



ICRA

ICRA Limited

September 21, 2023

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai 400 001, India
Scrip Code: 532835

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

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, we are submitting herewith the Business Responsibility and Sustainability Report for the financial year 2022-23 which also forms part of the Annual Report for the financial year ended March 31, 2023. Please note that this was already submitted to the stock exchanges as a part of the Annual Report on July 10, 2023.

You are requested to take the above on record.

Regards,

Sincerely,

(S. Shakeb Rahman)
Company Secretary & Compliance Officer

Encl.: As above

Annexure VI

Business Responsibility & Sustainability Report 2022-23

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, 14/8, Barakhamba Road, New Delhi – 110001		
5.	Corporate address	Building No. 8, Tower 'A', 2 nd Floor, DLF Cyber City, Phase II, Gurugram – 122002		
6.	E-mail	investors@icraindia.com		
7.	Telephone	+91 124-4545300		
8.	Website	www.icra.in		
9.	Financial year for which reporting is being done	2022-23		
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: investors@icraindia.com		
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
		Human Resources	Consolidated	All overseas Subsidiaries
		Information Technology and Environment	Consolidated	All overseas Subsidiaries

II. Products/services

14.	Details of business activities (accounting for 90% of the turnover)	ICRA and its subsidiaries provide rating, research, outsourcing and knowledge services.		
15.	Products/Services sold by the entity (accounting for 90% of the entity's Turnover)	Rating, research, outsourcing and knowledge services. Some of the services broadly mapped to NIC classes 66190 and 73200.		

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	15	15
		International	NA	1	1
		NA: Not Applicable			
17.	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?

39.41 % for FY2022-23

C. A brief on types of customers:

Our customers include manufacturing companies, commercial banks, non-banking finance companies, financial institutions, public sector undertakings, municipalities, mutual funds, insurance companies, private equities, or venture funds.

IV. Employees18. Details as at the end of
Financial Year**A. Number of locations**

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	1253	811	65%	442	35%
2.	Other than Permanent (E)	65	37	57%	28	43%
3.	Total employees (D + E)	1318	848	64%	470	36%
Workers						
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 categorised 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)
Differently abled Employees						
1.	Permanent (D)	1	1	100%	0	-
2.	Other than Permanent (E)	0	0	0	0	-
3.	Total employees (D + E)	1	1	100%	0	-
Differently abled Workers						
4.	Permanent (F)					
5.	Other than permanent (G)			Not Applicable		
6.	Total workers (F + G)					

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

19. Participation/Inclusion/ Representation of women	Total (A) No. and percentage of Females		
	No. (B)		% (B / A)
Board of Directors*	12	7	58%
Key Management Personnel*	7	1	14%

*The data is combined data for ICRA Limited & ICRA Analytics Limited

20. Turnover rate for permanent employees and workers:

	FY2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21.98%	20.09%	21.30%	29.45%	28.93%	29.27%	11.51%	15.73%	12.86%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

21. Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/ subsidiary/associate companies/joint ventures	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.	ICRA Lanka Limited*	Subsidiary	100%	No
3.	ICRA Nepal Limited	Subsidiary	51%	No
4.	PT ICRA Indonesia**	Subsidiary	99%	No
5.	Pragati Development Consulting Services Limited	Step-down Subsidiary	100%	No

*credit rating licence surrendered to the Securities and Exchange Commission, Sri Lanka, effective from February 28, 2023. ICRA Lanka Limited will initiate the voluntary liquidation which will be subject to approval of the regulator(s) in Sri Lanka

**liquidation initiated

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013	Yes. ICRA envisions making stronger communities and enriching the lives of underprivileged people through its Corporate Social Responsibility ("CSR") activities. ICRA CSR activities endeavour to empower underprivileged youths and adults with special focus on women with employable skills, creating livelihood opportunities for them so that they may contribute to the economic development of society, and it endeavours to promote education and support environmental sustainability.
(ii) Turnover (in Rs)	Rs 22,253.79 lakhs*
(iii) Net worth (in Rs)	Rs 73,774.37 lakhs**
	*on standalone basis
	** on standalone basis, OCI (Net of tax) is not considered in Net Worth

