



Since 1991

Dr. B. Lal

Clinical Laboratory

Serves Best, Serves All



ONECARE

Putting People First

Truth  Trust  Care 



ONECARE ❤️

Welcome to

ONECARE 

Culture

Dr. B. Lal Clinical Laboratory cares for everyone. That's our purpose, and it's at the heart of our business.

Welcome to the **ONECARE** culture.

With over 600+ people across different geographies, we aim to be India's leading healthcare partner recognized for delivering the highest customer satisfaction.

Since 1991, we've made a substantial contribution to the lives of people by providing access to qualitative healthcare solutions.

Caring about society and giving back to the communities where we live has always been part of our DNA.

At Dr. B. Lal, we value our people - Our culture puts people first, and this has made us a distinguished preference over last 32 years. More than just words, we believe our values are at the heart of our culture.

The **ONECARE** culture, like our business, is all about people. We work hard to make sure it stays that way.



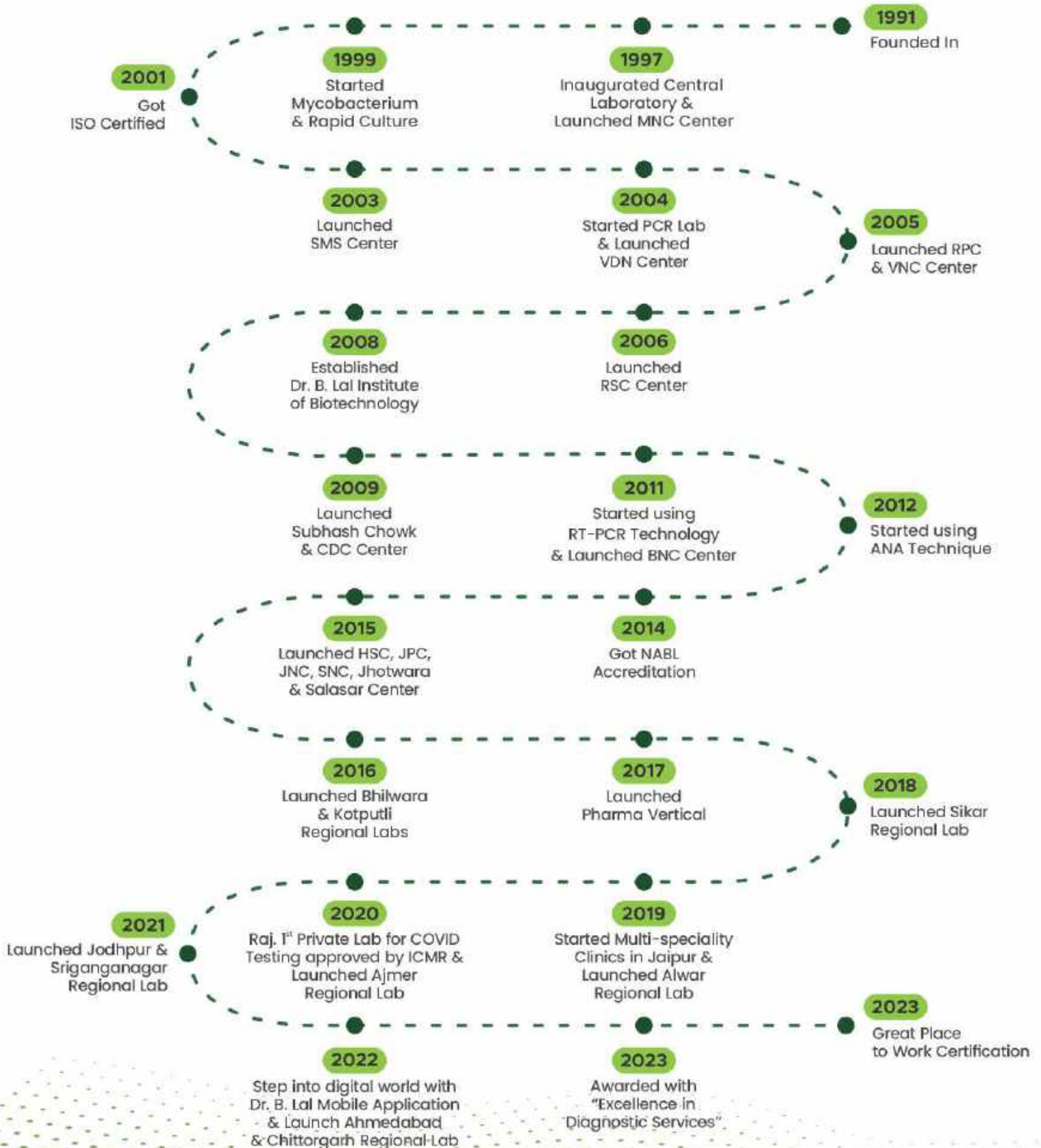
Dr. B. Lal Gupta
Managing Director



Since 1991
Dr. B. Lal
Serves Best, Serves All

Clinical-Laboratory
Pharmacy
Multi Speciality Clinic
Diet & Wellness

A Success Story of Truth, Trust & Care over 32 Years



Serves Best Serves All



Our Purpose

Our Purpose, which explains what we do and why we're in business, is quite clear.

We are a people business, and as such, our purpose applies to not just our own employees but also those of our customers, the communities and society in which we operate.



Mr. Saksham Gupta
Director



"It's been 3 decades since we started on our mission of delivering excellence in healthcare services and our purpose resonates so strongly with our people that since then it's become part of the every day language at Dr. B. Lal Clinical Laboratory. We will keep investing in our people as we pursue our purpose to Serves Best Serves All."

WE ARE

Customer First centered

Accountability driven

Respect and Trust anchored

Excellence focused

Our Values

Our Values are not just words on a wall or in a brochure — they're reflected in everything we do and every day.

They're an integral part of our business and contribute significantly to our success. They form a platform for our methods, approach to business and motivation of our people.

We align our actions with the values and behaviors of organization.

CARE



Mr. Sankalp Gupta
Director

"A lot has changed since we started our business in 1991, but our values remain constant the way we work. They are embedded in our talent development initiatives and exhibited by the way we recognize and reward our people."



Building & sustaining a

High-Trust, High- Performance Culture

