

Ref. No.: QHTL/Sec/SE/2024-25/31

August 15, 2024

To,  
The Manager,  
Corporate Services,  
BSE Limited,  
14<sup>th</sup> floor, P J Towers, Dalal Street,  
Mumbai – 400 001  
Ref: Security ID: QUICKHEAL  
Security Code: 539678

To,  
The Manager,  
Corporate Services,  
National Stock Exchange of India Limited,  
Exchange Plaza, Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051  
Symbol: QUICKHEAL  
Series : EQ

**Subject: Business Responsibility and Sustainability Report for FY 2023-24.**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report ('BRSR') for FY 2023-24. The BRSR forms part of the Annual Report for the Financial Year 2023-24, submitted to the Exchanges vide letter dated August 15, 2024.

This is for your information and records.

Sincerely,  
**For Quick Heal Technologies Limited**

**Vikram Dhanani**  
**Compliance Officer**

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT\*

### SECTION A: GENERAL DISCLOSURES

1.	<b>Corporate Identity Number (CIN) of the Listed Entity:</b>	L72200MH1995PLC091408
2	<b>Name of the Listed Entity:</b>	Quick Heal Technologies Limited (Quick Heal)
3	<b>Year of incorporation:</b>	August 07, 1995
4	<b>Registered office address:</b>	Solitaire Business Hub, Office No. 7010 C & D, 7th Floor, Opposite Neco Garden Society, Viman Nagar, Pune - 411014.
5	<b>Corporate address:</b>	Solitaire Business Hub, Office No. 7010 C & D, 7th Floor, Opposite Neco Garden Society, Viman Nagar, Pune - 411014.
6	<b>E-mail:</b>	<a href="mailto:cs@quickheal.co.in">cs@quickheal.co.in</a>
7	<b>Telephone:</b>	+91 20 66813232
8	<b>Website:</b>	<a href="https://www.quickheal.co.in">https://www.quickheal.co.in</a>
9	<b>Financial year for which reporting is being done:</b>	April 01, 2023 to March 31, 2024
10	<b>Name of the Stock Exchange(s) where shares are listed:</b>	<ul style="list-style-type: none"> <li>BSE Limited (BSE) – BSE Ticker: 539678</li> <li>National Stock Exchange of India Limited (NSE) – NSE Ticker: QUICKHEAL</li> </ul>
11	<b>Paid-up Capital:</b>	₹ 53,51,62,710/- divided into 5,35,16,271 equity shares of ₹ 10/- each
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:</b>	<ul style="list-style-type: none"> <li>Name: Mr. Vikram Dhanani</li> <li>Designation: Compliance Officer</li> <li>Telephone number: 020-66813232</li> <li>E-mail Id: <a href="mailto:cs@quickheal.co.in">cs@quickheal.co.in</a></li> </ul>
13	<b>Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together):</b>	The disclosures under this report are made on Standalone basis.
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

#### I. Products/services

##### 16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Cyber Security Products	Cyber Security Solutions to Consumers, Small Businesses, Government Establishments & Corporate Houses.	100%

##### 17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Cyber Security Products	62011	100%

#### II. Operations

##### 18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	Number of offices	Total
National	1 (Outsourced)	23 Offices	24
International	Nil	Nil	Nil

\*In view of SEBI notification No. SEBI/LAD-NRO/GN/2024/177 SEBI LODR (amendment) Regulation, 2024 dated 17 May 2024, BRSR report is not mandatory for FY 2023-24, however details are provided only for information.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	All states of India
International (No. of Countries)	70+

b. What is the contribution of exports as a percentage of the total turnover of the entity?

