

**Intellect/SEC/2023-24**

**July 04, 2023**

- 1. National Stock Exchange of India Limited**  
Exchange Plaza, 5<sup>th</sup> Floor, Plot No. C/1, G Block,  
Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051.
- 2. BSE Limited**  
1<sup>st</sup> Floor, New Trade Ring, Rotunda Building, PJ Towers,  
Dalal Street, Fort, Mumbai – 400 001.

**Scrip Symbol :**  
INTELLECT

**Scrip Code :**  
538835

Dear Sir/Madam,

**Sub- Business Responsibility and Sustainability Report**

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015 (“Listing Regulations”), we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022-23, which forms an integral part of the Annual Report FY 2022-23, submitted to the Exchanges *vide* letter dated July 04, 2023.

We request you to take this on record and to treat the same as compliance with the applicable provisions of the Listing Regulations.

Thanking You,  
**For Intellect Design Arena Limited,**

**V V Naresh**  
**Company Secretary and Compliance Officer**

***Enclosed: as above***

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**Intellect Design Arena Limited**

Registered Office: 244 Anna Salai, Chennai - 600 006, India | Ph: +91-44-6615 5100 | Fax: +91-44-6615 5123  
Corporate Headquarters: SIPCOT IT Park Siruseri, Chennai - 600 130, India | Ph: +91-44-6700 8000 | Fax: +91-44-6700 8874  
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# **BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT**

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This report is given pursuant to Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L72900TN2011PLC080183
2.	Name of the Listed Entity	INTELLECT DESIGN ARENA LIMITED
3.	Year of incorporation	2011
4.	Registered office address	244, Anna Salai, Chennai – 600 006
5.	Corporate address	Plot No. 3/G3, SIPCOT IT Park, Siruseri, Chennai – 600 130, India.
6.	E-mail	<a href="mailto:company.secretary@intellectdesign.com">company.secretary@intellectdesign.com</a>
7.	Telephone	+91-44-6615 5100
8.	Website	<a href="http://www.intellectdesign.com">www.intellectdesign.com</a>
9.	Financial year for which reporting is being done	April 01, 2022 to March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited BSE Limited
11.	Paid-up Capital	Rs. 67,86,12,875
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. V V Naresh – Company Secretary and Compliance Officer Telephone: +91-44-6615 5100 Email ID: <a href="mailto:company.secretary@intellectdesign.com">company.secretary@intellectdesign.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).	On Standalone basis

Table No. 4.1

### II. Products/Services

14. 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
1.	Information and Communication	Computer programming, consultancy and related activities	100%

Table No. 4.2

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Software application development and maintenance, IT consulting	620	100%

Table No. 4.3

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	7	7
International	NA	7	7

Table No. 4.4

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	All States and Union Territories
International (No. of Countries)	57+ countries

Table No. 4.5

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

- 61%

c. A brief on types of customers

- Our customers are global leading banks (including central banks), Insurance providers and other financial institutions.

#### IV. Employees

18. 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)	5248	3791	72%	1457	28%
2.	Other than Permanent* (E)	230	166	72%	64	28%
3.	<b>Total employees (D + E)</b>	<b>5478</b>	<b>3957</b>	<b>72%</b>	<b>1521</b>	<b>28%</b>

Table No. 4.6

\*Other than permanent employees include Vendors and Contractors. The entire workforce of Intellect is categorised as 'Employees' and none as 'Workers'. Therefore, the information required in all sections in the 'Workers' Category is not applicable to Intellect.

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)	43	30	70%	13	30%
2.	Other than Permanent (E)	-	-	-	-	-
3.	<b>Total differently abled employees (D + E)</b>	<b>43</b>	<b>30</b>	<b>70%</b>	<b>13</b>	<b>30%</b>

Table No. 4.7

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.29%
Key Management Personnel	4 (includes two of the Board members)	NIL	NIL

Table No. 4.8

20. Turnover rate for permanent employees and workers

Particulars	FY 2022-2023 (Turnover rate in current FY) (In %)			FY 2021-2022 (Turnover rate in previous FY) (In %)			FY 2020-2021 (Turnover rate in the year prior to the previous FY) (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
<b>Permanent Employees</b>	17.05%	19.37%	17.71%	28.54%	29.78%	28.89%	16.36%	16.17%	16.31%

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

21. (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.	INTELLECT DESIGN ARENA PTE. LTD., SINGAPORE	Subsidiary	100%	No
2.	INTELLECT DESIGN ARENA LIMITED, UNITED KINGDOM	Subsidiary	100%	No
3.	INTELLECT DESIGN ARENA SA, SWITZERLAND	Subsidiary	100%	No
4.	INTELLECT DESIGN ARENA PT, INDONESIA	Subsidiary	100%	No

5	INTELLECT DESIGN ARENA LIMITADA, CHILE	Subsidiary	100%	No
6.	INTELLECT DESIGN ARENA INC., US	Subsidiary	100%	No
7.	INTELLECT COMMERCE LIMITED	Subsidiary	100%	No
8.	INTELLECT DESIGN ARENA CO. LTD, VIETNAM	Subsidiary	100%	No
9.	INTELLECT DESIGN ARENA FZ LLC, DUBAI	Subsidiary	100%	No
10.	INTELLECT DESIGN ARENA PHILIPPINES, INC	Subsidiary	100%	No
11.	SONALI INTELLECT LIMITED, BANGLADESH	Subsidiary	51%	No
12.	SEEC TECHNOLOGIES ASIA PRIVATE LIMITED	Subsidiary	100%	No
13.	INTELLECT DESIGN ARENA INC., CANADA	Subsidiary	100%	No
14.	INTELLECT DESIGN ARENA, SDN BHD, MALAYSIA	Subsidiary	100%	No
15.	INTELLECT PAYMENTS LIMITED	Subsidiary	100%	No
16.	INTELLECT INDIA LIMITED	Subsidiary	100%	No
17.	INTELLECT DESIGN ARENA PTY LTD, AUSTRALIA	Subsidiary	100%	No
18.	INTELLECT DESIGN ARENA LTD, THAILAND	Subsidiary	100%	No
19.	INTELLECT DESIGN ARENA LIMITED, KENYA	Subsidiary	100%	No
20.	INTELLECT DESIGN ARENA GMBH, GERMANY	Subsidiary	100%	No
21.	INTELLECT POLARIS DESIGN LLC, USA	Subsidiary	100%	No
22.	INTELLECT DESIGN ARENA (MAURITIUS) LTD, MAURITIUS	Subsidiary	100%	No
23.	ADRENALIN ESYSTEMS LIMITED	Associate	44.54%	No
24.	NMS WORKS SOFTWARE PRIVATE LIMITED	Associate	42.74%	No

