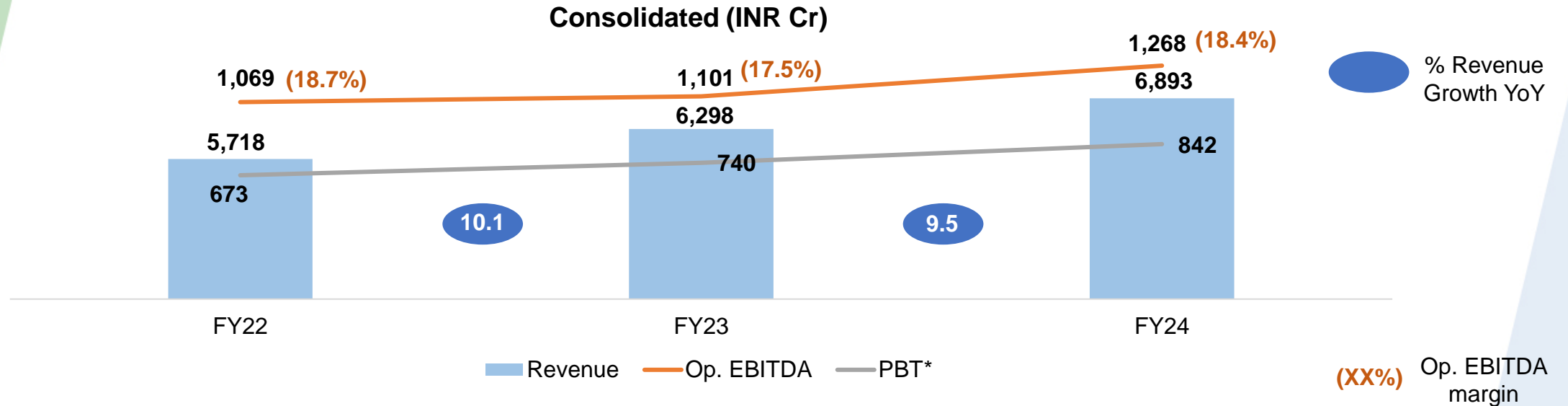
- Fortis Shalimar Bagh introduced a new Dialysis Block with over 25 beds



Q4FY24 and FY24

PERFORMANCE HIGHLIGHTS

BUSINESS PERFORMANCE



*PBT is excluding exceptional items



Q4FY24 SNAPSHOT

Consolidated Revenue

1,786 Crores

 8.7%

Consolidated Op EBITDA

380 Crores

(21.3% Margin)

 40.5%

Consolidated PBT¹

268 Crores

 55.2%

Consolidated PAT¹

200 Crores

 56.5%

Net Debt / (Cash)³

264 Crores

Net Debt to EBITDA^{2,3}

0.17x vs 0.30x

Board recommends dividend of INR 1 per share (10% of face value); subject to shareholders' approval

1. Excluding exceptional items

2. Basis Q4 annualized EBITDA; 3. Net Debt as on 31st March 2024

FY24 SNAPSHOT

Consolidated Revenue

6,893 Crores

 9.5%

Consolidated Op EBITDA

1,268 Crores

(18.4% Margin)

 15.1%

Consolidated PBT¹

842 Crores

 13.8%

Consolidated PAT¹

629 Crores

 12.5%

Hospital Business Revenue

5,686 Crores

 11.3%

Diagnostic Business Revenue²

1,372 Crores

 1.8%

1. Excluding exceptional items
2. Gross Revenue

Q4FY24 SNAPSHOT

- Hospital business revenues grew 10.3% to INR 1,490 Cr versus INR 1,350 Cr in Q4FY23.
- Hospital Business Operating EBITDA up 50.6% YoY to INR 333 Cr*, EBITDA margin at 22.4%* versus 16.4%* in Q4FY23.
- Q4FY24 hospital business ARPOB at INR 2.32 Cr vs INR 2.10 Cr in Q4FY23, up 10.3%; Surgical : Non-Surgical mix stood at 57:43
- Occupancy for the quarter stood at 67%, similar to Q4FY23; 64% in Q3FY24
- Diagnostics business gross revenues were at INR 338 Cr as compared to INR 332 Cr in Q4FY23. Operating EBITDA Margin for the quarter was at 14.0% versus 14.9% in Q4FY23
- Adjusted for COVID and COVID allied tests, diagnostics business revenues grew 5% versus Q4FY23

**Note: The financials of the hospital business related primarily to Q4FY24 and Q4FY23 comprise adjustments of amounts related to write back of excess provisions / unclaimed balances/ expected credit loss and other year end adjustments which have been accounted for in the quarters but pertain to the full year.*

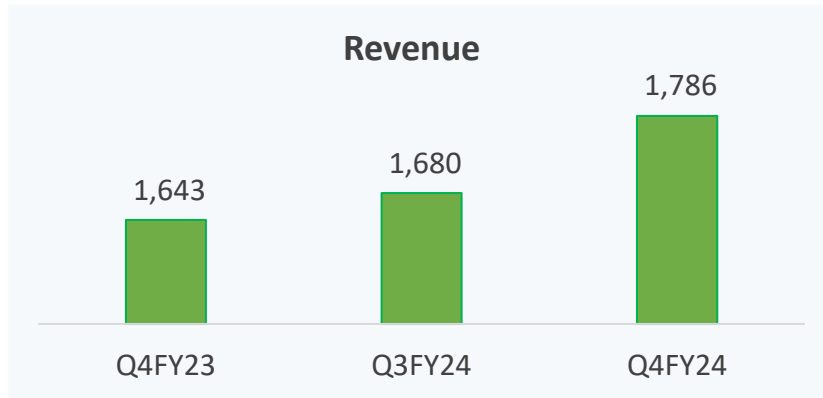


FY24 SNAPSHOT

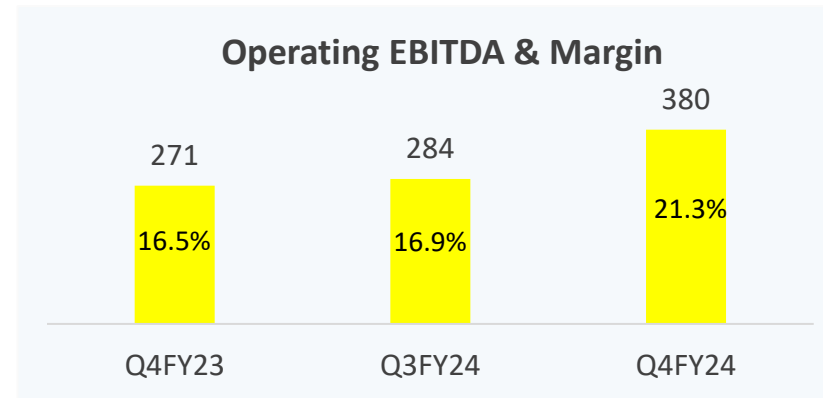
- Hospital business revenue at INR 5,686 Cr versus INR 5,107 Cr in FY23, a growth of 11.3%
- Hospital business Operating EBITDA at INR 1,058 Cr versus INR 862 Cr in FY23, a growth of 22.7%; Margin at 18.6% vs 16.9% in FY23
- FY24 hospital business ARPOB at INR 2.22 Cr vs INR 2.01 Cr in FY23, up 10.8% ; Surgical : non-surgical mix stood at 59:41 similar to the FY23
- Occupancy for the year stood at 65% in FY24 versus 67% in FY23
- Diagnostic business gross revenues were at INR 1,372 Cr versus INR 1,347 Cr in FY23; Adjusted for COVID & COVID allied tests, diagnostics business revenues grew 6% versus FY23
- Diagnostic Operating EBITDA Margin for the year stood at 15.3% versus 17.7% in FY23

CONSOLIDATED EARNINGS SUMMARY – Q4FY24

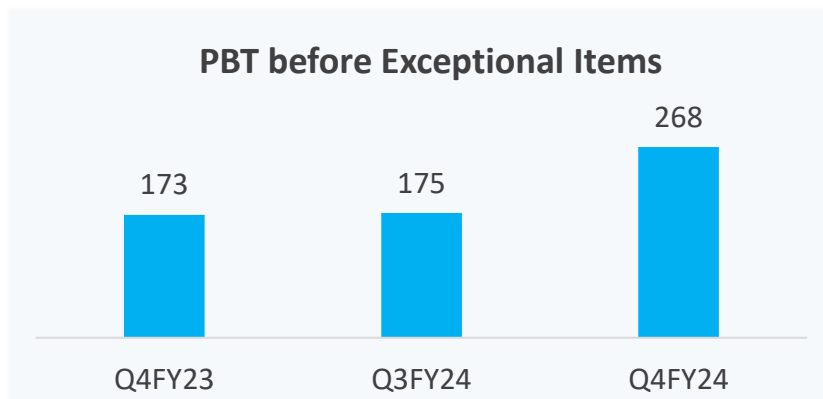
All figures in INR Crs.