The contribution of exports as a percentage of the total turnover of the Company is 6.49%.

c. A brief on types of customers:

Quick Heal is a leading global cybersecurity solutions provider. Incorporated in the year 1995, with a registered office in Pune, it is an end-to-end cybersecurity player with a presence in B2C, B2B and B2G segments. Quick Heal's portfolio includes solutions under the widely recognized brand names 'Quick Heal' and 'Seqrite'. Backed by AI and patented technologies, the range of award-winning solutions caters to endpoints, network, data, mobility and cloud. With a heavy focus on R&D and innovation, the company aims to simplify security by delivering the best-in-class protection against advanced cyber-threats to millions of its customers, enterprises, and government organizations worldwide.

For more information about the Company, please visit our website: [www.quickheal.co.in](http://www.quickheal.co.in)

**About Seqrite**

Seqrite is the enterprise arm of Quick Heal and leading enterprise cybersecurity solutions provider. With a focus on simplifying cybersecurity, Seqrite delivers comprehensive solutions and services through our patented, AI/ML-powered tech stack to protect businesses against the latest threats by securing devices, applications, networks, cloud, data, and identity. Seqrite is the Enterprise arm of the global cybersecurity brand, Quick Heal Technologies Limited, the only listed cybersecurity products and solutions company in India.

We are the first and only Indian company to have solidified India's position on the global map by collaborating with the Govt. of the USA on its NIST NCCoE's Data Classification project.

We are differentiated by our easy-to-deploy, seamless-to-integrate comprehensive solutions providing the highest level of protection against emerging and sophisticated threats powered by state-of-the-art threat intelligence and playbooks backed by world-class service provided by best-in-class security experts at India's largest malware analysis lab – Seqrite Labs. We are the only Indian full-stack company aligned with CSMA architecture recommendations offering award-winning Endpoint Security, Enterprise Mobility Management, Zero Trust Network Access, Data Privacy Management, and many more. Our Data Privacy Management solution enables organizations to stay fully compliant with the Data Privacy Compliance.

Today, 30,000+ enterprises in more than 70+ countries trust Seqrite with their cybersecurity needs. For more information, please visit: <https://www.Seqrite.com>

III. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	996	815	81.83%	181	18.17%
2.	Other than Permanent (E)	47	30	63.83%	17	36.17%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>1043</b>	<b>845</b>	<b>81.02%</b>	<b>198</b>	<b>18.98%</b>
<b>WORKERS</b>						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
<b>6.</b>	<b>Total workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

a. Differently abled Employees and workers:

Sr. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
<b>3.</b>	<b>Total differently abled employees (D + E)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
<b>6.</b>	<b>Total differently abled workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.28%
Key Management Personnel	5	0	0%

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	220	37	257	280	65	345	294	48	342
Permanent Workers	0	0	0	0	0	0	0	0	0

IV. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

Sr. No.	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Quick Heal Dubai DMCC	Subsidiary	100%	No
2	Quick Heal Technologies America Inc	Subsidiary	100%	No

V. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
 (ii) Turnover: ₹ 313.12 Crore  
 (iii) Net worth: ₹ 420.98 Crore

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

VI. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY: 2022 – 23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	<a href="https://www.quickheal.co.in/documents/investors/policies/Whistle-Blower-Policy.pdf">https://www.quickheal.co.in/documents/investors/policies/Whistle-Blower-Policy.pdf</a>	0	0	Nil	0	0	Nil
Investors (other than shareholders)		0	0	Nil	0	0	Nil

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	<a href="https://www.quickheal.co.in/documents/investors/policies/Vulnerability-Disclosure-Policy.pdf">https://www.quickheal.co.in/documents/investors/policies/Vulnerability-Disclosure-Policy.pdf</a>	3	0	Nil	1	0	Nil
Employees and workers		0	NA	Nil	0	0	Nil
Customers		211930	15	Out of 15 pending complaints, 6 were resolved in April – 24 and 7 WIP with respective stakeholders	314390	11	4 resolved in April 2023 & 7 WIP with respective stakeholders
Value Chain Partners		9424	0	Nil	17128	0	Nil

