



ICRA

ICRA Limited

June 28, 2024

**The BSE Limited**  
Phiroze Jeejeebhoy Towers  
Dalal Street  
Mumbai 400 001, India  
**Scrp Code: 532835**

**The National Stock Exchange of India Limited**  
Exchange Plaza,  
Plot no. C/1, G Block  
Bandra-Kurla Complex  
Bandra (East)  
Mumbai - 400 051, India  
**Symbol: ICRA**

Dear Sir/Madam,

**Sub: - Business Responsibility and Sustainability Report 2023-24**

Pursuant to Regulation 34(2)(f) and other applicable regulations of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, (the “**Listing Regulations**”), please find enclosed Business Responsibility and Sustainability Report 2023-24 (“**BRSR**”) of ICRA Limited (the “**Company**”).

The BRSR forms part of the Annual Report for the financial year 2023-24.

The BRSR will be made available on the Company’s website viz. [www.icra.in](http://www.icra.in).

This is for your kind information and record.

Regards,  
Sincerely,

(S. Shakeb Rahman)  
Company Secretary & Compliance Officer

Encl.: As Above

## Annexure VI

# Business Responsibility & Sustainability Report 2023-24

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity:	L74999DL1991PLC042749
2. Name of the Listed Entity	ICRA Limited
3. Year of incorporation	1991
4. Registered office address	B-710, Statesman House, 148, Barakhamba Road, New Delhi – 110001
5. Corporate address	Building No. 8, Tower 'A', 2 <sup>nd</sup> Floor, DLF Cyber City, Phase II, Gurugram – 122002
6. E-mail	<a href="mailto:investors@icraindia.com">investors@icraindia.com</a>
7. Telephone	+91 124-4545300
8. Website	<a href="http://www.icra.in">www.icra.in</a>
9. Financial year for which reporting is being done	2023-24
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital	Rs. 965.12 lakhs
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Amit Gupta Designation: General Counsel Telephone: +91 124-4545300 Email: <a href="mailto:investors@icraindia.com">investors@icraindia.com</a>
13. 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).	

Data	Basis	Exclusions
Financials	Consolidated	All overseas Subsidiaries and step-down Subsidiary
Human Resources	Consolidated	All overseas Subsidiaries and step-down Subsidiary
Information Technology and Environment	Consolidated	All overseas Subsidiaries and step-down Subsidiary

This report contains data pertaining to ICRA and its wholly owned subsidiaries.

14. Name of assurance provider: Not Applicable  
15. Type of assurance obtained: Not Applicable

### II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
	ICRA and its subsidiaries provide rating, research, risk and analytical services. ICRA Subsidiary, Pragati Development Consulting Services Limited (PDCSL), has received SEBI approval on APRIL 29, 2024, as Category-I ESG Rating Provider (ERP) enabling it to commence its environmental, social, and governance (ESG) rating.		

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
	Rating, research, risk and analytical services. Some of the services broadly mapped to NIC classes 66190 and 73200.		

### III. 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	NA	15	15
International	NA	1	1

19. Markets served by the entity:

A. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	1

B. What is the contribution of exports as a percentage of the total turnover of the entity? 36.70%

C. A brief on types of customers

ICRA group provides services to Corporates (domestic and global), Banks, NBFCs PSUs (State and Central Government) Housing Finance Companies, ESCO, Development Finance Institutions, Fund Managers, Investors, Intermediaries (Corporate Treasuries, Brokerages, Wealth Managers), Independent Financial Advisors (domestic and global), multi-lateral agencies, and Industry Associations in India.

### IV. Employees

20. Details as at the end of Financial Year:

A. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1238	812	0.65	426	0.34
2.	Other than Permanent (E)	55	38	0.69	17	0.30
3.	Total employees (D + E)	1293	850	1.34	443	0.64
<b>WORKERS</b>						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

Note: Workforce categorized as employees and none as workers, hence details of workers category are not applicable.

B. Differently abled employees and workers

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>Differently abled Employees</b>						
1.	Permanent (D)	NA	NA	NA	NA	NA
2.	Other than Permanent (E)	1	1	100%	NA	NA
3.	Total employees (D + E)	1	1	100%	NA	NA
<b>Differently abled Employees Workers</b>						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

Note: Workforce categorized as employees and none as workers, hence details of workers category are not applicable.

## 21. Participation/Inclusion/ Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
<b>Board of Directors*</b>	15	7	46.67%
<b>Key Management Personnel*</b>	7	0	0

\*ICRA and its wholly owned subsidiary

## 22. Turnover rate for permanent employees and workers:

	FY2023-24 (Turnover rate in current FY)			FY2022-23 (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
<b>Permanent Employees</b>	18.75%	20.75%	19.45%	21.98%	20.09%	21.30%	29.45%	28.93%	29.27%
<b>Permanent Workers</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA

**V. Holding, Subsidiary and Associate Companies (including joint ventures):**

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

S. 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.	ICRA Analytics Limited	Subsidiary	100%	Yes
2.	Pragati Development Consulting Services Limited	Subsidiary	100%	Yes
3.	D2K Technologies India Private Limited	Step-down subsidiary	60%*	No
4.	ICRA Lanka Limited**	Subsidiary	100%	No
5.	ICRA Nepal Limited	Subsidiary	51%	No

\*ICRA Analytics Limited, wholly owned subsidiary of ICRA Limited, holds 60% shares in D2K Technologies India Private Limited.

\*\*Under liquidation

**VI. CSR Details:**

As sustainable development goals provide a blueprint to end poverty, protect the planet and build a socio-economic balance, our CSR policy prioritizes SDGs through initiatives like education, employment and women empowerment.