Table No. 4.9

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
(ii) Turnover (in Rs.): 15,144.56 million  
(iii) Net worth (in Rs.): 15,452.85 million

## VII. Transparency and Disclosures Compliances

23. 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 2022 - 2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	<i>(If Yes, then provide web-link for grievance redress policy)</i>	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	Yes (Internal)	NIL	NIL		NIL	NIL	
Investors (other than shareholders)	Yes ( <a href="https://scores.gov.in/">https://scores.gov.in/</a> )	NIL	NIL		NIL	NIL	
Shareholders	Yes ( <a href="https://www.intellectdesign.com/investor-relations/">https://www.intellectdesign.com/investor-relations/</a> )	NIL	NIL		NIL	NIL	
Employees and workers	Yes (Internal)	1	1	Complaint received from Employee has been resolved after March 31, 2023.	NIL	NIL	
Customers	Yes (Internal)	NIL	NIL		NIL	NIL	
Value Chain Partners	Yes (Internal)	NIL	NIL		NIL	NIL	
Other (please specify)	—	—	—		—	—	

Table No. 4.10

## 24. 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

S. No.	Material Issue Identified	Indicate Whether Risk Or Opportunity (R/O)	Rationale For Identifying The Risk / Opportunity	Incase of risk, approach to adapt Or mitigate	Financial Implications Of The Risk Or Opportunity (Indicate Positive Or Negative Implications)
1.	Increase in the demand for technology skill sets / talent and inadequate supply resulting in higher costs.	Risk / Opportunity	Risk: Organisation's success is largely dependent upon availability of highly skilled technology professionals and ability of the Company to attract such talent from the market. Opportunity: Need and increasing demand for digitisation by Banking & Financial services sector would result in increase in the growth prospects and thereby revenue of the Company.	Future talent acquisition strategy has been put in place with appropriately categorised Campus to hire technical talent, fungible talent & future leadership talent. Structured training programmes have been institutionalised to accelerate time to productivity. Future emerging leader programme is put in place for hiring mid management talent.	Positive: Increased retention or attracting new talent from Campus which brings in fresh thinking and energy in the system. Negative: Higher costs for retention of skilled talent / attracting required talent from the market & creating required pool of the skilled talent.
2.	Increasing threats of cyber security & data breach incidents in the technology industry	Risk	Risk: Company may face reputation risk and increase in the liability to customers for any damages that may be caused on account of cyber security / data breach incidents or any non compliance to privacy & protection laws & regulations . This risk gets accentuated on account of increased industry wide practice of working remotely.	Cyber Security and data breach threats are assessed on a continual basis and necessary remediations are taken to address the threats through systematic certifications such as ISO27001, ISO27017 & ISO27018.	Negative: Adverse reputation impact for the project, imposition of fines / penalties by the regulators or damages by the customer
3.	Changes in the work environments and associate expectations	Risk / Opportunity	Risk: Changed industry wide preferences to work from remote locations if not managed adequately may have impact on confidentiality, integrity & availability of the information, productivity and service delivery resulting in client dis-satisfaction or higher associate attritions Opportunity: Ability to tap skilled resources from remote locations which shall enable cost optimisation	Productivity decline observed with adoption of work from home on a continual basis hence the default working option is from office with exceptions being provided by managers who are empowered to authorise work from home on case to case basis	Positive: Flexibility to work from home coupled with recognition of distinct advantages of work from office culture given the nature of business of the Intellect. Negative: Adverse reputation impact for the project, imposition of fines / penalties by the regulators or damages by the customer in case of work from home in case of privacy violations
4.	Technology Disruption with enhanced usage and dependency	Risk	Recent changes in the higher adaptation and upcoming of newer technology requires continuous upskilling of the existing talent to meet customer / market expectations	Continuous training programmes in place to upskill the existing talent. Refer to the section on Training of this report	Positive: Continuous upgrade and upskilling of associates contributing to the innovative social environment
5.	Diversity, Equity & Inclusion	Risk	Inadequate affirmative action programmes around DEI may result in inability to attract diverse talent and thereby impact the innovation and upbringing of the new ideas by the organisation	Actions underway to increase the gender , differently abled diversity within Intellect. Refer the section on DEI of this report	Positive: Inclusive culture foster better ideation and innovations
6.	Adverse Climate change	Risk / Opportunity	Risk: The overall climate change globally impacts businesses with natural calamities, higher	a) Enhancing energy efficiency and progressive movement from fossil based energy to renewable energy.	Positive: Resources and Cost Optimisation. Reduction of operational