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Data Privacy	(If Yes, then provide web-link for grievance redress policy)	2993	2801	Out of 2993 requesters 192 confirmed their consent for deleting their data for rest no response received hence no data deleted for the users and ticket is marked as closed	6028	5793	Out of 6028 requesters 289 confirmed their consent for deleting their data for rest no response received hence no data deleted for the users and ticket is marked as closed
Other (please specify)	Nil	Nil	Nil	Nil	Nil	Nil	Nil

26. Overview of the entity's material responsible business conduct issues:

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
NIL	Nil	Nil	Nil	Nil	Nil
NIL	Nil	Nil	Nil	Nil	Nil

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	N	Y	Y	Y	N	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	N	Y	Y	Y	N	N	Y	Y
c. Web Link of the Policies, if available	Y	N	Y	Y	Y	N	N	Y	Y
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	N	N	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Y	N	Y	Y	Y	N	N	Y	Y
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) NA									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Board of Directors of the Company and Stakeholders Relationship Committee are responsible for implementation and oversight of the Business Responsibility policies.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Stakeholders Relationship Committee of the Company is responsible for decision making on sustainability related issues								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. No										P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

**PRINCIPLE 1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

**Essential Indicators**

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	05 (as a part of Board Meetings)	Updates & awareness related to regulatory changes are conducted for the Board of Directors and Key Managerial Personnel. Topics covered includes: a. Corporate Governance b. Companies Act. SEBI Listing regulations	100%
Key Managerial Personnel	05		100%
Employees other than BoD and KMPs	595	Skill upgradation	55.60%
Workers	NA	NA	NA

2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website): NA

Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding Fee	Nil	Nil	Nil	Nil	Nil



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

Non-Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Nil	Nil

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes: The Company's Code of Conduct Policy complies with the legal requirement of applicable laws and regulations: Link of the Policy <https://www.quickheal.co.in/sustainability>

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest:

	FY: 2023- 24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. Not Applicable

8. Number of days of accounts payables ((Accounts payable \*365) / Cost of goods/services procured) in the following format:

	FY 2023-24	FY 2022-23
Number of days of accounts payables	64	68

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

9. Open-ness of business Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

<b>Parameter</b>	<b>Metrics</b>	<b>FY 2023-24</b>	<b>FY 2022-23</b>
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	86.58%	84.96%
	b. Number of dealers / distributors to whom sales are made	513	401
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	21.52%	21.94%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	5.07%	6.39%
	b. Sales (Sales to related parties / Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	Nil
	d. Investmentsv (Investments in related parties / Total Investments made)	Nil	Nil

**Leadership Indicators**

1. Awareness programmers conducted for value chain partners on any of the Principles during the financial year:

<b>Total number of awareness programmes held</b>	<b>Topics / principles covered under the training</b>	<b>% age of value chain partners covered (by value of business done with such partners) under the awareness programmes</b>
290	Seqrite Product Training	100%
55	Quick Heal Product training	100%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same. Yes. The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

statute as well as the Company's policies are in place before transacting with such entities / individuals.

**PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe**

**Essential Indicators**

- Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	133.06	117.15	Quick Heal's investment in R&D have resulted in protection of society from cyberattacks and also resulted in creation of employment in the society.
Capex	-	-	-

- Does the entity have procedures in place for sustainable sourcing? (Yes/No) Yes
  - If yes, what percentage of inputs were sourced sustainably? **Tried best possibilities to have sustainable sourcing, even input not measured**
- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste. **EPR (End producer responsibility) guideline is in place.**
- Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same. **EPR & waste collection plan is in place, waste collected under the EPR is properly disposed with authorized e-waste recycler**

**Leadership Indicators**

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format? **Not applicable since the nature of the Company's products do not require such assessment.**

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
NA	NA	NA	NA	NA	NA

- If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.:(NA)

Name of Product / Service	Description of the risk / concern	Action Taken
NA	NA	NA
NA	NA	NA
NA	NA	NA

- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry): (NA)

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
NA	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format: (NA)

	FY 2023-24			FY: 2022 – 2023		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category: (NA)