## 24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in Rs.) – 25,124.01 Lakhs\*

(iii) Net worth (in Rs.) – 74,308.1 Lakhs\*

\*On standalone basis

## VII. Transparency and Disclosures Compliances

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

All the business activities conducted within the business under principles stated in ICRA's Code of Business Conduct. It is a comprehensive document for ethical conduct for internal and external stakeholders of the company, covering entire operations. There are defined channels for receiving complaints/grievances from stakeholders and these are addressed with expediency in upholding the ethical standards practiced in the Group.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in place (Yes/No)  (If yes, then provide web- link for grievance redress policy)	FY2023-24 Current Financial Year		FY2022-23 Previous Financial Year			
		No. of complaints filed during the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	
Communities	Yes, Group ICRA implements its project through its CSR implementing partners who have mechanism to receive and redress grievances of the community. Below are some of the mechanisms implemented to address the same. <ul style="list-style-type: none"> <li>In-house help desk number for quick resolution,</li> <li>For better implementation of initiatives, monthly meetings are held with the stakeholders in communities to discuss the challenges that they face. Accordingly, the implementation team works towards the issues to ensure these challenges do not impact the implementation of the initiatives.</li> <li>Feedback box is set up for anonymous complaints/suggestion.</li> <li>Redressal committee along with grievance policies have been laid out by the committee.</li> </ul> <p>*The above-mentioned mechanisms are not implemented in all locations and may differs from project to project</p>	0	0	-	0	0	-
Investors (other than shareholders)	Yes Please refer to "SCORES & ODR" at <a href="http://www.icra.in">www.icra.in</a>	4	0	2	0		
Shareholders	Yes	19	0	8	0		
Customers	Yes Please refer to "SCORES & ODR" at <a href="http://www.icra.in">www.icra.in</a>	2	0	2	0		
Value Chain Partners	No	0	0	0	0		
Employees and Workers	Yes, for any grievances employees may approach the Human resources or Legal department of the company. Also, employees can report their concerns on the integrity hotline.	0	0	1	0		
Others	Yes	0	0	0	0		
Other - Anonymous	Yes	0	0	2	0		
Others -Competitors	Yes <a href="https://www.icra.in/RegulatoryDisclosure/ShowCodePolicyReport?id=3&amp;regulatoryDisclosureReportId=476">https://www.icra.in/RegulatoryDisclosure/ShowCodePolicyReport?id=3&amp;regulatoryDisclosureReportId=476</a>	1	0	0	0		

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

<b>S No.</b>	<b>Material issue Identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk/ opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
1	Talent Management	Opportunity	Hiring talented individuals is a priority for ICRA's business as it is a key element in the success of our business.	NA	Positive
		Risk	(a) Talent management's failure to recognize any of the important elements while hiring can impact the company's ability to grow.	(a) Proper candidate profiling is in place with multi-level recruitment process.	Negative
			(b) Employee Retention.	(b) Growth, equal opportunity, and employee safety is our priority. We encourage work life balance by having recreational areas in office spaces, Fun Fridays activities by HR, etc. We have employee well-being initiatives like 1to1 mental health support; Internal Complaints Committee; Fitness Troop, etc.	
			(c) Succession Planning (Inadequate attention to succession planning can impact company's growth).	(c) Steps are being taken to ensure that a robust succession plan is put in place for all critical positions.	
2	Corporate Governance	Opportunity	To achieve an organisation's mission, corporate governance is essence to the companies' achievements, it helps in stakeholder value creation.	NA	Positive
		Risk	Any breach in the governance norms can lead to risk of loss of trust among stakeholders or damage the company's reputation.	Adoption of policies and code of conduct helps us in strengthening our governance norms and follow the highest standards of governance.	Negative

S 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)
3	Climate Change	Risk	Climate change has brought challenges that have to be addressed by individuals, governments, and corporates. As an ITES company the environmental impact is minimal.	We have employee training programmes for creating an awareness on environment and climate change. One of the large delivery centre based in Kolkata is a LEED- certified Green Building	Negative
4	Information and Cyber Security	Risk	Our ability to conduct business may be adversely impacted on account of cyber incidents resulting in disruption or damage to operations and infrastructure. Breach of information security controls, both with respect to process and technology, may compromise confidentiality and integrity of data, which in turn may result in business and reputation loss.	Cybersecurity is a critical priority for our organisation, and we recognize the potential impact that cyber incidents can have on our business operations and data security. We are committed to maintaining a strong cybersecurity posture to mitigate these risks. This includes implementing robust controls for both processes and technology to safeguard the confidentiality and integrity of our data. We continuously evaluate and improve our security measures to ensure Business continuity and reputation protection. IAL is ISO 27001:2013 certified organisation	Negative
5	Physical Risk	Risk	A large business unit has geographical concentration risk as its primary business pertaining and operates from a single location	We continue to review alternate options for diversifying operations. The risk is also partially mitigated by allowing flexibility for certain number of workforces to operate remotely from residence	Negative

S 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)
6	Technology and Innovation	Opportunity and Risk	Technology continues to play a key role in shaping business models, client offerings, strengthening processes and improving productivity. Disruptions in business models due to rapid advancement in new age technology may pose some risks to our businesses	ICRA will continue to invest in technology and ensure we stay relevant in the digital era.	Positive
7	ESG	Opportunity	Concerted efforts are being made by policymakers, regulators, various market participants, and the civil society to bring ESG issues into the mainstream. ICRA is well-positioned to contribute to the market forces to achieve this end. SEBI has granted approval to PDCSL, a wholly owned subsidiary of ICRA, to provide ESG Ratings and scores. IAL, a wholly owned subsidiary of ICRA, with a rich experience in providing data, analytics and consulting services, is working to expand its product-suite to include ESG data, consulting, and other adjacent services. Our offerings in ESG will enable issuers to make the required progress in their ESG transition journey and help investor to allocate capital in the area of ESG more discerningly.	NA	Positive



## 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.

NGRBC has been designed to assist businesses to perform above and beyond the requirements of regulatory compliance.

Disclosure Questions	P 1	P 2	P 3	P4	P5	P6	P7	P8	P 9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>c. Web Link of the Policies, if available</b>	<a href="https://www.icra.in/RegulatoryDisclosure/Index">https://www.icra.in/RegulatoryDisclosure/Index</a> P1 to P9: ICRA Code of Business Conduct, P1: Whistleblower Policy P4 and P8: CSR Policy								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>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.</b>	ICRA is committed to a safe healthy and harassment free workplace through formulation and implementation of various policies and code of conduct such as anti-bribery and anti-corruption policy, whistle blower policy, policy on related party transactions, sexual harassment policy, human rights policy, code of business conduct for strong ethical practices and standards.  It's subsidiary is certified ISO 27001 and ISO 9001:2018 and has LEED platinum certification for Green building office, implicating a positive step towards protecting and improving human and environmental health.								
<b>5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.</b>	ICRA provides opportunity to differently abled people to be part of its talent pool and thereby promote diversity, as this factor enables the flow of new ideas and innovation allowing to create a healthy work environment.  ICRA's compensation and benefits are designed keeping in mind best practices and benchmarks to attract and retain top talent. ICRA benefits aims at promoting employee health and welfare and includes health checkups, medical coverage for employees and families, work from home, car lease policy. ICRA leave policy are designed to ensure that employee gets appropriate break and time to spend with family and friends.  ICRA provides extensive training and development to its employees to help them to stay competitive and future ready. ICRA continues to invest in creating talent pool and leadership pipelines through a customised leadership accelerator management programme (LAMP) to ensure sustainable growth.  Onboard entry-level talent from Tier 1/2 Campus for the Ratings and Business Development function.  Health & wellness - Annual health check-up for employees in addition to the existing medial insurance coverage								

