

Date: June 12, 2023

National Stock Exchange of India Limited
Exchange Plaza
C-1, Block G, Bandra Kurla Complex,
Bandra (E), Mumbai-400051

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai-400001

Company Symbol: SIS

Company Code: 540673

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2022-23

We wish to inform you that in accordance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosures Requirements) Regulations, 2015, we have enclosed the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2022-23. This report is an integral part of the Annual Report for the same financial year. Please note that we had previously submitted the BRSR as a part of the annual report through our letter dated June 6, 2023.

The report is also available on the Company's website at <https://sisindia.com/investors/annual-report>.

This is for your information and records.

Thanking you.

Yours Faithfully,

For SIS Limited

Pushpalatha K
Company Secretary

SIS Limited

CIN: L75230BR1985PLC002083

Address for correspondence: #106, 1st Floor, Ramanashree Arcade, 18 MG Road, Bangalore- 560 001, Karnataka

Registered office: Annapoorna Bhawan, Patliputra Telephone Exchange Road, Kurji, Patna 800 010 Bihar

Website: www.sisindia.com Tel: +91 80 2559 0801

Business Responsibility & Sustainability Reporting

Section A: General Disclosures

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L752308R1985PLC002083
2. Name of the Listed Entity	SIS Limited (the Company)
3. Year of Incorporation	1985
4. Registered office address	Annapoorna Bhawan, Telephone Exchange Road, Kurji, Patna – 800010, Bihar
5. Corporate address	A-28 & 29, Okhla Industrial Area, Phase 1, New Delhi – 110020
6. E-mail	compliance@sisindia.com
7. Telephone	011 4646 4444
8. Website	www.sisindia.com
9. Financial year for which reporting is being done	Financial Year 2022-23 (April 1, 2022 to March 31, 2023)
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital	₹ 72,86,47,205
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Pushpalatha K Company Secretary & Compliance Officer 106, Ramanashree Arcade, 18 M G Road, Bangalore - 560 001 Phone: 080 2559 0801 E-mail ID: compliance@sisindia.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).	The disclosures under this report are made on a standalone basis

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 (FY2022-23)
1	Investigation and security services	Investigation services by other than government agencies	97.59%

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	Investigation and security services	99852	97.59%

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	Not applicable	183	183
International	Not applicable	19	19

Business Responsibility & Sustainability Reporting (Contd.)

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan-India (28 States and 4 Union Territories)
International (No. of Countries)	3*

The Company also serves in the following countries: Singapore, New Zealand and Australia

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

c. A brief on types of customers

The Company has diversified clients across B2B, B2G and B2C businesses.

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)
Employees						
1.	Permanent (D)	2,442	2,331	95%	111	5%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	Total employees (D + E)	2,442	2,331	95%	111	5%
Workers						
4.	Permanent (F)	155,124	144,614	93%	10,510	7%
5.	Other than Permanent (G)	0	0	0%	0	0%
6.	Total workers (F + G)	155,124	144,614	93%	10,510	7%

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)	Nil				
2.	Other than Permanent (E)					
3.	Total differently abled employees (D + E)					
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Nil				
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	3	1	33.33%

20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	22.6%	19.9%	22.5%	15.1%	21.4%	15.4%	15.2%	18.8%	15.3%
Permanent Workers	35.3%	41.6%	35.7%	34.3%	43.7%	34.9%	43%	37.9%	42.7%



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 Company/Joint Venture	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held	Does the entity participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Service Master Clean Limited	Subsidiary	100%	No
2.	Tech SIS Limited	Subsidiary	100%	No
3.	Terminix SIS India Private Limited	Subsidiary	100%	No
4.	SIS Business Support Services Private Limited	Subsidiary	100%	No
5.	Dusters Total Solutions Services Private Limited	Subsidiary	100%	No
6.	SIS Synergistic Adjacencies Ventures Private Limited (formerly known as SISCO Security Services Private Limited)	Subsidiary	100%	No
7.	SLV Security Services Private Limited	Subsidiary	100%	No
8.	Rare Hospitality and Services Private Limited	Subsidiary	100%	No
9.	Uniq Security Solutions Private Limited	Subsidiary	100%	No
10.	Uniq Detective and Security Services (AP) Pvt. Ltd.	Subsidiary	100%	No
11.	Uniq Detective and Security Services (Tamilnadu) Private Limited	Subsidiary	100%	No
12.	Uniq Facility Services Private Limited	Subsidiary	100%	No
13.	SIS Alarm Monitoring and Response Services Private Limited	Subsidiary	100%	No
14.	ADIS Enterprises Private Limited	Subsidiary	100%	No
15.	ONE SIS Solutions Private Limited	Subsidiary	100%	No
16.	SIS Security International Holdings Pte. Ltd. (Formerly known as SIS International Holdings Limited)	Subsidiary	100%	No
17.	SIS Security Asia Pacific Holdings Pte. Ltd. (Formerly known as SIS Asia Pacific Holdings Limited)	Subsidiary	100%	No
18.	SIS Australia Holdings Pty Ltd	Subsidiary	100%	No
19.	SIS Australia Group Pty Ltd	Subsidiary	100%	No
20.	SIS Group International Holdings Pty Ltd	Subsidiary	100%	No
21.	MSS Strategic Medical and Rescue Pty Ltd	Subsidiary	100%	No
22.	SIS MSS Security Holdings Pty Ltd	Subsidiary	100%	No
23.	MSS Security Pty Ltd	Subsidiary	100%	No
24.	Australian Security Connections Pty Ltd	Subsidiary	100%	No
25.	Southern Cross Protection Pty Ltd	Subsidiary	100%	No
26.	Askara Pty Ltd	Subsidiary	100%	No
27.	Charter Security Protective Services Pty Ltd	Subsidiary	100%	No
28.	Platform 4 Group Limited	Subsidiary	100%	No
29.	SIS Henderson Holdings Pte Ltd	Subsidiary	100%	No
30.	Henderson Security Services Pte Ltd	Subsidiary	100%	No
31.	Henderson Technologies Pte Ltd	Subsidiary	100%	No
32.	Triton Security Services Limited	Subsidiary	100%	No
33.	Safety Direct Solutions Pty Ltd	Subsidiary	85%	No
34.	Safety Direct Solutions Pty Ltd NZ	Subsidiary	85%	No
35.	SIS Cash Services Private Limited	Joint Venture	49%	No
36.	SIS Prosegur Holdings Private Limited	Joint Venture	100% held by SIS Cash Services Private Limited	No
37.	SIS Prosegur Cash Logistics Private Limited	Joint Venture	100% held by SIS Prosegur Holdings Private Limited	No
38.	Habitat Security Pty Ltd	Joint Venture	49%	No

