



# IMPACT REPORT 2024 - 25

## Shaping Safer Healthcare Through Quality Medical Devices



# Advancing healthcare through precision and quality

Harsoria Healthcare Pvt. Ltd., founded in 2002, is an ISO 13485-certified, fully integrated manufacturer of single-use medical devices, headquartered in Gurugram, Haryana, India. The company operates state-of-the-art manufacturing facilities and exports its products, such as vascular access devices, infusion therapy sets, hemodialysis components, and respiratory care consumables, in 62 countries worldwide, with a workforce of 2366 employees and workers across its operations.

Rooted in delivering safe and high-quality healthcare solutions, Harsoria focuses on improving clinical outcomes through reliable, compliant medical devices designed for patient safety and infection control. The company's adherence to international standards have established it as a respected global supplier in the medical device industry.

To advance its impact journey, Harsoria partnered with Aspire Impact, Global South's first standards-based initiative for Impact Measurement and Certification. Using Aspire's 4P Framework, this assessment evaluates Harsoria across 38 Impact Standards and 145 KPIs - providing a clear, evidence-led view of its social, environmental, and governance performance while outlining pathways for deeper impact.



Harsoria Healthcare manufacturing unit in Baddi, Himachal Pradesh

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# Impact Certification

Dear Readers,

At Aspire Impact, India's first impact grading and certification initiative, we partner with organisations committed to responsible growth and stronger ESG practices. Through our 4P Framework encompassing — Product, People, Planet & Policy — we assess environmental stewardship, social well-being, and governance maturity across sectors.

Our work with **Harsoria Healthcare Pvt. Ltd.** has been particularly meaningful. Through extensive engagement with teams across manufacturing, quality assurance, engineering, regulatory compliance, supply chain, and corporate functions, we witnessed an organisation deeply rooted in scientific integrity, people-first values, and responsible operational practices. These conversations offered an authentic view into Harsoria's transparent culture, strong commitment to environmental sustainability, and disciplined, ethics-driven approach to medical device innovation.

In recognition of their performance across the 4Ps, Aspire Impact is proud to award Harsoria our **Gold Leaf Certificate**. Their commitment to transparency and progress reflects a culture that values accountability and long-term impact.

We are honoured to have partnered with Harsoria on this journey and look forward to seeing their continued growth and leadership.