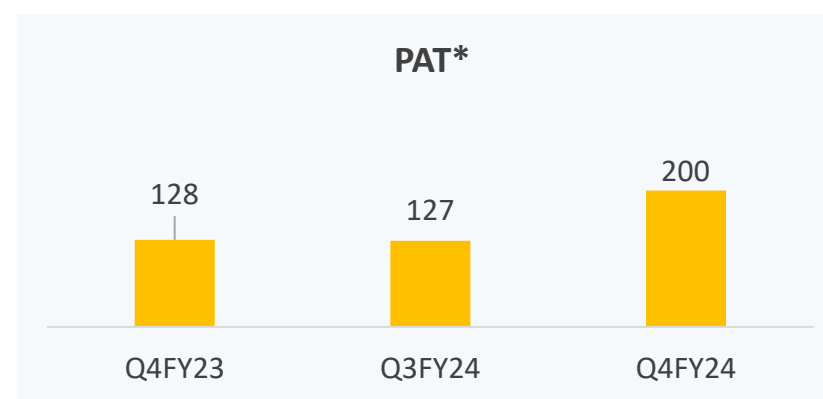
Up 8.7%



Up 40.5%



Up 55.2%



Up 56.5%

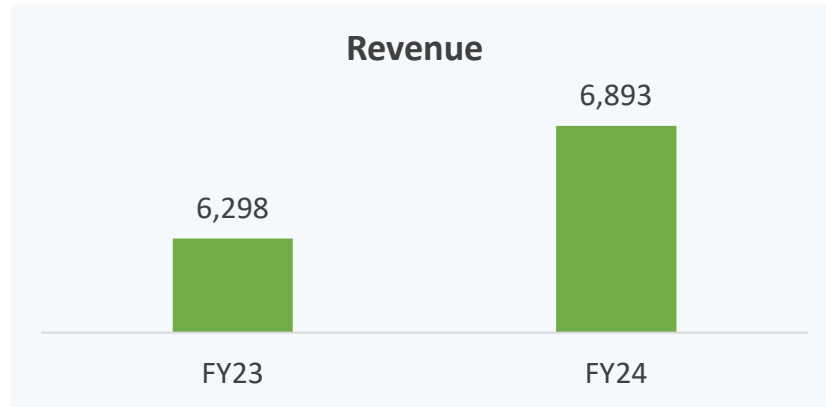
*Q3FY24 and Q4FY23 PAT excludes exceptional net gain of Rs 7.7 Cr and Rs 10.5 Cr primarily related to reversal of impairment in an associate Company

*Q4FY24 PAT excludes exceptional net gain of Rs 3.1 Cr related to the Fortis Malar divestment transaction

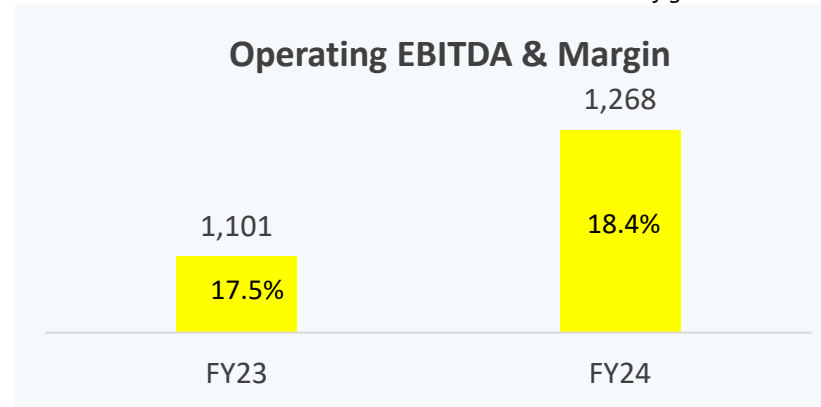
Tax impact of exceptional gain/loss has not been considered

CONSOLIDATED EARNINGS SUMMARY – FY24

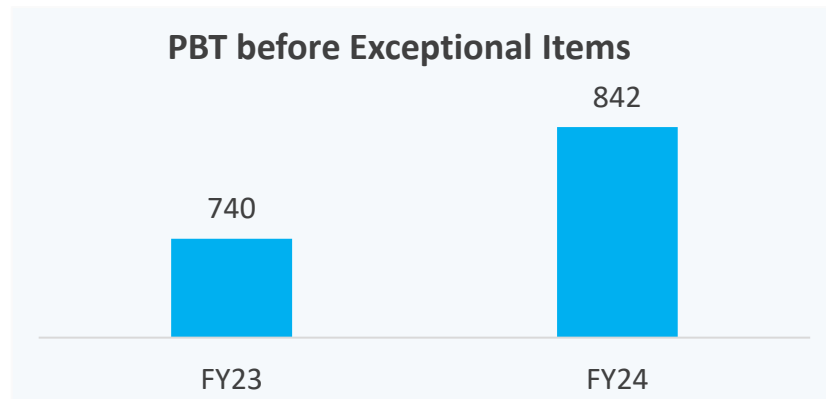
All figures in INR Crs.



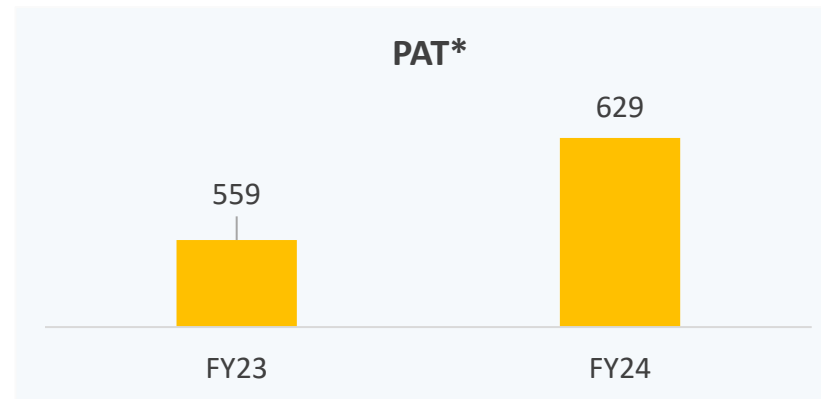
Up 9.5%



Up 15.1%



Up 13.8%



Up 12.5%

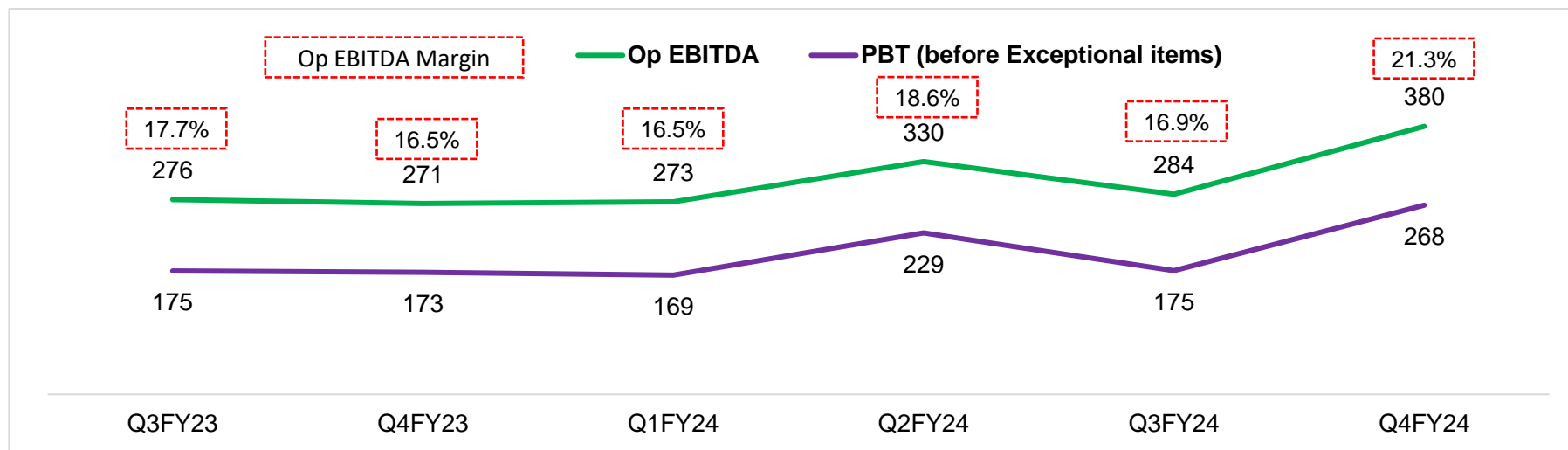
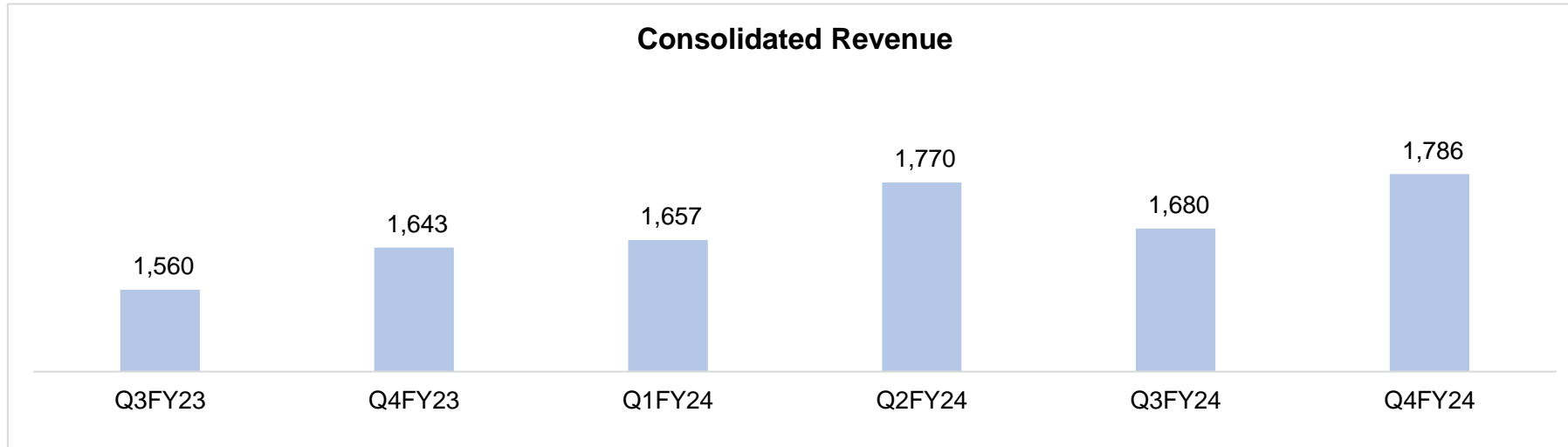
*FY24 exceptional gain of Rs 16.0 Cr related to the divestment of the Chennai facilities and reversal of impairment in an associate Company

*FY23 exceptional gain of Rs 73.6 Cr pertains to reversal of impairment in an associate Company

Tax impact of exceptional gain/loss has not been considered

CONSOLIDATED EARNINGS SUMMARY

All figures in INR Crs.