Business Responsibility & Sustainability Reporting (Contd.)

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) – Yes
- (ii) Turnover (in ₹) – ₹ 39,848.72 Million
- (iii) Net worth standalone basis (in ₹) – ₹ 9,466.52 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) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 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	Not Applicable	-	-	-	-	-	-
Investors (Other than shareholders)	Yes Stakeholder Relationship Policy (https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf) Investor Grievance Redressal Policy (https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf) Whistleblower Policy (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	0	0	No complaint received during the year	0	0	-
Shareholders	Yes Stakeholder Relationship Policy (https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf) Whistleblower Policy (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	0	0	No complaint received during the year	2	0	-
Employees and workers	Yes Whistleblower Policy (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	0	0	No complaint received during the year	0	0	-
Customers	Yes Stakeholder Relationship Policy (https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf) Whistleblower Policy (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	0	0	No complaint received during the year	0	0	-
Value Chain Partners	Yes Stakeholder Relationship Policy (https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf) Whistleblower Policy (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	0	0	No complaint received during the year	0	0	-
Other (please specify)		-	-	-	-	-	-

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	In case of risk, approach to adapt or mitigate	Financial Implications of the risk or opportunity (Indicate positive or negative implications)
1.	Our People	Opportunity	The company offers investigation and security services with 2,442 employees and 155,124 workers. A solid base of talented workforce allows the company to foster innovation, improve service delivery, and increase customer happiness.	-	Positive With a talented and satisfied workforce, the Company can enhance its service delivery improving customer satisfaction and the business financials.
2.	Health and Safety	Risk	The Company is a people-driven business with a wide workforce base and ensuring the health and safety of our employees is of paramount importance to us.	Safe Environment: The Company provide a secure and best-in-class workspace for our employees. Safety Protocols: The Company ensures access to all safety related facilities for its employees, as prescribed by the Central Government, along with training and counselling sessions for emotional wellbeing of the employees and workers. Safety Committee: The Company has formed an organizational safety committee to ensure strict implementation of safety protocols at the workplace. Additionally, regular audits are conducted to overcome operational gaps, if any. Safety Training: The Company regularly conducts mandatory safety training sessions on safety protocols for its employees to avoid any workplace accidents thus ensuring complete participation. The Company also invests in continuous upgrade of its training programs and ensures maximum outreach through mobile training vans. The safety course is also available on the mobile training app, the completion of which is mandatory for all employees. ICHS training is also provided to the employees.	Negative Reputational damage due to incidents from unsafe working conditions. Financial loss due to workforce loss and/or absenteeism, which will ultimately result in the loss of valuable customers because the company will not have the requisite human capital to meet customer expectations.
3.	Customer Engagement	Opportunity	The continuous growth of any organisation is dependent on offering an exceptional client experience. A pleasant customer experience promotes loyalty, customer retention, and brand advocacy.	-	Positive A positive customer experience can lead to increased satisfaction among existing customers, more customers and can also boost the company's reputation.

Business Responsibility & Sustainability Reporting (Contd.)

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)
	Risk		The company offers investigation and security services to its consumers; any negative customer experience may result in loss of clients or even damage to the company's reputation.	Understanding customers and driving continual change to provide a flawless experience has always been the Company's goal. In daily activities, such as dealing with customers, ethics, transparency, and accountability are a priority and firmly ingrained in the Company's way of working. The Company handles customer complaints efficiently and effectively in order to provide a better customer experience. The Company also makes it a point to offer products and services that satisfy the demands of customers and improves the overall customer experience.	Negative Customer attrition can result from a loss of reputation, affecting the Company financials

Section B: Management and Process Disclosures

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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	N	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	N	N	Y	Y
c. Web Link of the Policies, if available	https://sisindia.com/investors/policies-and-code-of-conduct								
2. Whether the entity has translated the policy into procedures. (Yes/ No)	Y	Y	Y	Y	Y	N	N	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	N	N	Y	Y
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) mapped to each principle.	ISO 9001:2015 and ISO 45001:2018								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	N	N	N	N	N	N	N	N	N