			<p>temperature, water scarcity which may result in increased business costs in a longer run if not effectively addressed.</p> <p>Opportunity: Climate change issues may help generate opportunities to improve resource productivity e.g increasing energy efficiency thereby reducing their costs ; it can spur innovation, inspiring new products and services which can ensure faster processing, lesser consumption of infrastructure and computing resources and demands lesser dedicated resources. Further, resilience can be enhanced by reducing reliance on fossil fuels and shifting towards renewable energy. Together, these actions can foster competitiveness and unlock new market opportunities.</p>	<p>b) Reduction of waste generation and increase in recycling of the hazardous &amp; non hazardous waste.</p> <p>c) Water conservation by improving water use efficiently and reuse and recycling of treated waste water.</p> <p>d)Efforts are made to reduce travel by substituting with virtual meetings wherever feasible. Encouragement of carpooling culture across the Company. With the shift to cloud native architecture, Intellect's products enable its customers' use the products &amp; services through shared public cloud infrastructure providers rather than having to set up their own data centres, servers and all other energy consuming supporting infrastructure needed for them to operate our products.</p> <p>Refer section on Water, Energy &amp; Waste management in the Sustainability Report 2022 - 2023 for further details</p>	<p>cost on energy, water and waste management and travel logistic</p>
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Table No. 4.11

**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.

**Principle-wise (as per NVGs) Business Responsibility Policy/policies**

- P1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable
- P2 Businesses should provide goods and services in a manner that is sustainable and safe
- P3 Businesses should respect and promote the well-being of all employees, including those in their value chains.
- P4 Businesses should respect the interests of and be responsive to all its stakeholders.
- P5 Businesses should respect and promote human rights
- P6 Businesses should respect and make efforts to protect and restore the environment.
- P7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- P8 Businesses should promote inclusive growth and equitable development.
- P9 Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Policies covering certain principles are available on Company's website: <a href="http://www.intellectdesign.com/investor-relations/">www.intellectdesign.com/investor-relations/</a> Other policies are in the Intellect Intranet site (iPort). For details, Please refer to 'Annexure -- A' - - Links to Intellect's Key Policies' at the end of this Report.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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)	The certifications adopted by the Company are ISO 14001 certification for Environment Management System, ISO 27001 certification for Information Security Management System, ISO 27017 certification obtained for cloud security controls, PCI – DSS certification for Card solution business segment, Certified with CMMi level 5 by CMMI Institute, USA for its Global								

adopted by your entity and mapped to each principle.	Consumer Banking (iGCB) business, ISO 27018 certification obtained for cloud privacy, SOC 2 certification for Insurance products and GRI Standards (Refer to Intellect Sustainability Report 2022 - 2023 : Awards & Accolades & Certifications section)								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	To adhere to the policies covering each principle and its core elements of the NGRBC. - (Refer Intellect Sustainability Report 2022 - 2023 : Performance and Targets)								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Yes. The details of performance on our ESG goals is available in the chapters . (Refer Intellect Sustainability Report 2022 - 2023 : Performance and Targets)								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements ( <i>listed entity has flexibility regarding the placement of this disclosure</i> ) Intellect's sustainability initiatives are inspired by the opportunity to create enduring value through the enlargement of its contribution to the national economy. It is the Company's deep conviction that businesses possess the transformative capacity to create far larger societal impact by leveraging its entrepreneurial vitality, creativity and innovative capacity. Coverage under <b>"Message from the Chairman &amp; Managing Director"</b> in Intellect Sustainability Report 2022 - 2023									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Arun Jain, Chairman & Managing Director								
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 Corporate Social Responsibility Committee of the Board, Stakeholders' Relationship Committee, Risk Management Committee are 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)			
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Responsible Business conduct is reviewed through Code of Business Conduct and Corporate Social Responsibility engagements by the respective Committees at periodical intervals i.e., half-yearly / Annual basis.  The Board of Directors assess CSR initiatives, Sustainability, Risk and Strategic initiatives. The CSR Head and the MD connect on a need basis to oversee implementation of CSR projects / programmes / activities to be undertaken by the Company. The CSR Committee of the Board meets annually to oversee the functioning of CSR activities and implementation of projects.								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	We comply with statutory requirements relevant to the principles.								
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.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	While these Policies are reviewed from time to time by the Management and experts in respective areas, Evaluation of processes and policies are also covered under ISO 14001 certification for Environment Management System, ISO 27001 certification for Information Security Management System, ISO 27017 certification for cloud security, ISO 27018 certification for cloud privacy etc, Please refer to "Certifications" Section in Intellect Sustainability Report 2022 - 2023 .								
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	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	All Principles are covered by required policy/policies								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Table No. 4.12



**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.**

Intellect believes that good corporate governance is the foundation of a sustainable business. The Company was built on this foundation, and operates across the globe with integrity, ethics, transparency and accountability. The Company has built a business with strong values and a mission to act as an agent of social change, and continues on this journey keeping the values and principles at the heart of everything it does. These values and the commitment to ethical business practices are reflected in the Code of Conduct. The Code inspires the Company to set standards which not only meet the requirements of applicable legislation, but aspire to go beyond in many areas of functioning.

**Essential Indicators**

1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:
  - The Board of Directors, Key Managerial Personnel are actively involved throughout the year in addressing updates related to Business, Regulatory Compliance, Safety, ESG matters and other relevant matters. These discussions provided valuable insights and information on the mentioned principles. There are various training and awareness programmes conducted for all the employees covering topics including Code of Conduct, Information Security, Prevention of Sexual Harassment, SEBI (Prohibition of Insider Trading) Regulations, 2015 and Prevention of Insider Trading and Fair Disclosure of Unpublished Price Sensitive Information Policy, Conflict of Interest, Disciplinary Actions, Exigency Funds, Health & Safety, Leave Policy, Medical Insurance coverage etc.
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, :
  - There are no Monetary and Non-Monetary Actions on the Company or its Directors / KMPs with regulators / law enforcement agencies/ judicial institutions, in the financial year.
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.
  - 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.
  - Yes, the Company’s Code of Conduct policy complies with the legal requirements of applicable laws and regulations, and specific policies and procedures put in place with regard to work practices, code of conduct, anti bribery, anti-money laundering, data protection and privacy etc. Consultation support is also taken from reputed tax firms.  
Conducting business in an ethical and compliant manner is at the forefront of all Intellect interactions. Intellect takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity at all times. All

employees of Intellect are expected to perform with integrity every day across all divisions and locations. To reinforce this expectation, all employees, regardless of job responsibility or location are required to complete Intellects Code of Conduct training with a specific focus on recognizing, avoiding and reporting any actual or suspected corruption activities. All employees receive an introduction on anti-corruption and anti-bribery training. anti-corruption , anti-bribery and ethical handling of conflicts of interest.