Disclosure Questions	P 1	P 2	P 3	P4	P5	P6	P7	P8	P 9									
	<p>Training: LAMP – Leadership Accelerator Management Programme for Top/ Core Talent - 12 months' journey – with the purpose of creating a healthy talent pipeline for and providing a growth framework to our leadership team.</p> <p>Environment: Hybrid work model – This has not only improved productivity, efficiency of employees but has an impact on the environment as it reduces the need for daily commuting, lowers carbon emissions and traffic congestion. It also reduces the demand for office resources like energy and space, leading to a smaller carbon footprint for our business.</p> <p>Total rewards - Comprehensive STIP/LTIP plan rolled out</p>																	
<b>6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.</b>	<p>Inclusive growth: Hired person with disability in FY2024 and provided training on disability awareness to ensure that employees can effectively work with individuals with disabilities</p> <p>Safety of employees: Health and safety trainings are held for employees</p> <p>Annual health services: Employees have availed the benefits of annual health check-up in FY 2023-24.</p> <p>Work-from-home provision is there for employees.</p>																	
<b>Governance, leadership, and oversight</b>																		
<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)</b>	<p>ICRA's CSR committee plays a vital role in steering sustainability efforts within the Group. They set goals that are aligned to the company's overall business strategy with the help of inputs from company departments. Volunteering and social impact activities are promoted and encouraged within the organisation to foster a culture of sustainable practices.</p>																	
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	<p>The Managing Director &amp; Group CEO of the Company is responsible for implementation and oversight of the Business Responsibility policy (ies)</p>																	
<b>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.</b>	<p>To read more about this kindly refer to the section "Overview of the entity's material business conduct "</p>																	
<b>10. Details of Review of NGRBCs by the Company:</b>																		
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	Frequent reviews are held by internal stakeholders to bridge gaps in system and policies																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The company is in compliance with the current regulations applicable to its sector.																	

<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.</b>	P1 to P9  Reviewing of policies is held by individual departments on a periodical basis and changes to these are made point in time.  Recommendations are made by the management to the board for their approval on updating policies. It is implemented and assessed over time.
--	--

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
<b>The entity does not consider the principles material to its business (Yes/No)</b>									
<b>The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)</b>									
<b>The entity does not have the financial or human and technical resources available for the task (Yes/ No)</b>						Not Applicable			
<b>It is planned to be done in the next financial year (Yes/No)</b>									
<b>Any other reason (please specify)</b>									

## 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 who 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.

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

Segment	Total number of training and awareness program held	Topics/Principles covered under raining and its impact	% of persons in respective category covered by the awareness pro- grammes
<b>Board of Directors</b>		On an ongoing basis, the Company's functional heads and senior management personnel, make presentations in the Board meetings to the Board of Directors with the strategy, operations, and functions of the Company. At Board /committee meetings, presentations are made to the Board /committee members, including Independent Directors by external experts and/ or senior management of the Company on Indian economy, debt markets, global regulatory environment, changes in the regulatory environment applicable to the Company and to the industry in which it operates and to ensure that members of the Board /committee are kept up to date.	
<b>Key Managerial Personnel</b>	5	1) Annual Refresher Training on Code of Business Conduct 2) Annual Refresher on COI OBI Separation Policy 3) Annual Refresher on POSH 4) Environmental Sustainability and Health and Safety 5) Annual Refresher on Information Security (ICRA)	100%

<b>Employees other than BoD and KMPs</b>	9	Environmental Sustainability and Health & Safety	99.3%
		Information Security Awareness (InfoSec) Version 2.0 (ICRA)	96.5%
		Conflict of Interest including Outside Business Interest and Separation Policy	100%
		Code of Business Conduct; Code of Professional Conduct; Anti-Bribery and Anti-Corruption Policy; and Prevention of Sexual Harassment Training	99%
		Annual Refresher on COI OBI Separation Policy	100%
		Annual Refresher Training on Code of Business Conduct	96%
		Annual Refresher on POSH	99.7%
		Annual Refresher on Information Security (ICRA)	99.1%
		Handling phishing attacks	98.6%

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):

Administrative warnings and letters are received by the company as per the inspections conducted by SEBI. Accordingly, company takes actions on these aspects.

#### Monetary

	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Amount (In Rs.)	Brief of the case	Has an appeal been preferred? (Yes/No)
<b>Penalty/ Fine</b>	NIL				
<b>Compounding fee</b>	NIL				
<b>Settlement</b>	NIL				

#### Non- Monetary

	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/ No)
<b>Imprisonment</b>	NIL			
<b>Punishment</b>	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 agency/ judicial institution
Not Applicable	

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.

Anti-Bribery and Anti-Corruption Policy of ICRA complies with all applicable anti-bribery and anti-corruption laws, including but not limited to the U.S. Foreign Corrupt Practices Act (FCPA), the U.K. Bribery Act (UKBA), the Prevention of Corruption Act, 1988, Indian Penal Code, 1860 and all applicable anti-bribery and anti-corruption laws where ICRA operates, and to accurately reflect all transactions in ICRA's books and records. It is also ICRA's policy to require certain third-party intermediaries, agents, consultants, and business partners who work on ICRA's behalf to comply with these same laws and practices. This policy applies to ICRA, its direct and indirect wholly-owned subsidiaries, and its majority-controlled subsidiaries as designated by ICRA Compliance Department. The policy is available on our Intra link.

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

	<b>FY 2023-24</b>	<b>FY2022-23</b>
<b>Directors</b>	None	None
<b>KMPs</b>	None	None
<b>Employees</b>	None	None
<b>Workers</b>	None	None

6. Details of complaints regarding conflict of interest:

	<b>FY2023-24 Current Financial Year</b>		<b>FY2022-23 Previous Financial Year</b>	
	<b>Number</b>	<b>Remarks</b>	<b>Number</b>	<b>Remarks</b>
<b>Number of complaints received in relation to issues of Conflict of Interest of the Directors</b>	0	None	0	None
<b>Number of complaints received in relation to issues of Conflict of Interest of the KMPs</b>	0	None	0	None

7. Provide details of any corrective action taken or is under way 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:

	<b>FY2023-24</b>	<b>FY2022-23</b>
<b>Number of days of accounts payables</b>	51	61

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>FY2023-24</b>	<b>FY2022-23</b>
<b>Concentration of Purchases</b>	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
<b>Concentration of Sales</b>	a. Sales to dealers / distributors as % of total sales	NIL	NIL
	b. Number of dealers / distributors to whom sales are made	NIL	NIL
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NIL	NIL
<b>Share of RPTs in</b>	a. Purchases (Purchases with related parties / Total Purchases)	0.38%	0.46%
	b. Sales (Sales to related parties / Total Sales)	33.62%	35.51%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments ( Investments in related parties / Total Investments made)	NIL	NIL

### Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	Human Rights - Principle 5 Sustainability - Principle 6 Health & Safety - Principle 2	We are mindful of the importance of awareness programmes and its impact on employees and value chain partners, hence, to improve their knowledge, awareness sessions were held to keep them abreast of the current laws, policies and methods to protect their interests and those they work for.