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)

Our business adheres to incorporate sustainability concepts, which have also influenced our aim to create a long-lasting organisation that meets consumers' needs for security and long-term interests. One of our top priorities is conducting business in a way that is ethical and sustainable. Our goal is to build resilient livelihoods, especially for the most underprivileged members of society, while working towards a brighter future. Over the years, we have helped Millions of families by providing hundreds of thousands of jobs, and we have made sure that all of our staff members receive life skills training through our internal training institutes. Our mission statement, "Inspiring people through our values and vision," strives to improve societal welfare programmes based on the short- and long-term social and environmental effects of the Group's operations.



8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy/policies

Name: Mr. Ravindra Kishore Sinha
 Designation: Chairman
 E-mail Id: shareholders@sisindia.com
 Telephone No. 011- 4646 4444

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.

The company does not have any specific committee for looking after sustainability related issues. However, Group Management Committee members generally take decision on sustainability related matters. Additionally, the Board has an overall responsibility for oversight of the Company's Sustainability & ESG strategy

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	Y	Y	Y	Y	Y	N	N	Y	Y	The Board has formulated the policies applicable to the Company. The policies are reviewed annually, wherever applicable.								
Compliance with statutory requirements of relevance to the entity and rectification of any non-compliances	Compliance Certificate on applicable laws is provided to the Board of Directors in every quarter meeting. The Company is in full compliance of the applicable laws.									All the policies have been formulated in consultation with the Management of the Company and are approved by the Board and the policies are in compliance with respective applicable regulations.								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.

No.
 All policies and processes are subject to audits and internal reviews conducted by the Company from time to time.
 All Policies of the Company are evaluated and reviewed internally as and when required.

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)	-	-	-	-	-	We are baselining our environmental performance and the current systems and processes ensure minimizing impact on the environment	Our senior management engages on multiple forums to contribute towards policy development, in consensus with the stakeholders	-	-

Business Responsibility & Sustainability Reporting (Contd.)

Section C: Principle wise Performance Disclosure

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	Business Updates, Strategy, Update on Risk Management Framework, Update on Cyber Security and Business Continuity Plan, Policies and Procedures, Governance and Key Regulatory developments.	95.65%
Key Managerial Personnel	4	Business Updates, Strategy, Update on Risk Management Framework, Update on Cyber Security and Business Continuity Plan, Policies and Procedures, Governance and Key Regulatory developments.	100%
Employees other than BoD and KMPs	1371	Mr. SIS training (Principles 1, Principle 3 and Principle 9) Welfare sessions (Principle 3) POSH training (Principles 5 and Principle 8)	59%
Workers	79416	Trainings on Principle 2, Principle 5 and Principle 8	100%

- 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 institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	None	Nil	None	Not applicable
Settlement	Nil	None	Nil	None	Not applicable
Compounding fee	Nil	None	Nil	None	Not applicable
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment	None	None	None	Not applicable	
Punishment	None	None	None	Not applicable	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not applicable	Not applicable



- 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 and its subsidiaries have zero tolerance towards unethical business practices and prohibits bribery and corruption in any form in all of its business dealings through necessary policies.

The Company has a Business Ethics policy (<https://sisindia.com/wp-content/uploads/2023/05/SIS-Business-Ethics-Policy.pdf>) which contains guidelines on Bribery and Corruption. The Policy strictly prohibits any form of corruption or bribery in its business operations. This includes offering, giving, receiving, or soliciting bribes, kickbacks, or any other improper payments or gifts to or from any person or entity, including but not limited to government officials, business partners, or customers. The company is committed to fair competition and does not engage in any anti-competitive practices, such as collusion, price-fixing, bid-rigging, or market manipulation, that could result in unfair advantages or harm to competitors, customers, or the market. Employees and their relatives are not permitted to provide or accept bribes in the form of gifts, cash, facilities, or any other form, either directly or indirectly, according to the policy.

The Company also mandates its employees to sign Declaration Form which prohibits the employees to neither seek nor derive any personal benefits on any transactions being carried out by them during the course of discharging their responsibilities.

- 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	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

- Details of complaints with regard to conflict of interest:

	FY 2022-23 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	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

No complaints have been received in relation to issues of Conflict of Interest of the Directors and in relation to issues of Conflict of Interest of the KMPs during the reporting period.

- 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 as there were no instances of corruption or conflict of interest.

Business Responsibility & Sustainability Reporting (Contd.)

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
	None	

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.
Yes.

The Company has in place a policy on Conflict of Interest which applies to all employees and members of the Board of Directors and other stakeholders including but not limited to employees, suppliers, vendors, partners, consultants, third parties who have a business relationship with and provide, sell, seek to sell, any kinds of goods or services to the Company or any of its subsidiaries and affiliates.

The policy contains the procedure for identification of potential conflict of interest, disclosure and managing of conflict of interest to the Board and reporting procedure. In case of any conflict of interest arising at the time of empanelment or during engagement, stakeholders are required to promptly disclose such situations to the Company.

The policy can be accessed at - <https://sisindia.com/policies-and-code-of-conduct/>.

