



Date: 12th July, 2023

To, The Department of Corporate Services, Bombay Stock Exchange Limited., P J Towers, Dalal Street, Mumbai- 400001 Scrip Code: 511605	To, Listing Department, National Stock Exchange of India Limited., Exchange Plaza 5th Floor, Plot No. C/1, G- Block, Bandra Kurla Complex, Bandra (E), Mumbai - 400051 NSE Symbol- ARIHANTCAP
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Sub.: Business Responsibility and Sustainability Report for the financial year 2022-23

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed the Business Responsibility and Sustainability Report for the financial year 2022-23, which forms an integral part of the Annual Report for the financial year 2022-23.

Kindly take the same on record.

Thanking you

Yours faithfully,

For Arihant Capital Markets Limited

Mahesh Pancholi
(Company Secretary)
M. No. F-7143

ARIHANT CAPITAL MARKETS LIMITED

(CIN: L67120MP1992PLC007182)

Regd. Off. : 6, Lad Colony YN Road, Indore - 452 001 Tel.: +91-731-4217100 Fax.: +91-731-4217199
Corp. Off.: #1011 Solitaire Corporate Park, Bldg No. 10, 1st Floor, Andheri Ghatkopar Link Road, Chakala, Andheri
(E) Mumbai- 400093

Email: contactus@arihantcapital.com Website: www.arihantcapital.com

Business Responsibility and Sustainability Report (BRSR)

SECTION A - GENERAL DISCLOSURES

- | | | |
|----|---|---|
| 1 | Corporate Identity Number (CIN) | - L67120MP1992PLC007182 |
| 2 | Name of the Listed Entity | - ARIHANT CAPITAL MARKETS LIMITED |
| 3 | Year of incorporation | - 25/06/1992 |
| 4 | Registered office address | - 6, Lad Colony Y.N. Road, Indore – 452001 (MP) |
| 5 | Corporate address | - 1011, Solitaire Corporate Park, Building No. 10, 1st Floor, Chakala, Andheri (East), Mumbai – 400093 |
| 6 | E-mail | - contactus@arihantcapital.com |
| 7 | Telephone | - 07314217100 |
| 8 | Website | - www.arihantcapital.com |
| 9 | Financial year for which reporting is being done | - 2022-23 |
| 10 | Name of the Stock Exchange(s) where shares are listed | - The Bombay Stock Exchange India Limited and National Stock Exchange of India Ltd. |
| 11 | Paid-up Capital | - Rs. 104112800 |
| 12 | Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | - Mr Mahesh Pancholi (Company Secretary),
Email: mahesh.pancholi@arihantcapital.com,
Ph: 0731-4217100 |
| 13 | Reporting boundary | - Disclosures made in this report are on a standalone basis |
| 14 | Details of business activities (accounting for 90% of the turnover): | |

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Broking and Financial Service	Financial Advisory, Brokerage and Consultancy Services	87.00%

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	Broking	66120	60%
2	Merchant Banking and Distribution of Financial Products	66120	27%

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

Location	Number of plants	Number of offices	Total
National	Nil	25	25
International	Nil	0	0

17 Markets served by the entity:
a. Number of locations

Location	Number
National (No. of States)	9
International (No. of Countries)	Nil

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 - Arihant Capital is an integrated technology-based securities firm offering a wide range of services including retail and institutional broking, financial products distribution, private wealth management and issuer and advisory services. Our customers include Resident and Non Resident individuals, HUF's, Corporates etc.