All policies are available on the Company’s Intranet portal (iPort) and maintained internally for employees and regular promotions are done for employees to visit the portal.

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:
  - There have been no cases involving disciplinary action by any law enforcement agency against Directors/KMPs/employees that have been brought to our attention.
6. Details of complaints with regard to conflict of interest:
  - There were no complaints received with regard to conflict of interest against the Directors / KMPs
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

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

By going beyond the demand of mandates and regulations, and by focusing on innovation through design thinking, we aim to make responsible business one of our important dimensions. While ensuring increased profitability and benefit for all our stakeholders, and working towards the overall well-being of the larger community around us, we aim to do so using a lesser quantum of scarce natural resources.

**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.

Particulars	Current Financial Year (In %)	Previous Financial Year (In %)	Details of improvement in environmental and social impacts	Particulars
R&D	Currently, there are no R&D investments in specific technologies to improve the environmental and social impacts.			
Capex	9.55%	5.61%		Variable speed drive for energy conservation and upgrading of energy efficient AC systems, Conversion of CFL with LED lights.

Table No. 4.13

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

- Yes, Our suppliers are a part of our sustainability journey and an essential part of our ecosystem. We encourage our suppliers to adhere to social and environmentally responsible practices. We believe that we can increase our positive impact through rolling out the sustainability agenda across our supply chain. Our suppliers abide by Intellect's code of conduct. We aim to support the local communities in the locations where we operate thereby strengthening economic development and reducing negative environmental impact. We undertake additional risk-based checks to identify elements of modern slavery in our routine supplier due diligence process.

**The procedure in place for sustainable sourcing include –**

- **Supplier Selection**  
All potential suppliers of Intellect are checked against global sanctions and enforcement databases (for example - OFAC, World Bank Debarment List). They are subjected to adverse media review to identify risks including human rights abuses, human trafficking and labour violations.
- **Supplier Assessment**  
We carry out planned audits on risk assessment of all of our potential suppliers, criteria for which include the risks of modern slavery based on the country of operation, as assessed by Global Slavery Index and

the nature of their work, such as reliance on low-skilled, temporary, seasonal or agency workers.

- **Supplier Evaluation**  
Potential suppliers are identified as medium or high risk are subject to further vetting. In cases where there is a high risk of modern slavery, an enhanced review is carried out of information which the supplier publishes about its approach to labour practices to ensure alignment with International Labour Organisation's fundamental principles.
- B. If yes, what percentage of inputs were sourced sustainably?
- 60% of all inputs were sourced sustainably as per the sustainable sourcing policy.
3. 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.
- Not Applicable. We don't manufacture any products. We are an IT Company.
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 Pollution Control Boards? If not, provide steps taken to address the same.
- Not Applicable.

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

Associate's well-being is a continuous process at Intellect, enabling associates to feel good, live healthy and work safely. The Company believes that its competitive capability to build future-ready businesses and create enduring value for stakeholders is enriched by a dedicated and high-quality human resource pool. Therefore, nurturing quality talent and caring for the well-being of associates are an integral part of our work culture, which focuses on creating a conducive work environment that helps to deliver winning performance.

**Essential Indicators**

1. 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	3791	3791	100%	3791	100%	NA	NA	NA	NA	2018	100%
Female	1457	1457	100%	1457	100%	1457	100%	NA	NA	824	100%
<b>Total</b>	<b>5248</b>	<b>5248</b>	<b>100%</b>	<b>5248</b>	<b>100%</b>	<b>1457</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>	<b>2902</b>	<b>100%</b>

Table No. 4.14

The health and accidental insurance coverage for other than permanent employees are covered by their respective employers as per applicable statutory norms in the country of operation. The Day care facilities have been extended to all working out of the facility.

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

Benefits	FY 2022 – 2023 Current Financial Year			FY 2021 – 2022 Previous Financial Year		
	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	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	1%	NA	Yes	6%	NA	Yes
Others – Please specify	-	-	-	-	-	-

Table No. 4.15

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, the organisation is sensitive to the requirements of differently abled employees and the following facilities are made available

(i) Special transport facility: There is a separate transport facility provided by the organisation free of cost with assistance provided for getting in and out of the vehicle and to the workstations.

(ii) Accessibility across campus: The campuses of the organisation are made accessible by provision of ramps in all possible places, lifts and special rest rooms for differently abled. Wheelchairs are also provided on every floor free of charge. For those who prefer to commute by their own transport, special parking lots are allocated for ease of entry into the office after parking.

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 available in our Internal Portal (iPort)

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

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

Table No. 4.16

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 Employees and Other than Permanent Employees	Yes. The organisation has defined channels for expression of grievances like ICC (for POSH related complaints), Ombudsman (for grievance of any type), Unified ticketing system through which grievances can be registered and HR business partners in every unit to whom grievances can be raised. Skip level meetings are also held periodically to encourage sharing of grievances if any. There are supporting policies like the Code of Conduct, Ombudsman Policy, POSH Policy and Disciplinary action policy that support in giving directions and actions. The process for grievance redressal is also given in the policies. Principles of natural justice are followed in all enquiries conducted in the organisation. iPort is the common intranet portal for associates to view policies or raise grievances through helpdesk.