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

Essential Indicators

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Not Applicable	NIL	-
Capex	Not Applicable	NIL	-

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
No
b. If yes, what percentage of inputs were sourced sustainably?
Not Applicable.

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

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

Leadership Indicators

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

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
			Not Applicable		

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

Name of Product / Service	Description of the risk / concern	Action Taken
	Not Applicable	

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
	Not Applicable	

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed of.

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste	(The Company is primarily engaged in the business of security services and so this is not applicable to the Company)					
Other waste						

5. 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 (The Company is primarily engaged in the business of security services and so this is not applicable to the Company)

Business Responsibility & Sustainability Reporting (Contd.)

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

Essential Indicators

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

Category	% of employees covered by										
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
	Total (A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	2,331	2,331	100%	2,331	100%	-	-	-	-	-	-
Female	111	111	100%	111	100%	111	100%	-	-	-	-
Total	2,442	2,442	100%	2,442	100%	111	5%	-	-	-	-
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	% of employees covered by										
	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities		
	Total (A)	Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	144,614	144,614	100%	144,614	100%	-	-	-	-	-	-
Female	10,510	10,510	100%	10,510	100%	10,510	100%	-	-	-	-
Total	155,124	155,124	100%	155,124	100%	10,510	7%	-	-	-	-
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 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%	100%	Yes (EPFO)	100%	100%	Yes (EPFO)
Gratuity	100%	100%	Yes (LIC)	100%	100%	Yes (LIC)
ESI	100%	100%	Yes (ESI)	100%	100%	Yes (ESI)
Others – please specify	100%	100%	Yes (Sewa Trust)	100%	100%	Yes (Sewa Trust)
Others – please specify	100%	100%	Yes (Mediclaim Insurance)	100%	100%	Yes (Mediclaim Insurance)



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

Ramps are installed in various locations of the Company to facilitate the movement of differently abled persons. The majority of offices are in commercial buildings with lifts and equipment for people with disabilities.

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.

No.

SIS has a Business Ethics Policy, and the Company is committed to provide fairness in employment opportunities and has zero tolerance towards discrimination of any kind. We make employment decisions on the basis of an individual's merits and company needs. Additionally, equal opportunity is provided for career advancement and no decisions are influenced by considerations other than employee's performance, ability and aptitude. Employees are also provided with the opportunity to develop their potential and to develop their careers further with the company through a transparent & scientific Performance Management process.

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	-	-	-	-
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	(If Yes, then give details of the mechanism in brief)
Permanent Workers	The Company is committed to provide a safe and positive work environment. The Company has a Grievance Redressal Cell for the employees to register and redress their concerns. Redressal of employee grievances is presently being addressed by Employee Relationship Cell (ERC) through Helpline No. 06122216004. Additionally, employees at the company are free to bring up and discuss personal matters with their managers, business leaders, or human resource (HR) managers.
Other than Permanent Workers	Not applicable
Permanent Employees	The Company is committed to provide a safe and positive work environment. The Company has a Grievance Redressal Cell for the employees to register and redress their concerns. Redressal of employee grievances is presently being addressed by Employee Relationship Cell (ERC) through Helpline No. 06122216004. Additionally, employees at the company are free to bring up and discuss personal matters with their managers, business leaders, or human resource (HR) managers.
Other than Permanent Employees	Not applicable

Business Responsibility & Sustainability Reporting (Contd.)

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total employees /workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)		Total employees /workers in respective category (I)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	
		% (B/A)	% (D/C)		% (D/C)	
Total Permanent Employees						
- Male			Nil			
- Female						
Total Permanent Workers						
- Male			Nil			
- Female						

8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year				FY 2021-22 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. (I)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	2,331	2,331	100%	2,331	100%	2,155	2,155	100%	2,155	100%
Female	111	111	100%	111	100%	110	110	100%	110	100%
Total	2,442	2,442	100%	2,442	100%	2,265	2,265	100%	2,265	100%
Workers										
Male	144,614	144,614	100%	144,614	100%	132,888	132,888	100%	132,888	100%
Female	10,510	10,510	100%	10,510	100%	8,808	8,808	100%	8,808	100%
Total	155,124	155,124	100%	155,124	100%	141,696	141,696	100%	141,696	100%

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (I)	No. (D)	% (D/C)
Employees						
Male	2,331	2,331	100%	2,155	2,155	100%
Female	111	111	100%	110	110	100%
Total	2,442	2,442	100%	2,265	2,265	100%
Workers						
Male	144,614	144,614	100%	132,888	132,888	100%
Female	10,510	10,510	100%	8,808	8,808	100%
Total	155,124	155,124	100%	141,696	141,696	100%

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, what is the coverage of such a system?*

Yes

The Company is dedicated to providing a safe and healthy work environment by reducing the likelihood of accidents, injuries, and health concerns, and it complies with all applicable laws and regulations regarding workplace safety.

SJS places the highest priority on promoting the health and safety of its employees whilst at work. We promote a positive workplace where all employees feel safe and protected from harm. We sincerely believe that only then can employees be at their best and effectively contribute to the company's success. To help the company meet this objective, all employees are expected to:

- Follow all laws, regulations and company policies regarding workplace health and safety.
- Attend any training sessions before using equipment that requires training.
- Use protective equipment, clothing and other safety devices for work as required.
- Report to Client representative or controlling authority any unhealthy or unsafe situations that you encounter.
- Never use or remain under the influence of illegal drugs when on duty. Ensure any use of alcohol is restrained and limited to company social functions and approved by company management.
- Ensure that any medications you use will not interfere with your job duties and especially with operating equipment or vehicles.

