



एमएसटीसी लिमिटेड

(भारत सरकार का उपक्रम)

MSTC LIMITED

(A Govt of India Enterprise)

CIN : L27320WB1964GOI026211

e-assuring
INDIA

MSTC/CS/SE/462

25.08.2023

1. The Dy. Manager (Listing)
BSE Limited
PhirozeJeejeebhoy Towers,
Dalal Street, Mumbai 400 001.
(Scrip Code: 542597)
2. The Manager, Listing Department
National Stock Exchange of India Limited
Exchange Plaza, Bandra Kurla Complex
Bandra (E), Mumbai 400 051
(Scrip Code: MSTCLTD)

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report 2022-23 of MSTC Limited

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("SEBI Listing Regulations"), we are submitting herewith the Business Responsibility and Sustainability Report of the Company for the financial year 2022-23, which also forms a part of the Annual Report for the financial year 2022-23.

This is for your information and records.

Thanking you,

Yours faithfully,
For MSTC Limited

(Ajay Kumar Rai)
Company Secretary & Compliance Officer



www.mstcindia.co.in / www.mstcecommerce.com

पंजीकृत कार्यालय : प्लॉट सं. सीएफ 18/2 मार्ग सं. 175 एक्शन एरिया 1 सी न्यूटाउन कोलकाता 700156 प.व.

Regd. Office : Plot No. CF18/2, Street No. 175, Action Area 1C, New Town, Kolkata-700156 W.B.

Annexure-III

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT**SECTION A: GENERAL DISCLOSURES****I. Details of the listed entity**

1.	Corporate Identity Number (CIN) of the Listed Entity	L27320WB1964G0I026211
2.	Name of the Listed Entity	MSTC LIMITED
3.	Year of incorporation	1964
4.	Registered office address	Plot No. CF-18/2, Street no 175, Action Area 1C, New Town, Kolkata – 700156, W.B.
5.	Corporate address	Plot No. CF-18/2, Street no 175, Action Area 1C, New Town, Kolkata – 700156, W.B.
6.	E-mail	cssectt@mstcindia.in
7.	Telephone	033 23400000
8.	Website	www.mstcindia.co.in
9.	Financial Year for which reporting is being done	FY 2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (formerly Bombay Stock Exchange) and National Stock Exchange of India
11.	Paid-up Capital	₹ 70,40,00,000
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	Name: Ajay Kumar Rai Designation : Company Secretary & Compliance Officer Telephone number: 033- 2340 0006 e-mail id: csmstc@mstcindia.in
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).	Standalone

II. Products/services:**14. Details of business activities (accounting for 90% of the turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Professional, Scientific and Technical	Other professional, scientific and technical activities: E-Auction, E-Procurement and Software Solutions	93.40
2.	Support service to Organizations	Other support services to organizations : Procurement against 110% Bank Guarantee	6.60

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

S.No.	Product/Service	NICCode	% of total Turnover contributed
1.	Services provided for a fee (Service charge)	4610	95.15
2.	Other online contents nec (Registration fees)	6209	4.84
3.	E-bidding software solution	6201	0.01

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	Nil	20	20
International	Nil	Nil	Nil

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

Locations	Number
National (No. of States)	18
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

Basically, customers of various auctions are categorized in Traders, Consumer Core group and Consumer non-core group.

Core group:

- Central Government departments
- State Government departments
- Central PSUs
- State PSUs
- Banks
- Other Statutory bodies
- Leading Private sector companies in Telecom, Oil & Gas, Construction, Power, Steel sectors etc.

Non-core group:

Small organisations, MSMEs, Private and Proprietorship firms, individuals, furnaces etc.

Customers associated with the procurement model against 110% BG mostly belong to the Construction and Infrastructure development space. Customers avail non-fund-based credit limit for better liquidity management.

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)	300	250	83.33	50	16.67
2.	Other than Permanent (E)	3	3	100	-	-
3.	Total employees (D + E)	303	253	83.5	50	16.5
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

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)	9	8	88.8	1	11.12
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D+E)	9	8	88.8	1	11.12
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	2	28
Key Management Personnel	4	1	25

20. Turnover rate for permanent employees and workers

Particulars	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	1.5	0	1.5	2.4	0	2.4	1.8	1.7	3.5
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

Attrition rate for permanent employees and workers

Particulars	FY 2022-23 (Attrition rate in current FY)			FY 2021-22 (Attrition rate in previous FY)			FY 2020-21 (Attrition rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	5.2	4	9.2	7.6	7.5	15.1	4.3	3.4	7.7
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including joint ventures)
21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding/ subsidiary/associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Ferro Scrap Nigam Limited	Subsidiary	100	No
2.	Mahindra MSTC Recycling Private Limited	Joint Venture	50	No

VI. CSR Details
22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) - ₹ 4,70,63,90,859

(iii) Net worth (in ₹) - ₹ 4,65,47,96,288

Note : To determine the applicability of CSR provisions for the reporting FY 2022-23, Turnover and Network figures are stated for the previous financial year i.e. FY 2021-22.