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)	292	205	70.21	87	29.79
2.	Other than Permanent (E)	0	0	0.00	0	0.00
3.	Total employees (D + E)	292	205	70.21	87	29.79

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)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	0	0	0	0	0

19 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	2	22.22%
Key Management Personnel	5	1	20.00%

20 Turnover rate for permanent employees

Permanent Employees	FY (Turnover rate in current FY)	FY (Turnover rate in previous FY)	FY (Turnover rate in the year prior to the previous FY)
Male	17.2%	20.2%	18.5%
Female	16%	19.23%	17.5%

Permanent Workers	FY (Turnover rate in current FY)	FY (Turnover rate in previous FY)	FY (Turnover rate in the year prior to the previous FY)
Male	0%	0%	0%
Female	0%	0%	0%

* includes all employees except those on probation

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

S.no	Name of the holding/subsidiary/ associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/ Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Arihant Futures & Commodities Limited	Subsidiary	100%	No
2	Arihant Financial Services Limited	Subsidiary	100%	No
3	Arihant Insurance Broking Services Limited	Subsidiary	100%	No
4	Arihant Institute of Financial Education Private Limited (Formerly Known as Arihant Investment Advisers Private Limited)	Subsidiary	100%	No
5	Arihant Capital (IFSC) Limited	Subsidiary	100%	No
6	Electrum Capital Private Limited (Formerly Known as Electrum Investment Managers Limited)	Associate	27.23%	No

Note: The company sold its entire shareholding in wholly owned subsidiary Ahinsa Lifespace Infraheight Limited during the year.

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(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
(ii)	Turnover (Rs. In Lakhs.)-	13228.05
(iii)	Net worth (Rs. In Lakhs.)-	23227.98

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2022-2023 Current Financial Year					FY 2021-2022	
		(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints pending resolution at close of the year	Remarks	Number of complaints pending resolution at close of the year
Communities	If the stakeholders have any grievances, they can contact Mr. Mahesh Pancholi (Company Secretary) at mahesh.pancholi@arihantcapital.com	0	0	NA	0	NA	0	NA
Investors (other than shareholders)		0	0	NA	0	NA	0	NA
Shareholders		9	0	Resolved	0	Resolved	0	Resolved
Employees and workers		0	0	NA	0	NA	0	NA
Customers		3	0	Resolved	0	Resolved	0	Resolved
Value Chain Partners		3	0	Resolved	0	0	0	0
Other (please specify)		0	0	NA	0	NA	0	NA

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	Privacy and Data Security	Opportunity & Risk	<p>Risk: As the world becomes more digitised, and especially in the wake of the pandemic, where the number of online users increased tremendously, privacy and data security are becoming key concerns.</p> <p>Opportunity: Having a strong information security structure (software, knowledgeable staff, and operational procedures) enables us to mitigate cyber threats, safeguard the privacy and security of all of our stakeholders' confidential information, and facilitate corporate growth.</p>	<p>Regarding information technology/cybersecurity risk, the company has developed rules that outline thresholds, mitigation tactics, and internal controls.</p> <p>To defend the organization's cyberspace from cyber-attacks, risks, and vulnerabilities, policies for information security management and cyber security and cyber resilience are in place. The organisation has a Personal Data Protection Standard that seeks to instill a culture of data protection responsibility within Arihant Capital and raise employee understanding of data protection, acceptable data handling procedures, and relevant regulations pertaining to personal data.</p>	<p>Positives include easier business process automation, higher stakeholder credibility and confidence, better data management, and brand reputation protection.</p> <p>Negative: Privacy and data security breaches.</p>
2	Community and Social Impact	Opportunity	<p>Opportunity: Arihant Capital has a long history of dedication to corporate social responsibility (CSR). The goal of our organisation is to assist significant socioeconomic sustainable development and make it possible for more individuals to take part in and profit from the nation's economic growth.</p> <p>According to the company's stated CSR philosophy, it supports the causes of skill-development training for sustainable livelihood, healthcare, including preventive healthcare, women's empowerment, senior citizen welfare, and contribution to incubators for fostering an entrepreneurial culture through the incubation of new ventures/start-ups that may create livelihood opportunities, new products/services, and foster financial inclusion.</p>	NA	<p>Negative: Privacy and data security breaches.</p>
3	Human Capital	Opportunity & Risk	<p>Opportunity: We continually invest in the growth and development of our personnel and their alignment with the company's growth strategy since human capital is one of our most important strategic imperatives.</p> <p>Risk: Because there is a great demand for qualified personnel, it is essential to continually spend in training newer employees so they are prepared for the workplace while also automating and streamlining operations.</p>	<p>Our culture is one of meritocracy, openness, and equal opportunity.</p> <p>High-performing personnel are given opportunities for growth and development in advance.</p> <p>In order to safeguard the wellbeing of our employees and their families during COVID-19, we enabled technology for work from home and facilitated health & vaccination-related assistance. In order to increase the speed at which we can give our customers fair digital products and processes, we have invested in acquiring vital and essential people. We make significant investments in programmes that support learning and development, performance support, career progression, engagement, diversity, and inclusion at work. We have a strong grievance handling procedure in place to resolve employee issues. We assess staff alignment on a regular basis and, if necessary, take corrective action.</p>	<p>Positive: Productivity increases when essential talent is retained through various human resources initiatives.</p> <p>Negative: High attrition risks cause pay inflation and continuity losses.</p>