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

The Operation teams are responsible for site service to identify work related hazards and assess risks on a continuous basis. The company also works with key stakeholders to understand and review existing operating procedures, identify gaps, and make control-focused recommendations to help define management action plans, including roles and implementation dates. Furthermore, hazard identification is a continual process that is carried out on a regular basis by the HR and Operations teams.

- c. *Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.*

Yes

The Company has established processes for workers to report the work-related hazards and to remove themselves from such risks. Employees and workers can report the issues to their respective site managers, operations managers, branch heads, regional heads and company leadership team.

- d. *Do the employees/ workers of the entity have access to non-occupational medical and healthcare services?*

Yes

The Company provides access to non-occupational medical and healthcare services to employees and workers. SIS Limited has always maintained its core value of 'People focus' and has been generously investing in employee welfare schemes. A healthy employee is the most valuable asset to the company and hence wellness of each employee remains its top priority.

- Association with 'Practo' for all employees of SIS Group Companies:** SIS Group Enterprises has partnered with Practo for a large-scale Corporate Wellness Program for its employees posted pan-India, a health plan specially curated for employees of SIS Group and their families (1+6 members).

- Association with Zyla Health w.r.t Preventive Healthcare for Office Staff:** SIS Group Enterprises has partnered with Zyla Health, India's leading preventive health care management platform exclusively for Office Staff of SIS Group Companies pan-India. Zyla Health provides preventive full body health check-ups in office/ at home, outcome-driven concierge care, personalized wellness through follow-up calls by highly experienced doctors, thus enabling continuous 24x7 care across medical, physical, and mental health needs of employees and their families.

- Group Medidaim Insurance Policy:** Separate Group Medidaim Policies for all backend Office Support Staff/ non billing employees as well as the Security personnel deployed at client location whose salaries are above ESIC threshold. Thus, enabling the company to facilitate medical coverage to employees and their dependent families in a cost-effective manner on pan-India basis.

Business Responsibility & Sustainability Reporting (Contd.)

- Group Medicaclaim Insurance Post Superannuation of Non-Billing Employees:** The existing provisions of Group Medicaclaim Insurance to non-billing employees and their families has now been extended to the employees who will superannuate from the services of the company. The Medicaclaim benefit will be extended on payment of premium rate by the superannuated employee as made by the Company every year after expiry of the running Medicaclaim policy.

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

Safety Incident/Number	Category	FY 2022-23		FY 2021-22	
		Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year
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	-	-	-	-
	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.

The Company's business is people driven and ensuring the health and safety of employees is paramount to the Company. The Company provides a secure and best-in-class workspace for our employees, ensures access to all welfare facilities for our employees as prescribed by the Central Government along with training and counselling of employees on emotional well-being, formed a sanitization safety committee to ensure strict implementation of safety protocols at the workplace. The Company has also adopted a policy for conducting webinars for physical and mental well-being of employees.

The Company also conducts periodic risk assessments of the workplace to identify any work-related hazards, implements corrective actions, conducts fire evacuation drills and has installed fire suppressants in the office premises, performs maintenance checks on fire safety equipment, has first aid kits installed, and has CCTVs installed at all key locations. In addition, all personnel receive annual safety training.

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

	FY 2022-23			FY 2021-22		
	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
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health & Safety	Nil	Nil	-	Nil	Nil	-

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	Nil
Working Conditions	Nil

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.

Not Applicable



Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

(A) Yes (Employees)

(B) Yes (Workers)

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

The Company ensures that statutory dues as applicable to the transactions within the remit of the Company are deducted and deposited in accordance with extant regulations. This activity is also reviewed as part of the internal and statutory audit.

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	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Employees	-	-	-	-
Workers	-	-	-	-

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

Yes

The Company provides requisite training to its employees for continued employability. On a case-to-case basis, certain employees are offered part time/full time contracts with the Company after retirement/superannuation. Additionally, we also provide consultancy option to employees who are being superannuated on contractual basis

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 conditions	Not Applicable
Working conditions	Not Applicable

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

Not Applicable

Business Responsibility & Sustainability Reporting (Contd.)

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

Essential Indicators

- Describe the processes for identifying key stakeholder groups of the entity.
The Company has in place the Stakeholder Relationship Policy (<https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf>) to identify, engage and establish relations with Stakeholders. In order to seek and address stakeholder perspectives, build trust and develop partnerships and make use of stakeholder capital, it is essential to have a strategic approach toward working with stakeholders.

Identifying who are the key stakeholders and their interest, level of expertise, and level of influence, is crucial to successful stakeholder engagement and to allocating Company resources as efficiently as possible. Therefore, we assess and prioritize stakeholders using the following criteria:

- Stakeholder's interests
- Stakeholder's level of influence
- Stakeholder's willingness to engage with the group
- Stakeholder's expectations of engagement with the group
- Value for the group of engaging with this stakeholder

Some of the key stakeholders group include shareholders/investors, employees, suppliers/vendors, Central and State Government, customers, community, local bodies, etc. The identification of all pertinent stakeholders and understanding their expectations is of high concern for us in our pursuit to ensure sustainability. The policy provides for the stakeholder engagement process which includes stakeholder identification, consultation, reporting and communication. The approach and frequency of the engagement with the stakeholders vary depending on the stakeholders. In addition, respective departments engage with their specific stakeholder groups on need and on a regular basis.