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 weblink 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
Shareholders	Yes	7	0	-	0	0	-
Employees and workers	Yes	3	0	-	1	0	-
Customers	Yes	46	0	-	35	3	-
Value Chain Partners	Yes	-	-	-	-	-	-
Other (please specify)	Yes	12	0	-	5	0	-

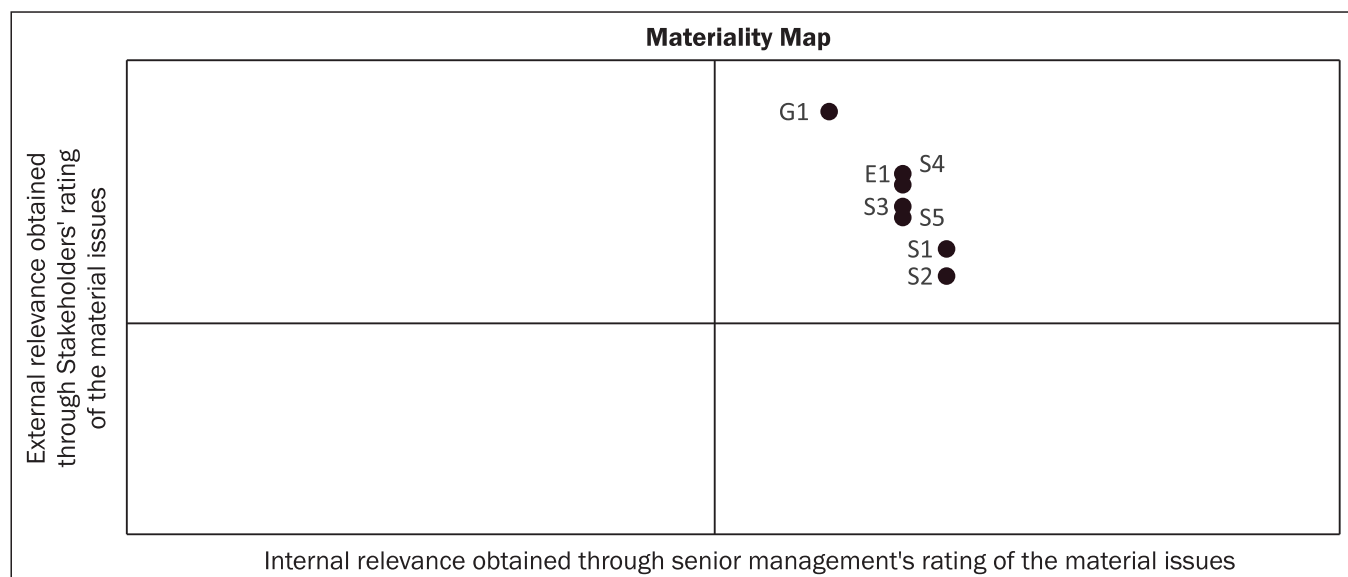
During the Financial Year 2022-23, 68 grievances in total received from both internal and external stakeholders. Out of this, 68 grievances (100%) were disposed of and Nil were under process.

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)

The material issues for MSTC were arrived at by conducting stakeholder engagement. Probable set of issues for the company was arrived at by identifying the set of issues common for the sector and geography, and the issues were prioritized by stakeholders and by MSTC's senior management. The issues that were deemed to be critically important for both stakeholders and senior management were identified as material issues for the company.

The material issues for MSTC with their relative position in the materiality map is given below.



The material issues identified for MSTC are :

1. Diversity in the organisation (S1)
2. Work life balance of employees (S2)
3. Training, education, and career progression (S3)
4. Resource Efficiency (E1)
5. Customer privacy and Data protection (S4)
6. Customer complaints and feedback (S5)
7. Anti-corruption practices of the company (G1)

Among the identified material issues, one is environmental, one is governance related, and five are social.

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.	Diversity in the organisation	Opportunity	Diverse and inclusive workplace can result in a variety of perspectives, ideas, and innovations, leading to improved decision-making, employee engagement, and customer satisfaction.	NA	P
2.	Work life balance of employees	Opportunity	A better work life balance can lead to improved employee satisfaction, engagement, and retention, which can result in a more motivated and productive workforce.	NA	P
3.	Training, education, & career progression	Opportunity	Providing training and development opportunities can help to build a skilled and competent workforce, leading to improved employee satisfaction, engagement, and retention. This, in turn, can result in a more productive workforce and better business performance.	NA	P
4.	Resource Efficiency	Opportunity	Improving resource efficiency can lead to cost savings and reduced environmental impact, as well as improved reputation with stakeholders.	NA	P
5.	Customer privacy and Data Protection	Risk	Failure to adequately protect customer privacy can lead to reputational damage, legal and regulatory sanctions and loss of customer trust, resulting in financial losses and decreased customer loyalty.	MSTC strictly maintain confidentiality and cyber security. MSTC has implemented next generation firewall along with Intrusion Prevention System (IPS) at different levels along with SSL. MSTC's e-commerce system is ISO 27001:2013 certified	N
6.	Customer complaints and feedback	Risk and Opportunity	Customer complaints can be an opportunity to improve customer service and satisfaction, but if not addressed appropriately, can lead to negative consequences such as decreased customer loyalty and reputational damage.	Improve customer service and address issues promptly.	N
7.	Anti-corruption practices of the company	Risk	Failure to implement effective anti-corruption practices can lead to legal and regulatory sanctions, fines, reputational damage, and loss of customer trust, resulting in financial losses and decreased customer loyalty.	Company has already implemented strict anti corruption policies and training programs. MSTC adopts zero tolerance policy towards corruption.	N

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	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Visit www.mstcindia.co.in and navigate to 'Policies' under 'Menu' option for more details								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001: 2015	No	No	IPR (for the e-commerce site)	No	No	No	No	ISO 27001: 2013, IPR
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No. Company will be imbibing the material issues to its strategy and arriving at targets for the same wherever applicable.								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	-								

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 commitment is to promote good corporate governance, conducting business with utmost transparency, and adhering to the highest ethical standards. At MSTC Integrity Pact, mandatory in all contracts, is a testament to this commitment, reflecting our dedication to ethical practices as suggested by Transparency International India to the Ministry of Steel.