Table No. 4.17

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

- The organisation respects the right of association, right to communicate and right to collective representation of all its employees within the purview of the overall policies of the organisation. Going above the basic requirement provisioning the rights, the organisation gets employees to talk freely by organising them in groups and encouraging them to talk freely in what is called as “circle time” meets where they can represent their case to the management as equals.

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

Category	FY 2022 – 2023 Current Financial Year					FY 2021 – 2022 Previous Financial Year				
	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	3791	3791	100%	2394	63%	3209	3209	100%	2634	82%
Female	1457	1457	100%	944	75%	1317	1317	100%	1094	83%
<b>Total</b>	<b>5248</b>	<b>5248</b>	<b>100%</b>	<b>3338</b>	<b>64%</b>	<b>4526</b>	<b>4526</b>	<b>100%</b>	<b>3728</b>	<b>82%</b>

Table No. 4.18

## 9. Details of performance and career development reviews of employees and workers:

Category	FY 2022 – 2023 Current Financial Year			FY 2021 – 2022 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	3339	3339	100%	2579	2579	100%
Female	1315	1315	100%	1007	1007	100%

Table No. 4.19

## 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 such system?
  - Occupational health and safety in the IT industry primarily revolves around care for the eyes due to continuous use of computers, neck and back issues due to continuous sitting, breathing issues that may arise from air quality related issues and stress due to various factors. The organisation has recognised the importance of mental health and provided employees with “Employee Assistance program” through which they can contact psychological counselors free of cost and in a confidential manner. Awareness sessions on how to be seated including preventive exercises like Yoga are encouraged at the workplace. Channel for raising concerns on health and safety are provided 24\*7 (MyHelpdesk).
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
  - Being an IT industry there are limited work related hazards. Air quality standard within the office is measured on a periodic basis and ergonomic seating provided for employees to avoid any strain. Necessary foot support or elevated platform for laptops are also provided on individual requirement.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
  - Yes. Employees can report any hazards including air quality, seating change required etc through a unified helpdesk facility.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
  - Yes. Company doctor is appointed and is available on call at any time and the number is widely circulated within the organisation. Regular health camps are also conducted for creating awareness and identifying any issues in health in advance. First aid boxes are made available across the premises and sick rooms (separately for men and women) are also provided should any employee require to rest during work hours. Nursing support is also provided on premises during functions / events.

## 11. Details of safety related incidents

Safety Incident/Number	Category	FY 2022 - 2023	FY 2021-2022
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees Workers	The employees of the Company have not experienced safety related incidents.	
Total recordable work-related injuries	Employees Workers		
No. of fatalities	Employees Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees Workers		

Table No. 4.20

12. Describe the measures taken by the entity to ensure a safe and healthy workplace.

- The organisation emphasises the importance of maintaining a safe and healthy workplace for all its members and third-party teams who work on its premises. The Company has Health and Safety Policy which includes measures such as:
  - I. Monitoring the internal health and safety performance, including work-related accidents, incidents, and significant ill-health occurrences such as epidemic threats, shall investigate those that occur and work to help reduce their number and severity.
  - II. Working closely with appropriate external agencies and within its industry to ensure the continued adoption of appropriate best-practice in health and safety management.
  - III. Emergency Team dealing with severe incidents involving safety threats to the Company’s locations with potential health and safety implications for team members, clients, or visitors at the Company locations. The Facilities & Administration Team acts in case of fire alarms, medical situations, and partial or total evacuations of the Company location in question.

The members of these teams receive relevant training on an annual basis.

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

	FY			FY		
	(Current Financial Year)			(Previous Financial Year)		
	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>	Intellect has not received any complaint on "Health & Safety" and "Working Conditions" in FY 22-23. However, the Company encourages its employees to proactively submit safety observations and report unsafe acts and conditions at workplace as a preventive action.					
<b>Health &amp; Safety</b>						

Table No. 4.21

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Internal Audit covers these aspects for the largest campus of Intellect. Apart from this our Facility Risk Assessment covers Health, Safety and Working conditions which is reviewed annually.
Working Conditions	

Table No. 4.22

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.

- During the reporting period, the company reported no safety related incidents of any employee whilst on duty. Also there have been no significant risks / concerns arising from Facility Risk assessments of health and safety practices and working conditions during the reporting period.

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

Intellect partners with many people and organizations that have a stake in its business. Engaging with stakeholders is essential in understanding stakeholder concerns and expectations to create a sustainable business. Intellect believes that an effective stakeholder engagement process is necessary for achieving its sustainability goal of inclusive growth. Accordingly, we anchor our stakeholder engagement on the following principles:

- a. Materiality - Prioritized consideration of the economic, environmental and social impacts identified to be important to the organization as well as its stakeholders.
- b. Completeness - Understanding key concerns of stakeholders and their expectations.
- c. Responsiveness - Responding coherently and transparently to such issues and concerns.