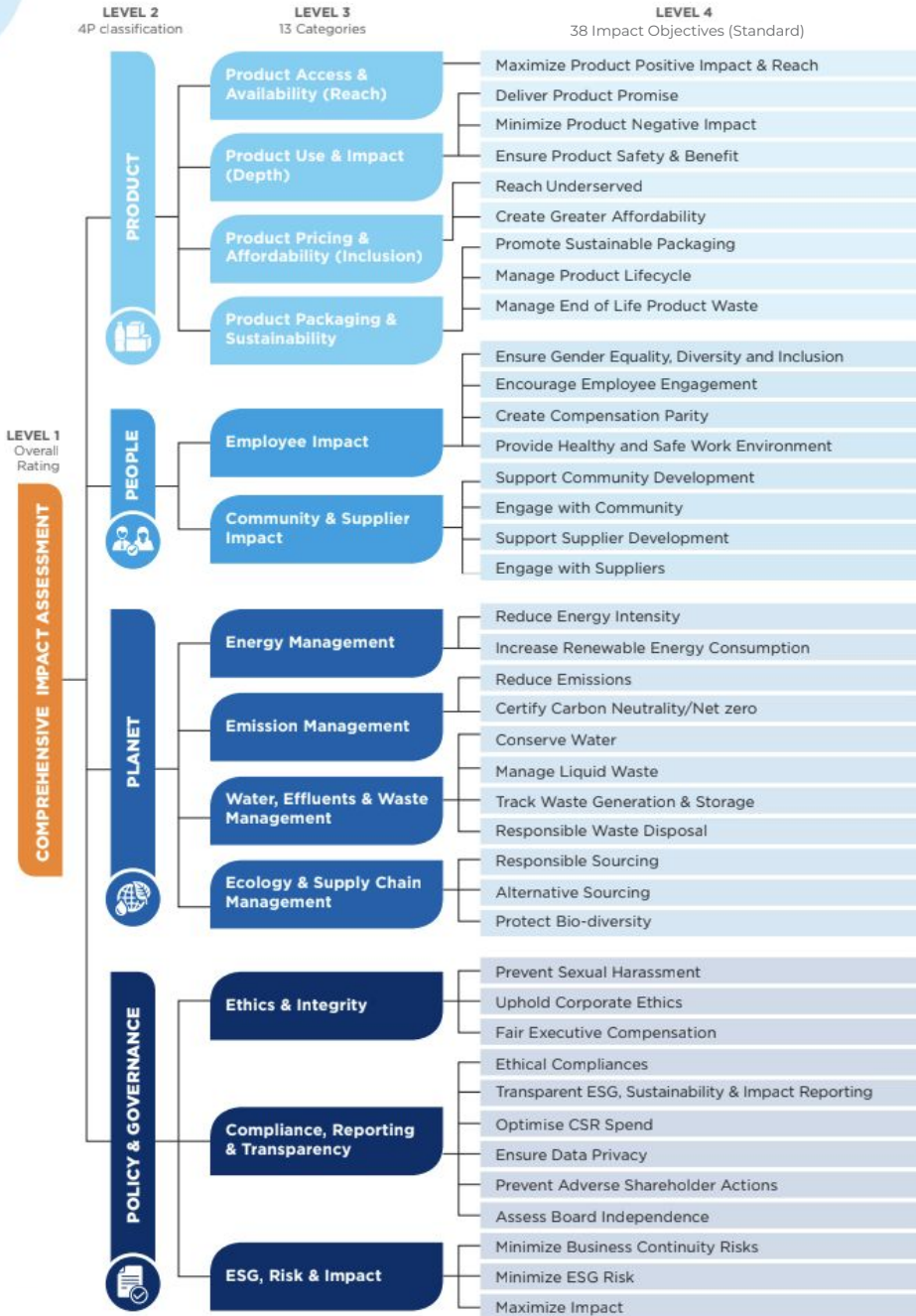
*Jyoti Chadha*

**Jyoti Chadha**  
VP - Assurance & Operations  
Aspire Impact



# Aspire's 4P Framework

## Impact Tree



# Impact Assessment Methodology

Aspire Impact, the Global South's first standards-based ESG, Sustainability, and Impact Measurement & Certification initiative, conducted a comprehensive impact assessment for Harsoria Healthcare Pvt. Ltd. for the assessment period April 2024 – March 2025, benchmarked against the base period April 2023 – March 2024.

The evaluation applied Aspire's proprietary **4P Impact Framework**, assessing performance across **Product, Planet, People, and Policy** dimensions. The methodology spans **13 categories, 38 impact standards, and 145 quantitative and qualitative indicators**, generating a holistic, data-driven view of Harsoria's sustainability and social performance.