We are proud to be

**Great Place To
Work® Certified™**

Recognized by **Great Place To Work® India**



Our Score



TRUST INDEX

India Top 75 - Great Mid Size
Workplaces Trust Index Score: 89



Credibility of
management



Respect for
people



Fairness at
the workplace



Pride



Camaraderie
Between People

ONECARE

At a Glance

Our Revenue
CAGR
(5Year*) is
19.92%



96% of our employees
are aware of
our **purpose**
statement,



Serves Best Serves All

98% of our people
feel proud
to work with
Dr. B. Lal Clinical
Laboratory



600+
employees
working in
different
geographies



89% employees
feels that open
& honest two-way
communication
in organization



Engagement
scored **93%**
in all our
employee
survey



Creating a happy
workplace with
**Employee
Wellness**
program



we are
**Young
Organization,**
our average age of
employee is 31 Years.



we are
committed to
**Diversity
& Inclusion,**
our gender ratio
is **73:27**



Partnering with
Bhartiya Skill
Development
University for
**Health
Advisor**
program



89% of our
employees
believe our
Values
represent the
culture of organization



Awarded
Excellence
in **Diagnostic**
in 2023



ONECARE

At a Glance

Our services gets nationally recognized & accredited by **NABL**



Our investment in **Technology** allows all our people to enhance productivity



Smart employee **Self-Service** platform to enhance **Employee Experience**



WE CARE Toolkit support our employees wherever they're working.



Impacting Positively through the sustainability program with **Prakrit**



HR Connect giving a forum where we can listen to our new joinee and act on their feedback



Our **Rewards & Incentives** program promote a culture of teamwork and achievement



Truth, Trust & Care is our Key to Success



93% employees recommend Dr. B. Lal Clinical Laboratory Pvt. Ltd. as a **Great place to work**



95% employees feels that organization provide opportunity for **Learning & Development**



Building Capabilities of employee through Mi-Learning



With our **Pulse Survey** we regularly ask our employees & to provide th best possible support.



Our Culture of People First



We are committed to and making a strong progress towards delivering exceptional value to our employees. CARE has always been and continues to remain, our guiding purpose which is characterized by Customer First, Accountability, Respect & Trust and Excellence.

CARE is at the heart of Dr. B. Lal Clinical Lab and our culture puts our people first.

We have worked hard over the years to create an culture of truth, trust & CARE and a working environment where all our people feel valued, have a voice, are heard, belong, feel comfortable being themselves and can thrive.