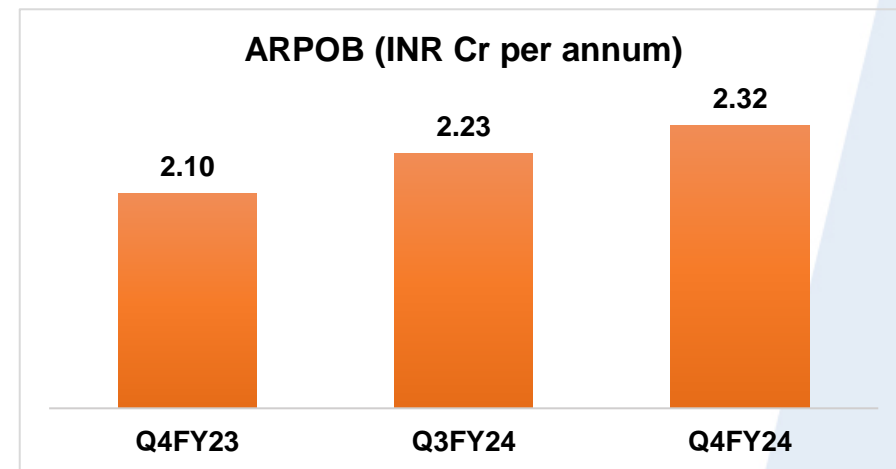
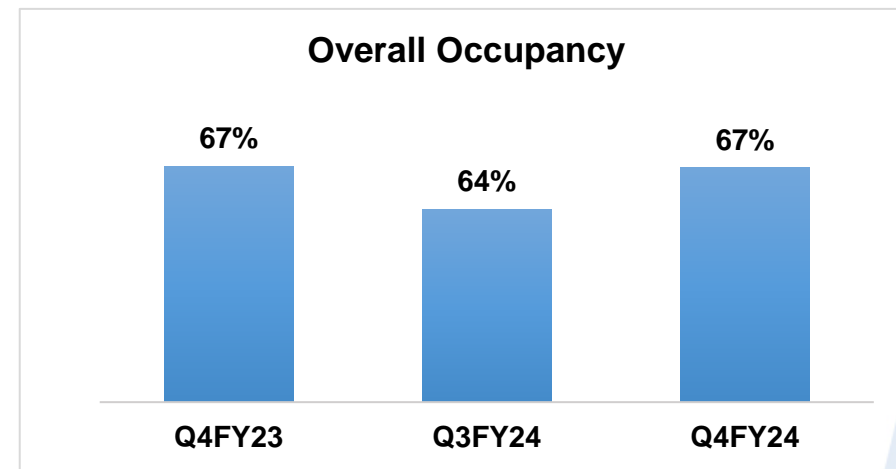


Q4FY24

HOSPITAL BUSINESS HIGHLIGHTS

- Occupancy was at 67%, similar to Q4FY23
- Revenue from focus specialties comprising Oncology, Gastroenterology, Neurosciences, Renal Sciences, Orthopaedics and Cardiac Sciences grew 13.8% YoY and contributed 61.4% to overall hospital business revenues (compared to 59.7% in Q4FY23)
- Revenues from Medical Travel grew by approx. 9% YoY to reach INR 124 Cr in Q4FY24 vs INR 114 Cr in Q4FY23. The business contributed 7.9% to overall hospital business revenues in Q4FY24 versus 8.1% in Q4FY23
- Company further strengthened its medical talent with the onboarding of specialists in the areas of Cardiology, Nephrology, Urology, General Surgery and Internal Medicine.

Key Performance Indicators



Up 10.3%

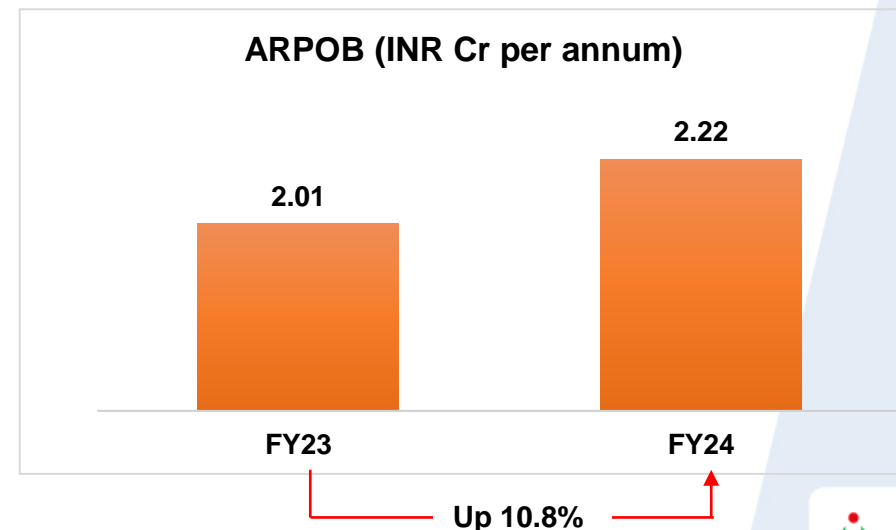
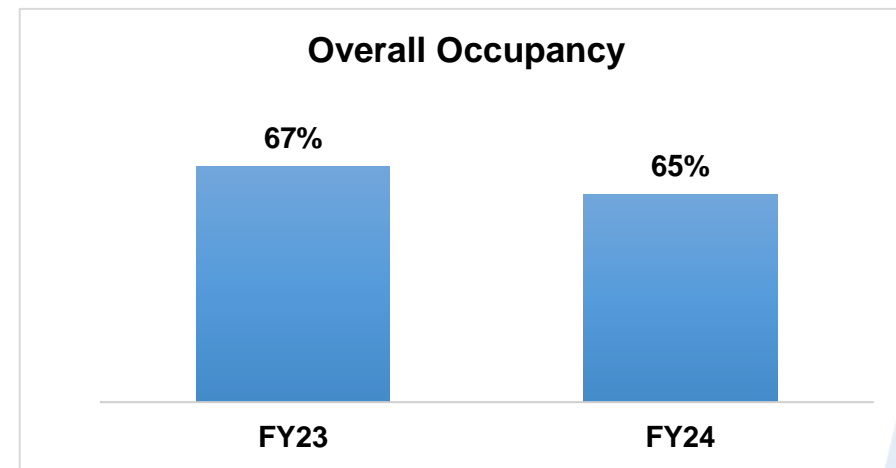


FY24

HOSPITAL BUSINESS HIGHLIGHTS

- Occupied beds increased to 2,685 compared to 2,665 in FY23 – however, occupancy declined by 2% due to an increase of 246* operational beds YoY
- Revenue from focus specialties comprising Oncology, Gastroenterology, Neurosciences, Renal Sciences, Orthopaedics and Cardiac Sciences grew 13.0% YoY and contributed 61.7% to overall hospital business revenues (compared to 61.0% in FY23)
- Revenues from Medical Travel grew by 12.2% YoY to reach INR 479 Cr in FY24 vs INR 427 Cr in FY23. The business contributed 8% to overall hospital business revenues in FY24 – similar compared to FY23.

Key Performance Indicators



*Note: This excludes beds reduced as a result of divestment of Chennai facilities

Q4FY24 & FY24

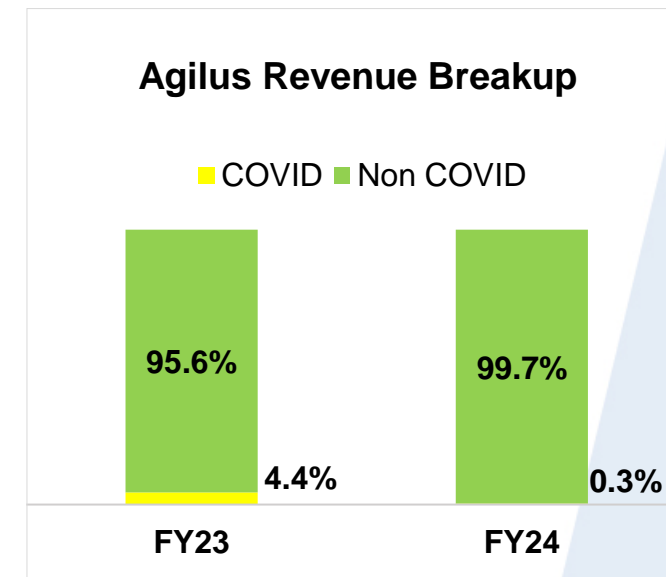
DIAGNOSTIC BUSINESS HIGHLIGHTS

Q4FY24

- Revenues were at INR 338 Cr in Q4FY24 as compared to INR 332 Cr in Q4FY23. Revenues for Q3FY24 were at INR 331 Cr.
- Operating EBITDA stood at INR 47 Cr versus INR 49 Cr in Q4FY23 (14.0% versus 14.9% EBITDA margin) and versus INR 33 Cr in Q3FY24 (10% margin).
- Operating EBITDA before one-off expenses* was at INR 54 Crs versus INR 49 Crs in Q4FY23 (15.9% versus 14.9% EBITDA margin) and versus INR 60 Cr in Q3FY24 (18.3% margin).

FY24

- Revenues were at INR 1,372 Cr in FY24 versus INR 1,347 Cr in FY23
- Operating EBITDA stood at INR 209 Cr versus INR 239 Cr in FY23. EBITDA Margins were 15.3% and 17.7% respectively
- Operating EBITDA before one-off expenses* was INR 268 Cr (19.5% margin versus 17.7% in FY23)



OPERATING PERFORMANCE

HOSPITAL BUSINESS

Particulars (INR Cr)	Hospital Business				
	Q4FY23*	Q3FY24	Q4FY24*	FY23	FY24
Operating Revenue	1,350	1,389	1,490	5,107	5,686
Revenue Growth vs LY		9.6%	10.3%		11.3%
Reported EBITDA[^]	230	254	339	922	1,090
EBITDA growth vs LY		16.9%	47.5%		18.3%
Margin	17.0%	18.2%	22.8%	18.1%	19.2%
Adj: Other Income [^]	9	3	6	60	32
Operating EBITDA	221	251	333	862	1,058
Margin	16.4%	18.0%	22.4%	16.9%	18.6%

- **The financials of the hospital business related primarily to Q4FY24 and Q4FY23 comprise adjustments of amounts related to write back of excess provisions / unclaimed balances / expected credit loss and other year end adjustments which have been accounted for in the quarters but pertain to the full year.*
- *Above financials includes financials of International entities which are part of Fortis group; mainly RHTTM*
- *[^]Hospital business reported EBITDA for FY24 and FY23 includes other income primarily as a result of the dividend income received from the Company's majority owed (57%) subsidiary Agilus Diagnostics*