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	NA

**PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains**

**Essential Indicators**

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	815	815	100%	815	100%	NA	NA	815	100%	NA	NA
Female	181	181	100%	181	100%	181	100%	NA	NA	NA	NA
<b>Total</b>	<b>996</b>	<b>996</b>	<b>100%</b>	<b>996</b>	<b>100%</b>	<b>181</b>	<b>100%</b>	<b>815</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent employees</b>											
Male	30	30	100%	30	100%	NA	NA	NA	NA	NA	NA
Female	17	17	100%	17	100%	17	100%	NA	NA	NA	NA
<b>Total</b>	<b>47</b>	<b>47</b>	<b>100%</b>	<b>47</b>	<b>100%</b>	<b>17</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

- b. Details of measures for the well-being of workers:

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent workers</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent workers</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format –

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	10%	31%

2. Details of retirement benefits, for Current FY and Previous Financial Year.

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.99%	NA	Y	99.99%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	0.70%	NA	Y	1.25%	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard. Yes, all offices are accessible to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy. Yes, The Company follows principle of equal opportunity for everyone. The Link of the Policy : [https://www.quickheal.co.in/documents/company\\_policies/Company\\_Code\\_of\\_Conduct](https://www.quickheal.co.in/documents/company_policies/Company_Code_of_Conduct)

5. Return to work and Retention rates of permanent employees and workers that took parental leave.

	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
<b>Gender</b>				
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>

6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes, Whistle Blower Policy
Other than Permanent Employees	Yes, Whistle Blower Policy

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: (NA)

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
<b>Total Permanent Employees</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA
<b>Total Permanent Workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
- Male	NA	NA	NA	NA	NA	NA
- Female	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	818			497	60.76%	860			727	84.53%
Female	168			98	40.48%	183			156	85.24%
<b>Total</b>	<b>986</b>			<b>595</b>	<b>60.34%</b>	<b>1043</b>			<b>883</b>	<b>84.65%</b>
<b>Workers</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

9. Details of performance and career development reviews of employees and worker:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	815	569	69.82%	860	743	86.39%
Female	181	129	71.27%	183	153	83.61%
<b>Total</b>	<b>996</b>	<b>698</b>	<b>70.08%</b>	<b>986</b>	<b>796</b>	<b>85.91%</b>
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

10. Health and safety management system:
- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system? (YES) **Occupational health and Safety is covered under mediclam & personal insurance policy**
  - What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? No
  - Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N). Not Applicable
  - Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No). Yes: Non-occupational medical and healthcare services are covered under mediclaim policy
11. Details of safety related incidents, in the following format: **There was fire incident at Solitaire Business Hub, Viman Nagar premises last year in May'23. All employees including contractual staff were evacuated safely.**

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR)(per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Totalrecordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

\*Including in the contract workforce

12. Describe the measures taken by the entity to ensure a safe and healthy work place. Access to company premises are controlled by Access control system & physical security guards are available at all entry/exit points. Premises are under CCTV surveillance. Which ensure security of premises & employees Company installed the Fire safety equipment's like Fire Extinguishers, Fire Hydrant & sprinkler System, Smoke detectors, FM200.
13. Number of Complaints on the following made by employees and workers:

	FY: 2023 - 24			FY: 2022 - 23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b> <b>4 Office premises assessed by ISO auditor</b>
Health and safety practices	NA
Working Conditions	NA

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions. Incident management process is in place to track & take corrective action, result of which we have successfully handle the fire incidence that occurred in May, 2023 at Solitaire Business Hub, Viman Nagar premises and all employees including contractual staff were evacuated safely.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

**Leadership Indicators**

- Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N). Yes (B) Workers (No). Yes employees are covered under Mediclam & personal insurance policy.
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners. Yes, Company obtain necessary documents from partners to ensure timely deduction and deposit of statutory dues
- Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY: 2023- 24	FY: 2022- 23	FY: 2023- 24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA

- Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) Yes
- Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NA
Working Conditions	NA

- Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders:**

**Essential Indicators**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

Identifying key stakeholder groups is crucial for Quick Heal to achieve its objectives and sustain its operations. Stakeholders can significantly influence the entity's success, providing support, posing challenges, or shaping its strategic direction. The process of identifying these stakeholders involves systematic steps to ensure comprehensive understanding and effective engagement. Here's a streamlined approach to identifying and analyzing key stakeholder groups:

**1. Stakeholder Mapping**

**List Potential Stakeholders:** Identify all individuals, groups, or organizations affected by or interested in the entity's activities.

**Categorize Stakeholders:** Group them based on their relationship to the entity (internal vs. external, primary vs. secondary).

**Map Influence and Interest:** Create a matrix plotting stakeholders based on their influence and interest levels.

**2. Stakeholder Analysis**

**Identify Needs and Interests:** Determine what each stakeholder needs or expects and how the entity affects them.

**Assess Influence and Power:** Evaluate each stakeholder's power over decision-making.

By systematically identifying and analyzing stakeholders, Quick Heal has identified all the relevant stakeholders from our ecosystem.



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.

Sr. No.	Shareholder Group	Whether Identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website) Other	Frequency of engagement (Annually/ Half Yearly, Quarterly, Others - Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Customers	No	<ul style="list-style-type: none"> <li>Direct Communication</li> <li>One-on-One interaction</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Need Based</li> </ul>	Cybersecurity solutions & Services
2	Employees	No	<ul style="list-style-type: none"> <li>Direct Interaction</li> <li>Employee engagement surveys</li> <li>Townhalls and Exit interviews</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> </ul>	Work Environment
3	Partners	No	<ul style="list-style-type: none"> <li>On-boarding processes</li> <li>Site visits to facilities</li> <li>One – on – One Interaction format</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Need based</li> </ul>	Timely Payment, Knowledge Sharing
4	Investors	No	<ul style="list-style-type: none"> <li>Investor meets</li> <li>AGM Meetings</li> <li>Periodic declarations on performance</li> </ul>	<ul style="list-style-type: none"> <li>Quarterly</li> <li>Need based</li> </ul>	Growth Opportunity, ESG Performance
5	Regulator	No	<ul style="list-style-type: none"> <li>Policy Advocacy</li> <li>Direct interaction with the regulatory bodies</li> <li>Regulatory Audits and inspections</li> </ul>	<ul style="list-style-type: none"> <li>Need based</li> </ul>	Compliance Tax
6	Local Community	No	<ul style="list-style-type: none"> <li>Interactions with NGO partners and Communities</li> <li>Meetings/discussions with local communities</li> </ul>	<ul style="list-style-type: none"> <li>Need based</li> </ul>	Healthcare Support Employment, Skills Development, Cyber awareness
7	Media	No	<ul style="list-style-type: none"> <li>Meeting in person or via call/ virtual platforms</li> </ul>	<ul style="list-style-type: none"> <li>Opportunity based</li> </ul>	Cyber threats Organization Performance
8	Shareholders	No	<ul style="list-style-type: none"> <li>Investor Meets</li> <li>AGM</li> </ul>	<ul style="list-style-type: none"> <li>Regular</li> <li>Need based</li> </ul>	Shareholder value Financial Reports
9	Industry	No	<ul style="list-style-type: none"> <li>Member Connect</li> <li>Events</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Need based</li> </ul>	Industry Tech & Innovation
10	Board member	No	<ul style="list-style-type: none"> <li>Board Meeting</li> <li>Direct Communication</li> </ul>	<ul style="list-style-type: none"> <li>Ongoing</li> <li>Need based</li> </ul>	Corporate governance

## Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

The Stakeholders Relationship Committee of the Board of Quick Heal technologies Limited assists the Board and the Company to oversee the existing redressal mechanisms in relation to Stakeholders of the Company. The Board is also appraised of the ESG developments on a half-yearly basis. <https://www.quickheal.co.in/documents/investors/policies/stakeholder-relationship-committee-charter.pdf>

Quick Heal consults all the stakeholders as per the defined Stakeholder Engagement Matrix.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Stakeholders have been consulted to define the Materiality Matrix of the organization. The stakeholders were reached out through a digital survey and the survey result acted as an input for defining the final matrix.

- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups. <https://www.quickheal.co.in/documents/investors/policies/Vulnerability-Disclosure-Policy.pdf>

**PRINCIPLE 5 Businesses should respect and promote human rights**

**Essential Indicators**

- Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent						
<b>Total Employees</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>	<b>NIL</b>
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
<b>Total Workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

- Details of minimum wages paid to employees and workers, in the following format: We Pay above the minimum wage to employees.

Category	FY 2023-24					FY: 2022-2023				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>										
Male	860			860	100%	815			815	100%
Female	183			183	100%	181			181	100%
<b>Other than Permanent</b>										
Male	43			43	100%	30			30	100%
Female	17			17	100%	17			17	100%
<b>Workers</b>										
<b>Permanent</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Other than Permanent</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

## 3. Details of remuneration/salary/wages

## a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	₹ 12,00,000/-	1	0
Key Managerial Personnel	5	₹ 1,57,50,000/-	0	0
Employees other than BoD and KMP	810	₹ 11,00,000/-	181	10,00,000/-

## b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	11.89%	11.15%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No). Yes, we have POSH committee, Ethics Committee, Whistle Blower and SART to address human rights impact or issues caused or contributed to by the business.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues. Our mechanisms include Suspicious Activity Reporting Tool (SART) which allows employees to report all their grievances on the SART Portal

6. Number of Complaints on the following made by employees and workers:

	FY: 2023-2024			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	0	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights related issues	0	0	0	0	0	0

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format: NA

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. Internal committee's established under POSH Act

9. Do human rights requirements form part of your business agreements and contracts? (Yes/No). No

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

10. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	Nil
Forced/involuntary labour	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above. NIL

**Leadership Indicators**

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints. No
2. Details of the scope and coverage of any Human rights due-diligence conducted. No
3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016? Yes
4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forced Labour/Involuntary Labour	NIL
Wages	NIL
Others – please specify	NIL

5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above. Not Applicable

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment - Essential Indicators**

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	50,408 Units	51,375 Units
Total fuel consumption (B)	Nil	Nil
Energy consumption sources (C)	Nil	Nil
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>50,408 Units</b>	<b>51,375 Units</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	2,152,924 Units	2,213,888 Units
Total fuel consumption (E)	67,061 Units	53,579 Units
Energy consumption sources (F)	Nil	Nil
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>22,19,985 Units</b>	<b>22,67,467 Units</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>22,70,393 Units</b>	<b>23,18,842 Units</b>
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	NA	NA
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	NA	NA
<b>Energy intensity in terms of physical output</b>	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. NA
3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	11,419 KL	7,983 KL
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>11,419 KL</b>	<b>7,983 KL</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>11,419 KL</b>	<b>7,983 KL</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	39.14 KL / ₹ Crore	28.70 KL / ₹ Crore
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	NA	NA
<b>Water intensity in terms of physical output</b>	<b>NA</b>	<b>NA</b>
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	11,419 KL	7,983 KL
(ii) To Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
<b>Total water discharged (in kilolitres)</b>	<b>11,419 KL</b>	<b>7,983 KL</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. NA

6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	[g/kW-hr ]	3.1	3
SOx	[g/kW-hr ]	2.9	3
Particulate matter (PM)	[g/kW-hr ]	0.1	0.1
Persistent organic pollutants (POP)	[ NA]	[ NA]	[ NA]
Volatile organic compounds (VOC)	[ NA]	[ NA]	[ NA]
Hazardous air pollutants (HAP)	[ NA]	[ NA]	[ NA]
Others – please specify	[ NA]	[ NA]	[ NA]