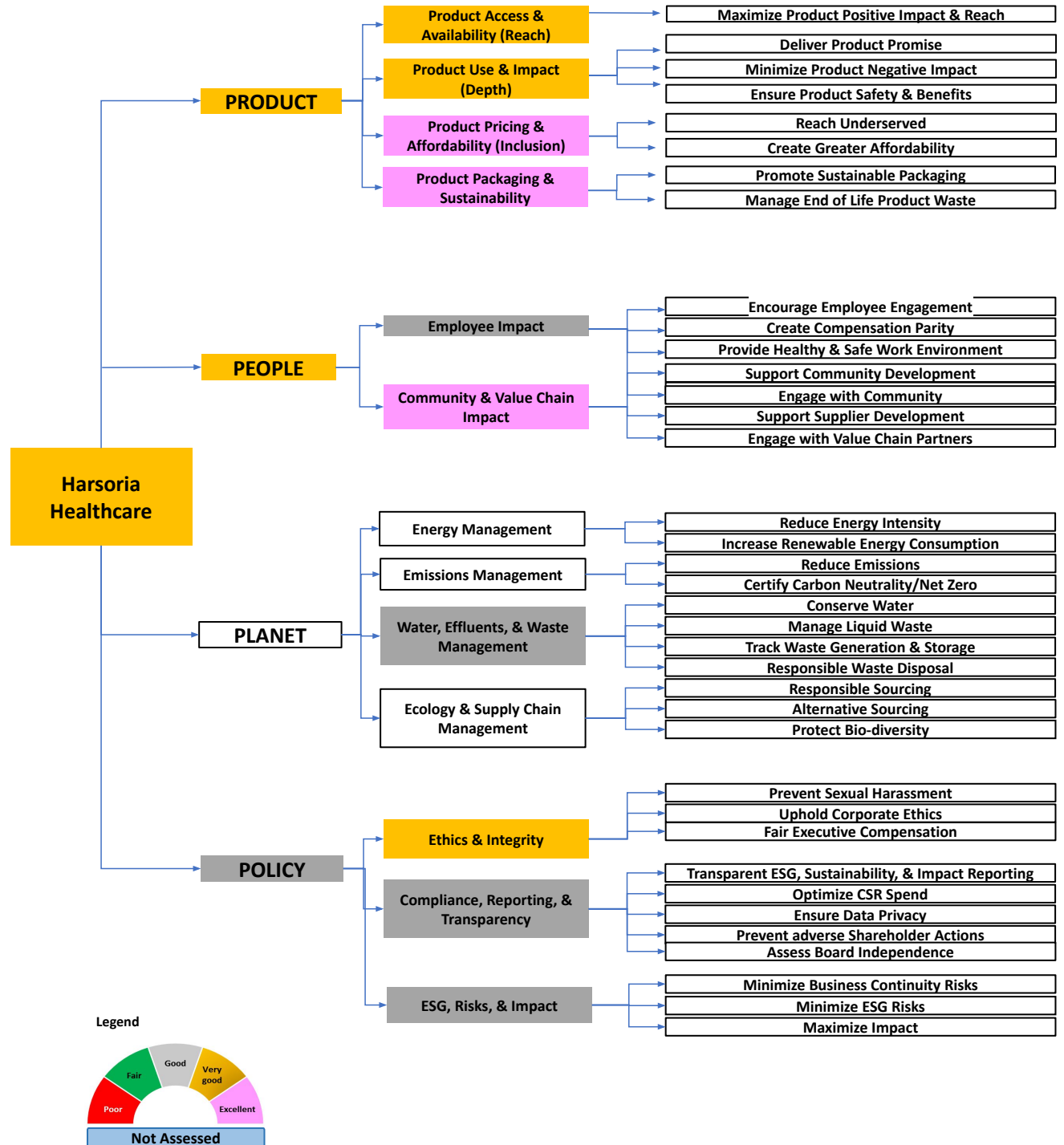
## Our Grading Framework

Aspire's **four-tier grading system—Green Leaf, Silver Leaf, Gold Leaf, and Platinum Leaf** — provides an independent, third-party validation of Harsoria's impact maturity.

Each grade reflects the company's current standing and offers an **empirical and aspirational roadmap** for continuous improvement. The grading system enables **year-on-year benchmarking, portfolio comparison, and alignment with global sustainability and inclusion standards.**

# Impact Tree

Aspire Impact has conducted a comprehensive evaluation of Harsoria Healthcare using its proprietary 4P Impact Assessment Framework, which measures an organization's performance across 13 impact categories, 38 standards, and 145 KPIs. Based on this assessment, Harsoria has earned the "Gold Leaf" certification. This recognition affirms the company's leadership in sustainable medical device manufacturing and its commitment to global impact standards. The accompanying four-level impact tree offers a visual representation of Harsoria's performance across individual standards, grouped impact categories, and aggregated scores at the 4P level - providing stakeholders with a transparent and insightful view of the company's impact journey.