**Essential Indicators**

1. Describe the processes for identifying key stakeholder groups of the entity.
  - Our stakeholders are our Investors, Clients, Employees, Suppliers, Government / Regulators and the Community. Some other stakeholders that the Company closely engages with are Industry Analysts and News Media. Key Stakeholder groups are identified and their interest are managed by various board committees such as:-
    - i. Audit Committee
    - ii. Nomination, Remuneration & Compensation Committee
    - iii. Stakeholders’ Relationship Committee
    - iv. Corporate Social Responsibility Committee
    - v. Risk Management Committee
 Refer to Intellect Sustainability Report 2023 - Stakeholder Engagement Section & “Stakeholder Relationship Committee” (Annual Report)

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

Stakeholder 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
Customers (External)	No	Customer Feedback (Net Promoter Score), Website, Corporate Newsletter Customer Meet Press Releases, Newsletters from LOB, Ticketing Tools such as Service Now and JIRA	Quarterly Customer Feedback obtained through NPS Annual Corporate Newsletter Annual Customer Meet	<ul style="list-style-type: none"> <li>• Delivery Commitments</li> <li>• Product quality</li> <li>• Resolution of customer complaints</li> <li>• New business Opportunities</li> </ul>
Employees & contractual Workforce (Internal)	No	Surveys, Events, Employee - Centric Applications (iPORT), Periodicals(Incredible Intellect Newsletters), Workshops/ Trainings, Website, Social Media Platforms, Townhalls, Performance Development Dialogues(PDD)	Quarterly, Monthly, weekly Quarterly Surveys Annual Performance Development Dialogues(PDD) Annual Day Address by Chairman Foundation Day Address by chairman	<ul style="list-style-type: none"> <li>• Career development</li> <li>• Performance feedback</li> <li>• Fair evaluation and compensation</li> <li>• A comfortable organizational culture and workplace</li> <li>• Learning Opportunities</li> <li>• Rewards and Recognition</li> <li>• Career growth prospects</li> <li>• Grievance redressal mechanism</li> <li>• Ethics, transparency and accountability</li> </ul>
Shareholders & Investors (External)	No	Investor & Analyst Meet, Annual General Meeting, Investor Conferences & meets, Annual Reports, Corporate website and press releases/press conference	Annually, Quarterly, Need based Quarterly Investor Call Annual Investor meet Annual AGM Need Based - Third Party Investor's calls	<ul style="list-style-type: none"> <li>• Business growth and stability</li> <li>• Corporate reputation</li> <li>• Transparency in corporate governance</li> <li>• Financial performance</li> <li>• Risk management</li> <li>• Optimizing operational costs</li> <li>• Corporate Governance</li> </ul>
Suppliers, contractors & vendors, Business Partners (External)	No	Contract Agreement, Meeting with Contractors	Need based	<ul style="list-style-type: none"> <li>• Fair and accountable transactions</li> <li>• Transparency in tendering process</li> <li>• Supply &amp; Distribution, Quality and Quantity, Customer Satisfaction,</li> </ul>
Local Communities	No	Awareness Programmes, Community Meetings	Need based Annual CAN DO Workshop Annual Touch the Soil Weekends Summit Programme Need Based connect - School Of Design Thinking	<ul style="list-style-type: none"> <li>• Minimum environmental impact on the communities</li> <li>• Recruitment of the people from the community</li> <li>• Supporting the local economy</li> <li>• Corporate Social Responsibility Initiatives, Societal Priorities, etc.</li> </ul>
Civil Society Organisations, NGOs	No	Interactions, meetings, Webinars	Monthly	Implementation of CSR Projects. Partnership for sustainability programs
Government / Regulatory Bodies	No	Meetings, Industry Forum, Regular Updates Tamil Nadu Startup and Innovation Mission (TANSIM) Software Technology Parks of India (STPI)	Need based	<ul style="list-style-type: none"> <li>• Legal Compliance</li> <li>• Policy implementation review, Apprising the Government on organization plans and progress, Communicating industry's challenges and issues, etc</li> </ul>

Media	No	Press Release, Social Media, Media Event, Magazines, Meetings organized at regular interval	Need based Annual POLESTAR	<ul style="list-style-type: none"> <li>Keeping our stakeholders updated about the developments in the company</li> <li>Financial and operational performance</li> <li>Risk management</li> <li>Entry into new markets</li> <li>Corporate governance and corruption</li> </ul>
Physically challenged associates	Yes	In person as circle time meeting of "Sampada" associates	Annual	To identify any issues faced/raised by such employees and redress on a periodical basis

Table No. 4.23

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

Intellect does not discriminate in the treatment of people based on caste, creed, sex, race, ethnicity, age, colour, religion, disability, socio-economic status or sexual orientation. Intellect’s commitment to human rights and fair treatment is set in its Code of Conduct. The Code provides to conduct the operations with honesty, integrity and openness with respect for human rights and interests of associates. Intellect’s approach to uphold and promote human rights in three ways:

- In its operations by upholding its values and standards
- In its relationships with suppliers and other business partners, and
- By working with external initiatives, like NGOs.

**Essential Indicators**

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 2022 - 2023			FY 2021 - 2022		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. employees/ workers covered (B)	% (B / A)	Total (C)	No. employees/ workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	5248	5248	100%	4526	4526	100%
Other than permanent	230	230	100%	446	446	100%
<b>Total Employees</b>	<b>5478</b>	<b>5478</b>	<b>100%</b>	<b>4972</b>	<b>4972</b>	<b>100%</b>

Table No. 4.24

2. Details of minimum wages paid to employees and workers, in the following format:
  - All permanent employees and other than permanent employees have been paid more than minimum wage in accordance with statutory laws in the country of operations.
3. Details of remuneration/salary/wages, in the following format:
  - Please refer to Annexure 4 under Directors’ Report of Annual Report FY 22-23
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
5. Describe the internal mechanisms in place to redress grievances related to human rights issues.
  - Internal mechanisms have been set up and a unit HR is authorised to redress and report any grievances pertaining to human rights issues. The reporting avenues have been communicated and are made aware of occurrence of any event which leads or could potentially lead to human rights violation.