OPERATING PERFORMANCE

DIAGNOSTIC BUSINESS

Particulars (INR Cr)	Diagnostic Business				
	Q4FY23	Q3FY24	Q4FY24	FY23	FY24
Operating Revenue	332	331	338	1,347	1,372
Revenue Growth vs LY		(0.2%)	1.9%		1.8%
Reported EBITDA	55	37	52	263	229
EBITDA growth vs LY		(47.7%)	(5.7%)		(12.8%)
Margin	16.5%	11.2%	15.2%	19.5%	16.7%
Adj: Other Income incl FX	5	4	4	24	20
Operating EBITDA	49	33	47	239	209
Margin	14.9%	10.0%	14.0%	17.7%	15.3%
Adj: One off expenses*		27	6		58
Operating EBITDA before one off exp	49	60	54	239	268
Margin	14.9%	18.3%	15.9%	17.7%	19.5%

*One off expenses related to rebranding expenses of the business to Agilus Diagnostics Limited and the provisioning pertaining to certain government business

BALANCE SHEET

March 31, 2024

Balance Sheet (INR Cr)	March 31, 2023	Dec 31, 2023	March 31, 2024
Shareholder's Equity	8,100	8,598	8,556
Debt	703	812	859
Lease Liabilities (Ind AS 116)*	223	299	297
Total Capital Employed	9,026	9,709	9,711
Net Fixed Assets (including intangibles & CWIP)	5,513	6,184	6,221
Goodwill	4,141	4,214	4,194
Investments	210	227	230
Cash and Cash Equivalents	363	294	595
Net Other Assets^	(1,201)	(1,210)	(1,529)
Total Assets	9,026	9,709	9,711
Net Debt / (cash)	340	518	264
Net Debt to Equity	0.04x	0.06x	0.03x

- *Pertains to lease liability on account of adoption of new accounting standard on leases w.e.f. April 1, 2019.
- Net debt excludes lease liabilities
- Net debt to EBITDA was at 0.17x vs 0.30x for FY24 and FY23 respectively
- ^Includes PUT option liability pertaining to Agilus' 31% Stake held by private equity investors; includes assets & liabilities held for sale with respect to Vadapalani operations (31 Mar'23 period)



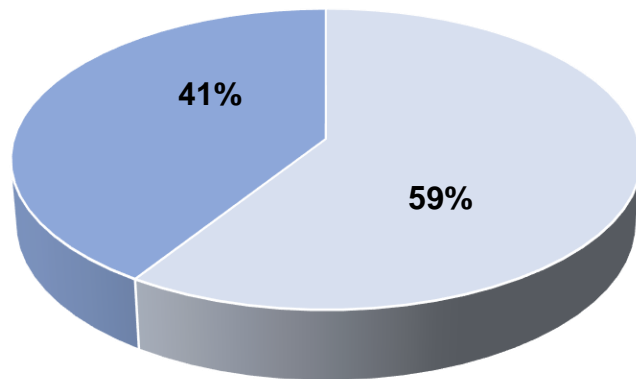
PERFORMANCE REVIEW

HOSPITALS BUSINESS

REVENUE MIX

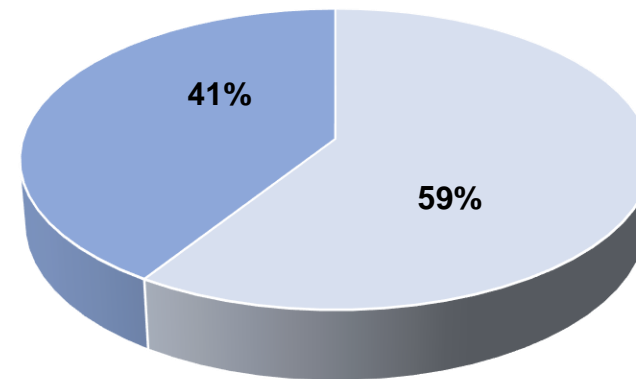
FY23

Gross Revenue : INR 5,361 Cr



FY24

Gross Revenue : INR 5,987 Cr

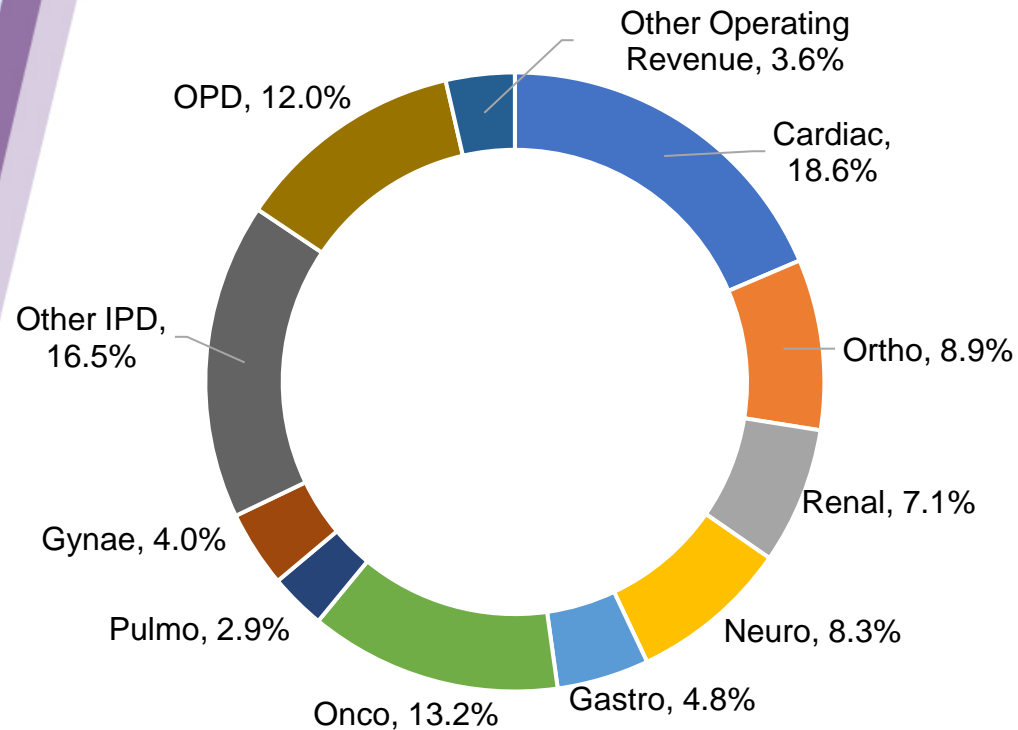


■ Non Surgical Revenue ■ Surgical Revenue

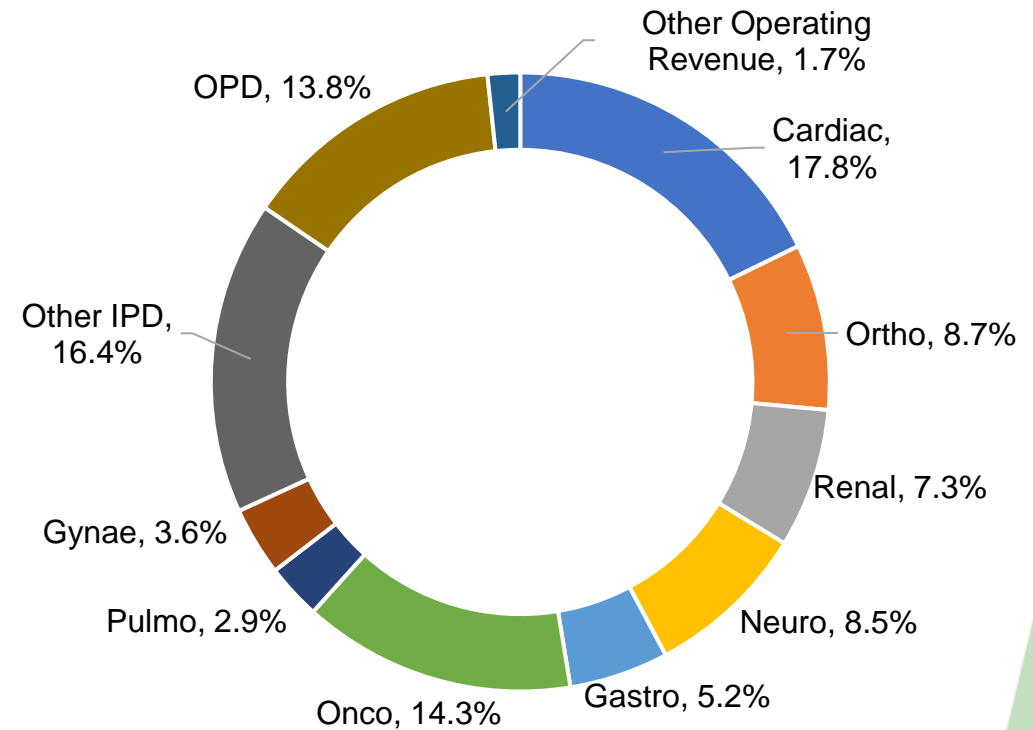
Contribution from Surgical revenue stood at 59% in FY24, similar to previous period