## Product: Impact Highlights

**62** Countries

**447 Million** Volume sold

**74%** Net Promoter Score

Harsoria is a fully integrated, ISO-certified manufacturer of single-use medical devices, with a comprehensive portfolio that includes vascular access solutions such as IV cannulas, catheters, AV fistula needles, stop cocks, infusion and transfusion sets, hemodialysis bloodline sets and needles, and respiratory care devices. These high-quality, CE-marked disposables are designed and produced to meet stringent safety and regulatory standards and are exported to healthcare providers across 62 countries, supporting clinical care and patient safety globally



# Transforming medical innovation into safe and accessible healthcare solution


## Advancing healthcare through innovative medical devices

Harsoria Healthcare Pvt. Ltd., is a leading medical device manufacturer specialising in critical healthcare products such as IV cannulas, catheters, AV fistula needles, stop cocks, infusion and transfusion sets, hemodialysis products, and respiratory care devices including oxygen and nebulizer masks.

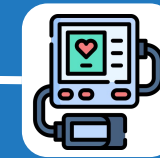
In FY 2024–25, the company expanded its international footprint, serving **62** countries and delivering over **447** million product units to **157** B2B customers, with strong growth of **90%** in total volume sold year-on-year. Harsoria focuses on providing high-quality medical devices that address essential healthcare needs while complying with stringent global safety standards.

## Ensuring safety, quality, and responsible practices

Harsoria maintained a strong quality and safety record in FY 2024–25, with **zero** product recalls and mandated safety certifications obtained across its product lines. The company adheres to responsible product use and packaging practices. Special measures and features in product design ensure accessibility and usability, while life cycle assessments are conducted to monitor environmental impact. Harsoria continues to prioritise product safety, ethical manufacturing, and global healthcare access, turning scientific expertise into meaningful impact for healthcare providers worldwide. Its products have contributed to improving treatment efficiency and patient outcomes across multiple therapeutic areas, reinforcing its role in advancing global health.

- 
- ISO 13485 certification for medical device manufacturing & CE-marked products
  - Holds Free Sale Certificates (DGFT) enabling international market access
  - Recognized by DSIR, Government of India as a Scientific & Industrial Research Centre
  - Awarded “Indian Pharma Medical Devices Company of the Year” (2015) by the Department of Pharmaceuticals

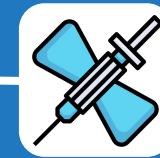
## Enabling reliable care through quality medical devices



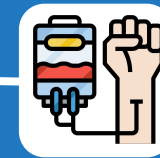
Vascular access range



Stoppers & stop cocks



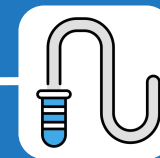
Speciality products



Hemodialysis range



Respiratory range



Infusion range



“Product quality is non-negotiable at Harsoria. With US-patented technology, in-house R&D, and rigorous ISO-aligned training, every device is built to meet the most stringent international standards—positioning the company among a select group of manufacturers capable of consistently meeting US FDA-aligned requirements and serving highly regulated markets across the US, Europe, Russia, and beyond.”

- Sudeep Anand, President, Harsoria Healthcare

## Quality Certifications



Benannt durch/Designated by  
Zentralstelle der Länder  
für Gesundheitsschutz  
bei Arzneimitteln und  
Medizinprodukten  
www.zlg.de  
BS-MDR-099

**EU Quality Management System  
Certificate (Medical Device Regulation)**



**ISO 13485 Certification**



**MDSAP (Medical Device Single Audit  
Program) certification**



## People: Impact Highlights

**2058**

Contractual workers

**100%**

Employees covered under retirement benefits

**44%**

MSME suppliers

At Harsoria, people are central to delivering quality and safety in medical device manufacturing. The workforce spans production, quality assurance, engineering, and corporate functions, operating in a structured environment that emphasises compliance and continuous improvement. This approach enables Harsoria to meet stringent global standards and support healthcare systems worldwide with reliable medical solutions.



# Empowering global healthcare through expertise, collaboration, and workforce excellence

## Scientific expertise and workforce strength

Harsoria's workforce of **308** employees spans production, R&D, quality assurance, engineering, and corporate functions, forming a highly skilled, multidisciplinary team. The company blends technical expertise with regulatory compliance, operational rigor, and safety excellence, while contractual workers enhance production capacity to meet demand.