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

	FY 2022 - 2023 Current Financial Year			FY 2021 - 2022 Previous Financial Year		
	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	1	1	The case was reviewed and closed post financial year.	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour /Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

Table No. 4.25

## 7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.

- Any complaints pertaining to discrimination and harassment are dealt with in a confidential and secure manner. The Company has zero tolerance towards such discrimination and harassment and anyone involved in discriminating or harassing any person would be subject to disciplinary actions.

## 8. Do human rights requirements form part of your business agreements and contracts?

(Yes/No)

- Yes

## 9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company internally monitors compliances for all relevant laws and policies relating to these issues. There have been no observations by local statutory authorities/third parties in India pertaining to these issues for FY 2022-2023.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others	

Table No. 4.26

## 10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

- Not Applicable

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

Intellect's approach to reduce, reuse and recycle has helped to minimise its environmental impact across the value chain. Intellect has contributed to environmental security by not only ensuring efficient use of resources, but also by augmenting precious natural resources. At the Chennai Campus, 61.07% of total energy consumption was generated through Wind Energy (through Group Captive Power) and 100% Rainwater harvesting is done at Intellect owned premises in Chennai & Gurugram. At Intellect, we responsibly source water from groundwater and also utilise harvested rainwater to minimise any potential impact on groundwater levels.

**Essential Indicators**

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

Parameter	FY 2022 - 2023 (Current Financial Year) (in MJ)	FY 2021 - 2022 (Previous Financial Year) (in MJ)
Total electricity consumption (A)	1541425	1032796
Total fuel consumption (B)	876.80	885.69
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>1542301.63</b>	<b>1033681.80</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	101.84 MJ / Rs. Millions	80.05 MJ / Rs. Millions
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Table No. 4.27

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
- 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 2022 - 2023 (Current Financial Year)	FY 2021 - 2022 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	21257	16009
(iii) Third party water	4565	-
(iv) Seawater / desalinated water	-	-
(v) Others (Rain Water Harvested)	110	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	25932	16009
<b>Total volume of water consumption (in kilolitres)</b>	25932	16009
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	1.71 KL / Rs.Millions	1.23 KL / Rs.Millions
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

Table No. 4.28

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

- The Company ensures that no untreated effluent is discharged. The water from a borewell and treated sewage water is utilized for flushing and gardening purposes. In addition, testing is conducted on a monthly basis

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

Parameter	Please specify unit	FY 2022 - 2023 (Current Financial Year)	FY 2021 - 2022 (Previous Financial Year)
NOx	ppm	134	85
SOx	mg / NM3	21	19
Particulate matter (PM)	mg / NM3	52	43
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

Table No. 4.29

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

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

Parameter	Unit	FY 2022 – 2023 (Current Financial Year)	FY 2021 - 2022 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	147.36	137.20
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	4490	3006
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	Metric tonnes of CO2 equivalent / Rs. Million	0.31	0.25
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity	-	-	-

Table No. 4.30

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. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

- Yes, Intellect is setting up a 100 kW solar power plant to reduce the energy consumption through grid thereby reducing the Scope 2 GHG emissions.

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

Parameter	FY 2022 – 2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	3.543	0.885
E-waste (B)	0.908	0.911
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	5.59	-
Radioactive waste (F)	-	-
Other Hazardous waste - Used Oil(G)	-	0.80
Other Non-hazardous waste generated (H). Please specify, if any.	8.235	1.685

(Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)	18.276	4.281
<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>		
(i) Recycled	14.73	2.60
(ii) Re-used	-	0.80
(iii) Other recovery operations	-	-
<b>Total</b>	<b>14.73</b>	<b>3.40</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	3.543	0.885
<b>Total</b>	<b>3.543</b>	<b>0.885</b>

Table No. 4.31

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

9. 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.

- Intellect being an IT Company does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of our processes.

10. 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 reasons thereof and corrective action taken, if any.
Not Applicable			

Table No. 4.32

11. 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
Not Applicable					

Table No. 4.33

12. 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, Intellect is compliant with all the applicable environmental laws and regulations based on its nature of business.				

Table No. 4.34

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

Intellect believes that a lot can be achieved if it works together with the Government, legislators, regulators and NGOs to create positive social and environmental outcomes. Intellect's approach to advocacy is guided by the Code of Conduct. The Code provides that any contact by the Company or its agents with Government, legislators, regulators or NGOs must be done with honesty and integrity.

School of Design Thinking partners with Educational Institutions, Corporations, Businesses, Startups, Government agencies and institutes to nurture and enable the culture of Design Thinking as an approach to innovation and problem solving.

#### Essential Indicators

- A. Number of affiliations with trade and industry chambers/ associations. - 8
- 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	Confederation of Indian Industry (CII)	National
2	Madras Chamber of Commerce & Industry (MCCI)	National
3	Madras Management Association (MMA)	National
4	Indo-American Chamber of Commerce & Industry	International
5	Indo Japan Chamber of Commerce & Industry	International
6	Indo-Australian Chamber of Commerce	International
7	Indo-German Chamber of Commerce	International
8	The Indus Entrepreneurs (TIE)	International

Table No. 4.35

- 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
Not Applicable as there are no corrective action taken on any issue related to anti-competitive conduct by Intellect.		

Table No. 4.36

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

The collective social responsibility of Intellect that brings together our associates with the adolescent young minds in the communities we live and work in, and even going back to our roots in the districts, to experience the magic of mentoring young minds! Ullas Trust (implementing agency) has grown into a thriving community of dedicated associate volunteer mentors from Intellect, from our Clients, and other Corporates; partners from Civil Society Organizations, and youth from Colleges – all united by the common purpose of shaping the thinking of adolescent young minds. Mission Samridhhi is the social impact platform dedicated to the holistic human development of rural India, through the design and development of projects that are sustainable and capable of scale to positively impact the larger population. We harness the energy of existing programmes that are aimed at the poorest of our rural poor, activate and extend self-initiated projects, collaborate with Development Accelerators / CSOs and endeavour to be that change in the rural landscape of our nation, for more details refer to Community Engagement Section of Sustainability Report 2022-2023.