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, <https://www.icra.in/RegulatoryDisclosure/ShowCodePolicyReport?id=15&regulatoryDisclosureReportId=239>

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

#### Essential Indicators

1. 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.

	FY2023-24	FY2022-23	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	NA	NA	To minimise the negative impact on the environment we utilise all energy sources to increase efficiency of systems to create a healthy impact on individuals and environment. We use LED lights in our common area to minimise the energy consumed and also to minimise the cost. Plastic bottles have been replaced with glass bottles as they can be reused, washed, and sterilised keeping in mind employee safety. Also, plants have been added to ensure that it improves air quality within office.

We are a service sector entity, hence the relevance of the above is largely restricted to capital expenditure on information technology. The Company intends to continue identifying and acting on opportunities to reduce its impact on the environment.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

ICRA has outlined its expectations for ethical, environmental, and social responsibility in its agreement and try its best to source material that have low environmental impact. We have also trained few of our value chain partners on importance of sourcing materials that are sustainable and does not harm the environment.

- b. If yes, what percentage of inputs were sourced sustainably?

The nature of the business of our company does not require much utilisation of many resources in running of operations. However, we are actively working on adapting technologies that are energy efficient.

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for
- Plastics (including packaging)
  - E-waste
  - Hazardous waste and
  - other waste

Given the nature of the business, ICRA and its subsidiaries have limited scope on these parameters, however, we realise that there is a pressing need to manage waste in an eco-friendly manner. We are looking at methods for efficient use of energy, water and paper in our internal operations such that we can reduce our carbon footprint. To achieve these objectives, we encourage to reuse/recycle wherever possible and are in the process to monitor improvement. With the changing environment and climate ICRA is adapting and building awareness among its communities, stakeholders and employees in reusing, recycling, and reducing waste. Some of the awareness initiatives are as mentioned below-

- Rolled out an online training course on Environmental Sustainability and Health & Safety for our employees, which is a small step towards creating awareness on forming a healthy, productive, and motivated minds.
  - Awareness posters on steps to cut down carbon footprint are displayed across all office locations.
  - UPS batteries are recycled on a yearly basis.
4. 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 the Pollution Control Board? If not, provide steps taken to address the same.

Not Applicable

#### Leadership Indicators

##### 1. 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?

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
----------	---------------------------	---------------------------------	--	--

As the company is in the financial sector, the lifecycle approach is not directly applicable to its services. Though it does not involve physical products or manufacturing processes we do plan to improve the environmental and social impact of the company's operations and services.

##### 2. If there are any significant social and environmental concerns and/or risks arising from production or disposal of your products and services as identified in the life cycle assessment (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same

Name of the products and services	Description of the risk / concern	Action Taken
NA	NA	NA
NA	NA	NA
NA	NA	NA

##### 3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY2023-24 Current Financial Year	FY2022-23 Previous Financial Year
NA	NA	NA





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

	<b>FY2023-24</b>	<b>FY2022-23</b>
<b>Cost incurred on well-being measures as a % of total revenue of the company</b>	2.30%	2.04%

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

<b>Benefits</b>	<b>FY Current Financial Year (2023-24)</b>			<b>FY Previous Financial Year (2022- 23)</b>		
	<b>No. of employees covered as a % of total employees</b>	<b>No. of workers covered as a % of total workers</b>	<b>Deducted and de- posited with The authority (Y/ N/N.A.)</b>	<b>No. of employees covered as a % of total employees</b>	<b>No. of workers covered as a % of total workers</b>	<b>Deducted and deposited with the authority (Y/N/ N.A.)</b>
<b>PF</b>	100 %	NA	Yes	100 %	NA	Yes
<b>Gratuity</b>	100%	NA	Yes	100%	NA	Yes
<b>ESI</b>	100%	NA	Yes	100%	NA	Yes
<b>Others, Please specify</b>	NA	NA	NA	NA	NA	NA

All on roll employees are covered under retirement benefits ie. PF and Gratuity

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.

Most of the premises of ICRA and its subsidiary are accessible to differently-abled visitors/ employees, if any.

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, it is part of ICRA's CoBC policy

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

<b>Gender</b>	<b>Permanent employees</b>		<b>Non-Permanent workers</b>	
	<b>Return to work rate</b>	<b>Retention rate</b>	<b>Return to work rate</b>	<b>Retention rate</b>
<b>Male</b>	100%	86.70%	NA	NA
<b>Female</b>	100%	100%	NA	NA
<b>Total</b>	100%	90.20%	NA	NA

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

Yes. We have a mechanism to redress grievances of our employees. Please refer to the ICRA Code of Business Conduct for detailed mechanism.

<b>Yes/No</b>	
<b>(If Yes, then give details of the mechanism in brief)</b>	
<b>Permanent Workers</b>	Yes, ICRA supports open door communication and encourages you to attempt to resolve concerns, problems, grievance, complaint or issues that involve the work environment, including by holding frank discussions with your immediate supervisors or other senior managers, by providing performance feedback. Such discussion may help resolve many workplace issues.
<b>Other than Permanent Workers</b>	
<b>Permanent Employees</b>	ICRA's objective is to maintain an environment in which directors and all employees feel comfortable raising issues or grievances they believe are important. ICRA believes that maintaining a culture where open dialogue is encouraged and supported leads to a more productive, cohesive and enjoyable work environment.  Further, in consonance with the Companies Act, 2013, Industrial Disputes Act, 1947 or any other labour laws, as amended from time to time and the Listing Agreement, ICRA has established a vigil and grievance redressal mechanism whereby directors and employees are encouraged to report unethical or improper activities through established channels, enabling an ethical and corruption free work environment.
<b>Other than Permanent Employees</b>	

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

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

Not Applicable

## 8. Details of training given to employees and workers

We conduct quarterly fire safety training, and evacuation drills for employees across all branches. Employees are sensitised about the safety norms and demonstrations are held on the use of fire-fighting equipment. All our office facilities are fully equipped with the appropriate fire safety equipment and regular safety drills are held. We have also rolled out a health & safety curriculum on our learning platform, for our on-roll and off-roll employees so to create awareness among them.