- 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
Government and regulatory authorities	No	Emails, one-on-one meetings, conference calls, video conferencing, websites	Need based	Purpose of such engagements is to keep various regulatory authorities informed and up to date about the various developments going on in the organization to fulfill the compliance requirement.
NGOs and local community	Yes	Field visits and community meetings, Emails	Need based	To promote social welfare activities for inclusive growth, fair and equitable development, well-being of society and monitoring & implementing the CSR projects and activities
Employees	No	Direct, email, town halls, team meetings, Intranet portal, annual performance reviews	Ongoing and need based	Purpose of such engagements is to keep employees up to date on various initiatives of the organization. With this communication we also reach out to all employees to educate them on various policies, learning and development programs, performance review and career development, company SOPs as well as milestones.
Customers	No	Emails, branch assistance, website, advertisements, newspaper and other digital platforms, customer helplines and toll-free numbers, customer satisfaction surveys	Need basis	Servicing throughout the lifecycle of the customer and address queries / grievances that customers may have

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
Suppliers	No	Physical and digital including in-person meetings, emails, performance discussions, trainings, company policy/ process communication, periodical meets/conferences, etc.	Need basis	Resolving supplier queries, Assessing supplier performance, Supplier recognition and engagement activities
Institutional Investors	No	Website, meetings, emails, Annual Reports, Investor presentations, Stock exchanges, newspaper, etc.	Ongoing and need based	These are aimed at providing relevant information as well as understanding institutional investors' perspectives on the Company's performance and strategy
Shareholders	No	Website, meetings, emails, Annual Reports, Investor presentations, Stock exchanges, newspaper, etc.	Quarterly	Business and operational performance, shareholder meetings, election of board members etc.
Media	No	Newspaper, advertisement, email, annual reports, website, transcripts conference and other meetings	Need basis	To stay abreast on the developments of the Company

Leadership Indicators

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

The company is determined that engaging with its principal stakeholders consistently will improve communication of its performance and strategy. The Company recognizes that effective stakeholder engagement is an essential component of its business operation to be undertaken at business and site level. It is an important mechanism to understand stakeholders and their needs, involve them in managing risks and resolving conflicts at an early stage. The stakeholder engagement process involves a variety of activities such as stakeholder identification, consultation, reporting and communication. The approach and frequency of the engagement with the stakeholders vary depending on the stakeholders. In addition, respective departments engage with their specific stakeholder groups on need and a regular basis.

Link to Stakeholder Relationship Policy: <https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf>

- 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.

Yes
Continuous interaction with stakeholders, aids in the alignment of expectations, allowing the company to better serve its stakeholders. Personnel from the Company connect with diverse stakeholders to understand the evolution and importance of ESG subjects, their impact, and the Company's aspirations.

Through SEWA Trust, the Company supports its employees by providing financial assistance during crisis situations. The Company has a facility whereby meritorious students of the Company's employees are provided with scholarships by Indian Public School, a residential school in Dehradun

Through employee engagement surveys and feedbacks, the Company designs required training and development modules for skill upgradation of its employees.

Business Responsibility & Sustainability Reporting (Contd.)

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

SIS supports its vulnerable frontline workforce, and also the non-billable work force by providing financial assistance during crisis situations. The guidelines have been laid down to make for sustainable and beneficial engagement with the society and the environment in which the Group operates. We aim at enhancing welfare measures of the society based on the immediate and long term social and environment consequences of the Group's activities. We have specified the projects and programmes that can be undertaken, directly or indirectly, the modalities of execution and the monitoring thereof. We have an immense impact on the Millions of families that directly benefit from the livelihoods that we support and the jobs that we create every year.

Through its CSR programs, the company has undertaken many initiatives and activities for the benefit of various segments of society, with an emphasis on the impoverished, needy, deprived, under-privileged, and differently abled people.

Principle 5: Businesses should respect and promote human rights

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 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (I)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	2,442	2,442	100%	2,265	2,265	100%
Other than permanent	0	0	0	0	0	0
Total employees	2,442	2,442	100%	2,265	2,265	100%
Workers						
Permanent	155,124	155,124	100%	141,696	141,696	100%
Other than permanent	0	0	0	0	0	0
Total employees	155,124	155,124	100%	141,696	141,696	100%

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

Category	FY 2022-23						FY 2021-22								
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage		Total (F)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (I)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)		No. (G)	% (G/F)	No. (H)	% (H/F)
Employees															
Permanent	2,442	0	0	2,442	100%	2,265	0	0	2,265	100%	2,265	0	0	2,265	100%
Male	2,331	0	0	2,331	100%	2,155	0	0	2,155	100%	2,155	0	0	2,155	100%
Female	111	0	0	111	100%	110	0	0	110	100%	110	0	0	110	100%
Other than permanent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Workers															
Permanent	155,124	155,124	100%	0	0	141,696	141,696	100%	0	0	141,696	141,696	100%	0	0
Male	144,614	144,614	100%	0	0	132,888	132,888	100%	0	0	132,888	132,888	100%	0	0
Female	10,510	10,510	100%	0	0	8,808	8,808	100%	0	0	8,808	8,808	100%	0	0
Other than permanent	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0	0	0	0	0



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)	8	₹ 30,07,500	2	₹ 6,00,000
Key Managerial Personnel	2	₹ 90,48,780	1	₹ 44,53,757
Employees other than BoD and KMP	2,329	₹ 3,51,000	110	₹ 4,24,800
Workers	144,614	₹ 1,96,908	10510	₹ 2,09,136

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. The Company has an Employee Redressal Cell which oversees handling every aspect of employee grievance issues.