Section B: Management and Process Disclosures									
The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:									
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
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	https://www.arihantcapital.com/investor-relations/esg							
2	Whether the entity has translated the policy into procedures. (Yes / No)	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
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.	The company has obtained ISO 9001:2015 certification							
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	For some policies, we don't have mandatory targets, pledges, or review procedures. We have systems in place to monitor important factors including shareholder complaints, staff satisfaction surveys, and resource consumption like water, paper, and electricity.							
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	We track key parameters in policies and record it for learning and development to enhance our policies.							

Governance, leadership and oversight																																																																																																		
7	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements: One of our top priorities is conducting business in an ethical and sustainable way. Discussions about key ESG issues are ongoing with all of our stakeholders, and we have determined that some of the most crucial ones are environmental footprint, efficient and transparent customer service, corporate governance, risk management, human capital development, and community engagement.</p> <p>Our ESG executive forum and highly qualified, diverse board supervise the company's ESG path.</p> <p>We implemented procedures such as the Comprehensive Code of Conduct and Business Ethics, a sound risk culture, digitised business, the launch of innovative products, investments in developing cybersecurity and information security, employee welfare policies, resource monitoring, and setting goals to reduce electricity consumption.</p>																																																																																																	
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> <p style="text-align: center;">Board Of Directors</p>																																																																																																	
9	<p>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.</p> <p style="text-align: center;">No</p>																																																																																																	
10	<p>Details of Review of NGRBCs by the Company:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th rowspan="2">Subject for Review</th> <th colspan="12">Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee</th> <th colspan="9">Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)</th> </tr> <tr> <th>P 1</th><th>P 2</th><th>P 3</th><th>P 4</th><th>P 5</th><th>P 6</th><th>P 7</th><th>P 8</th><th>P 9</th><th>P 1</th><th>P 2</th><th>P 3</th><th>P 4</th><th>P 5</th><th>P 6</th><th>P 7</th><th>P 8</th><th>P 9</th> </tr> </thead> <tbody> <tr> <td>Performance against above policies and follow up action</td> <td colspan="18">Everywhere it is specified, company policies have been adopted by the board, board committees, and senior management. According to the frequency specified in the relevant policies or on a need-basis, whichever comes first, policies are periodically examined in all aspects, including legislative requirements, and appropriate revisions are made to the policies.</td> </tr> <tr> <td>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</td> <td colspan="18">The Company has put the appropriate processes in place to guarantee adherence to all pertinent laws.</td> </tr> <tr> <td>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.</td> <td>P 1</td><td>P 2</td><td>P 3</td><td>P 4</td><td>P 5</td><td>P 6</td><td>P 7</td><td>P 8</td><td>P 9</td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td><td></td> </tr> </tbody> </table>	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee												Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Performance against above policies and follow up action	Everywhere it is specified, company policies have been adopted by the board, board committees, and senior management. According to the frequency specified in the relevant policies or on a need-basis, whichever comes first, policies are periodically examined in all aspects, including legislative requirements, and appropriate revisions are made to the policies.																		Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company has put the appropriate processes in place to guarantee adherence to all pertinent laws.																		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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
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11	<p>No, however internal audits and evaluations of the company's rules and procedures are occasionally conducted.</p>																																																																																																	