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) (If yes, then provide web-link for grievance redress policy)	FY2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		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. ICRA CSR team regularly interact with its stakeholders and beneficiaries online and offline. If there is any grievance relating to the activities conducted through our CSR partners, then grievances are redressed in accordance with our redressal mechanism.	0	0	Stakeholders & beneficiaries are satisfied with the CSR initiatives	0	0	None
Investors (other than shareholders)	Yes	2	0	None	3	0	None
Shareholders	Yes, as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015	8	0	None	13	0	None
Customers	Yes	2	0	None	0	0	None
Value Chain Partners	Yes	0	0	None	0	0	None
Others – Employees	Yes	1	0	None	3	0	None
Other - Anonymous	Yes	2	0	None	2	0	None
Others -Competitors	Yes	0	0	None	1	0	None

All the business activities are 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.

24. Overview of the entity’s material responsible business conduct issues

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)
1	Talent Management	Opportunity & Risk	<p>Opportunity: Hiring talented individuals is a priority for our business as it is a key element in the success of our business.</p> <p>Risk: Talent management’s failure to recognize any of the important elements while hiring can impact the company’s ability to grow.</p>	Growth, equal opportunity, and safety are a priority for ICRA. Through employee well-being initiatives, it ensures a safe working environment along with the physical and mental well-being of employees.	Positive
2	Corporate Governance	Risk	Risk: Any breach to 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 help ICRA in strengthening its governance norms and following the highest standards of governance.	Negative
		Opportunity	<p>To achieve an organization’s mission, corporate governance is essence to the companies’ achievements, it helps in stakeholder value creation.</p> <p>For ICRA’s philosophy on corporate governance please refer to “Corporate Governance Report”.</p>	None	Positive
3	Environmental Footprint	Risk	Risk: Climate change has brought challenges that have to be addressed by individuals, governments, and corporates. As there is an increase in shareholder activism on governance this will be Identified and acted upon through opportunities to reduce impact on the environment.		

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.

The 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	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	https://www.icra.in/RegulatoryDisclosure/Index P1 to P9: ICRA Code of Business Conduct, P1: Whistle-blower Policy P4 and P8: CSR Policy								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	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.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	ICRA has adopted the Sustainable Development Goals and is committed to reducing carbon emissions, including reduction of the carbon footprint within its work environment. It began with the introduction of a module on Environmental Sustainability and Health & Safety course to enlighten employees on the effects of climate change. To build awareness of the environmental crisis and steps towards mitigation, we have put up awareness posters across all our office locations.								
6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.	NA								
Governance, leadership, and oversight									
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) (In line with industry practices)	ICRA has integrated ESG considerations into its business decisions and its operations. The company is focused on executing strong ESG prepositions with the help of its stakeholders. The committee of the Board of Directors endorses the UN sustainability development goals set out on a going basis. ICRA endeavors to reduce its carbon footprint and has been consistently investing in technology and various other measures to achieve this goal.								

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The Managing Director & Group CEO of the Company is responsible for implementation and oversight of the Business Responsibility policy (ies)
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 Managing Director & Group CEO is responsible for taking decisions related to sustainability 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	P1	P2	P3	P4	P5	P6	P7	P8	P9

Performance against above policies and follow-up action	Frequent reviews are held by internal stakeholders to bridge gaps in system and policies																	
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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.																	
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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.	Reviewing of policies is held by individual departments on a periodic basis and changes to these policies are made point in time. Recommendations are made by the management to the Board of Directors for their approval on updating the policies. It is implemented and assessed over time.																	
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12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)									
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)									