Category	FY2023-24					FY2022-23				
	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>										
<b>Female</b>	559	470	0.84%	466	0.83%	470	0	0	461	0.98%
<b>Male</b>	871	864	0.99%	825	0.94%	848	0	0	801	0.94%
<b>Total</b>	1430	1334	0.87%	1291	0.90%	1318	0	0	1262	0.95%
<b>Workers (Not Applicable)</b>										
<b>Female</b>										
<b>Male</b>									Not Applicable	
<b>Total</b>										

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

The Company's talent management strategy is focused on building leaders of tomorrow. We invest through world class leadership development programmes to build the talent bank in the organisation. The Company has a robust talent review programme and ensures a succession plan towards critical positions, annually.

The Manager Development Programme is planned primarily to develop soft skills and behaviours required to lead people and manage projects. We develop managers by focusing on self-awareness and people management skills to develop behaviours required to evolve in one's roles and maximise performance.

Organisation training matrix across levels for respective group/s and employee training plans per division, per designation/level/role for all divisions are validated yearly and as per priority the domain, functional and behavioural training needs as per need identified in the org training matrix are executed. New training needs are incorporated on an ongoing basis as per business requirement.

Performance and career development is a priority for the company. Under the performance management programme, every year goals are set by employees providing the base for appraisals. Additionally, an increase in the remuneration not only depends on the employee's performance but also on the company's performance. Employees have also been offered paid courses that will help them upgrade their skills through tools that will increase their efficiency.

Category	FY2023-24			FY2022-23		
	Total(A)	Total(A)	No. (B)	Total(A)	Total(A)	No. (B)
<b>Employees</b>						
<b>Female</b>	385	385	100%	425	425	100%
<b>Male</b>	741	741	100%	776	776	100%
<b>Total</b>	1126	1126	100%	1211	1211	100%
<b>Workers</b>						
<b>Female</b>						
<b>Male</b>						Not Applicable
<b>Total</b>						

## 10. Health and safety management system:

- A. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).  
If yes, the coverage of such system?

As health and safety of employees in the workplace is a necessity in the current age, ICRA trains its employees on safety procedures and emergency protocols and during these trainings they are encouraged to report of any unsafe conditions. Regular drills for fire, earthquake, or other emergencies help employees with emergency plans and evacuation routes.

- B. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

During the Health & Safety induction, ICRA promotes the idea of safety among its employees so that they may feel comfortable speaking up about safety concerns and immediate action to avoid further future occurrences.

- C. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)

As ICRA is in the service industry, it does not have workers. However, it encourages employees to share any safety concerns, so that they can take steps to avoid any future incidents.

- D. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?

Yes, all ICRA employees have medical insurance.

## 11. Details of safety related incidents, in the following format:

Safety Incident/Number			Category	FY 2023-2024	FY 2022-2023
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>			Employees		
			Workers		
<b>Total</b>	<b>recordable</b>	<b>work-related injuries</b>	Employees		
			Workers		
<b>No. of fatalities</b>			Employees		NIL
			Workers		
<b>High consequence work-related injury or ill- health (excluding fatalities)</b>			Employees		
			Workers		

## 12. Describe the measures taken by the entity to ensure a safe and healthy work place

To help maintain the physical health of employees, ICRA offers medical insurance that ensures financial protection and access to healthcare services. Other than medical insurance, annual health check-up facilities allow employees to monitor their health regularly and catch potential health issues early. To improve mental health and focus, ICRA employees are offered yoga sessions so that it can reduce their stress and improve focus. The work-from-home option is a flexible one provided to employees to achieve a better work-life balance, reduce commuting time, and improve job satisfaction. For a more inviting workspace, indoor plants have been placed across all offices to improve air quality and also to reduce stress. Health and safety trainings are provided to workers in the form of induction and curriculum in their Learning Management Systems.

## 13. Number of complaints on the following made by employees and workers:

Category	FY2023-24			FY2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
<b>Working Conditions</b>	No	No		No	No	
<b>Health &amp; Safety</b>	No	No		No	No	

## 14. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
<b>Health and safety practices</b>	There were no statutory audits conducted on working condition, health and safety practices in FY2023 for any of the offices in India.
<b>Working Conditions</b>	

## 15. Provide details of any corrective action taken or under way to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health &amp; safety practices and working conditions.

Employees at Group ICRA are trained and inducted on Health and Safety, covering precautions for workplace injuries and other possible hazards in public spaces.

Employees are encouraged to participate in fire drills so that they learn about the building plan and know the office exits for a safer exit.

### Leadership Indicators

## 1. Does the entity extend any life insurance or any compensatory package in the event of death of

**(A) Employees (Y/N)** Yes employees are covered under group term insurance

**(B) Workers (Y/N).** NA

## 2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

For certain vendor we ensure that statutory dues have been deducted and deposited by the value chain partners...

For GST reconciliation we reconcile with Govt Portal and vendor.

## 3. 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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: NA

	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 2024-23	FY2022-23	FY2023-24	FY2022-23
<b>Employees</b>	Not Applicable		Not Applicable	
<b>Workers</b>				

## 4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

No

## 5. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
<b>Health and safety practices</b>	These parameters are not assessed or measured currently.
<b>Working Conditions</b>	

## 6. Provide details of any corrective actions taken or under way 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.

The individuals and groups that help in the development of business directly or indirectly are seen to be as ICRA's stakeholders. To make the stakeholders seen and heard, ICRA regularly takes feedback from its employees, shareholders, institutions, and Non-Governmental Organisations. These are taken in the form of feedback, survey, Town Halls and group discussions. With these efforts ICRA has built a long-term value creation with its stakeholders.

1. Employee: channel of communication - email, townhall, Zoom calls
2. Vendors: channel of communication - email, Zoom calls

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

Stakeholder group	Whether identified as vulnerable & Marginalised group	Channel of communication (E mail SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website, others)	Frequency of engagement (Annually, Half yearly/ quarterly others)	Purpose and scope of engagement, including key topics and concerns raised during such engagement
Communities	Yes	On location	Regular	CSR intervention
Investors	No	Investors meet, email	Annual periodic	
Shareholders	No	Annual General Meeting, email	Annual periodic	
Employees and Workers	No	Townhall, email	Regular	Employee Engagement
Customers	No	Email, sms, advertisement, social media, website	Regular	
Value Chain Partners	No	email	Periodic	Engagement

### 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.

Consultation with the respective stakeholders is done by the concerned executives. Feedback from such consultations is shared with the management and/or the Board of Directors.

#### 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.

Effective engagement helps us in achieving our organisation's vision and value. We use various platforms to engage with our stakeholders to understand their needs and concerns, if any, and chart out suitable strategies to address them.

#### 3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

We engage and support vulnerable and/or marginalised stakeholder groups through our CSR partners in the areas of education, skill development and livelihood.