We at Dr. B. Lal are inspired by our core values and strive to extend this philosophy to our team and their families.



Dr. Sudipti Arora
Director

"We are building a culture where everyone feels like a part of the Dr. B. Lal Group." That's why our team is motivated, engaged, and proud of the environment. This organization not only aims to positively impact employees' lives but also customers' lives with the same spirit.

Building Culture of Truth, Trust & CARE



MAN KI BAAT

We encourage two-way communication, align goals with employees, increase communication between management and stakeholders, and strengthen corporate culture and teamwork.



GOOD
HEALTH TO YOU

Giving Back to society has always been a key part of our culture. We drive a positive social and environmental impact through various organization's initiatives towards society and environment.

MyVoice

We offer a forum for employees to express their perceptions about the organization, the workplace, the environment, and management.

Diversity

Our purpose is to develop a diverse workforce that feels respected and engaged to the business.

samvad

We regularly engage with partners and employees to improve communication, offer strategic assistance, and empower them.

WHISTLE BLOWER

We offer platform and encourage people to report all real suspected misconduct and fraudulent problems, in a timely way.



The High Performance Culture



We are a purpose driven organization and believe that Trust is a huge component in building a high-performance culture. At Dr. B. Lal Clinical Lab, we work hard to meet goals, ensure that our people feel engaged and aligned with the values, and trust each other.

We also believe that High Performance culture make a happy and healthy workplace. At Dr. B. Lal Clinical Lab, we encourage our employees to work on pursuing their personal growth and achieving organization goals.

Our offerings to employees go beyond monetary benefits. We offer a comprehensive, flexible and competitive benefits program which is designed to meet the personal and financial well-being needs of our employee and their families.



Ms. Sakshi Khandelwal
Director

We strive to be an organization that inspires employees to bring "their own self to work." We reiterate our commitment to our employees by assisting them in setting and achieving goals that will allow them to advance in their professional life.

The Pay for Performance



HealthPreneur.

Our Business Partner Incentive Programs promote a culture of success and achievement. We are continually evaluating new ways to provide other types of ownership opportunities for our employees.

Swamitva

Employee Stock Ownership Plan

We strive to recognize and reward exceptional talent while consistently valuing our people. We encourage our employees to acquire ownership in the business.

Annali

We strive to promote people and offer opportunities with role-change benefits within organizations. We reward our employees by promoting them to higher levels, which involves a rise in position, responsibilities, and benefits.

PERFORMANCE MANAGEMENT

A two way system of communication between the Employees & Managers for setting up expectations and, providing a feedback.

Incentives & Annual Bonus

We ensure that our employees feel that their contributions are valued with a pay plan that rewards high performers beyond the fixed compensation structure.

Reallocation Benefits

Extending our benefits to encourage and support employee mobility to a new location. We offer assistance for expenses other than relocation and transportation.

Competitive Compensation

We offer fixed & variable compensation, all of which are on par or better than market value for each role. We use pay bands which indicates the degree of seniority & level and serves as the basis for determining the compensation.

33 Healthpreneur have been promoted in the last year

87% of employees acknowledged that Dr. B. Lal organization recognizes effective employees.

93% employee see a clear link between work & organization goals.

The Employee Experience



The Best in Class Employee Experience

We are a people business, and it all begins with our people.

Our work at Dr. B. Lal Clinical Laboratory is really about improving people's experiences and making people better at work. We believe that our people are the driving force behind our success.

We strive to provide our team with a best-in-class benefits experience, focused on supporting their physical, financial, and emotional wellbeing. Our all benefits are purposefully intended to enhance the experience at workplace.



Ambikesh Vyas
People Success

We ensure that our organization invests in the well being of our people which is one of the primary purposes of the People Success Team. As an employee advocate, we focus on keeping our team motivated, engaged, and happy.



**Optional
Holiday**

We believe that people coming back from holidays are usually more productive, focused and motivated to perform better. We offer options to chose additional holidays beyond the normal enlisted holidays.



**SUPERANNUATION
SCHEME**

Whether it's assisting in planning for retirement or rewarding those who stay with us for a long time, we help our employees build their financial future. Our organization's post-retirement financial compensation plan helps employees maintain a comfortable level of living after retirement.



**Maternity &
Parental Leave**

We encourage parents to avail paid leaves prior to, and following, the birth of a new born. We offer complete assistance to an employee once they step into parenthood.