Not Applicable

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

- 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 training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors Key Managerial Personnel Employees other than BoD and KMPs		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. We sensitise our employees including key managerial personnel on company policies through online training modules and group sessions. These trainings are mandatory for all the new joiners, however, if new training or awareness programmes are introduced, they are mandatory for all employees. We also conduct refresher courses for existing employees.	
Workers	Not Applicable		

- 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):

Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial	Amount (In Rs)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement					
Compounding fee			None		
Imprisonment					
Punishment					

- 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	

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

Anti-Bribery and Anti-Corruption Policy of ICRA complies with all applicable anti-bribery and anticorruption 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 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 in 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:

	FY 2022-23 (Current Financial Year)	FY 2021 -22 (Previous Financial Year)
Directors	None	None
KMPs	None	None
Employees	None	None
Workers	Not Applicable	Not Applicable

6. Details of complaints regarding conflict of interest:

	FY2022-23 Current Financial Year		FY 2021-22 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	None	1	ICRA had appointed an external firm to examine the allegations. During FY 2021-22 the company has concluded the examination thereof and finalised the necessary action plan. The findings did not indicate any adverse financial impact.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	None		

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

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

We are a service sector entity and hence, the impact on our value chain is limited. We are mindful of the importance of awareness programmes and its impact on employees in strengthening their knowledge. A mechanism is being devised for training our value chain partners on human rights and environmental sustainability.

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.

The Board of Directors has adopted a Code of Conduct for the Members of the Board of Directors and the Senior Management. As per the said code of conduct, the Directors and Senior Management Personnel of the Company are expected to adhere to the standards of care, loyalty, good faith and the avoidance of conflicts of interest that follow. The Board members shall abstain from discussion, voting or otherwise influencing a decision on any matters that may come before the Board of Directors in which they may have a conflict or potential conflict of interest.

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

Essential Indicators

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

Segment	FY2022-23	FY 2021-22	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. Plants have been added to ensure that it improves air quality within office, lifts up the atmosphere for our employees. We use LED lights in our common area to minimise the energy consumed and use sensor taps to reduce water wastage. Some of the expenditure is accounted under operational expenditure.

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

As per our internal procedures for procurement, we have provisions for sustainable procurement. Wherever possible, we give preferences to the following categories of vendors:

 - Suppliers with fair trade practices
 - Environment-friendly processes at the workplace
 - Marginalised suppliers
 - If yes, what percentage of inputs were sourced sustainably?

The nature of the business of our company does not require utilisation of many resources in the running of operations. However, we are actively working on adapting technologies that are energy- efficient and also formulating a mechanism to source sustainably.
- 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: Buying back UPS batteries and sending it for recycling
 - 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. To achieve these objectives, we encourage reusing/recycling wherever possible and are in the process of monitoring 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 mentioned below-

 - Rolled out online training course on Environmental Sustainability and Health & Safety for our employees, which is a small step to create an awareness on building a healthy environment full of people with aware, productive, and motivated minds.
 - Awareness posters on steps to cut down carbon footprint are displayed across all the office locations.
 - UPS batteries are recycled on a yearly basis.
- 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

Leadership Indicators

- Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

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

- 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

- 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	
	FY2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
NA	NA	NA

- Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format

Particulars	FY2022-23	FY 2021-22
E waste and Battery waste	2.51	Not monitored

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not applicable	

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

Essential Indicators

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

Category	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
	Number B	% (A/B)	Number C	% (C/A)	Number D	% (D/A)	Number E	% (E/A)	Number F	% (F/A)
Permanent Employees										
Male	811									
Female	442									
Total	1253									
Other than Permanent Employees										
Male	37									
Female	28									
Total	65									

All employees are covered under these benefits.