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

Reporting avenues have been provided for employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company Code, Policies or Law. Representations received are reviewed and appropriate action is taken on substantiated violations.

The Company has zero tolerance towards and prohibits all forms of child labour, slavery, forced labour, physical, sexual, psychological, or verbal abuse.

Additionally, the Company has adopted a policy on prevention, prohibition and redressal of sexual harassment at workplace in line with the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013.

No complaints were received in the matters relating to child labour, forced labour, involuntary labour.

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

	FY 2022-23			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	5	0	-	4	0	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	8,374	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

The Company constituted an "Internal Complaint Committee" in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 for prevention, prohibition, and redressal of sexual harassment at workplace. The Committee primarily enquires into complaints received, and recommends appropriate action, wherever required. The Company deals confidentially on the concerns raised regarding discrimination and harassment cases. The Company does not tolerate any form of retaliation against anyone reporting good faith concerns. SIS provides a work environment to all of its employees which is free from any type of discrimination and sexual harassment. The Company has an Employee Redressal Cell ("ERC") for registration and redressal of complaints. However, if an employee has a concern that he/she is not comfortable raising matter with ERC, or the raised complaint is not addressed properly then such employee may directly approach the management of the Company. During the year, no such instances were reported.

Business Responsibility & Sustainability Reporting (Contd.)

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

9. Assessments for the year

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

* The Company is in compliance with the laws, as applicable

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

Leadership Indicators

- Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints.
Not Applicable.
- Details of the scope and coverage of any Human rights due-diligence conducted
Not Applicable
- 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?**
Ramps are installed in various locations of the Company, to facilitate the movement of differently abled persons. The majority of offices are in commercial buildings with lifts and equipment for people with disabilities.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	
Discrimination at workplace	
Child labour	
Forced/involuntary labour	Not Applicable
Wages	
Others – please specify	

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



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

Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	11,528.34 GJ	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	11,528.34 GJ	-
Energy intensity per rupee of turnover (Total energy consumption / turnover in rupees)	2.893 GJ/₹ Crores	-
Energy 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

- 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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)	Not Applicable since company is providing security services to the client sites.	Not Applicable since company is providing security services to the client sites.
(i) Surface water		
(ii) Groundwater		
(iii) Third party water (Municipal water supplies)		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water 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

- Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
Not applicable

Business Responsibility & Sustainability Reporting (Contd.)

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Nox		Not Applicable	Not Applicable
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – Ozone Depleting Substances (HCFC – 22 or R-22)			

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 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
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)		-	-
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)	tCO ₂ e	2,529.83	~
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e/₹ Crores	0.635	-
Total Scope 1 and Scope 2 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

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

The Company has inducted CNG based vehicles for day-to-day operations in select places and select locations. The Company has aligned the fleet to the latest BSVI standards and are rapidly converting existing fleet to conform to these standards, worked to deploy electric cash vehicles (ECVs), conducted regular driver trainings to ensure fuel efficiency of the CVs, in addition to keeping emissions under control, fixed a kilometer per liter (KPL) of fuel target for each CV, depending on its age, condition and terrain where the CV is being driven. The Company has managed all the electrical equipment in a manner so that they help in conserving energy. The Company has initiated installation of LED lights in new and upcoming branches wherever possible. The Company is also in the process of replacement of existing lights with LED lights in a phased manner. Also, the Company is procuring 5-star rated equipment like ACs, laptops, etc. for improved energy efficiency.



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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	0.75	-*
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	0.75	-

* The Company initiated tracking the e-waste generation data from FY 2022-23 onward.

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
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.

SJS is a security services organization and does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of its processes. However, we segregate the waste at our offices based on directions of local municipal offices and engage with certified e-waste handlers for disposal of e-waste.

Business Responsibility & Sustainability Reporting (Contd.)

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 (Our offices are situated at common business locations. We do not have offices around the specified sensitive areas hence such type of clearances is not required.)

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		

(We are not required to undertake any impact assessment of projects undertaken by the Company)

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, the Company is fully compliant with the applicable environmental law / regulations / guidelines in the places where we operate.

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	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources I	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	11528.34 GJ	-
Total fuel consumption I	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	11528.34 GJ	-

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 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

Not applicable
(The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)

Not applicable
(The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)

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:

- Name of the area:
- Nature of operations
- Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		

Not applicable
(The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)

Not applicable
(The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)

Business Responsibility & Sustainability Reporting (Contd.)

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(i) Into Surface water	Not applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)	Not applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)
- No treatment		
- With treatment – please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	*FY 2021-22 (Previous Financial Year)
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)			
Total Scope 3 emissions per rupee 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.