SPECIALTY MIX

FY23



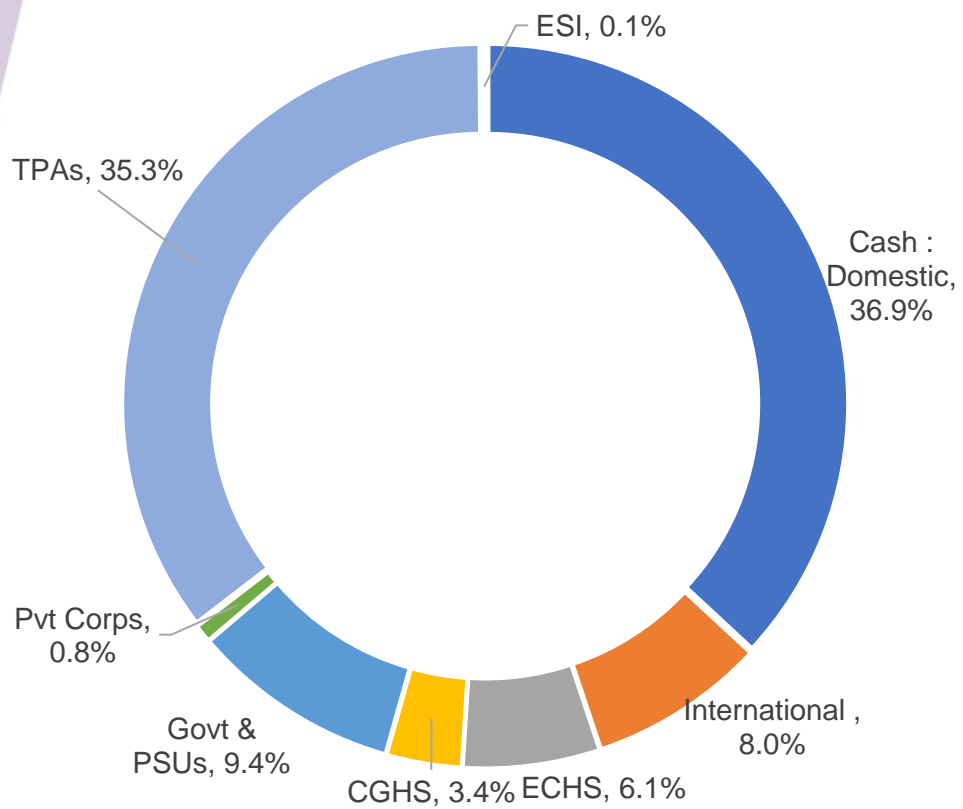
FY24



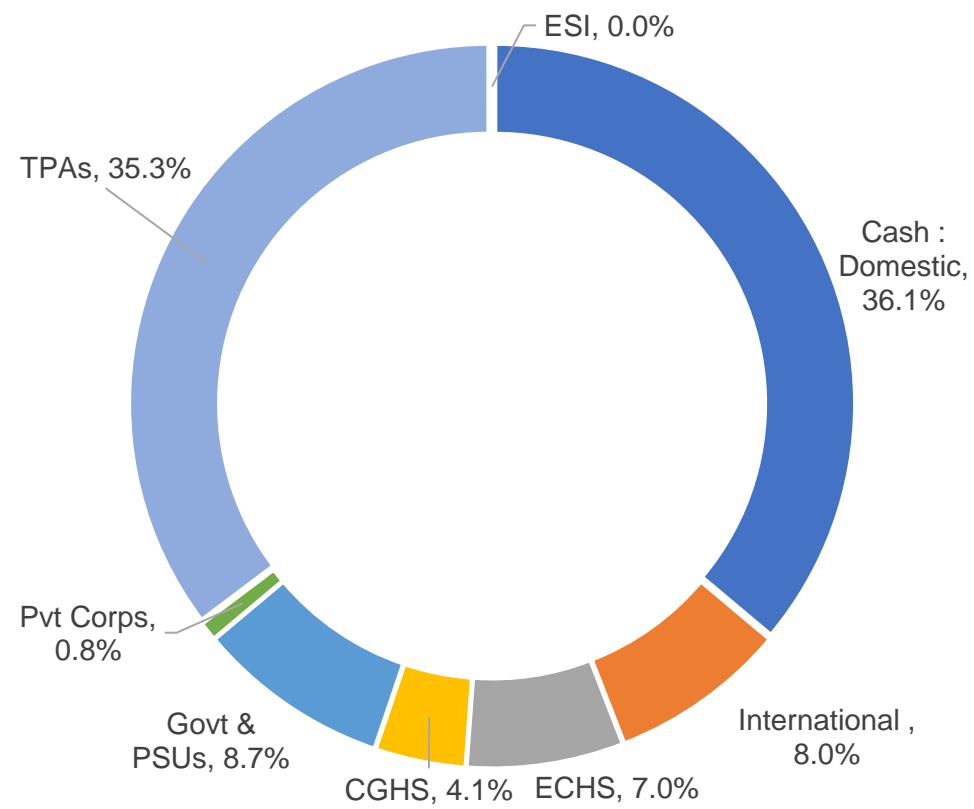
Specialties such as Oncology, Gastroenterology, Renal Sciences and Neuro Sciences and witnessed revenue growth of 21%, 21%, 13.6% and 13.5% respectively

PAYOR MIX

FY23

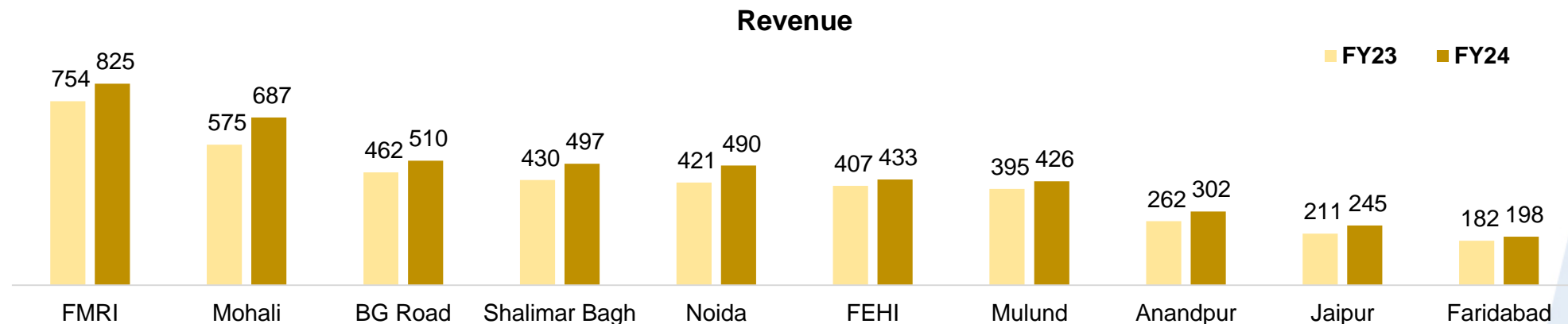
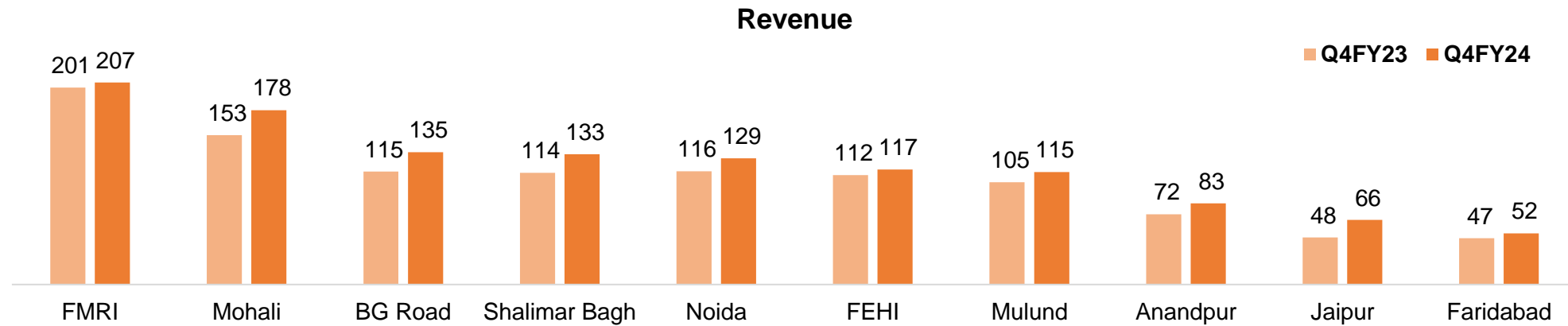


FY24



HOSPITAL BUSINESS PERFORMANCE – Q4FY24 and FY24

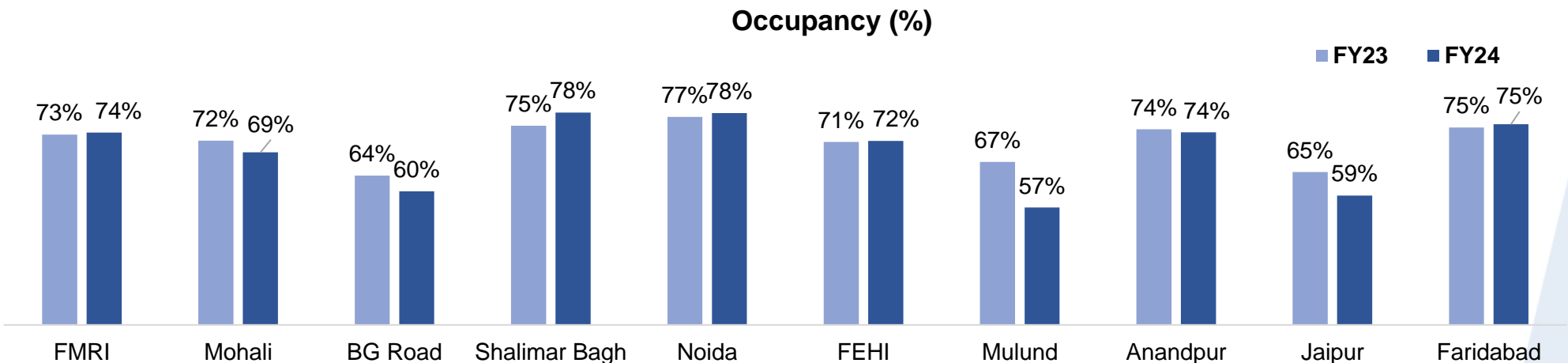
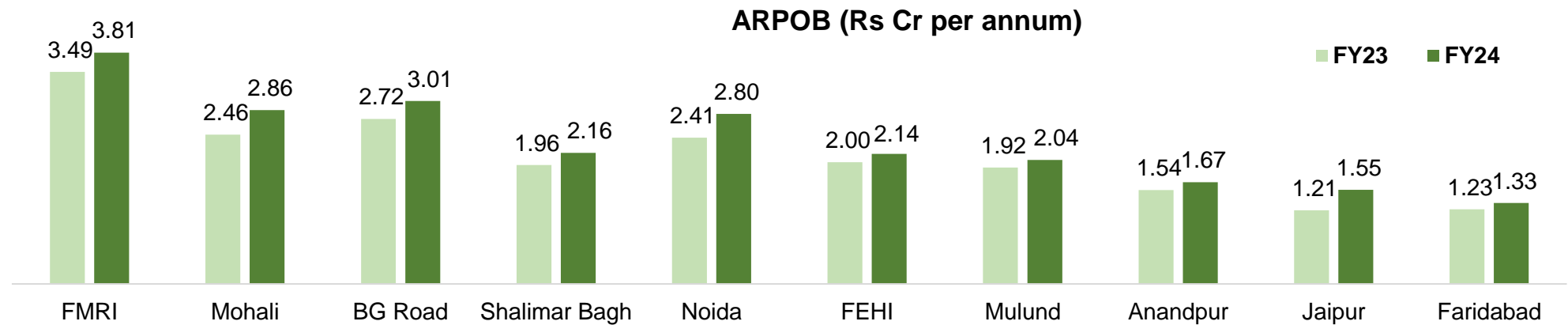
All the key healthcare facilities continue to witness an upward momentum in revenues YoY



All figures in INR Cr.