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

	Total	Health Insurance	Accident Insurance	Maternity Benefits	Paternity Benefits	Day Care Facilities
Category	(A) Number	B % (A/B)	Number C % (C/A)	Number D % (D/A)	Number E % (E/A)	Number F % (F/A)
Permanent Workers						
Male						
Female				Not Applicable		
Total						
Other than Permanent Employees						
Male						
Female				Not Applicable		
Total						

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

Benefits	FY Current Financial Year (2022-23)			FY Previous Financial Year (2021- 22)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and de- posited 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%	Not Applicable	Yes	100%	Not Applicable	Yes
Gratuity	100%		Yes	100%		Yes
ESI	100%		Yes	100%		Yes
Others, Please specify	NA		NA	NA		NA

3. Accessibility of workplaces

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

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. The ICRA Code of Business Conduct can be accessed at

<https://www.icra.in/RegulatoryDisclosure/ShowCodePolicyReport?id=1®ulatoryDisclosureReportId=493>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	85%	NA	NA
Female	91%	85%	NA	NA
Total	98%	85%	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.

<https://www.icra.in/RegulatoryDisclosure/ShowCodePolicyReport?id=1®ulatoryDisclosureReportId=493>

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Workers	Yes, ICRA supports open door communication and encourages employees to attempt to resolve concerns, problems, grievance, compliant or issues that involve the work environment, including holding frank discussions with employees immediate supervisors or other senior managers, by providing performance feedback. Such discussion may help resolve many workplace issues.
Other than Permanent Workers	
Permanent Employees	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 Regulations, 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.
Other than Permanent Employees	

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

Category	FY2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / Workers in respective category (C)	No. of employees/ workers in respective category, who are. Part of association(s) or Union (D)	% (D / C)
Total Permanent Employees						
Male						
Female						
Total Permanent Workers						
Male						
Female						

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 to create awareness among them.

Category	FY2022-23				FY 2021-22					
	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)
Employees										
Female	470	Safety mock drills are conducted for all employees and induction on H & S have been planned in FY2024 for all employees.		423	90%					
Male	848			754	80%			Not monitored		
Total	1318			1177	89%					
Workers (Not Applicable)										
Female										
Male										
Total										

Not Applicable

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

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 ICRA Lighthouse is a resource capability enhancement initiative created with the objective of helping mentees benefit from the experience of mentors in various aspects of professional development. It is a platform wherein mentees will get a chance to interact with their mentors to discuss on a wide range of topics related to an individual's work profile, receive advise on overcoming workplace challenges, and tips to improve professional skills and competencies in addition to guidance on career progression.

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

Category	FY2022-23			FY 2021-22		
	Total(A)	No. (B)	%(B/A)	Total (C)	No.(D)	%(D/C)
Employees						
Female	425	425	100%	Not monitored		
Male	776	776	100%			
Total	1211	1211	100%			
Workers						
Female						
Male	Not Applicable					
Total						

10. Health and safety management system:

Yes, safety and well-being of all employees is a priority for ICRA, though there are no occupational health and safety risks considering the nature of the business. For a healthy and productive environment, we have a Group Medclaim Policy which covers costs of medical expenses and other healthcare related costs. To encourage employees to take care of themselves an annual health check-up programme is sponsored by ICRA. For quick assistance, we have an app-based application which helps our employees with quick appointments for hospitalisation and a teleconsultation by a general physician 24x7. Beside this, periodically, ICRA conducts stress management sessions for all its employees and also has rolled out a health and safety module which helps in creating awareness on workplace hazards, identifying them, practicing good posture, reporting of accident-prone zone, etc.

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

Not applicable as there are no occupational health and safety risks considering the nature of the business.

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

Electric devices in the office are assessed regularly, and a fire safety drill is held periodically where all employees must participate mandatorily.

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

There are no workers at ICRA, however, employees can report any work-related hazards to remove such risks.

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

(Yes/ No) yes

The Company provides its employees with group term life and personal accident cover in addition to medical insurance.

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

Safety Incident/Number	Category	FY2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees	Nil	
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

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

Employee well-being and psychological safety continue to be a priority for ICRA. Fire drills and quality assurance audits are conducted in the office premises to ensure the maintenance of safety standards.