Our e-commerce and e-auction platform, a cornerstone of our operations, not only enhances transparency but also contributes to reducing our carbon footprint. By ensuring competitive bidding and eliminating the possibility of cartelization and collusion, we prioritize public interest and profit maximization.

With over 58 years of experience, MSTC has evolved from a small, canalized agency to a large, multi-product diversified company, pioneering the e-auction segment and partnering with various government agencies and ministries. Our e-

commerce system, compliant with CVC guidelines and the IT Act, ensures transparent and fair services to our customers, and has earned us ISO/IEC 27001:2013 and ISO 9001:2015 certifications.

We are spearheading initiatives in the End-of-Life Vehicles (ELV) sector through a Public-Private Partnership model, setting up recycling plants for automobile scrap, e-waste, and solid waste management. This is a testament to our commitment to promoting a circular economy, conserving energy, and protecting the environment. We have established India's first authorized Collection & Dismantling centers at multiple locations, with more expected to become operational shortly.

Our future plans include offering more value-added services, such as logistics, valuation consultancy, and technology-driven assistance for decision making. We are committed to bringing historically unorganized products and sectors on board to make transactions easier for our customers. We believe that our solution-centric approach makes us the preferred transformation partner for our customers, and we see immense opportunities for growth in the new technology cycle.

MSTC upholds ethical business principles, e-governance, transparency, and fairness in all its business activities. As we navigate the challenges and opportunities of the ESG landscape, we remain committed to our mission of creating sustainable value for all our stakeholders.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	DIN Number : 08643406 Name : Surinder Kumar Gupta Designation : Chairman and Managing Director
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	DIN Number : 08643406 Name : Surinder Kumar Gupta Designation : Chairman and Managing Director

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)								
	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	Director									HY	HY	HY	HY	HY	HY	HY	HY	HY
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Director									HY	HY	HY	HY	HY	HY	HY	HY	HY

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	<table border="1"> <tr> <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> </tr> <tr> <td colspan="9">Yes, Pozhat Sustainable Solutions Private Limited</td> </tr> </table>	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Yes, Pozhat Sustainable Solutions Private Limited								
P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9											
Yes, Pozhat Sustainable Solutions Private Limited																			

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	All Principles are covered by the Policies.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

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**1. 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 awareness programmes
Board of Directors		Capacity Building programmes and	
• Independent Directors	3	Orientation programmes for Directors of CPSEs	100%
• Non-Independent Directors	4	As per Annexure - A	100%
Key Managerial Personnel	7	As per Annexure - A	100%
Employees other than BoD and KMPs	65	As per Annexure - A	84%
Workers	NA	NA	NA

MSTC has done a principle-based mapping of their training programmes, the details of which are mentioned in Annexure B.

- 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 Requirements) Regulations, 2015 and as disclosed on the entity's website) :

Monetary

	NGRBC Principle	Name of the regulatory / enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	-	-	-	-	-
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-

Non-Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	-	-	-	-
Punishment	-	-	-	-

- 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.**

Nil

- 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.**

MSTC adheres to the 'Guidelines on Corporate Governance for Central Public Sector Enterprises' and has established robust mechanisms for complaint handling and conduct management. The entity's comprehensive guidelines and the 'Conduct, Discipline, and Appeal (CDA) Rules' govern these processes, ensuring effective resolution of complaints and upholding ethical standards.

For more details, the policy can be accessed at the following link:

https://www.mstcindia.co.in/mstc_static_pages/RIA/RTIPORTAL01/CDA_rules.pdf

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

There were no such disciplinary actions taken by law enforcement agencies for FY 2022-23 or FY 2021-22.

- 6. Details of complaints with regard to conflict of interest:**

There were no complaints regarding conflict of interest for FY 2022-23 or FY 2021-22.

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

Not applicable.

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
19	<ul style="list-style-type: none"> • International Mining Equipment • Minerals & Metal Exhibition • Mineral & Mining Conclave • Ease of Doing Business in Mining • Indian International Trade Fair • Vigilance Awareness Week • Swachhata Abhiyan • Fit India Run • International Sign Language Day • Yoga Day • Unity Run • Ajadi ka Amrit Mahotsav • Hindi Day 	100%

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 same is addressed through:

- CDA Policy - https://www.mstcindia.co.in/mstc_static_pages/RIA/RTIportal01/CDA_rules.pdf
- Related Party Transactions Policy - https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/newpolicy/RELATEDPARTYTRANSACTIONS.pdf
- Model Code of Business Conduct - https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/BOD/Model_code_of_business_conduct.pdf
- Code for Independent Directors - https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/Code%20of%20Independent%20Directors.pdf

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.

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	29%	9%	MSTC has set up India's first authorized Collection and Dismantling center at Greater Noida, for the scientific recycling of End of Life Vehicles (ELVs) and white goods through its Joint Venture, Mahindra MSTC Recycling Private Limited (MMRPL) with Mahindra Intertrade Ltd, wherein the ELVs are purchased for de-polluting, dismantling and converting the metallic parts into bales in an environmental friendly manner.

In the current financial year, MSTC has allocated ₹ 1.4 crores towards capital expenditure (capex) investments, while the previous year's investment amounted to ₹ 6 crores . These investments have been primarily focused on enhancing the environmental and social impacts of the entity's products and processes.

Notably, MSTC has achieved a significant milestone by establishing India's first authorized Collection and Dismantling centre at Greater Noida. This centre, operated through its Joint Venture, Mahindra MSTC Recycling Private Limited (MMRPL), in collaboration with Mahindra Intertrade Ltd, enables the scientific recycling of End-of-Life Vehicles (ELVs) and white goods. The ELVs are carefully purchased and subjected to de-polluting, dismantling, and conversion of metallic parts into bales, ensuring environmentally friendly practices.