HOSPITAL BUSINESS PERFORMANCE – FY24

All the top 10 hospitals witnessed healthy ARPOB growth;
Six of the top 10 hospitals witnessed occupancy in excess of 70%



HOSPITAL MARGIN MATRIX

FY24*

EBITDA	No. of Facilities	Revenue Contribution	Operational Beds	ARPOB (INR Cr)	Occupancy
20% - 25%	8	62.2%	1,998	2.56	72%
15% - 20%	5	13.4%	745	1.76	62%
10% - 15%	3	13.8%	640	1.89	70%
<10%	5	8.1%	551	1.81	50%

FY23

EBITDA	No. of Facilities	Revenue Contribution	Operational Beds	ARPOB (INR Cr)	Occupancy
20% - 25%	6	52.4%	1,609	2.47	70%
15% - 20%	7	21.4%	975	1.62	72%
10% - 15%	2	5.1%	246	1.55	72%
<10%	7	20.3%	1,145	1.70	57%

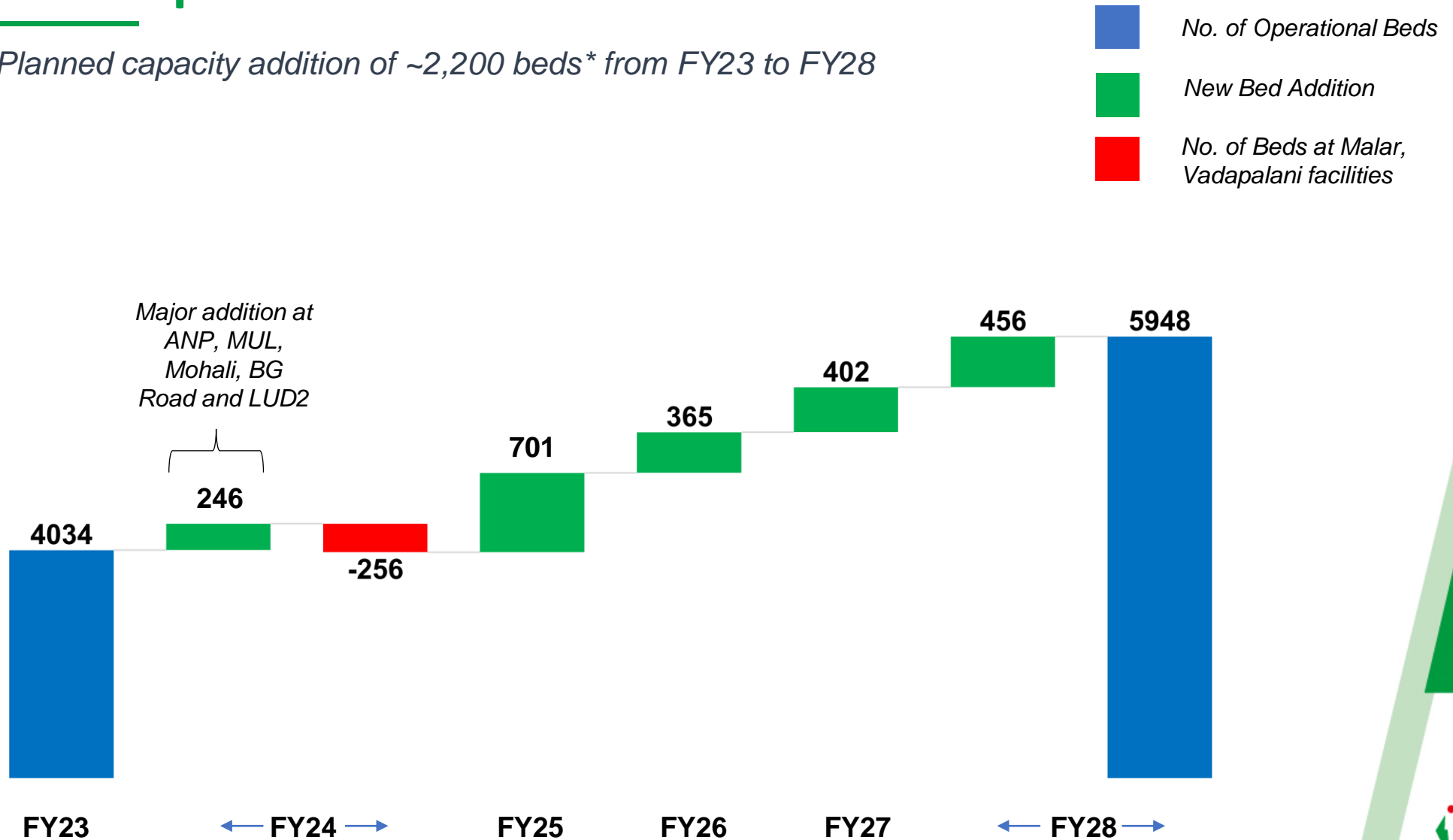
*FY24 numbers exclude Vadapalani, Malar facilities and include Ludhiana 2 facility; FY23 numbers include Vadapalani, Malar facilities and exclude Ludhiana 2 facility



BEDS EXPANSION UPDATE

Beds Expansion Plan

Planned capacity addition of ~2,200 beds* from FY23 to FY28

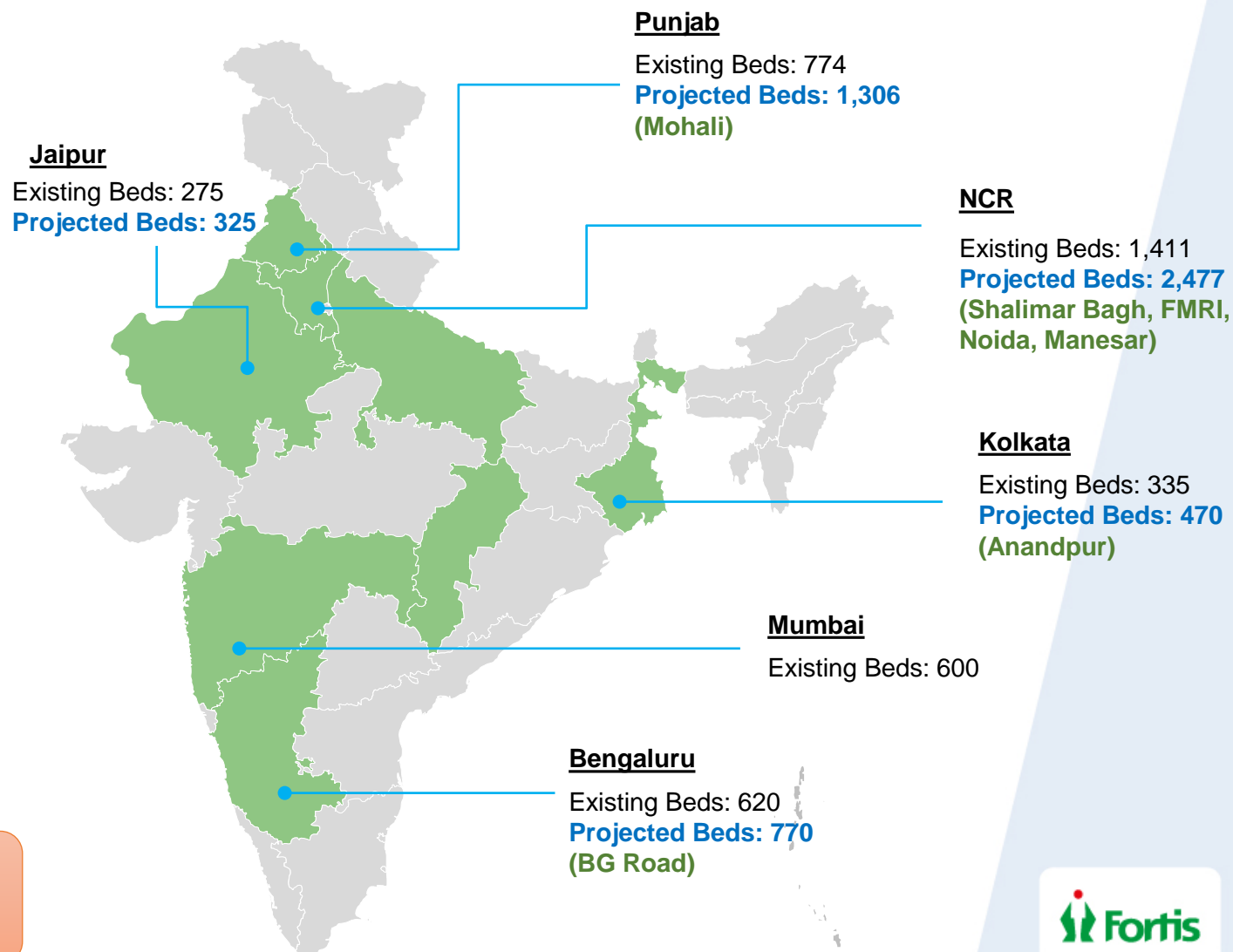


Note: 1. *~2,200 beds addition is total new addition and does not factor in divestment of Malar, Vadapalani facilities; New Bed Addition Numbers include Manesar facility also
 2. The chart shows total capacity addition in each year – ramp up of operational beds will be done as per the business growth and occupancy trends

Beds Expansion – Plans to expand to ~6,000 beds

- Planned bed capacity addition of ~2,200 beds* till FY28, to achieve a total of ~6,000 operational beds
- Majority of beds to be added at units located at Shalimar Bagh, FMRI, Mohali, Noida, Anandpur, BG Road and Amritsar
- The beds at the recently acquired Manesar facility are scheduled to be operational starting Q2 FY25
- With the planned expansion, the following facilities will become large format hospitals: Mohali, Shalimar Bagh, FMRI, Noida, BG Road, Mulund and Manesar