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	NA	NA	NA

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted	NA	NA	NA
for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. NA
9. Provide details related to waste management by the entity, in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	0.511	4.9
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>0.511</b>	<b>4.9</b>

Parameter	FY 2023-24	FY 2022-23
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	NA	NA
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	NA	NA
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Category of waste	FY 2023-24	FY 2022-23
(i) Recycled	0.511	4.9
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>	<b>0.511</b>	<b>4.9</b>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Parameter	FY 2023-24	FY 2022-23
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>	NA	NA
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

- Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes. NA
- If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	[ NA]	[ NA]	[ NA]
	[ NA]	[ NA]	[ NA]

- Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
[ NA]	[ NA]	[ NA]	[ NA]	[ NA]	[ NA]
[ NA]	[ NA]	[ NA]	[ NA]	[ NA]	[ NA]

- Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format: NA

Sr. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	[ NA]	[ NA]	[ NA]	[ NA]
	[ NA]	[ NA]	[ NA]	[ NA]

**Leadership Indicators**

- Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not Applicable  
For each facility / plant located in areas of water stress, provide the following information:
  - Name of the area
  - Nature of operations



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	[NA]	[NA]
(ii) Groundwater	[NA]	[NA]
(iii) Third party water	[NA]	[NA]
(iv) Seawater / desalinated water	[NA]	[NA]
(v) Others	[NA]	[NA]
Total volume of water withdrawal (in kilolitres)	[NA]	[NA]
Total volume of water consumption (in kilolitres)	[NA]	[NA]
Water intensity per rupee of turnover (Water consumed / turnover)	[NA]	[NA]
Water intensity (optional) – the relevant metric may be selected by the entity	[NA]	[NA]
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water		
- No treatment	[NA]	[NA]
- With treatment – please specify level of treatment	[NA]	[NA]
(ii) Into Groundwater	[NA]	[NA]
- No treatment	[NA]	[NA]
- With treatment – please specify level of treatment	[NA]	[NA]
(iii) Into Seawater	[NA]	[NA]
- No treatment	[NA]	[NA]
- With treatment – please specify level of treatment	[NA]	[NA]
(iv) Sent to third-parties	[NA]	[NA]
- No treatment	[NA]	[NA]
- With treatment – please specify level of treatment	[NA]	[NA]
(v) Others	[NA]	[NA]
- No treatment	[NA]	[NA]
- With treatment – please specify level of treatment	[NA]	[NA]
<b>Total water discharged (in kilolitres)</b>	<b>[NA]</b>	<b>[NA]</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. NA

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	[NA]	[NA]
Total Scope 3 emissions per rupee of turnover	[NA]	[NA]	[NA]
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	[NA]	[NA]	[NA]

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. N

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. NA
4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
[1]	[Solar]	[Installed 45Kw solar plat at RND center located at Shivajinagar office, Pune]	[Generating approx. 60K units of electricity per year ]
[2]	[EPP]	[Under the EPP-End Producer Responsibility, made 12 locations as E-Waste collection centers]	[E-Waste collection facilities made available ]

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link. Website Link: <https://www.quickheal.co.in/documents/investors/policies/Risk-Management-Policy.pdf>
6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard. NA
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. NA

**PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

**Essential Indicators**

1. a. Number of affiliations with trade and industry chambers/ associations.
  - i) Data Security Council of India
  - ii) Computers and Media Dealers Association
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Data Security Council of India	National
2	Computer & Media Dealers Association	State level

2. Provide details of corrective action taken or underway on any issues related to anti- competitive conduct by the entity, based on adverse orders from regulatory authorities.