## PRINCIPLE 5 Businesses should respect and promote human rights

### Essential Indicator

#### 1. 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			FY2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees' / workers covered (D)	% (D / C)
<b>Employees</b>						
<b>Permanent</b>	ICRA offers equal opportunity to all its employees and believes a workforce that represents an array of backgrounds and experiences helps create an environment that maximises each employee's contribution, widens the leadership pipeline and enriches ICRA's work, including the quality of its opinions, and services. ICRA maintains an open, inclusive and fair work environment for all to help promote diversity and inclusion in all its workplaces and also ensures the absence of child labour, forced labour and / or involuntary labour in any of its operations. ICRA is determined not to tolerate any violation of human rights and has established a mechanism to report such violations through established channels. ICRA takes appropriate disciplinary action, which could include termination of employment for anyone who engages in such conduct. Policies and codes like, policy on prevention of sexual harassment, policy on human rights, code of business conduct, etc. Periodically trainings and awareness programmes are conducted for employees through various modes.					
<b>Other than permanent</b>	Not monitored currently			Not monitored		
<b>Total Employees</b>						
<b>Workers</b>						
Permanent						
<b>Other than permanent</b>	Not Applicable			Not Applicable		
<b>Total Workers</b>						

#### 2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY2022-23				
	Total (A)	Equal Minimum Wage		More than Minimum Wage		Total (D)	Equal 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>	1205	-	-	1205	100%	1251	-	-	1251	100%
<b>Male</b>	789	-	-	789	100%	807	-	-	807	100%
<b>Female</b>	416	-	-	416	100%	444	-	-	444	100%
<b>Other than Permanent</b>	56	-	-	56	100%	65	-	-	65	100%
<b>Male</b>	40	-	-	40	100%	37	-	-	37	100%
<b>Female</b>	16	-	-	16	100%	28	-	-	28	100%
<b>Workers (NA)</b>										
<b>Permanent</b>										
<b>Male</b>	Not Applicable					Not Applicable				
<b>Female</b>										
<b>Other than Permanent</b>										
<b>Male</b>	Not Applicable					Not Applicable				
<b>Female</b>										

#### 4. Details of remuneration /salary/ wages, in the following format:

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration / salary/ wages of respective category	Number	Median remuneration / salary/ wages of respective category
<b>Board of Directors (BoD)*</b>	4	Rs. 25,00,000	4	Rs. 20,00,000
<b>Key managerial Personnel</b>	4	Rs. 16,626,542	0	0
<b>Employees other than BoD and KMP</b>	278	Rs. 20,93,843	123	Rs. 1,200,000
<b>Workers</b>			NA	

\*Remuneration to Managing Director & Group CEO has been included in Key Managerial Personnel.

Note: Data specific to ICRA Limited

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

	FY2023-24	FY2022-23
<b>Gross wages paid to females as % of total wages</b>	30%	31%

#### 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, Human rights is part of ICRA's policies and is highlighted under CoBC, where respecting each other through creating an equal opportunity workplace, having an open-door policy to ensure all cases on discrimination or harassment are resolved. These measures ensure that employees are treated with respect and dignity and that we do not disregard human rights violations or abuses.

#### 5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

ICRA is determined not to tolerate any violation of human rights and has established a mechanism to report such violations through established channels. ICRA takes appropriate disciplinary action, which could include termination of employment for anyone who engages in such conduct.

#### 6. Number of complaints on the following made by employees and workers. None

	FY 2023-24			FY2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
<b>Sexual Harassment</b>	NIL	NA	NA	Nil	NA	NA
<b>Discrimination at workplace</b>	NIL	NA	NA	Nil	NA	NA
<b>Child Labour</b>	NA	NA	NA	NA	NA	NA
<b>Forced Labour / Involuntary Labour</b>	NA	NA	NA	NA	NA	NA
<b>Wages</b>	Nil	NA	NA	Nil	NA	NA
<b>Other Human Rights related issues</b>	Nil	NA	NA	Nil	NA	NA



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

	FY2023-24	FY2022-23
<b>Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)</b>	No cases	No cases
<b>Complaints on POSH as a % of female employees / workers</b>		
<b>Complaints on POSH upheld</b>		

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. ICRA respects the right of each employee to report in good faith possible unlawful discrimination or harassment, including sexual or other discriminatory harassment, or to provide information in connection with any such report. Retaliation against any employee for engaging in these protected activities is contrary to ICRA's policy and code and will not be tolerated. If employees believe that they have experienced harassment, discrimination or retaliation, they should immediately report such an incident to the human resources or legal department. They may also take such a report to the integrity hotline. Any person found to have retaliated against an individual for reporting discrimination or harassment or for participating in an investigation of allegations of such conduct will be subject to appropriate disciplinary actions.

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

10. **Assessment for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
<b>Child labor</b>	ICRA has a robust process and tool to monitor compliances. During FY 2022-23, we no key deviations, or findings from notified by local statutory / third parties
<b>Forced/involuntary labour</b>	
<b>Sexual harassment</b>	
<b>Discrimination at workplace</b>	
<b>Wages</b>	
<b>Others please specify</b>	

11. **Provide details of any corrective actions taken or under way to address significant risks / concerns arising from the assessments at Question 9 above.**

Not Applicable

**Leadership Indicator**

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

ICRA creates awareness about the policies and codes like, policy on prevention of sexual harassment, policy on human rights, code of business conduct, etc. Periodically training and awareness programmes are conducted for employees. through various modes. ICRA strives to support, protect, and promote human rights to ensure fair and ethical business and employment practices are followed, for instance internal committees (IC) for all office locations have been constituted in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, with women employees being a majority and an external member. The policy on POSH and composition of ICs are displayed at all office locations.

2. **Details of the scope and coverage of any human rights due diligence conducted.**

There is no due diligence conducted for human rights.

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. ICRA believes in accessibility for all and has offices that are accessible to differently-abled people.

#### 4. Details on assessment of value chain partners:

	% of value chain partners (by value of partners) that were assessed
Sexual Harassment	No
Discrimination at workplace	No
Child Labour	No
Forced Labour/Involuntary Labour	No
Wages	No
Others – please specify	No

#### 5. Provide details of any corrective actions taken or under way to address significant risks / concerns arising from the assessments at Question 4 above.