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

	FY2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions						
Health		None			None	

14. Assessments for the year –

*The Company has entered into preventive periodic maintenance contracts which include firefighting equipment and electrical equipment's are annually checked/audited by third party.

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

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 & safety practices and working conditions.

This is not directly applicable given the nature of business.

Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of
 - Employees (Y/N) Yes
 - Workers (Y/N) Not applicable
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

We expect our value chain partners to follow business responsibility principles and values of transparency and accountability and, accordingly, expects that statutory dues as applicable to the transactions within the remit of ICRA are deducted and deposited in accordance with the applicable laws.

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:

	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
Employees	Not Applicable	Not Applicable
Workers	Not Applicable	Not Applicable

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:

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

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.

Not Applicable

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 ICRA's stakeholders. To make the stakeholders seen and heard, ICRA regularly takes feedback from its employees, 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.

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	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	Community meeting	Regular	CSR intervention
Investors	No	Investors meet, email	Annual or periodic	
Shareholders	No	Annual General Meeting, email	Annual or periodic	To stay abreast of developments in the Company, performance of the Company and the sector, address concerns/grievances.
Employees and Workers	No	Zing hr portal, 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/ marginalized stakeholder groups.**

We engage and support vulnerable and/or marginalized 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	FY2022-23		FY 2021-22	
	Total (A)	No. of employees/ workers covered (B)	Total (C)	No. of employees'/ workers covered (D)
Employees				
Permanent	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. are in place and periodically trainings and awareness programmes are conducted for employees through various modes.			
Other than permanent	Not monitored currently		Not monitored currently	
Total Employees				
Workers				
Permanent				
Other than permanent	Not Applicable		Not Applicable	
Total Workers				

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

Category	FY2022-23					FY 2021-22				
	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)
Employees										
Permanent	1251	-	-	1251	100%	1169	-	-	1169	100%
Male	807	-	-	807	100%	745	-	-	745	100%
Female	444	-	-	444	100%	424	-	-	424	100%
Other than Permanent	65	-	-	65	100%	51	-	-	51	100%
Male	37	-	-	37	100%	31	-	-	31	100%
Female	28	-	-	28	100%	20	-	-	20	100%
Workers (NA)										
Permanent										
Male				Not Applicable					Not Applicable	
Female										
Other than Permanent										
Male				Not Applicable					Not Applicable	
Female										

Note: Data pertaining to ICRA and ICRA Analytics

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	4	Rs 25 lakhs	4	Rs 20 lakhs
Key Managerial Personnel	4	Rs 146.28 lakhs	NA	NA
Employees other than BoD and KMP	280	Rs 18.00 lakhs	130	Rs 12.43 lakhs
Workers			NA	

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

Note: Data specific to ICRA Limited

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.

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

	FY2022-23			FY 2021-22		
	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	Nil	NA	NA	Nil	NA	NA
Discrimination at workplace	Nil	NA	NA	Nil	NA	NA
Child labour	NA	NA	NA	NA	NA	NA
Forced labour/ Involuntary labour	NA	NA	NA	NA	NA	NA
Wages	Nil	NA	NA	Nil	NA	NA
Other human rights related issues	Nil	NA	NA	Nil	NA	NA

7. 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 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 incidents to the human resources or the legal department. They may also, report it on the integrity hotline. Any person found to have retaliated against an individual for discrimination or harassment or for participating in an investigation of allegations of such conduct will be subject to appropriate disciplinary action.

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

Yes

9. Assessment for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	ICRA monitors compliance for all applicable laws, policies and codes pertaining to these issues and there has been no observation by local statutory / third parties in FY2022-23.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others, please specify	

10. 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 Indicators

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.

None

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?

Some of our offices are accessible with ramps.