Furthermore, MSTC has also dedicated substantial investments of ₹ 5.73 crores in 2021-22 and ₹ 3.05 crores in 2022-23 towards the construction of a new green corporate office building. The new corporate office located at Smart City of New Town, Kolkata is an IGBC certified Green Building, Steel Intensive Structure with Intelligent Building Management System and the State-Of-The-Art-Data-Centre.

Keeping in view the lifecycle cost and environmentally sound and safe construction, the corporate building of MSTC is a Steel intensive structure with minimum use of concrete. The Building has an Intelligent Building Management System (IBMS) wherein all the services like security surveillance, air-conditioning, internal lighting, elevators, firefighting, fire detection system are integrated to the Building Management System. Solar panels of 20 KW capacity are installed on the roof top and the electricity generated is consumed in-house and total consumption from grid is net of power generated from the solar panels. LED lights have been used extensively to minimize energy consumption. Keeping in view the importance of water conservation, the Building consists of Rain Water Harvesting System.

This signifies the entity's commitment to sustainable infrastructure, aiming to minimize environmental impact while providing a conducive workspace for its stakeholders.

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

Yes, as a Public Sector Undertaking, we adhere to the mandates on sourcing from MSMEs. We give preference to co-located vendors through the promotion of Make-in-India policy and gives preference to MSMEs for procurement.

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

Minimum of 25% of total annual procurement is done through MSMEs.

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 as the Company is into e-commerce services.

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 as the Company is into e-commerce services.

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, please 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.

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).

Not Applicable

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:

	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)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	Old PCs disposed in buyback through GeM	NA	NA	Old PCs disposed to e-waste Recyclers through e-Auction
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

Not applicable as the Company is into e-commerce services.

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	Total (A)	% of employees covered by									
		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	250	250	100%	250	100%	250	100%	-	-	-	-
Female	50	50	100%	50	100%	50	100%	-	-	-	-
Total	300	300	100%	300	100%	300	100%	-	-	-	-
Other than Permanent employees											
Male	3	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	3	-	-	-	-	-	-	-	-	-	-

b. Details of measures for the well-being of workers: Not Applicable

Category	Total (A)	% of workers covered by									
		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	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Benefits	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted & deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Others – (please specify Post-Retirement Medical benefit and Pension)	100%	NA	Y	100%	NA	Y

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, our offices are enabled for wheelchair access including walkways, common areas, and washrooms.

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, but the company has accessibility policy which is available at following web-link :

https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/AccessibilityPolicy_CorporateWebsite.pdf

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

Gender	Permanent employees		Permanent workers	
	Return to workrate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	<i>The employee is still on child care leave</i>		NA	NA
Total	NA	100%	NA	NA

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 Workers	NA
Other than Permanent Workers	NA
Permanent Employees	There is a Public Grievance Redressal Cell for both employees and public grievances
Other than Permanent Employees	Centralised Public Grievance Redress and Monitoring System (CPGRAMS) is an online platform available to the citizens 24x7 to lodge their grievances to the public authorities on any subject related to service delivery. It is a single portal connected to all the Ministries/Departments of Government of India and States. Every Ministry and States have role-based access to this system. CPGRAMS is also accessible to the citizens through standalone mobile application downloadable through Google Play store and mobile application integrated with UMANG.

7. Membership of employees and worker in association(s) or Unions recognised 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)	% (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	73	63	86.30%	90	70	77.77%
● Male	64	54	84.37%	77	60	77.92%
● Female	9	9*	100%	13	10	76.92%
Total Permanent Workers	NA	NA	NA	NA	NA	NA
● Male	NA	NA	NA	NA	NA	NA
● Female	NA	NA	NA	NA	NA	NA

*The figures are as per return filed with Registrar of Trade Union as at the end of calendar year.

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. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	250	5	2	205	82%	262	0	0	104	39.6%
Female	50	0	0	45	90%	53	0	0	21	40.3%
Total	300	5	1.67	250	83.33%	315	0	0	125	39%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY 22-23 Current Financial Year			FY 21-22 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
Male	250	250	100%	262	262	100%
Female	50	50	100%	53	53	100%
Total	300	300	100%	315	315	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

*- includes Executives and Non-executive employees

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?

- Yes, 100% employees of the company are covered

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

- Not Applicable

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

- Not Applicable

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

- Yes, MSTC recognizes the significance of employees' health and well-being and goes above and beyond to provide

access to non-occupational medical and healthcare services.

As a prominent E-commerce major, MSTC places utmost importance on the welfare of its employees. The entity takes proactive measures to safeguard their physical and mental health, ensuring a safe and supportive work environment. Moreover, MSTC demonstrates its commitment to the employees' long-term well-being by providing post-retirement medical benefits, assuring them of continued healthcare support beyond their active employment.

In addition to prioritizing employee health, MSTC fosters a culture of fairness and equality. The entity ensures that all employees are treated equitably, promoting an inclusive workplace where everyone feels valued and respected. Ethical conduct is strongly emphasized throughout the organization's policies, with a clear message regarding the importance of ethical behavior from every employee.

Furthermore, MSTC extends its dedication to human rights and health and safety beyond its immediate workforce. The entity communicates its commitment to these principles with its supplier firms, encouraging them to uphold the same standards. By doing so, MSTC actively promotes responsible business practices throughout its supply chain, ensuring the well-being and rights of all individuals involved.

By providing access to non-occupational medical and healthcare services, MSTC demonstrates its unwavering commitment to the overall welfare of its employees. This commitment extends to creating a supportive and inclusive workplace environment while upholding ethical values and promoting human rights and safety across its operations.

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

Safety Incident/Number	Category	FY 2022-23 Current Financial Year	FY2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-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

There were zero incidents reported at all the locations of the company.