In addition to the above, the Company continues to pursue inorganic efforts and evaluate portfolio optimization alternatives





ESG HIGHLIGHTS

ESG HIGHLIGHTS

Environment Stewardship



Energy

Reduced per occupied bed energy consumption in FY 24 by **3.4%**



Water

Reduced per occupied bed water consumption in FY 24 by **8.4%**



Bio-Medical Waste

Created **month-wise baseline for bio-medical waste** for all units, across all 5 Bio-medical waste categories

Employer to work for



Employee turn-over

Employee turn-over rate has improved to **30.42% in FY 24**, from **34.87% in FY 23**



Learning & Development

86.4% employees trained on **Health & Safety measures** in FY 24, up from **70%** in FY 23



Gender Diversity

56.2% of permanent employees at Fortis are **women**. Consistently high gender diversity across years

Patient-centric care



Robust Patient Feedback Management System

Ticket based complaint resolution mechanism for prompt resolution & closure



Data-driven measurement of overall patient satisfaction

Net Promoter Score (NPS) based objective metric for OPD & IPD



Transparent Billing Practices

High level of transparency **from admissions to discharge**, with assured pricing packages & financial counseling

Systemic Governance



Framework to report violations

Alternative and anonymous method of reporting suspected compliance violations, unlawful or unethical behavior



Grievance Redressal Mechanism

Whatsapp-based grievance redressal mechanism. All complaints closed with RCA and CAPA



Zero Data Breaches

We clocked **ZERO** data breaches in FY 23-24 – ensured by robust IT systems at Fortis Healthcare

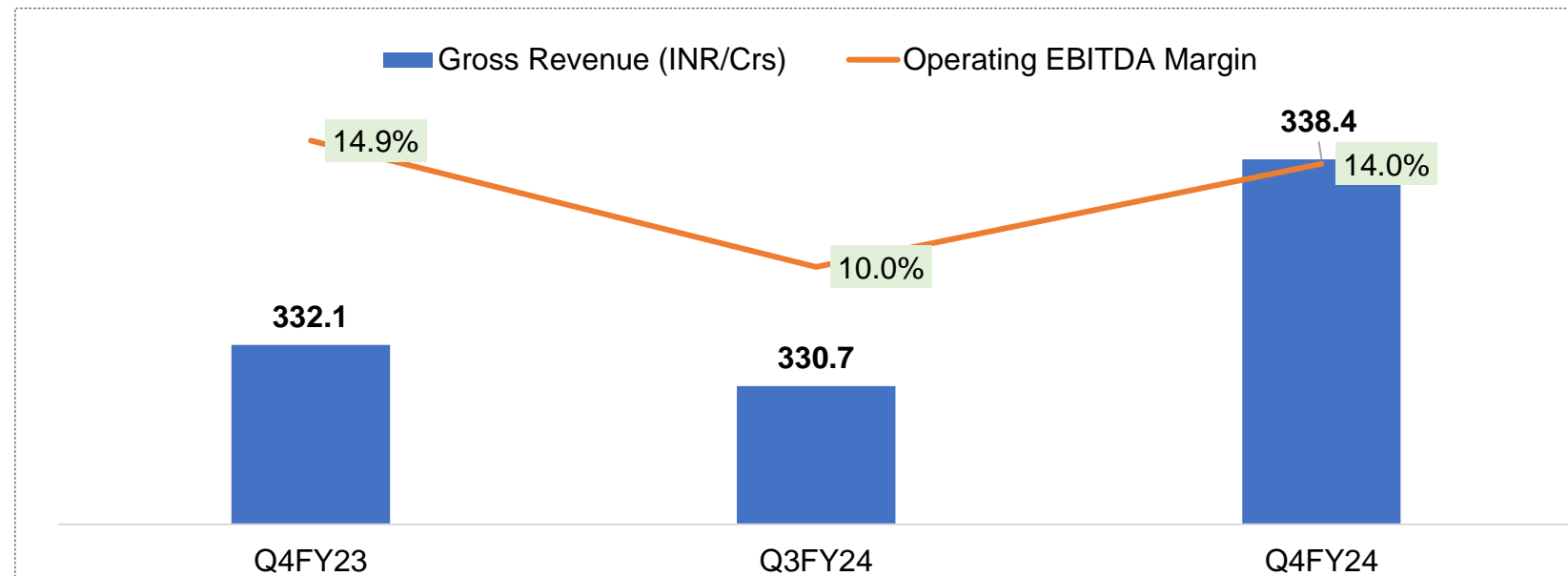


PERFORMANCE REVIEW

DIAGNOSTICS BUSINESS

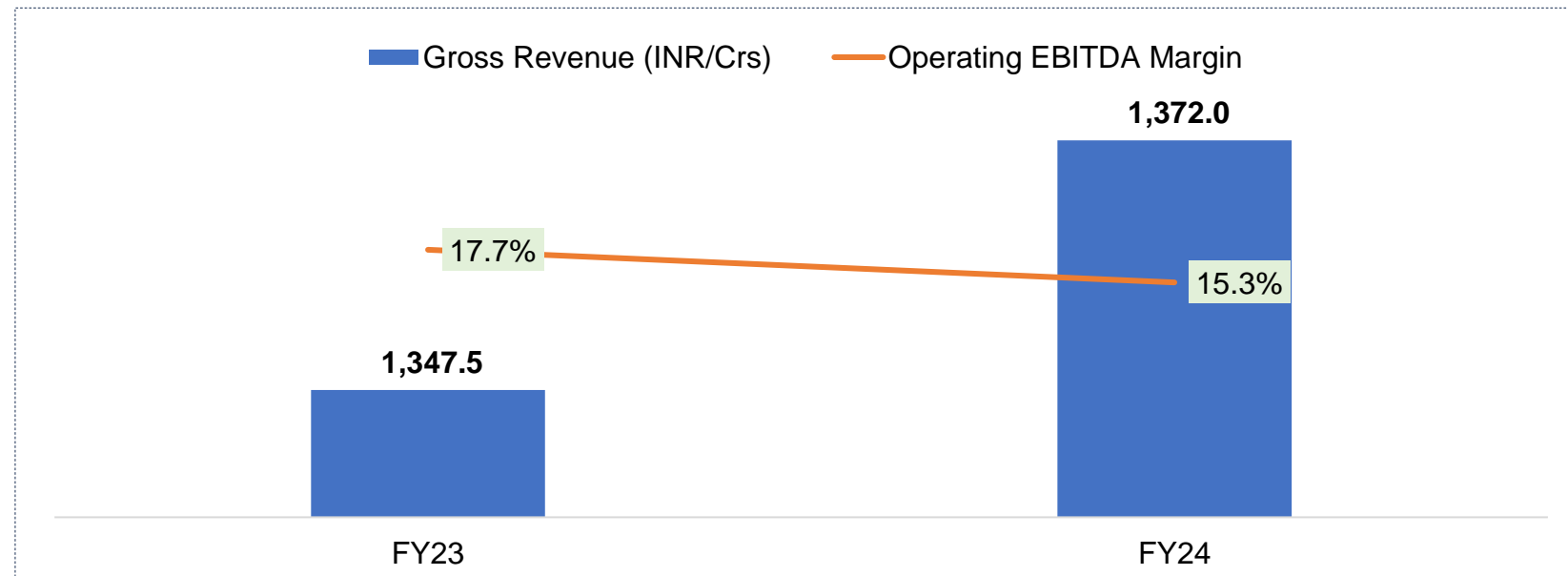
DIAGNOSTICS BUSINESS – Q4FY24

- During Q4FY24, Agilus conducted 9.61 million tests, versus 9.77 million in Q4FY23 a de-growth of 2% primarily due to lower COVID volumes. In Q3FY24 Agilus conducted 9.85 million tests
- Agilus added 200+ Customer touchpoints to its network in Q4FY24
- B2C:B2B revenue mix stood at 53:47 in the quarter which is similar to the last year
- Non COVID revenue grew by 5% in Q4FY24 compared to Q4FY23 and 3% compared to Q3FY24