**Medical
Insurance**

Organization paid medical & accidental insurance offered to employees to protect them against the medical expenses, or other incidents.



Wellness Programs

We have been using a variety of programs to support employees enhance their well-being across all dimensions. Our Workplace wellness programs emphasize employee wellbeing, in and out of the office.



Sahyog

We care about what employees care about. Our convenient financing options is designed to help individuals who are going through a hard time.



**Employee
Clinical Assistance**

We care about the health of our employees and offers healthcare facilities such as diagnostics test, and other medical services. Our employees receive discount on products & services of the organization.



**We Care
HELP DESK**

We believe that the best experience is the primary driver of business success. Our WE CARE platform provides swift and effective resolution to employees' queries, enhancing their satisfaction level.





Corporate Gift

We feel that non-monetary recognition has great power to transform our company culture. We express gratitude by offering gifts to our employees on special or festival days.

PAID TIME OFF

Our employees can accrue paid time off in addition to company paid holidays to recharge, renew and fulfil family needs. Employees can choose certain time-off benefits, including privilege leave, compensatory offs, and compassionate leave.

aa2mbh the growing together.

We believe in "setting the tone" for a great workplace experience from day one. Our customized welcome kit including stationery, apparel, devices, and other items are given to new employees to help them get off to a good start.

Employee Referral

We encourage our employees to share their experiences with talented people in their personal and professional networks, and they may earn a referral bonus while supporting the organization's efforts to build a talent pipeline.

190 + Learning interventions involving 400+ learners every year

The Learn Edge Policy has supported more than 15 employees

150+ employees on-board us every year

Every year, our promotion rate is around 8%.



Building People Capability



Career Progression & Talent Development are an integral part of our approach, with a clear and transparent career path to help our people reach their potential.

Our blended learning experience, supported by our **E-Learning** platform, with variety of content designed to give them the opportunity to learn in a way that suits them.

We're constantly creating new content for all our people, including managers, to provide the most relevant and best possible support as needs change for our people and our business.

Our **IDP** process focus the development of our people, supporting their career goals and strengthening our leadership succession planning.

Our **LEAD & MDP** is a development program for high potential employees and future leaders with an integrated learning which helps to embed our organization culture.



Mapping out the Career Path



Mi Learning

We promote active and independent, self-paced learning to gain knowledge at employee convenience through Mi Learning. The Learning Academy focuses on developing talent by strengthening Leadership Behaviors, Management Education, and Soft Skills.



Library

We encourage readers enrich their knowledge bases by accessing the library's collection of management, business, and skill-building.



Emerging Leader Program

We provide room and opportunities to grow on the career ladder and encourage our employees to enter different roles, take on new challenges and learn new skills. Our career development programs help employees build their career.



On-boarding Program

Our Aarambh program focus on providing new hires with support and guidance from the very start. We offer a wide range of structured onboarding resources tailored to specific department and roles. We build a beneficial experience for new hires & ensure long-term organizational success.



Learn EDGE

Being a people centric organization, we encourage employees to pursue higher education programs from some of the most prestigious institutes in the country. We offer learning opportunities to employees who are interested through company-sponsored management education.



Grow Beyond

Individual Development Plan

We facilitate employees' professional growth, work with them to achieve career objectives, and enhance current job performance.



Internal Job Posting

We break the monotony and encourage employees to explore new roles. We offer opportunities for internal career growth and advancement for employees within the organization.



Leaders for Excellence

The LEAD programme is a comprehensive development programme aimed at people leaders to help them build teams. With deep self-reflection, group workshops, one-on-one mentoring, case studies, and activities, we aim to build people management skills.

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Great People Make Great Workplaces



Great to Greatness !

Our mission reiterates our commitment to deliver excellence in healthcare services through self led team, innovation and advanced technology.

As a center of excellence, our laboratory promotes a culture of continuous improvement and follows systematic interventions to consistently meet or exceed quality standards.

Our greatest strength is our team who strives to fulfill the organization's mission and vision while upholding its values. We constantly equip our team with top quality resources and tools to do their best work everyday. We believe in lean, iterative improvements and our success is measured by the value we create for our customers.