Employees collaborate across functions, building innovation and continuous improvement in medical device development. This combination enables Harsoria to scale operations efficiently and maintain high-quality medical device standards, ensuring that its products reliably reach healthcare providers worldwide and directly support better patient outcomes and access to essential medical care.

## Workforce well-being, development, and empowerment

Harsoria promotes a safe, inclusive, and growth-oriented workplace, covering **100%** of permanent employees and workers under health, life, and accident insurance, as well as retirement benefits. In FY 2024–25, the company delivered over **2,800** hours of training across skill development, health & safety, and other capacity-building programs, with a focus on operational excellence and workforce empowerment.

Annual health checks, stress management initiatives, and transparent grievance channels further enhance employee well-being. With a steadily improving annual staff turnover and a workforce actively engaged in learning and development, Harsoria has built a resilient, high-performing team that ensures safe and effective healthcare solutions globally.

## Innovation led by people, anchored in scientific excellence



**100%**

**community grievance resolved**  
with zero pending cases.



**70%**

**procurement value**  
sourced from small-scale suppliers



**100%**

**health, life & accident benefits**  
for employees



**38%**

**employees**  
under collective bargaining

## Where quality, responsibility, and trust converge globally



"At Harsoria, strong governance and people-first policies are the backbone of sustainable growth. From zero tolerance toward safety lapses and ethical non-compliance to continuous audits, structured training, and active worker unions, we have built a workplace rooted in trust, transparency, and accountability.

This governance discipline ensures that our employees, partners, and customers grow with confidence in how we operate."

- Sudeep Anand, President, Harsoria Healthcare



"Our manufacturing is fully automated and chemical-free, ensuring that every device is not only high-quality but also produced sustainably. This approach strengthens our ability to deliver reliable, safe, and globally compliant medical devices.

We consistently meet the highest international standards. Our scalable production capacity allows us to serve critical markets without compromising on quality or safety."

- Mahak Singh, General Manager Unit 1, Harsoria Healthcare



## Planet: Impact Highlights

**0.0005**  
tCO<sub>2</sub>e

Scope 1  
emission  
intensity

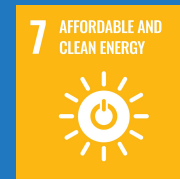
**100%**

Waste  
circularity

**100%**

Water  
consumption  
to withdrawal  
ratio

At Harsoria, environmental responsibility is integral to the organisation’s operational ethos. Its sustainability practices prioritise resource efficiency, waste reduction, and compliance with environmental standards, ensuring that production and innovation advance hand-in-hand with ecological stewardship.



## Eco-conscious operations, with sustainable impact



0

**ecological damage**  
reported from operations



2

**tCO<sub>2</sub>e scope 2,**  
emission intensity



13 kL

**water consumption**  
intensity



0.1 Mt

**waste generation**  
intensity

## Sustainable operations and resource efficiency driving environmental responsibility

### Resource efficiency and emission management

Harsoria integrates environmental responsibility into every facet of its operations. The company maintains full compliance with emission management standards. Scope 1 emissions stood at **0.0005** MtCO<sub>2</sub>e, while Scope 2 emissions were **2** MtCO<sub>2</sub>e, with continuous efforts to monitor and reduce greenhouse gases.

Energy intensity per million revenue improved by **15%** year-on-year, while water consumption intensity decreased by **22.4%**, reflecting a focus on efficient resource utilisation. These measures, combined with **100%** recycling of non-hazardous waste and zero landfill or incineration disposal, shows Harsoria's commitment to minimising its environmental footprint.

### Sustainable resource management and circular practices

Harsoria prioritises sustainable water and waste management across its operations. The company reclaimed and treated water before its discharge, harvested rainwater, and achieved **100%** water use efficiency. Waste management is exemplary, with **100%** of total waste recycled, reused, or recovered, and only **0.5%** classified as hazardous. These measures illustrates Harsoria's commitment to circularity, resource efficiency, and environmental stewardship.

Together, these efforts highlight a culture where sustainability is embedded in production, R&D, and supply chain decisions, reinforcing the company's responsibility toward a greener, more resilient future. By aligning with global healthcare sustainability trends, Harsoria signifies how environmental stewardship can advance operational efficiency while supporting the sector's move toward low-impact, circular, and resource-efficient practices.