Not Applicable

### 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:

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

There are several methods by which ICRA has been able to reduce its energy consumption from the previous FY. This includes encouraging employees to turn off lights, computers, and other equipment when they are not in use, switching to energy efficient lighting like LED lights in all its offices across India and adjusted temperature settings during summers season

Parameter	FY2023-24	FY2022-23
Total electricity consumption (A)	2,376,150.90	3,737,149.2
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumption (A+B+C)	2,376,150.90	3,737,149.2
From non-renewable sources	2,376,150.90	3,737,149.2
Total electricity consumption (D)	2,376,150.90	3,737,149.2
Total fuel consumption (E)	NA	NA
Energy consumption through other sources (F)	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	2,376,150.90	3,737,149.2
Total energy consumed (A+B+C+D+E+F)	2,376,150.90	3,737,149.2
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.00055	0.00094
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.013	0.022
Energy intensity in terms of physical output	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. No**

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. - Not Applicable

3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2023-24	FY2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
i) Surface water	0.075 KL	Not monitored
(ii) Groundwater		NA
(iii) Third party water	111.921KL	7,519.52KL
(iv) Seawater / desalinated water	NA	NA
(v) Others		169.52 KL
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	111.996 KL	7689.04
<b>Total volume of water consumption (in kilolitres)</b>	NA	NA
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	0.000000026	0.0000019
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)</b>	0.00000060	0.000044
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>	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. No

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
No treatment -		
With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment		
- please specify level of treatment		
(iii) To Seawater-		
- No treatment -		
- With treatment	Not Applicable	Not Applicable
- please specify level of treatment		
(iv) Sent to third-parties -		
No treatment -		
With treatment -		
(v) Others -		
No treatment -		
With treatment -		
please specify level of treatment		
Total water discharged (in kilolitres)		

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. No

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

The company's water requirement is limited to human consumption and does not have a significant volume of wastewater. However, the company ensures that the water is used judiciously and educate employees about the same through Environmental Sustainability sessions.

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

As ICRA is a financial service provider, greenhouse gas emissions are not material to the company. However, in the coming years ICRA will reduce its emissions by capturing and calculating data. The only source of such emissions is DG operated as a back-up power supply but the same is under the landlords' scope for most of the office locations. Hence, the same is not applicable to us.

Parameter	Please specify unit	FY2023-24	FY2022-23
NOx	NA	0	0
Sox	NA	0	0
Particulate matter (PM)	NA	0	0
Persistent organic pollutants (POP)	NA	0	0
Volatile organic compounds (VOC)	NA	0	0
Hazardous air pollutants (HAP)	NA	0	0
Others – please specify	NA	0	0

**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.** No

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

Parameter	Unit	FY2023-24	FY2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3.53tCO <sub>2</sub> *	No
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub>	482.80	742.24 tCO <sub>2</sub> e
Total Scope 1 and Scope 2 emissions per rupee of turnover		0.00000011	0.00000033
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

\* The data consists of refrigerant and gases

**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.**

No

**8. Does the entity have any project related to reducing greenhouse gas emission? If Yes, then provide details.** No

**9. Provide details related to waste management by the entity, in the following format:**

Parameter	FY2023-24	FY2022-23
<b>Total waste generated (in metric tons)</b>		
Plastic waste (A)	Not Monitored	Not Monitored
E-waste (B)	1.005	0.65
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	No	No
Battery waste (E)	0.149	1.86
Radioactive waste (F)	No	No
Other Hazardous waste. Please specify, if any. (G)	No	No
Other Non-hazardous waste generated. (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	No	No
<b>Total (A+B + C + D + E + F + G + H)</b>	1.154	2.51

Parameter	FY2023-24	FY2022-23
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)</b>	0.0000000027	0.0000000063
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) <b>(Total waste generated / Revenue from operations adjusted for PPP)</b>	0.0000000061	0.000000014
Waste intensity in terms of physical output	NA	NA
Waste intensity <b>(optional) – the relevant metric may be selected by the entity</b>	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>	The company has taken appropriate measures for collecting, managing and recycling e-waste by sending the waste to facilities that can manage e waste in a sustainable manner.	
<b>(i) Recycled</b>		
<b>(ii) Re-used</b>		
<b>(iii) Other recovery operations</b>		
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>		
<b>Category of waste</b>		
<b>(i) Incineration</b>	None	None
<b>(ii) Landfilling</b>	None	None
<b>(iii) Other disposal operations</b>	None	None
<b>Total</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.** No

- 10. 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.**

As we are in the service industry, we do not require any hazardous or toxic chemicals. However, to cut down on the paper waste and ensure responsible consumption, we have built awareness among employees to reduce paper waste and have limited set of printers. We have a printer pin operating system, printing limits and we also promote printing on the double side to reduce paper waste. This method has helped cut down paper wastage.

- 11. 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:**

S.No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reason thereof and corrective action taken, if any.
The company does not have its offices in ecologically sensitive areas where environmental approvals / clearances are required.			

- 12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:** Not Applicable

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
There were no environmental impact assessments conducted.					

13. 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:

S. 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
Yes, we have complied with applicable environmental law / regulations / guidelines. No fine / penalty / action was initiated against the entity under any of the applicable environmental laws / regulation / guidelines				

#### Leadership Indicator

1. Water withdrawal, consumption, and discharge in areas of water stress (in kilolitres):  
For each facility / plant located in areas of water stress, provide the following information:
- Name of the area
  - Nature of operations
  - Water withdrawal, consumption, and discharge in the following format

Parameter	FY 2023-24	FY2022-23
<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
<b>Total volume of water withdrawal (in kilolitres)</b>	NA	NA
<b>Total volume of water consumption (in kilolitres)</b>	NA	NA
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	NA	NA
<b>Water intensity (optional) – the relevant metric may be select-ed by the entity</b>	NA	NA
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	NA	NA
- 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>	NA	NA

\* All our offices are located in multitenant buildings hence the water discharge data is not available for current financially

**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.**

No

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

Parameter	Unit	FY 2023-24	FY2022-23
<b>Total Scope 3 emissions (Break- up of the GHG into CO<sub>2</sub>, CH<sub>4</sub>, N<sub>2</sub>O, HFCs, PFCs, SF<sub>6</sub>, NF<sub>3</sub>, if available)</b>	Metric tonnes of CO <sub>2</sub> equivalent	We are a service-oriented business and at the same time realise the adverse impact of direct and indirect emissions to the environment.	
<b>Total Scope 3 emissions per rupee of turnover</b>		However, we are currently not under the purview of Scope 3 emissions.	
<b>Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity</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.**

No

**3 With respect to the ecologically-sensitive areas reported at Question 10 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.	Disposal of all IT assets through MPCB approved vendor	All IT assets are being disposed of in a responsible manner through an MPCB- approved disposal vendor, who ensures that any e-waste is being disposed of as per rules outlined by the State Pollution Control Board.	Responsible disposal of e-waste, as it has lithium, mercury cadmium, that can affect not only environment but ragpickers and their health.
2	Hand dryers, sensor taps and LED light fixtures	Use of such technology helps reduce paper water, saves energy and ensures best utilisation of resources	Sensor-based taps installed at offices to reduce water consumption, hand dryers installed in washrooms to reduce paper/ tissue consumption. Plants have been placed inside the office premises to reduce air pollution.