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

Parameter	FY2022-23	FY 2021-22
Total electricity consumption (A)	3,737,149.2 MJ	Not monitored
Total fuel consumption (B)	NA	
Energy consumption through other sources (C)	NA	
Total energy consumption (A+B+C)	3,737,149.2 MJ	
Energy intensity per Rs of turnover (Total energy consumption/ turnover in Rs)	0.00168	
Energy intensity (optional) – the relevant metric may be selected by the entity	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:

As ICRA'S usage of water is restricted to human consumption purposes only, ICRA has not implemented a mechanism for zero liquid discharge. However, the Company has taken various initiatives to consume water judiciously. Our online module on environmental sustainability and health & safety incorporates awareness on water conservation.

Parameter	FY2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
i) Surface water	NA	
(ii) Groundwater	NA	
(iii) Third party water	7,519.52KL	
(iv) Seawater / desalinated water	NA	
(v) Others	169.52 KL	Not monitored
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,689.04 KL	
Total volume of water consumption (in kilolitres)	*	
Water intensity per Rs of turnover (Water consumed / turnover)	*	
Water intensity (optional)the relevant metric may be selected by the entity	NA	

*All our offices are located in multitenant buildings hence the water discharge data is not available for current financial year.

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

- Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. No
- 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	FY2022-23	FY 2021-22
NOx		0	0
Sox		0	0
Particulate matter (PM)		0	0
Persistent organic pollutants (POP)		0	0
Volatile organic compounds (VOC)		0	0
Hazardous air pollutants (HAP)		0	0
Others – please Specify		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

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

We are a service sector company and most of our offices are leasehold property. We don't have any direct fuel use in our operation. Hence there is no Scope 1 emission associated with our operation in the reporting period. The only source of emission is purchased electricity and the same is reported under Scope 2. We are taking various efforts to reduce our scope 2 emission mainly through implementation of various energy efficiency initiatives in our offices like shifting to LED lighting etc.

Parameter	Unit	FY (2022-23)	FY (2021-22)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	0	
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ Equivalent	742.24 tCO ₂ e	Not monitored
Total Scope 1 and Scope 2 emissions per Rs of turnover		0.00000033	
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		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

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

No

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

Parameter	FY2022-23	FY2021-22
Total Waste generated (in metric tons)		
Plastic waste (A)	Not monitored	
E-waste (B)	0.65	
Bio-medical waste (C)	NA	
Construction and demolition waste (D)	No	
Battery waste (E)	1.86	
Radioactive waste (F)	No	Not monitored
Other Hazardous waste. Please specify, if any. (G)	Not monitored	
Other Non-hazardous waste generated. (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Not monitored	
Total (A+B + C + D + E + F + G + H)	2.51	

Note: The only source of plastic and other non-hazardous waste (food waste, restroom waste etc.) are only through office operation and it's very minimal. We have taken measures to reduce these kinds of waste through various employee awareness programmes. Waste segregation and management is available in our various offices and currently we are in the process of implementing it across all our offices. We are working on a process to track waste generation and management.

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

Category of waste		
(i) Recycled		
(ii) Re-used	2.51	Not monitored
(iii) Other recovery operations		
Total		

For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)

Category of waste		
(i) Incineration	None	
(ii) Landfilling	None	Not monitored
(iii) Other disposal operations	None	
Total		

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.

As we are in the service industry, we do not require any hazardous and toxic chemicals.

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:

ICRA does not have any offices in ecologically sensitive areas.

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.
Not applicable			

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					

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:

Yes, we have complied with applicable environmental law/regulations / guidelines.

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
No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/regulation/guidelines.				