Not applicable

We operate only from small offices which are part of large commercial spaces. We believe there is no direct or indirect impact on biodiversity.

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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
		Not Applicable	



7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, the Company has a Disaster Recovery Plan Policy which is a part of the Information, data & cyber security policy which is internal to the Company. This policy defines the requirement for a baseline Backup procedure of critical and non-critical data and disaster recovery plan to be developed and implemented by SIS Group IT that will describe the process to recover IT Systems, Applications and Data from any type of disaster that causes a major outage. This policy is directed to the IT Management Staff who is accountable to ensure the plan is developed, tested and kept up to date.

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.

None, as the business model of the Company does not have adverse impact on the environment. Since we have a small number of value chain partners, it is not feasible to assess the impact.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Nil

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

Essential Indicators

- a. Number of affiliations with trade and industry chambers/associations. 7 (Seven)
- b. List the top 10 trade and industry chambers/associations (determined based on the total members of such a 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	International Security Ligue	International
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Indo Australian Chamber of Commerce	National
4	Confederation of Indian Industry	National
5	BW Business World Media Private Limited	National
6	International Institute of Security & Safety Management	National
7	Bihar Industries Association	State

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

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

There have been no action or issues related to anti-competitive conduct and no adverse orders from any authority during the FY23.

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in the public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
			Not Applicable		

Business Responsibility & Sustainability Reporting (Contd.)

Please note: The Company is a member of various national and international trade and industry chambers/ associations such as, International Security Ligue, FICCI, Indo Australian Chamber of Commerce, Confederation of Indian Industry, etc. and our senior management engages on multiple forums to contribute towards policy development, in consensus with the stakeholders

Principle 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable						

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

The nature of our activities does not have a negative impact on the immediate local community. The Company aims to elevate lives through strategic interventions in the areas we operate by way of providing a safe and clean work environment; touching Millions of lives every day through our business units; helping people in need through promoter initiatives by way of promoting education, providing relief to poor, offering shelter, social welfare, betterment of health, rural development, national heritage protection, etc.

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	100%	100%
Sourced directly from within the district and neighboring districts	Not Applicable	Not Applicable

Leadership Indicators

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

Not Applicable

- 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 (In ₹)
1.	Madhya Pradesh	Khandwa	6,00,000

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

No



- From which marginalized /vulnerable groups do you procure?
Not Applicable

- What percentage of total procurement (by value) does it constitute?
Not applicable

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

- 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		

- Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
The details of the CSR projects forms part of annexure to the Board's Report. Please refer Annexure - I			

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

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

Own Your Customer (OYC) programme: All significant clients have been assigned to senior level leadership teams. Each Regional Head, Executive Director of each Region, Zonal Head, CEO, and COO are members of the Senior Leadership team, and 5-10 of these customers are assigned to each of them. They must meet with these clients as part of the OYC programme, get their feedback, and inform them on the actions made in response to the feedback they provided at the previous month's meeting.

Customer Satisfaction (CSAT) programme: Every month, each Branch Head is tasked with meeting 10 to 15 of the branch's most important clients. They also need to meet with these clients, get their input, and provide an update on the steps done in response to the feedback from the previous month's meeting.

Customer Half Yearly Survey: Every six months, GMD office staff sends all of our big clients an email with a link to a survey asking them to rate and comment on various performance metrics. The Centralised Quality Control team receives the survey responses immediately, analyses them, and shares the results with other company stakeholders so that they can make recommendations and take remedial action as necessary. Based on the customer feedback survey, the Company has an average feedback rating of 8.6/10.

The goal of the aforementioned programmes is to improve customer relationships and win their trust and confidence by taking a proactive approach to understand the customer problems and acting appropriately.

Business Responsibility & Sustainability Reporting (Contd.)

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	-
Safe and responsible usage	-
Recycling and/or safe disposal	-

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

	Number	Reasons for recall
Voluntary recalls	Not applicable	
Forced recalls		

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

The Company has an Information, Data & Cyber security policy which is an internal document and is available in intranet. The Company has also established an information security council to provide management support for information security objectives within the SIS Group and strive to develop and implement relevant and cost-effective information, data & cyber security controls.

The Information, data & cyber security policy covers the following policies:

Information security policy:

- Database security policy
- Data retention policy
- Software installation policy
- Technology equipment disposal policy
- Workstation security policy
- Wireless communication policy
- Mobile employee endpoint responsibility policy
- Outsourcing policy



Cyber security policy:

- Server security policy
- Web/Mobile application security policy
- Clean desk policy
- Data breach response policy
- Disaster recovery policy
- Password protection policy
- Security response plan policy
- Remote access policy

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.
Not Applicable

Leadership Indicators

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

Information relating to all the services provided by the Company are available on the Company's website, www.sisindia.com. In addition, the Company actively uses various social media and digital platforms to publicize information on its services.

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.
Not Applicable

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

We regularly engage with customers and notify them through local branches/regional managers, electronic communications or through the Corporation's website and pro-actively advise them in case of potential disruption of our services due to reasons beyond their control. However, the Company has a business continuity plan in place to ensure the customer service is uninterrupted.

Internal communications of cybersecurity shared and informed on time-to-time basis. All websites' Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services

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.

Not Applicable

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)

Not Applicable

5. Provide the following information relating to data breaches:

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

None. No such instance was reported by the Company

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

0%