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

MSTC is deeply committed to ensuring a safe and healthy workplace for all its employees, taking comprehensive measures to mitigate risks and promote well-being.

To instill a culture of safety, the entity conducts regular training sessions that focus on critical safety procedures, including fire safety and emergency protocols. By equipping employees with the necessary knowledge and awareness, MSTC ensures that everyone is prepared to take swift and appropriate action during unforeseen events.

MSTC also prioritizes the maintenance of its machinery and equipment to guarantee their optimal functioning and reduce the likelihood of accidents. Through proactive preventive maintenance practices, the entity upholds the highest standards of equipment upkeep, contributing to a safer working environment.

In recognition of potential emergencies, MSTC ensures that essential resources are readily available. Wheelchairs and stretchers are accessible to employees, ensuring swift assistance and support in case of medical emergencies. This demonstrates the entity's commitment to the well-being and immediate care of its workforce.

By implementing these measures, MSTC creates a workplace where employees feel secure and confident in their surroundings. Through comprehensive safety training, proactive maintenance efforts, and the provision of emergency resources, MSTC upholds its responsibility to foster a safe and healthy environment for its employees.

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

There were no complaints from employees of workers in this financial year or the previous financial year.

14. Assessments for the year :

Assessment Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The Fire safety system is checked and certified by Fire department of Govt. of WB and certificate is issued for 3 years which is renewed after inspection of all facilities. Periodic fire safety drills are carried out.
Working Conditions	All equipment including AC, Lift, DG set etc are maintained on a regular basis and are under AMC

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)?

Yes

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

MSTC takes stringent measures to ensure that statutory dues are deducted and deposited by its value chain partners, leaving no room for non-compliance.

To guarantee adherence to legal requirements, MSTC diligently verifies and approves all contractor bills only after confirming that the necessary statutory dues, such as Provident Fund (PF), Employee State Insurance (ESI), and other applicable obligations, have been duly paid. This meticulous verification process ensures that contractors are in strict compliance with the rules and regulations prescribed by law.

MSTC maintains a zero-tolerance policy towards non-compliance, firmly expecting its contractors to fulfill their statutory obligations as mandated. By strictly enforcing this requirement, MSTC safeguards the interests of its stakeholders and upholds its commitment to conducting business in full accordance with the law.

In line with its dedication to compliance, MSTC ensures that all applicable statutory dues are deducted and promptly deposited as per the prevailing legal provisions. By prioritizing these obligations, MSTC demonstrates its unwavering commitment to ethical practices and responsible financial management.

Through these measures, MSTC actively promotes a culture of compliance and accountability within its value chain, guaranteeing that all statutory dues are handled with utmost diligence and in strict accordance with legal requirements.

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:

Not applicable as there were no employees/workers who have suffered any forms of work-related injury/illness.

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?

No

5. Details on assessment of value chain partners:

Nil

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.

MSTC takes immediate corrective actions to address significant risks and concerns regarding health and safety practices and working conditions within its value chain partners. By closely monitoring and implementing standards at the office level, MSTC ensures a safe environment. Prompt interventions are made to rectify any identified issues, prioritizing the well-being of all individuals involved in the value chain.

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 following is a step-by-step process done to identify stakeholders for MSTC :

Determination of scope of materiality assessment : *includes identifying the issues, topics, or areas that were assessed for their potential impact on the company's operations, reputation, or stakeholders. This was done based on initial guidance as per SASB and GRI suggested approaches.*

Identification of internal stakeholders: *Internal stakeholders are those who have a direct connection to the company, such as employees, shareholders, and management. Identify all internal stakeholders who may be affected by the materiality assessment.*

Identification of external stakeholders: *External stakeholders are those who do not have a direct connection to the company, but who are impacted by the company's operations, such as customers, suppliers, regulators, and the local community.*

Prioritization of identified stakeholders: *Prioritized stakeholders based on their level of interest in the assessment, as well as their level of influence over MTSC's operations were finalised for further engagement for the materiality assessment process.*

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
Employees	No	eMail, Notice board,	Event Based	Communication of decision, implementation of rules, conduction of events etc.
Customers	No	Emails, SMS, Advertisement, Notice Board, Website	On regular basis	Handholding for Registration, Event related queries & solutions and information exchange.
Investors and Shareholders	No	Website, Newspaper, Through Stock Exchange, Email and post Investor meet	Quarterly as well as on occurrence of specific events	Financial Results, Dividend, Material Information, General Meetings, Information to the shareholders
Suppliers (general)	No	Email, Meetings, Websites, Letters, Designated Web Portal	On regular basis	Procurement of goods/services
Suppliers (systems)	No	Email/Physical meetings	On regular basis during procurement/ AMC / Support	Estimated price / alternate solution / Negotiation
Media	No	Website, Television and print media.	Event based	Statutory notice, tender notice, financial reporting as compliance various rules and regulations, display advertisement/ brand building, awareness programmes, corporate events.
Statutory Authorities	No	Website, e-filing, physical submission	Event Based	Compliance of various rules and regulations.
Communities	Yes	Newspaper, Email	Event based	CSR-initiatives, Awareness Programmes Participation in social events.

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 Company believes that regular and proactive communication with its key stakeholders is essential for conveying its strategies and performance effectively. By maintaining consistent engagement, the Company can better understand stakeholder expectations and serve them accordingly. The Board is kept informed of relevant developments and the Directors are asked for their feedback.

In addition to the regular engagements, company has also undertaken stakeholder engagement exercise with its key stakeholders. The prioritized list of issues from the stakeholders are submitted to the management and board as a report for further action. Important issues as identified by the stakeholders were also identified as material for the company for further actions.

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.