## Built with precision, governed with purpose and accountability



"Since joining, we've strengthened employee safety and awareness, implementing standardized PPE policies, risk assessments, and EHS training. By educating staff on hazardous waste management and sustainability, we are building a safer, more responsible workplace culture.

These efforts not only protect our people but also ensure long-term operational resilience, ethical governance, and a culture of accountability."

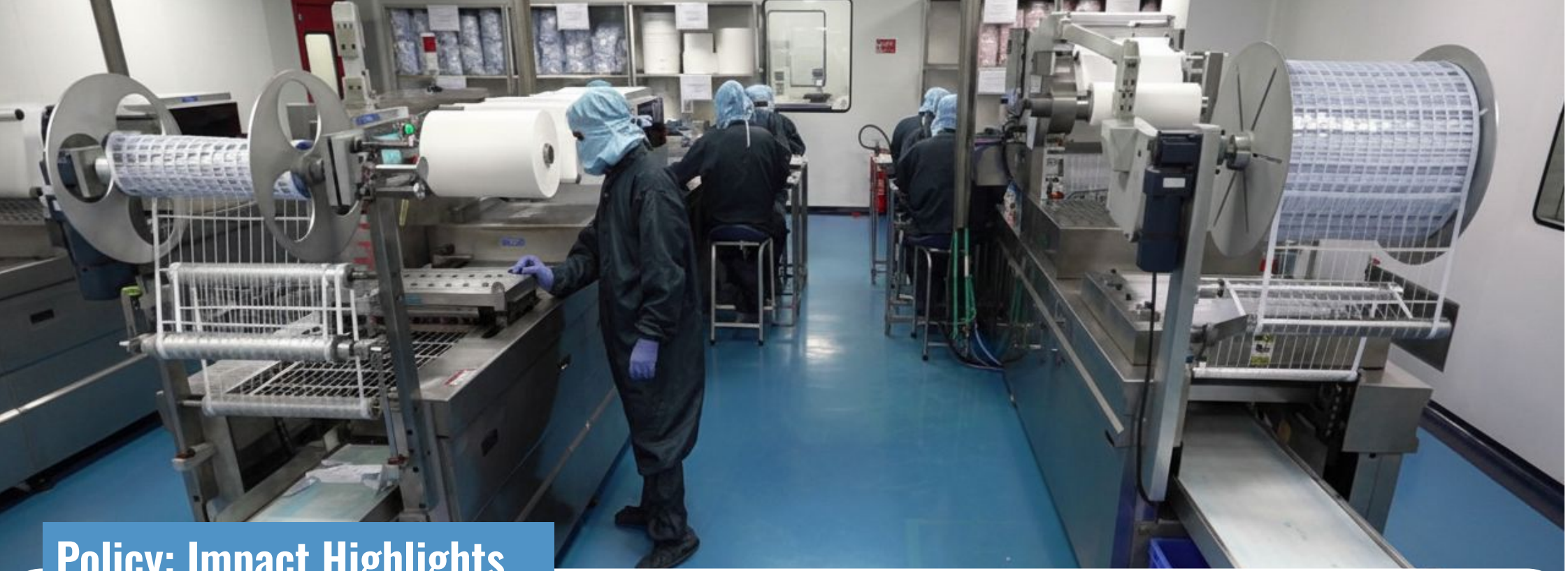
- Pradeep Pruthi, General Manager Unit 2, Harsoria Healthcare



"Our commitment to the environment is taking shape with initiatives like solar energy for plant operations and comprehensive waste management, including recycling plastics and tracking hazardous waste. Every step is geared toward sustainable and responsible manufacturing.

By embedding these practices into daily operations, we are reducing our environmental footprint while setting new standards for eco-conscious production."

- Vishal Sharma, ESG & EHS Manager, Harsoria Healthcare



## Policy: Impact Highlights

0

POSH  
complaints  
received

0

Data  
Breaches

0

Cases of  
bribery or  
corruption

At Harsoria, governance is anchored in ethics, transparency, and operational discipline. The company's policies emphasise accountability, regulatory compliance, and responsible decision-making, ensuring that growth and innovation are underpinned by integrity, trust, and robust corporate stewardship.