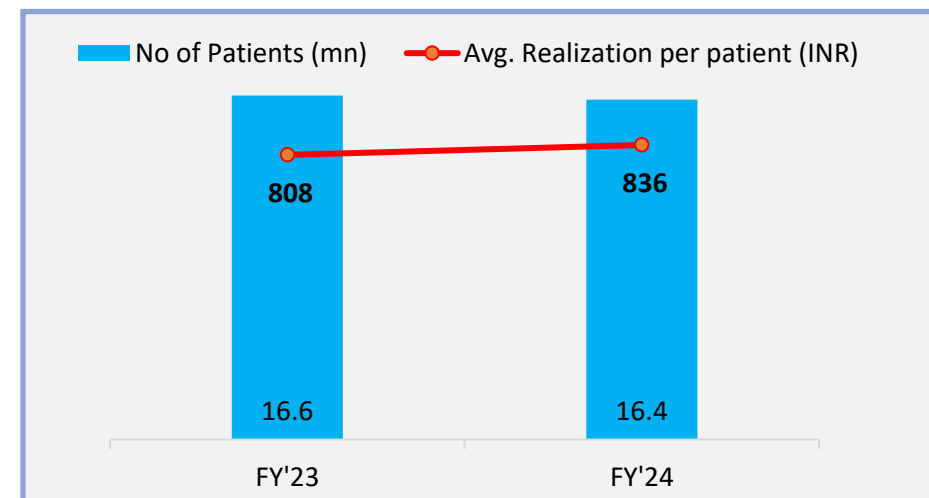
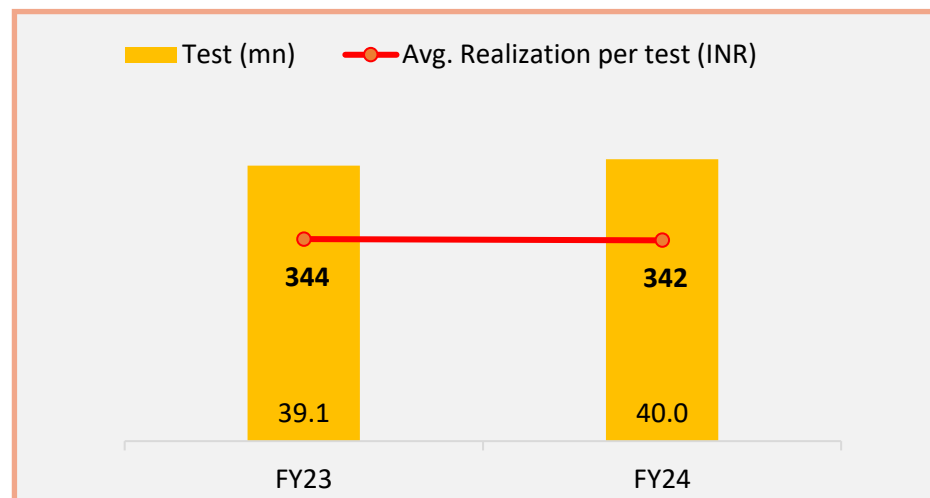
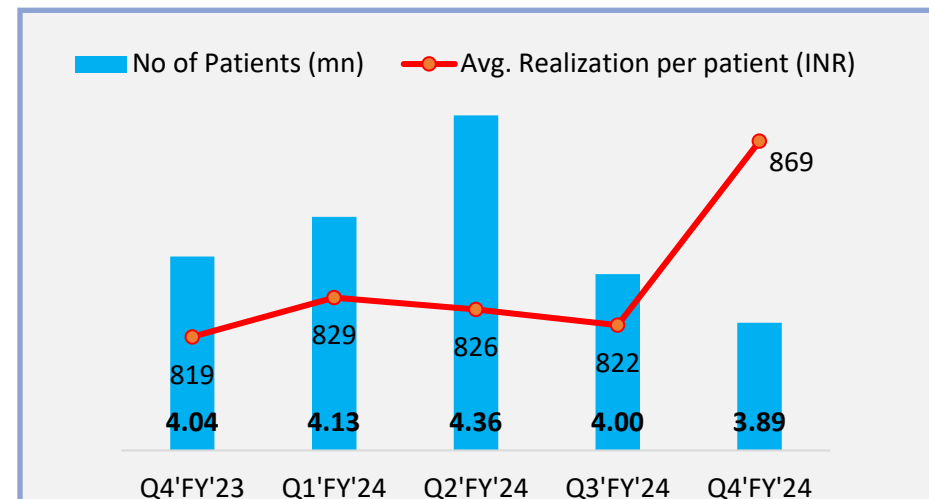
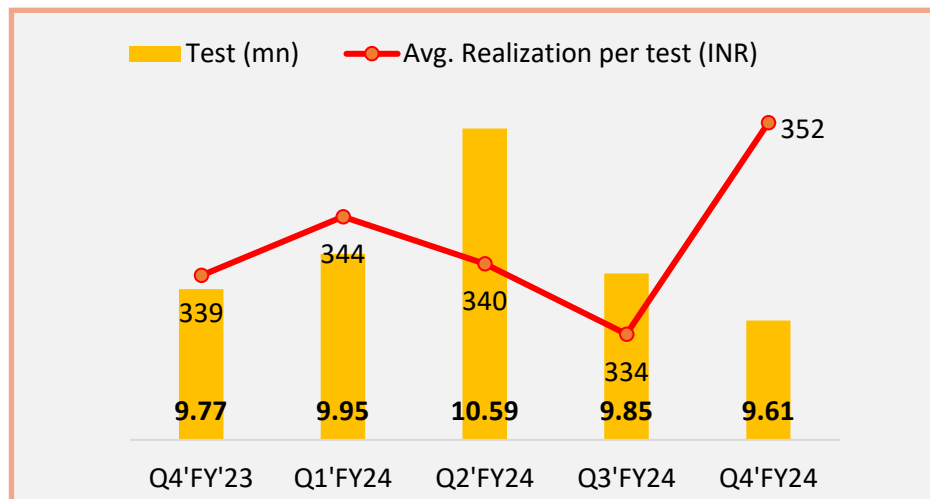


DIAGNOSTICS BUSINESS – FY24

- During FY24, Agilus conducted 40.0 million tests, versus 39.1 million tests in FY23
- Agilus added 680+ Customer touchpoints (CTPs) to its network in FY24. Total CTPs as on 31st Mar'24 stood at 3,976.
- Agilus' B2C:B2B revenue mix stood at 53:47 in the year vs 54:46 in FY23
- COVID revenue contribution was at 0.3% in FY24 compared to 4.4% in FY23
- Non COVID revenue grew by 6% in FY24 compared to FY23



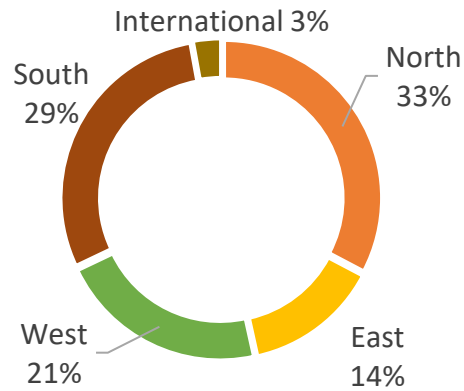
KEY PERFORMANCE METRICS



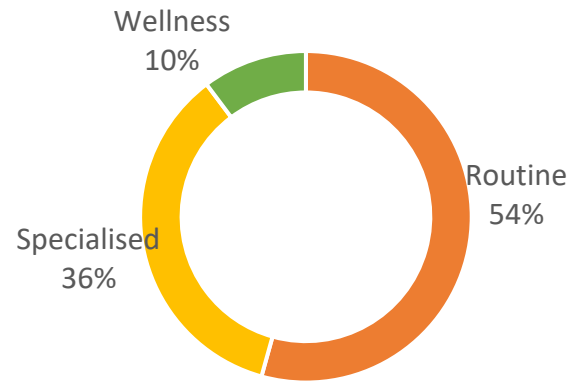
YEARLY REVENUE MIX

FY24

Geographic mix



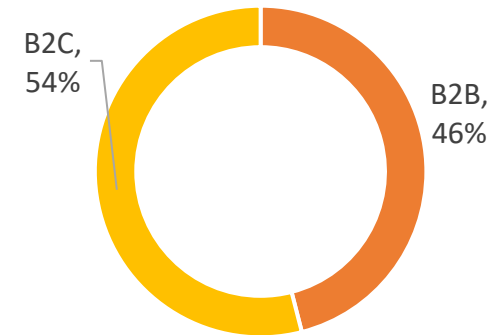
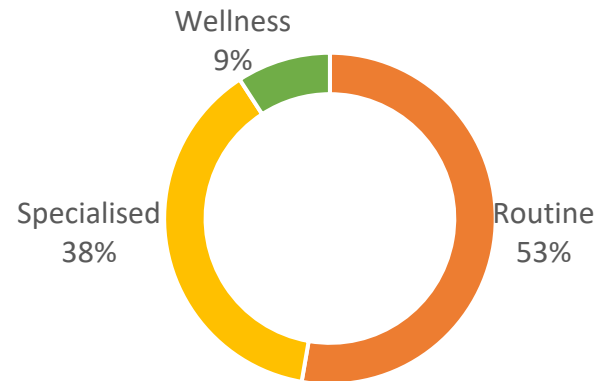
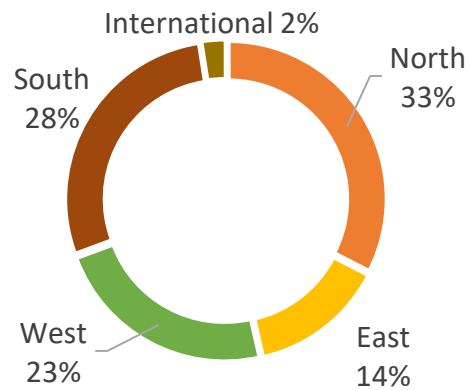
Product Mix



Segment Mix



FY23





THANK YOU





APPENDIX

GROUP CONSOLIDATED P&L – Q4FY24

Particulars (INR Cr)	Q4FY23	Q3FY24	Q4FY24
Revenue from operations	1,642.7	1,679.7	1,785.9
Other income	13.8	6.8	9.8
Total income	1,656.5	1,686.5	1,795.7
Expenses	1,371.8	1,395.7	1,404.9
EBITDA*	284.7	290.8	390.8
Margin	17.3%	17.3%	21.9%
Finance costs	31.7	33.0	34.7
Depreciation and amortisation expense	81.8	86.9	92.2
PBT	171.2	170.9	263.9
Share of profit / (loss) of associates and joint ventures (net)	1.7	4.5	4.3
Net profit / (loss) before exceptional items and tax	172.9	175.4	268.2
Exceptional gain**	10.5	7.7	3.1
Profit / (loss) before tax from continuing operations	183.4	183.2	271.4
Tax expense / (credit)	45.1	48.9	68.2
Net profit / (loss) for the period from continuing operations	138.3	134.2	203.1
Profit / (loss) from continuing operations attributable to Owners of the company	132.6	134.7	178.7

*EBITDA includes other income, forex and exceptional/non-recurring expenses

**Q3FY24 and Q4FY23 exceptional net gain related to reversal of impairment in an associate Company

**Q4FY24 exceptional net gain related to the Fortis Malar divestment transaction

GROUP CONSOLIDATED P&L – FY24

Particulars (INR Cr)	FY23	FY24
Revenue from operations	6,297.6	6,892.9
Other income	61.7	38.3
Total income	6,359.4	6,931.2
Expenses	5,196.3	5,625.3
EBITDA*	1,163.1	1,305.9
Margin	18.5%	18.9%
Finance costs	129.1	131.0
Depreciation and amortisation expense	315.7	342.5
PBT	718.2	832.5
Share of profit / (loss) of associates and joint ventures (net)	21.8	9.5
Net profit / (loss) before exceptional items and tax	740.1	842.0
Exceptional gain**	73.6	16.0
Profit / (loss) before tax from continuing operations	813.7	858.0
Tax expense / (credit)	180.7	212.8
Net profit / (loss) for the period from continuing operations	633.0	645.2
Profit / (loss) from continuing operations attributable to Owners of the company	588.7	598.9

*EBITDA includes other income, forex and exceptional/non-recurring expenses

**FY24 exceptional gain related to the divestment of the Chennai facilities and reversal of impairment in an associate Company

**FY23 exceptional gain pertains to reversal of impairment in an associate Company