Yes, the company has engaged with its stakeholders to identify the material topics for itself. The outcome is disclosed in this report which will be further utilized and linked with company's long term strategy.

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

The Company's CSR activities focus on the Tribals, backwards, vulnerable and marginalized segments of society. Kindly refer to the CSR Report given separately in Annual Report.

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 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of Employees / workers covered (D)	% (D / C)
Employees						
Permanent	NIL	NIL	NIL	NIL	NIL	NIL
Other than permanent	NIL	NIL	NIL	NIL	NIL	NIL
Total Employees	NIL	NIL	NIL	NIL	NIL	NIL
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	300	-	-	300	100%	315	-	-	315	100%
• Male	250	-	-	250	100%	262	-	-	262	100%
• Female	50	-	-	50	100%	53	-	-	53	100%
Other than Permanent	3	-	-	3	100%	2	-	-	2	100%
• Male	3	-	-	3	100%	2	-	-	2	100%
• Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
• Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in Lakh ₹)	Number	Median remuneration/ salary/ wages of respective category (in Lakh ₹)
Board of Directors (BoD)	5	76	2	75
Key Managerial Personnel	3	65	1	75
Employees other than BoD and KMP	246	23	49	23
Workers	NA	NA	NA	NA

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. MSTC has a central grievance cell that looks at and responds to the human rights related or other grievances of its stakeholders. The committee has the following members.

1. Shri C R Giri, CGM (Systems)
2. Shri A Mahalanabis, Addl GM (P&A)
3. Shri A S Pal, Addl GM (Law)

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

MSTC has robust internal mechanisms to address grievances related to human rights issues, ensuring prompt and effective redressal.

The entity's policies specifically address human rights and undergo regular review, reflecting its commitment to upholding these fundamental principles.

To provide an accessible and efficient avenue for grievance redressal, MSTC offers stakeholders the option to lodge requests for resolution through its dedicated public grievance portal. Additionally, stakeholders can utilize the Centralized Public Grievance Redress and Monitoring System (CPGRAMS) portal, a citizen's portal, to seek resolution for their grievances.

By offering these channels, MSTC demonstrates its dedication to providing a transparent and accountable platform for individuals to raise concerns regarding human rights violations. The entity's commitment to promptly addressing grievances underscores its commitment to respecting and protecting human rights throughout its operations.

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

There were no complaints made by employees and workers on human rights.

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

The Whistle Blower Policy is formulated to provide opportunity to employees to access in good faith, to the Competent Authority in case of complaints, improper practices and/or activities or any other wrongful conduct in the Company and to prohibit managerial personnel from taking any adverse personnel action against those employees.

The Policy also provides for adequate safeguards against victimization of Directors and Employees to avail of the mechanism and also provides for direct access to the Chairman of Audit Committee in exceptional cases.

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

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	5%*
Forced/involuntary labour	5%*
Sexual harassment	5%*
Discrimination at workplace	5%*
Wages	100% (Internal Audit)
Others – please specify	100% (CAG Audit)

*Periodical inspection by LEO (Labour Enforcement Officer, Central) Kolkata

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.

Currently, there is no business process that has been modified or introduced as a direct result of addressing human rights grievances. If in the future, MSTC receives complaints on human rights violations, then we will take cognizance of the same and will modify or develop new processes as required.

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
Sexual Harassment	-
Discrimination at workplace	-
Child Labour	Not Applicable
Forced Labour/Involuntary Labour	Not Applicable
Wages	As per Minimum Wages Act
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)	316.45x10 ¹⁰ J	229.2x10 ¹⁰ J
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumption (A+B+C)	316.45x10¹⁰ J	229.2x10¹⁰ J
Energy intensity per rupee of turnover (<i>Total energy consumption / turnover in rupees</i>)	--	--
Energy intensity (<i>optional</i>) – 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

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.

No

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)		
(i) Surface water	--	--
(ii) Groundwater	--	--
(iii) Third party water	--	--
(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

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

No, the entity has not implemented a mechanism for Zero Liquid Discharge.

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	NA	--	--
SOx	NA	--	--
Particulate matter (PM)	NA	--	--
Persistent organic pollutants (POP)	NA	--	--
Volatile organic compounds (VOC)	NA	--	--
Hazardous air pollutants (HAP)	NA	--	--
Others – please specify	NA	--	--

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

No

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)	<i>Metric tonnes of CO₂ equivalent</i>	NA	NA
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>	699.54	509.38
Total Scope 1 and Scope 2 emissions per rupee of turnover		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		NA	NA

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

-No

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

MSTC Limited has demonstrated a strong commitment to reducing Green House Gas emissions through several strategic initiatives. A significant portion of the company's capital expenditure has been allocated towards enhancing the environmental and social impacts of its products and processes, with an investment of ₹ 1.4 crores in the current financial year, following a substantial investment of ₹ 6 crores in the previous year.

A key aspect of MSTC's core business is its E-commerce and E-Auction platform, which not only promotes transparency but also contributes to reducing carbon footprint. This digital approach to commerce minimizes the need for physical transportation and logistics, thereby reducing associated emissions.

In a landmark initiative, MSTC has established India's first authorized Collection and Dismantling centre at Greater Noida. Operated through its joint venture, Mahindra MSTC Recycling Private Limited (MMRPL), the centre enables the scientific recycling of End-of-Life Vehicles (ELVs) and white goods. This initiative ensures that these products are disposed of in an environmentally friendly manner, contributing to a circular economy and reducing emissions.

Additionally, MSTC has invested ₹ 5.73 crores in 2021-22 and ₹ 3.05 crores in 2022-23 towards the construction of a new green corporate office building. This investment underscores MSTC's commitment to sustainable infrastructure, aiming to minimize environmental impact while providing a conducive workspace for its stakeholders.