## Integrity-driven governance, with regulatory excellence



0

**complaints**

against directors or KMPs



100%

**employees and suppliers**

covered under code of conduct policy



0

**legal actions**

on human rights, labour laws, environment, or product delivery.



**ESG**

**and sustainable**

leadership roles in place

## Governance through policies, compliance, and workplace well-being

### Ethical governance and compliance framework

Harsoria's governance framework is built on ethics, transparency, and robust policy enforcement. The company maintains comprehensive codes of conduct and whistleblower policies for employees and suppliers, with oversight through appointed ombudsman committees for employees, suppliers, and customers. In FY 2024–25, **93** employees and **76** workers were trained on POSH (Prevention of Sexual Harassment), reflecting the company's commitment to a safe and respectful workplace. No cases of POSH, bribery, corruption, or code-of-conduct violations were reported during this period.

Policies are strengthened by external members on the POSH committee, ensuring independent oversight, and legal compliance remains exemplary with no suits, fines, or violations reported across human rights, labor, environmental, or product/service regulations. These efforts reinforce Harsoria's culture of integrity, accountability, and regulatory compliance.

### Employee well-being, safety, and development

Employee health, safety, and continuous learning are central to Harsoria's workplace philosophy. The organisation implements business continuity and disaster management plans, tested annually, ensuring preparedness for unforeseen events. Clear policies on workplace safety, grievance redressal, and ethical conduct create a protected and supportive work environment. The company has trained employees on ethical conduct and established structured mechanisms to address conflicts of interest or complaints.

Harsoria also emphasizes workforce development and inclusion, with initiatives such as capacity-building programs, transparent governance, and leadership development. This combined focus on compliance, health, and employee well-being ensures a resilient, motivated, and high-performing workforce that drives operational excellence and ethical business practices.

# Every Device, Every Patient, Maximum Safety

Harsoria consistently participates in major international medical expos such as MEDICA 2025 and Criticon 2025, showcasing its innovations and strengthening collaboration with global healthcare professionals.

Harsoria reinforces its commitment to patient safety and product quality by participating in global initiatives like World Patient Safety Day and National Stroke Day, embedding compliance into its core operational ethos.

Harsoria communicates with healthcare professionals globally, reinforcing its role not just as a manufacturer but as a collaborator in advancing clinical care.

## COMMITMENT TO SAFETY

Manufacturing high-quality disposable medical devices like IV Cannulas, Infusion Therapy Systems, and Respiratory Care consumables that minimize infection risks.



## WORLDWIDE REACH

Supplying safe and trusted medical consumables to healthcare providers across 60+ countries.

## GLOBAL STANDARDS

ISO 13485 certified, CE-marked products ensuring international quality compliance.



## INNOVATION & TRUST

Strong R&D focus on developing cost-effective, patient-centric solutions that enhance healthcare outcomes.



# The Way Forward

Harsoria advances as a trusted global medical device manufacturer, where engineering precision, quality, and responsibility toward patients, people, planet, and policy grow together.

## Product

Harsoria will continue expanding its medical device portfolio by deepening R&, strengthening design, and upgrading infrastructure. Focus will remain on safe, reliable, and affordable devices that improve patient outcomes while supporting international market access.

## People

The company plans to invest further in workforce capability through technical training, leadership development, and stronger systems. Harsoria aims to nurture a skilled, engaged, and future-ready workforce that drives operational excellence.

## Planet

Sustainability evolves toward measurable impact, with focus on water stewardship, waste recycling, cleaner production, energy optimisation, and responsible sourcing.

## Policy & Governance

Governance frameworks will be further reinforced through wider policy, stronger ESG integration, and enhanced compliance systems. With dedicated sustainability leadership in place, the organisation aims to improve transparency, strengthen risk, and align with global best practices in responsible business conduct.

As Harsoria scales, it seeks to integrate innovation with accountability, ensuring that medical device excellence contributes not only to safer healthcare delivery, but also to a resilient organisation and a more sustainable future.





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