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	NA	
Total fuel consumption (B)	NA	
Energy consumption through other sources (C)	NA	
Total energy consumed from renewable sources (A+B+C)	NA	
From non-renewable sources		
Total electricity consumption (D)	3737149.2 MJ	
Total fuel consumption (E)	Not monitored	
Energy consumption through other sources (F)	NA	
Total energy consumed from non- renewable sources (D+E+F)	3737149.2	

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. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2021-22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of		Not monitored
(iv) Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of		
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

3. 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:

- 1) Name of the area NA
- 2) Nature of operations NA
- 3) Water withdrawal, consumption, and discharge in the following format:

Parameter	FY2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per Rs of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be select-	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of	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	NA	NA
(iv) Sent to third parties	NA	
No treatment		
With treatment – please specify level of		
(v) Others	NA	NA
No treatment		
With treatment – please specify level of treatment		

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

Parameter	Unit	FY2022-23	FY 2021-22
Total Scope 3 emissions (Break- up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	We are a service-oriented business and at the same time realise the adverse impact of direct and indirect emissions to the environment. However, we are currently not measuring Scope 3 emissions.	
Total Scope 3 emissions per Rs of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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. 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
6. 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	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 the environment but ragpickers and their health.
2	Hand dryers, sensor taps and LED light fixtures	Use of such technology helps reduce paper waste saves water, saves energy and ensures best utilisation of resources	Sensor-based taps installed at offices to reduce water consumption, hand dryers also installed in washrooms to reduce paper/tissue consumption. Plants placed inside the office premises to reduce air pollution.

7. 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 and have a plan. We do not have any web link for the same.
8. 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.
No significant adverse impact envisaged from the companies' value chain partners.
9. Percentage of value chain partners (by value of business done with such partners) that were assessed for emissions & its intensity
In financial year 2022-23 we have not assessed emissions & its intensity for our value chain partners

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 and 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

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
Corrective action taken	Not Applicable	

Leadership Indicators

1. Details of public policy positions advocated by the entity:
We engage with regulators, industry or other forums on public policy matter, through responsible engagement.

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.

Not Applicable

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

ICRA CSR team regularly interact with its stakeholders and beneficiaries online and offline. If there is any grievance relating to the activities conducted through our CSR partners, then grievances are redressed in accordance with our redressal mechanism.

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

	FY2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighbouring districts.	Not applicable taking the nature of business into consideration	

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	Rs 26.70 Lakhs

3. (a) Do you have a preferential procurement policy where you give preference to purchase from supplier's comprising marginalized /vulnerable groups? (Yes/No) Yes
 (b) From which marginalized /vulnerable groups do you procure? Not monitored
 (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 underway, 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 project	No. of person benefitted from CSR projects *	% of beneficiaries from vulnerable and marginalized groups
1	DIYA Program (Anudip NGO)	775	100%
2	Sponsorship Programme: Project (Deepalaya)	200	100%
3	Women Entrepreneurship program (FWWB)	550	100%
4	Sponsorship Programme: Project (Vidya)	41	100%
5	Residential Learning Camp: Seva Mandir	100	100%
6	Parivaar	30	100%

*Number of beneficiaries

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 is redressed in accordance with the mechanism formulated and specified in polices/code of business conduct. Any feedback from customer 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
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or Safe disposal	

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

	FY2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil			Nil		
Advertising	Nil			Nil		
Cyber security	Nil			Nil		
Delivery of essential services	Nil			Nil		
Restrictive Trade Practices	Nil			Nil		
Unfair Trade Practices	Nil			Nil		
Other	Nil			Nil		

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

ICRA has master IT policy which includes an Information Security policy that contains all measures related to Cyber Security.

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.

Not applicable in FY 2022-23

Leadership Indicators

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>

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

ICRA, being a credit rating agency, expresses to its clients through its rating methodologies and other rating publications, how ESG factors could affect their credit ratings. While ICRA does not decline business engagements with clients that are weak on ESG credentials, it performs an important function of informing the issuers, investors, and other market participants about the ESG risks that a rated entity faces. In a broader context, ICRA sufficiently discloses what Ratings stand for and what they are not so that the investors can take a well-informed decision.

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) No
5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact

0

- b. Percentage of data breaches involving personally identifiable information of customers

NIL