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	2	Programmes involved disseminating information about the company's industry and further growth prospects	100
Key Managerial Personnel	7	Programmes involve function of product development, marketing and distribution	100
Employees other than BoD and KMPs	13	Programmes involve trainings for successful on ground implementation of the strategies formulated by the senior management	100
Workers	Not Applicable		

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
The company had filed an appeal before the Securities appellate Tribunal (SAT) for review of penalty levied by the SEBI. The company has made payment of the penalty imposed by the SEBI vide letter dated 29 December, 2021 and closed the said matter.	SEBI

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

Yes, the Company has an anti-corruption and anti-bribery policy.

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

	CY	PY
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

6 Details of complaints with regard to conflict of interest:

	CY		PY	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

7 Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest

Not Applicable

LEADERSHIP INDICATORS

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

The Company on an annual basis sends an email communication to all vendor partners informing them about the Code of Conduct and Business Ethics of the Company.

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 appoints members of the board after doing a thorough selection process and careful consideration of their qualifications, expertise, and alignment with the company's strategic goals and values. This process is done of the prospective member to avoid future conflict of interest. Further the company obtains an undertaking from such members for no future action that would lead to conflict of interest.

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.

The majority of Capex investments were made in information technology due to the nature of the company's industry. In order to support the Company's digital objectives, investments were made as an addition to capital assets in the form of IT infrastructure, including hardware and software. The proportion of the Company's total addition to fixed assets that was spent on R&D and capital expenditures related to information technology was 44.3% in FY 2023 (compared to 46.3% in FY 2022).

In order to support the Company's digital objectives, investments were made as an addition to capital assets in the form of IT infrastructure, including hardware and software. The proportion of the Company's total addition to fixed assets that was spent on R&D and capital expenditures related to information technology was 71% in FY2022 (compared to 90% in FY2021).

	Current Year Financials	Previous Year Financials
R&D	Nil	Nil
Capex	180.16	75.78

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

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

The sourcing of inputs is unrelated to our primary activities, and resource consumption is restricted to maintaining operations.

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.

The company generates municipal waste. The municipal corporation collects the waste generated on daily basis. The company has eco-friendly policies and condemns the use of plastic packaging. Instead the company promotes the use of eco-friendly packaging. The company does not generate any other kind of waste.

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.

NotApplicable

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?

The company is involved in institutional and retail broking. Hence, Life Cycle Perspective / Assessments is not applicable on the company.

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 -

NotApplicable

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).

Nil

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

	CY			PY		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	The company condemns the use of plastic bags. Instead the company promotes the use of eco-friendly modes of packaging. Hence, the company does not generate any plastic waste.					
E-waste	Nil			Nil		
Hazardous waste	Nil			Nil		
Other waste	The company generates municipal waste which is collected by municipal corporation on daily basis.					

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

Not Applicable

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

1

Essential Indicators

a. Details of measures for the well-being of employees:											
Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	205	205	100%	205	100%	0	0%	0	0	0	0
Female	87	87	100%	87	100%	87	100%	0	0	0	0
Total	292	292	100%	292	100%	87	30%	0	0	0	0
Other than Permanent employees											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
b. Details of measures for the well-being of workers:											
Category	% of Workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

2 Details of retirement benefits, for Current FY and Previous Financial Year.						
Benefits	CY			PY		
	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	52	152	Y	47	136	Y
Gratuity	98	285	Y	94	273	Y
ESIC	31	91	Y	32	94	Y
Others – please specify	0	0	NA	0	0	NA

3 Accessibility of workplaces

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

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

The company believes in equal opportunities for specially abled people. But the company does not have any policy in its place.