Dharmendra Bansal

Customer Success

We're building an organization where people of different outlook, diverse background, and experiences can do their best work, a place where every employee feels like they belong. We have worked hard over the years to create a working environment where all our people feel valued, have a voice, are heard, belong, feel comfortable being themselves and can thrive for success.

Great People Make Great Workplaces



Technologies, Tools & Techniques

We empower employees with continuous productive work hours by leveraging the most effective tools and top technology, including internet reimbursement and company paid mobile phone, etc. for enhancing & enabling performance.



The Common Purpose Program

We promote teamwork and enable employees to collaborate on common business projects in order to accomplish a business objective.



Authority & Decision Making

We ensure that employees understand of what is inside and outside of their decision-making power by establishing fundamental principles.



The Idea Bubble

We recognize the employees for the implementation, accomplishments of new ideas, innovative changes and effective solutions



Manthan Think Tank

We engage ourselves in group thinking, generate a lot of innovative thoughts, and exchange answers.



Workplace Safety

We adhere by safety norms and regulations to avoid workplace accidents, injuries, and fatalities,



We strive to create an inspiring work environment where improvement is the basis of progress. Our WOW integrated framework continually works to develop a culture of continuous improvement.



Recognition

We promote formal and informal recognition of employees and our R&R program provides opportunities to reward individuals and teams for their unique and outstanding contributions.

Great People Make Great Workplaces



Happy Hours

We believe that team bonding and team-building activities are a great way to bringing employees closer. We provide opportunities for employees to interact and bond in a way during office hours.



Catch Up Meet

Our team bonds and build trust through team meets that allow employees to socialize, share interests and form relationships outside of the workplace too.



Our Culture Code

We have established internal policies for all employees, which serve as a statement for corporate values and commitment.



We offer opportunity for an organization to come together and celebrate the proud history with the community, employees and partners.



Collaborating Workspaces

Our workspaces are unique to our organization and designed for the nature of the work we do. We provide an inspirational workplace in which our team can work and collaborate together.

94% of employees believe that they are properly involved in decisions affecting their work.

High performer are recognized through 12 distinct reward programs.



People Speak



Yash Sukhwani
Assistant Manager
Jaipur

I joined Dr. B. Lal Clinical Laboratory in 2017 in business team. Every day brings a fresh challenge and a chance to learn in my work field. Dr. B. Lal Clinical Lab is great place to work and strives for a pleasant, team-oriented culture. Daily coming to work has been enjoyable, it's like coming to see a extended family. I am really thrilled to see what future holds for me within this organization.

Mukesh Kumar Prajapat
Manager
Jaipur



For the past nine years, I am working with the IT team. Since joining the organization, I have been able to progress in my career from a trainee to a manager with enriched skills. This has all been made possible by the organization, which allows all employees to learn, grow, and excel in their careers. The overall learning environment over here gives us immense opportunity to exercise our abilities and contribute to the growth of the organization. It's my privilege to work with such organization, which helps me perform at my best.



Subhash Chand Yadav
Assistant General Manager
Jaipur

It has been a pleasure working with Dr. B. Lal Clinical Laboratory. Even after more than 15 years here, there is always something new to learn. I began my journey as an executive and am now a senior team member on the Operations team. Dr. B. Lal Clinical Laboratory has given me several learning opportunities so far, from sponsoring my further studies to sending me for external courses to pick up more skills.

Laxman Singh
Senior Manager
Jaipur



I love working with Dr. B. Lal Clinical Laboratory. I started as a fresher. At the start, everything was new to me. Within a few months, I was doing things on my own and gaining real-world business experience. Never once have I been tired while I've been here. I am truly blessed that I started my career at such a great workplace.



Vivek Kumar
Assistant General Manager
Jaipur

I have a great work connection over here. Every employee is given the opportunity to discuss their issues at any time, which promotes a positive working environment. I'm excited to continue working with this organization for a very long time. I'm proud to be a member of this great family.

Vishnu Sharma
Senior Manager
Jaipur



My experience of working at Dr. B. Lal Clinical Lab has been amazing. I have truly enjoyed the journey and have acquired new knowledge. I believe that our team works well together and that we are capable of achieving a lot.



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Clinical Laboratory
Pharmacy
Multi Speciality Clinic
Diet & Wellness



**Dr. B. Lal Institute
of Biotechnology**

An Exclusive Biotechnology Institute

**Great
Place
To
Work.®**

Certified

JUNE 2023 – JUNE 2024

INDIA

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