Lastly, MSTC has responsibly disposed off old PCs through the Government e-Marketplace (GeM) portal, further contributing to its efforts to reduce emissions and waste.

MSTC's actions reflect a comprehensive approach to reducing Green House Gas emissions, encompassing its core operations, infrastructure, and waste management practices.

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)	NA	NA
E-waste (B)	--	--
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	--	--
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)	NA	NA
Total (A+B + C + D + E + F + G + H)	--	--
For each category of waste generated, total waste recovered through recycling, reusing or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NIL	NIL
(ii) Reused	NIL	NIL
(iii) Other recovery operations	NIL	NIL
Total	--	--
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	NIL	NIL
Total	--	--

Not applicable as the Company is into e-commerce service.

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.

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:

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			

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

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

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

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
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	FY 2022 - 23 (Current Financial Year)	FY 2021 - 22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	7.45x10 ¹⁰ J	4.20x10 ¹⁰ J
Total fuel consumption (B)	--	--
Energy consumption through other sources (C)	--	--
Total energy consumed from renewable sources (A+B+C)	7.45x10¹⁰J	4.20x10¹⁰J
From non-renewable sources		
Total electricity consumption (D)	309x10 ¹⁰ J	225x10 ¹⁰ J
Total fuel consumption (E)	--	--
Energy consumption through other sources (F)	--	--
Total energy consumed from non-renewable sources (D+E+F)	309x10¹⁰J	225x10¹⁰J

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	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(ii) To Groundwater	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(iii) To Seawater	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(iv) Sent to third-parties	NA	NA
- No treatment		
- With treatment – specify level of treatment		
(v) Others	NA	NA
- No treatment		
- With treatment – specify level of treatment		
Total water discharged (in kilolitres)	NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): Not Applicable

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area
- (ii) Nature of operations

(iii) 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)		
(i) Into Surface water	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(ii) Into Groundwater	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(iii) Into Seawater	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(iv) Sent to third-parties	--	--
- No treatment	--	--
- With treatment – specify level of treatment	--	--
(v) Others	--	--
- No treatment	--	--
- With treatment – 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. Not Applicable

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

Not Applicable

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)	<i>Metric tonnes of CO₂ equivalent</i>	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity <i>(optional)</i> – the relevant metric may be selected by the entity		NA	NA

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

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.

Not Applicable

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.

Not Applicable

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.** - Three
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Indian Chamber of Commerce (ICC)	
2	Confederation of Indian Industry	National
3	SCOPE	

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

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually / Half yearly / Quarterly / Others – please specify)	Web Link, if available
Nil					

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.**

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					

2. **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 INR)
Not Applicable						

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

MSTC has established accessible mechanisms for the community to lodge grievances through the public grievance portal and CPGRAMS portal. Prompt and fair redressal of these grievances is a priority, ensuring positive community engagement and accountability.

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

Particulars	FY 2022-23	FY 2021-22
	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	37.98%	19.07%
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 (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (in ₹)
1.	Uttar Pradesh	Shravasti	25,27,850
2.	Maharashtra	Nandurbar	31,66,886
3.	Jharkhand	East Singhbhum	32,19,140
4.	Jharkhand	Giridih	1,73,000
5.	Jharkhand	Ramgarh	1,48,000
Total			92,34,876

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

(b) From which marginalized /vulnerable groups do you procure? MSMEs owned by Women, SC/ST entrepreneurs, Retired Defense personnel

(c) What percentage of total procurement (by value) does it constitute? 1.57%

Minimum of 25% of total annual procurement is done through MSMEs.

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 : Nil
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 : Nil

6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Bharat Sevashram Sangha Hospital, Joka - Digital X-Ray 500 mA with DR System	160 per day	100
2.	Ramkrishna Mission, Agartala-USG Machine and Dental RVG with Portable XRay	50 per day	100
3.	Institute of Child Health Trust-Medical Equipment for Blood bank, AID & MBD	1 lakh OPD & 12,000 IPD patients per year	100
4.	Sankara Nethralaya (Unit of Medical Research Foundation) - Verion Image Guided System	200 per year	100
5.	Vishwa Kalyan Seva Trust-Mobile Medical Dispensary Van with advanced life support	8,000 per year	100
6.	Jankalyan Seva Sanstha Ambulance cum Blood collection van, Blood bank refrigerator & tube sealer	400 per month	100
7.	Chief Development Office, Shravasti (UP) through Provincial Co-operative Construction and Development Limited	500-600 per month	100
8.	Uniglobe Development Foundation	The projects is related to environment protection through tree plantation which benefits the nearby population, hence specific no. of beneficiaries cannot be quantified	Class/group of beneficiaries cannot be quantified. The project is beneficial to people at large regardless of any class or group of beneficiaries

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner**Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

MSTC has communicated its policy towards customers and suppliers in its website. For any grievance, the stakeholders can lodge for a request for resolution via the MSTC public grievance portal or through the citizen's portal of Centralised Public Grievance Redress and Monitoring System (CPGRAMS) portal. For the complaints received at the end of MSTC, the members of grievance cell looks at and respond to the complaints.

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 & social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

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 the end of year		Received during the year	Pending resolution at the end of year	
Data privacy		NIL	-	NIL	-	
Advertising		NIL	-	NIL	-	
Cyber-security		NIL	-	NIL	-	
Delivery of essential services		NIL	-	NIL	-	
Restrictive Trade Practices		NIL	-	NIL	-	
Unfair Trade Practices		NIL	-	NIL	-	
Other	46	0	-	35	3	-

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

Yes. MSTC Security Policy Statement is available at

https://www.mstcindia.co.in/MSTC_Static_Pages/frontpage/Security%20Policy%20Statement.pdf

Security policy statement is also available at our ecommerce site -

<https://www.mstcecommerce.com/> Under "Security Policy" link.