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	0	0	0	0
Female	0	0	0	0
Total	0	0	0	0

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes
Other than Permanent Employees	The company does not have any non-permanent employees and workers
Permanent Workers	
Other than Permanent Workers	

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

Category	FY 2022-23			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	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total Permanent Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0

8 Details of training given to employees and workers:

Category	CY					PY				
	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										
Male	205	205	100%	205	100%	195	195	100%	195	100%
Female	87	87	100%	87	100%	65	65	100%	65	100%
Total	292	292	100%	292	100%	260	260	100%	260	100%
Workers										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

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

Category	CY			PY		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	205	205	100%	195	195	100%
Female	87	87	100%	65	65	100%
Total	292	292	100%	260	260	100%
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total	0	0	0	0	0	0

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

The Company has stringent guidelines to ensure safety of employees and visitors. We monitor air quality at our corporate offices and take steps to improve it on a regular basis. Frequent equipment checks, such as air conditioners, chillers, UPS, stabilisers, and DG, are performed to mitigate any wear and tear caused by ongoing operation.

Fire extinguishers are kept stocked to ensure that they can be used effectively in the event of an emergency. All of the branches and corporate offices have smoke detectors and fire alarm systems. Employees are informed about assembly points for the corporate offices.

The floor plans of the premises are exhibited at strategic spots.

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

NotApplicable

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

NotApplicable

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

Yes, our employees have access to non-occupational medical and healthcare services. First aid kits are maintained and are available at all times on the premises.

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

	Category	CY	PY
Lost Time Injury Frequency Rate (LTIFR) (per onemillion-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

We check for Air quality at our corporate offices spaces and take regular measures to improve the same Frequent / equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners, Chillers, UPS, Stabilisers and DG Covid protocols are reiterated periodically to all employees "Premise Floorplans are displayed at crucial locations
Fire alarm systems and smoke detectors are installed at all premises"

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

	CY			PY		
	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	0	0	Nil	0	0	Nil
Health & Safety	0	0	Nil	0	0	Nil

14 Assessments for the year

Working Conditions	No assessment has been carried out during the year
Health and safety practices	No assessment has been carried out during the year

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).

No

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 complies with the law's requirements for the withholding of employees' statutory contributions to income tax, provident fund, professional tax, ESIC, and other obligations when they become due. Vendors who are part of the value chain have an equal obligation to abide by the terms of their agreement with the company. To guarantee the aforementioned, the Company has internal and statutory audit policies and procedures.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	2022-23	2021-22	2022-23	2021-22
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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)

The Company offers its employees the chance to upskill throughout their employment through domain, skills, and leadership trainings. The company made sure none of our staff lost their jobs as a result of the pandemic.

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	As a Health and Safety practice, Health check-up is done for all staff on yearly basis.
Working Conditions	Covid tests and Vaccinations were done by the company for all security staff and Office Boys.

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.

The same health and safety resources are available to all value chain participants who work in our offices, and any significant danger to their health and safety is handled correctly within a certain time frame.

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 stakeholders are determined based on the significance of their impact on the business and the impact of the business on them.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/others –please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meet, Media releases, Website.	Ongoing engagement with at least one engagement on a quarterly basis	<ul style="list-style-type: none"> To answer investor queries on financial performance To present business performance highlights to investors
Government and Regulators	No	Meetings with key regulatory bodies, Written communications, Presentations, Industry associations.	Ongoing	Seeking clarifications and relaxation, communicating challenges and providing recommendations, knowledge sharing, regulatory inspections and queries.
Business Partners and Vendors	No	Channel partner meets, workshops, conferences and forums, One-to-one meetings, Telephonic and email communication, Channel partner management portal and app.	Ongoing	All activities pertaining to infrastructure and services are done by our vendor partners with periodic engagements like <ul style="list-style-type: none"> Assignment and closure of jobs Discussion on scope of work and other details. Taking No Due confirmations from them at set intervals. Encouraging E-Invoicing.