**Essential Indicators**

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.
  - Not Applicable – We have no SIA Notification
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:
  - Not Applicable. No rehabilitation and resettlement were undertaken by the entity during this reporting period
- Describe the mechanisms to receive and redress grievances of the community.

- There are robust mechanisms in place to receive and redress grievances of the community by way of one-on-one discussions, group discussions, provide feedback, surveys and questionnaires that capture such grievances. Agreements that are entered by the Company with the stakeholders contain clauses on handling of grievances and redressal of disputes etc.

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

	FY 2022 – 2023 Current Financial Year	FY 2021 – 2022 Previous Financial Year
Directly sourced from MSMEs/ small producers	13%	8%
Sourced directly from within the district and neighbouring districts	14%	14%

Table No. 4.37

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

Intellect immensely values and carefully nurtures its customer relationships and works closely with them to pioneer new concepts. All businesses of the Company comply with relevant regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship. The Company's communications are aimed at enabling customers to make informed purchase decisions through factual and truthful disclosure of information.

**Essential Indicators:**

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
  - A Customer complaint once received is recorded centrally as part of the project's health dashboard. The Quality department of the business unit coordinates with the project teams and tracks the complaint to closure. As part of this process, the project team needs to come up with a Go To Green Plan (GTGP), which details how the project will be brought back on track (made Green) by resolving the Customer complaint. Project teams can have multiple discussions with customers to understand the issue and discuss the resolution. The central team, which maintains the record of all such projects, also provides a mechanism whereby alert mails to relevant stakeholders are automatically triggered at various stages.
  - We also have a well-established system to obtain customer feedback through the Net Promoter Score which is the industry benchmark on customer satisfaction. An independent corporate team is tasked with triggering surveys, obtaining feedback and consolidation across Intellect. Assurance teams within business units ensure Service Delivery, Manufacturing and Support teams analyze the feedback, connect back with customer and put action plans in place to address customer concerns / Suggestions for improvements (if any). NPS ratings and analysis is shared with top management.
- Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:
  - Not Applicable
- Number of consumer complaints in respect of the following:
  - There are no consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices etc.

4. Details of instances of product recalls on account of safety issues
- Not Applicable
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. Company has implemented a policy on cyber security and risks related to data privacy.
  - Intellect has obtained ISO27018 certification for data protection on cloud and has included data privacy as a principle for SOC2 attestation engagements (specific to products / clients).
  - Internal practices write up Link - <https://sites.google.com/intellectdesign.com/intellect-csg/policies-manual?authuser=1#h.3rh1btu38k7>
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.
- None

## Annexure - A

### Links to Intellect's Key Policies

Principle No.	Policy List	Location
P1	Code of Conduct Policy	<a href="https://www.intellectdesign.com/investor-relations/">https://www.intellectdesign.com/investor-relations/</a> Available in the Intellect Intranet Site (iPort) (Internal)
	Disciplinary Action Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Dress Code Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Whistle Blower Policy	<a href="https://www.intellectdesign.com/investor/general/whistle-blower-policy-2019.pdf">https://www.intellectdesign.com/investor/general/whistle-blower-policy-2019.pdf</a>
	Attendance Monitoring Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Human Resource Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P2	Information and Cyber Security policy	Available in the Intellect Intranet Site (iPort) (Internal)
	IT Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Green Initiative	Available in the Intellect Intranet Site (iPort) (Internal)
	Procurement Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Retired IT Assets - Disposal and Donation Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sustainability Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P3	Retirement Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sexual Harassment and Prevention Policy (POSH)	Available in the Intellect Intranet Site (iPort) (Internal)
	Equal Opportunity Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Exigency Fund Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Health and Safety policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Medical Insurance policy	Available in the Intellect Intranet Site (iPort) (Internal)
P4	Corporate Social Responsibility Policy	<a href="https://www.intellectdesign.com/investor/general/csr-policy.pdf">https://www.intellectdesign.com/investor/general/csr-policy.pdf</a>
	Sustainability Policy	Available in the Intellect Intranet Site (iPort) (Internal)

P5	Code of Conduct Policy	<a href="https://www.intellectdesign.com/investor-relations/">https://www.intellectdesign.com/investor-relations/</a> Available in the Intellect Intranet Site (iPort) (Internal)
	Equal Opportunity Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Modern Slavery Act Policy	<a href="https://www.intellectdesign.com/investor/general/modern-slavery-act-policy-2020.pdf">https://www.intellectdesign.com/investor/general/modern-slavery-act-policy-2020.pdf</a>
	Ombudsman Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P6	Health and Safety policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Green Initiative	Available in the Intellect Intranet Site (iPort) (Internal)
	Environmental Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sustainability Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Retired IT Assets - Disposal and Donation Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P7	Data Protection and Privacy Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sustainability Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Ombudsman Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Code of Conduct Policy	<a href="https://www.intellectdesign.com/investor-relations/">https://www.intellectdesign.com/investor-relations/</a> Available in the Intellect Intranet Site (iPort) (Internal)
P8	Corporate Social Responsibility Policy	<a href="https://www.intellectdesign.com/investor/general/csr-policy.pdf">https://www.intellectdesign.com/investor/general/csr-policy.pdf</a>
	Sustainability Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P9	Information and Cyber Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	IT Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Risk Management Policy	<a href="https://www.intellectdesign.com/investor/general/2021-Aug-Risk-Management-Policy.pdf">https://www.intellectdesign.com/investor/general/2021-Aug-Risk-Management-Policy.pdf</a>
	Emergency Response - disruption in Intellect Live System	Available in the Intellect Intranet Site (iPort) (Internal)

Table No. 4.38