Name of authority	Brief of the case	Corrective action taken
Nil	Nil	Nil
Nil	Nil	Nil

**Leadership Indicators**

1. Details of public policy positions advocated by the entity:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
	NA	NA	NA	NA	NA

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development****Essential Indicators**

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
	NA	NA	NA	NA	NA	NA
	NA	NA	NA	NA	NA	NA

3. Describe the mechanisms to receive and redress grievances of the community.

The Committee looks into the grievances of the Shareholders related to the transfer of shares, payment of dividends and non-receipt of the annual report and recommends measures for expeditious and effective investor service among others. The Whistle-Blower Policy (WBP) provides for the establishment of a Vigil Mechanism for Directors and employees to report genuine concerns or grievances.

Website Link: <https://www.quickheal.co.in/documents/investors/policies/whistleblower-policy-&vigil-mechanism.pdf>

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small Producers	100%	100%
Directly from within India	0 %	0 %

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost:

Location	FY 2023-24	FY 2022-23
Rural	Nil	Nil
Semi-urban	Nil	Nil
Urban	Nil	Nil
Metropolitan	100%	100%

(Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

**Leadership Indicators**

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	NA
NA	NA

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Sr. No.	State	Aspirational District	Amount spent (In INR)
1	Maharashtra	Jalgaon	2,55,600/-
2	Chhattisgarh	Rajnandgaon	8,75,490/-
3	Assam	Barpeta	6,60,000/-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) (NA)
- (a) From which marginalized /vulnerable groups do you procure?
- (b) What percentage of total procurement (by value) does it constitute?
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
	Nil	Nil	Nil	Nil
	Nil	Nil	Nil	Nil

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved. NIL

Name of authority	Brief of the Case	Corrective action taken
Nil	Nil	Nil
Nil	Nil	Nil

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Cyber Shiksha for Cyber Suraksha	13,57,000	NA

**PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**

**Essential Indicators**

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
- Frontline Engineers (L-1) is primarily responsible for logging troubleshoot/escalating customer queries on Voice/ Chat/Email/Social media channels.
  - Partner Desk is a privileged line offered to partners with swift & level-2 support.
  - Basis available & frequently updated FAQs, KBs, frontline support assists customers. If query cannot be resolved on call, chat, email, it is escalated to Level-2 Team for remote support & further to SME/ other stakeholders.
  - SME Team is responsible for filing defects/bugs to concern stakeholders.

**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage Recycling and/ or safe disposal	

3. Number of consumer complaints in respect of the following:

	FY 2023-24		Remarks	FY 2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	2993	2801	Out of 2993 requesters, 192 confirmed their consent for deleting their data. For the remaining requests, as there was no response from the users, the tickets were marked as closed. Consequently, no data was deleted for these users	6082	5793	Out of 6028 requesters, 289 confirmed their consent for deleting their data. For the remaining requests, as there was no response from the users, the tickets were marked as closed. Consequently, no data was deleted for these users
Advertising			NA			NA
Cyber-security			NA			NA
Delivery of essential services			NA			NA
Restrictive Trade Practices			NA			NA
Unfair Trade Practices			NA			NA
Other			NA			NA

4. Details of instances of product recalls on account of safety issues: NA

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No).

<https://www.quickheal.co.in/privacy-policy>

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

- Quick Heal advertisement pop-ups to be stopped.
- Data privacy measures offered on chat channels ensuring customer data is stored only when consent is offered.
- No Penalty countered due to product or services.

7. Provide the following information relating to data breaches:

- Number of instances of data breaches Nil
- Percentage of data breaches involving personally identifiable information of customers : Not applicable
- Impact, if any, of the data breaches: Not applicable

## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

**Leadership Indicators**

1. Channels / platforms where information on products and services of the entity can be accessed: <https://www.quickheal.co.in/home-users>
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.  
<https://www.quickheal.com/documents/master-eula/quick-heal-global-master-eula.pdf>
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.  
<https://www.quickheal.com/eol-announcement>
4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)  
Yes. The Company carries out a consumer satisfaction survey on a periodic basis and compares the various parameters across multiple dimensions through peer comparison and its membership in the various chambers of commerce.