Employees	No	Direct contact, Email, senior leadership connect programs, team engagements, survey, SMS, Calls, Website.	Ongoing	To create an effective communication channel and inform employees on key developments within the Company; align them to the shared purposes of the Company and business strategy; energise employees to deliver the employee value proposition PLEDGE.
Customers	No	Multi-modal distribution network and engagement (email, SMS, app, calls, chatbot, postal communication, call center, digital platform, website) channels, Customer satisfaction measurement and relationship management, Media campaigns, advertising, road / reverse road shows	Ongoing	<ul style="list-style-type: none"> • Regular updates on Launch of new products features are shared with customers. New product features are shared with customers. • Communication pertaining to customer experience on website, applications etc. are shared

Leadership Indicators

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

The key to strengthening our ties to our social obligations has been to foster an atmosphere where the Board regularly engages with different stakeholders and community members on social issues. When the Board has delegated the consultation, the Board will receive the opinions and feedback of the stakeholders in written or video format.

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.

The company and its stakeholders believe in financial inclusion of every strata of the society. The company and its stakeholders are committed to this goal. The company interacts with its various investors and analysts to incorporate the same in its day to day functioning and modus operandi.

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

We offered financial literacy trainings to marginalised beneficiaries.

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	CY			PY		
	Total (A)	No. Of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)
Employees						
Permanent	292	292	100%	260	260	100%
Other than permanent	0	0	0	0	0	0
Total Employees	292	292	100%	260	260	100%
Workers						
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
Total Workers	0	0	0	0	0	0

All employees at the time of joining as well as on a yearly basis declare that they have read and understood the Code of conduct and business ethics principles

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

Category	CY					PY				
	Total (A)	Equal to 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										
Male	205	0	0	205	100%	195	0	0	195	100%
Female	87	0	0	87	100%	65	0	0	65	100%
Other than Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Workers										
Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	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)	2	180.61	1	38.6
Key Managerial Personnel	2	27.02	-	0
Employees other than BoD and KMP	205	26.1	87	23.65
Workers	0	0	0	0

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.

The Company has adopted employee oriented policies covering areas such as Human Rights Policy, Diversity, Equity and Inclusion Policy, Code of Conduct and Business Ethics, Whistle Blower Policy and prevention of sexual harassment at workplace, which endeavors to provide an environment of care, nurturance and opportunity to accomplish professional aspirations and provide a safe redressal mechanism for employee grievances.

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

	CY			PY		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other humanrights related issues	0	0	NA	0	0	NA

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

- a) The Company provides protection against discrimination to employees who makes disclosure or raises a concern under the whistle blower policy/Grievance Redressal Policy where the employee discloses his/her identity, discloses the information in good faith, believes it to be substantially true, does not act maliciously nor makes false allegations and does not seek any personal or financial gain.
- b) The Company strictly prohibits any attempt of retaliation by anyone against any employee who raises a concern under the policy in good faith.
- c) Cases related to prevention of sexual harassment at work place are treated with utmost sensitivity and confidentially in line with the guidelines of the Sexual Harassment of Women at Work Place (prevention, prohibition and redressal) Act 2013.

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

Human rights requirements form a part of the Company's business agreements and contracts as and where relevant.