It may also be noted that MSTC ecommerce system is ISO27001:2013 certified (Information Security Management System) by STQC.

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.

There was no reported incidents or open issue on the matter of cyber security or data privacy.

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

Below are the official websites where information on products and services of the entity can be accessed:

<https://www.mstcindia.co.in/>

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

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

For our ecommerce services, registration is online. Guideline for registration process, Terms of use, Privacy policy, Bidding process etc are also available at our site in both document mode and/or video mode. Beside it, our help desk along with PAN India office staffs also educate the clients as and when necessary. Information is provided to the clients via email/SMS/publishing in our site.

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

MSTC has implemented mechanisms to effectively inform consumers about any potential risk of disruption or discontinuation of essential services.

As an ecommerce services provider, MSTC follows a comprehensive Business Continuity Plan that includes critical infrastructure upgrades. These upgrades are carefully scheduled during pre-defined downtime windows, minimizing the impact on services.

To ensure transparency and keep consumers informed, MSTC proactively communicates these scheduled downtime windows to all stakeholders. Various electronic communication channels, such as emails, SMS, website notifications, and collaborative tools, are utilized to effectively convey this information to consumers.

By employing these mechanisms, MSTC demonstrates its commitment to maintaining open lines of communication and minimizing any potential disruptions to essential services. This approach enables consumers to plan and manage their activities accordingly, promoting a positive customer experience.

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)

Information regarding our ecommerce service being displayed on official websites are as per our Policy for both registered and un-registered clients.

MSTC carried out survey with regard to client satisfaction relating to our ecommerce services both in offline & online mode time to time.

5. Provide the following information relating to data breaches:

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

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

There were no reported data breaches.

Annexure A

Sl.No.	Topics / principles covered under the training
1.	Mastering Agile Scrum (MAS) online training/workshop for Systems/E-Comm team
2.	Establishment Policy Compliance Residential Workshop
3.	Knowledge of Hindi Teaching Scheme and Hindi Typing Training
4.	RTI ACT 2005
5.	BSI Lead Auditor Certification
6.	Preventive Vigilance
7.	Prohibition of Insider Trading Compliance Training
8.	Live webinar on 9 company forms on MCA21 V3
9.	Hazardous Waste Management and Pollution Prevention
10.	Public Procurement, E-Procurement, Govt. E-Marketplace (GeM), PFMS
11.	Book Keeping & Accounting Standards & Strategy To Implement Accrual System of Accounting
12.	Familiarization Programme for CSR Nodal Officer on CSR Module on PE Survery Portal
13.	Vigilance Management
14.	Prohibition of Insider Trading Compliance and System Training
15.	Big Data Analysis in Government (Basic)
16.	Certificate course in Insolvency and Bankruptcy Laws and Procedure
17.	Office Systems & office Procedures, E-Governance,
18.	Managing Stress and Health issues
19.	Contract Management safeguards to be taken in tendering, procurement and contracting CPSEs
20.	Cyber Security Awareness
21.	Gender sensitization and Women empowerment
22.	Registration; E-Invoicing; Returns; TDS & GST TCS under GST Law and Advance Ruling under GST Law
23.	Emerging Enabling Technologies for Performance Improvement
24.	Vigilance Administration
25.	Workshop for Employers of Exempted Establishments
26.	Leadership Development Programme for professionalism below board level officials
27.	Introduction to intellectual property IP and managing firm IP
28.	Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act 2013
29.	Public Procurement
30.	Cyber Crime & Safety Measures
31.	Public Grievance Management and Citizen Centric Governance, development of Citizen Charter
32.	Government e-Marketplace (GeM-02)
33.	CSR Conclave
34.	ISO27001 awareness

Annexure B

Principle Number and Definition	Training Mapped	Reason for the Inclusion
Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.	Public Procurement, E-Procurement, Govt. E-Marketplace (GeM), PFMS.	Training on public procurement and e-procurement helps in ensuring transparency and accountability in the procurement process.
Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.	Hazardous Waste Management and Pollution Prevention.	Training on hazardous waste management and pollution prevention helps in minimizing negative environmental impacts of the organization's operations.
Principle 3: Businesses should promote the well-being of all employees.	Managing Stress and Health issues.	Training on managing stress and health issues promotes the well-being of employees by providing them with tools and strategies to manage their mental and physical health.
Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable, and marginalized.	Gender sensitization and Women empowerment.	Training on gender sensitization and women empowerment helps in promoting diversity and inclusion in the workplace and respecting the rights of all employees.
Principle 5: Businesses should respect and promote human rights.	RTI ACT 2005	Training on the Right to Information Act helps in promoting transparency and accountability, and respecting the right to information of all stakeholders.
Principle 6: Businesses should respect, protect, and make efforts to restore the environment.	Hazardous Waste Management and Pollution Prevention.	Training on hazardous waste management and pollution prevention helps in minimizing negative environmental impacts of the organization's operations.
Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.	Public Grievance Management and Citizen Centric Governance, development of Citizen Charter.	Training on public grievance management and citizen-centric governance helps in ensuring responsible and ethical engagement with public and regulatory policies.
Principle 8: Businesses should support inclusive growth and equitable development	Familiarization Programme for CSR Nodal Officer on CSR Module on PE Survey Portal.	Training on Corporate Social Responsibility helps in supporting inclusive growth and equitable development by promoting social and environmental responsibility.
Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.	ISO27001 awareness	Training on ISO27001 awareness helps in providing value to customers and consumers by ensuring the security and confidentiality of their data.