**5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link. For each location we have a crisis management committee.**

ICRA's crisis preparedness is dependent on the Crisis Management and the Business Continuity Plan. These methods have empowered the company to be prepared on potential threats and respond strategically when a crisis hits. A timely response to mitigate a crisis with an effective communication, coordination plan for its stakeholders and customers, its commitment to transparency and accountability ensuring that people's interests are adequately protected and have a protocol in place to restore normal operations after a crisis to minimise downtime and return to normalcy. The BCP outlines strategies for restoring essential operations like IT systems and addresses long-term recovery, including back-up systems, alternative facilities.

**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.**

Not analysed

**7. Percentage of value chain partners (by value of business done with such partners) that were assessed for emissions & its intensity**

Not assessed

## 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.

The Associated Chambers of Commerce & Industry of India, PHD Chamber of Commerce and Industry, Federation of Indian Chambers of Commerce and Industry & Confederation of Indian Industry

#### 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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Assocham- The Associated Chambers of Commerce & Industry of India	National
2	FICCI- Federation of Indian Chambers of Commerce	National
3	PHD Chambers - PHD Chamber of Commerce and Industry	National
4	CII- Confederation of Indian Industry	National
5	CBIP- Central Board of Irrigation and Power	National

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

Name of the authority	Brief of the case	Corrective action taken
	None	

### Leadership Indicators

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

S. 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)	Web link, if available
1	We engage with regulators, industry or other forums on public policy matter, through responsible engagement.	Client publications, newsletters, media quotes, events, webinars, speakers	No	Need basis	NA

## PRINCIPLE 8. Business should promote Industry 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

There is no Social Impact Assessment conducted for FY 2023-24 as each CSR projects funded were below the regulatory threshold.

Name and brief details of the 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
-	-	-	-	-	-

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

ICRA has no previous or ongoing projects that require rehabilitation or resettlement.



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

Group ICRA implements its project through its CSR implementing agencies who have mechanism to receive and redress grievances of the community. Below are some of the mechanisms implemented to address the same:

- In-house help-desk number for quick resolution
- For better implementation of initiatives, monthly meetings are held with the stakeholders in communities to discuss their challenges. Accordingly, the implementation team works towards the issues to ensure these challenges do not impact the implementation of the initiatives
- Feedback box is set up for anonymous complaints/suggestion

A redressal committee has identified important grievance policies

Note: The above -mentioned mechanisms are not implemented in all locations and may differ from project to project.

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

	FY2023-24	FY2022-23
<b>Directly sourced from MSMEs/ small producers</b>	33%	34%
Sourced directly from within the district and neighbouring districts.	NA	NA

NA: Information not available

### 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	FY2023-24	FY2022-23
<b>Rural Rural</b>		
<b>Semi Urban</b>	Population of all the work location under ICRA are more than 10 lakhs, hence it is not applicable.	
<b>Urban</b>		
<b>Metropolitan</b>		

(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

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

S.no	State	Aspirational District	Amount Spent (Rs.)
1	Haryana	Nuh	27,51,000

### 3. (a) Do you have a preferential procurement policy where you give preference to purchase from supplier's comprising marginalised /vulnerable groups? (Yes/No) Yes

#### (b) From which marginalised /vulnerable groups do you procure?

As per our internal procedures for procurement, we have provisions for sustainable procurement. A diverse supplier base helps us build ideas and approach that allow us to serve people better. We look forward to increase our supplier base that consists of business owned and operated by minorities, women, veterans and disabled people. The expectation from the vendors are that they- (i) Supply with fair trade practices (ii) Have an environment-friendly process at their workplace (iii) Local suppliers

#### (C) What percentage of total procurement (by value) does it constitute?

Not monitored

**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:**

S.No.	Intellectual property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Not Applicable				

**5. Details of corrective actions taken or under way, based on any adverse order in intellectual property-related disputes wherein usage of traditional knowledge is involved:**

Name of authority	Brief of the case	Corrective action taken
Not Applicable		

**6. Details of beneficiaries of CSR Projects:**

s.no	CSR projects	No. of person benefitted from CSR projects *	% of beneficiaries from vulnerable and marginalized groups
1	DIYA Program (Anudip NGO)	555	100%
2	Sponsorship Programme: Project (Deepalaya)	200	100%
3	Women Entrepreneurship Programme (FWWB)	500	100%
4	Sponsorship Programme: (Vidya, Gurugram)	41	100%
5	Sponsorship Programme: (Vidya, Bengaluru)	132	100%
6	Sponsorship Programme: (Vidya, Mumbai)	3100	100%
7	Parivaar	30	100%
8	Special School Project: (Jai Vakeel Foundation)	340	100%

**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.**

We provide various mechanisms to our customers to report complaints or feedback. Any complaints received from customers are redressed in accordance with the mechanism formulated and specified in policies/code of business conduct. Any feedback from customers is taken positively and action plans are defined to ensure utmost customer satisfaction.

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

	As a percentage to the total turnover
<b>Environmental and social parameters relevant to the product</b>	
<b>Safe and responsible usage</b>	Not monitored
<b>Recycling and/or Safe disposal</b>	

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

	FY2023-24		Remarks	FY2022-23		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	NA		Nil	NA	
Advertising	Nil	NA		Nil	NA	
Cyber security	Nil	NA		Nil	NA	
Delivery of essential services	Nil	NA		Nil	NA	
Restrictive Trade Practices	Nil	NA		Nil	NA	
Unfair Trade Practices	Nil	NA		Nil	NA	
Other	Nil	NA		Nil	NA	

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

	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) If available, provide a web-link of the policy**

Yes. Cyber Security and Risk related to Privacy is part of Information Security Policy. Please find the link : <https://www.icra.in/Home/PrivacyPolicy>.

**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.**

NIL

**7. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches:** Nil

**b. Percentage of data breaches involving personally identifiable information of customers:** Nil

**c. Impact, if any, of the data breaches:** Not applicable, as there was no incident of data breach.

**Leadership Indicator**

**1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**

Yes, <https://www.icra.in/Rating/Index?RatingType=CR>  
<https://www.icraanalytics.com/Home/offerings>

**2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**

ICRA's reputation is dependent on the quality of its services and accuracy of its reports and services. ICRA Ratings focusses on ensuring maximum transparency by publishing detailed rating methodologies and rationales other rating publications. Investor interactions are done periodically to increase awareness on ratings. Adequate notes including disclaimers are part of disclosures to ensure responsible usage of services.

**3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services. NA**

**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)**

The company carries consumer survey periodically for getting feedback on its product and services.