9 Assessments for the year:

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

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

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

Not Applicable

2 Details of the scope and coverage of any Human rights due-diligence conducted.

Nil

3 Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes

4 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	In all of our dealings, the Company expects its value chain partners to uphold the same values, beliefs, and business ethics as the Company. However no formal examination of value chain partners has been conducted.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
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	(Current Financial Year)	(Previous Financial Year)
Total electricity consumption (A)	0.34 MWh	0.32 MWh
Total fuel consumption (B)	187.5 MWh	Not Available
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	188MWh	0.32 MWh
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.142	0.00021

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

Yes, Ekobon Technologies LLP

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 Details of disclosures related to water

The Company's use of water is strictly limited to human consumption. As we are not a manufacturing organisation, the prescribed table does not apply to the Company. Hence, We are not required to fill out the table in the prescribed format. In the office, efforts have been made to ensure that water is used sparingly.

Sensor taps are put in office washrooms in a variety of offices to reduce water consumption. Domestic trash (sewage) from offices and branches is not allowed to enter aquatic bodies without treatment.

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

Not Applicable

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

Parameter	Please specify unit	(Current Financial Year)	(Previous Financial Year)
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others—please specify			

The company is a service provider and not a manufacturing concern and hence this point is not applicable.

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No

Not Applicable

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

Parameter	Unit	(Current Financial Year)	(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)	<i>Metric tonnes of CO₂ equivalent</i>	37.12	Not 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)	<i>Metric tonnes of CO₂ equivalent</i>	0.23	Not Available
Total Scope 1 and Scope 2 emissions per rupee of turnover	CO₂ per billion rupees of turnover	28.29	Not Available

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? Yes,

Ekobon Technologies LLP

- 7 Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
No

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

Parameter	FY (Current Financial Year)	FY (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	NA	NA
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. By materials relevant to the sector)	65.5	59.5
Total (A+B+C+D+E+F+G+H)		
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	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	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.

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.

Not Applicable

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:

Not Applicable

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

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: NA

Not Applicable

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	(Current Financial Year)	(Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	0.3 MWh	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0.3 MWh	0
From non-renewable sources		
Total electricity consumption (D)	0.31 MWh	0.32 MWh
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	0.31 MWh	0.32 MWh

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.

2 Provide the following details related to water discharged:

The company is in the financial services industry and does not discharge any water. Hence this point is Not Applicable

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:

Not Applicable

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

The company is not presently tracking its Scope 3 emissions

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

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:

Not Applicable

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

The company has installed fire extinguishers to avoid fire accidents. The company has installed antivirus in all its computers to have cybersecurity. The company installs best quality electrical equipments and conducts pest control from time to time to avoid any damage.

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.

Not Applicable

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

1

a Number of affiliations with trade and industry chambers/ associations.

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
1	Association of National Exchange Members of India	National

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

Not Applicable

Leadership Indicators

Details of public policy positions advocated by the entity:

Not Applicable

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Please refer CSR annexure which is part of the Annual Report

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

Not Applicable

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

The company has placed a complaint register in the HR department to resolve the complaints of the various stakeholder groups.
The company reviews the complaints on regular basis and takes appropriate actions.

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

	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	The company is a service provider and hence this point is Not Applicable	
Sourced directly from within the district and neighbouring districts		

Leadership Indicators

1 Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

Not Applicable

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

Please refer CSR annexure which is part of the annual report

3

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

Not applicable

b From which marginalized /vulnerable groups do you procure?

Not Applicable

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

Not Applicable

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:

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.

Not Applicable

6 Details of beneficiaries of CSR Projects:

Please refer CSR annexure which is part of the Annual Report

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.

The company holds conferences several times during the year to know consumer complaints and feedback regarding company's services.

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	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

3 Number of consumer complaints in respect of the following:

	(Current Financial Year)		Remarks	(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	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	0	0	NA	0	0	NA
Other	0	0	NA	0	0	NA

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

Not Applicable

5 Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

Not Applicable

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).**

<https://www.arihantcapital.com/>

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

The company conducts customer awareness programme on pan India basis for all its customers where it disseminates information regarding safe and responsible usage of company's products and services

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

The company sends SMS messages, e-mails & showcases the information on its website to inform the consumers of any risk or 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. 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**

Nil

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

Nil