

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

| | |
|---|---|
| 1. Corporate Identity Number (CIN) of the Listed Entity | L65910TN1988PLC015757 |
| 2. Name of the Listed Entity | COMPUTERAGE MANAGEMENT SERVICES LIMITED. |
| 3. Year of incorporation | 1988. |
| 4. Registered office address | New No.10, Old No 178, M.G.R. Salai, Nungambakkam, Chennai (Madras), Tamil Nadu, 600034 |
| 5. Corporate Office address | No.158, Rayala Towers, Tower - I, Anna Salai Chennai 600002 TN |
| 6. E-mail | secretarial@camsonline.com |
| 7. Telephone | 044-61092992 |
| 8. Website | www.camsonline.com |
| 9. Financial year for which reporting is being done | 2021-22 |
| 10. Name of the Stock Exchange(s) where shares are listed | NSE and BSE |
| 11. Paid-up Capital | ₹ 489.31 million |
| 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. Manikandan Gopalakrishnan secretarial@camsonline.com |
| 13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together) | Consolidated |

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. | Qualified Registrar & Transfer Agency for Mutual Funds | Service provider for Asset Management Companies, Alternate Investment Funds, Insurance Companies. Payment Aggregator & Account Aggregator services. Central Record keeping Agency for NPS. | 90% |

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. | Service | 62099 | 90% |

III. Operations

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

| Location | Number of plants | Number of offices | Total |
|---------------|------------------|---|-------|
| National | Not Applicable | Front Offices 275 (Customer facing offices) Back Offices 6 | 281 |
| International | Not Applicable | 0 | 0 |

17. Markets served by the entity:

a. Number of locations

| Locations | Number |
|----------------------------------|---------------------------------|
| National (No. of States) | 25 States & 5 Union Territories |
| International (No. of Countries) | None |

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

Nil

c. A brief on types of customers

| MF & Alternate Investment Funds | Insurance vertical | Payments Business |
|---|---------------------|--------------------------------------|
| Asset Management Companies, Alternate Investment Funds | Insurance Companies | Asset Management Companies, NBFCs |

IV. Employees

18. Details as at the end of Financial Year ended March 31, 2022 i.e.,

a. Employees and workers (including differently abled):

| S. Particulars No. | Total (A) | Male | | Female | |
|-----------------------------|--------------|---------|-----------|---------|-----------|
| | | No. (B) | % (B / A) | No. (C) | % (C / A) |
| EMPLOYEES | | | | | |
| 1. Permanent (D) | 5444 | 3625 | 67% | 1819 | 33% |
| 2. Other than Permanent (E) | 1874 | 1467 | 78% | 407 | 22% |
| 3. Total Employees (D + E) | 7318 | 5092 | 70% | 2226 | 30% |

b. Differently abled employees

| S. Particulars No. | Total (A) | Male | | Female | |
|---|--------------|---------|-----------|---------|-----------|
| | | No. (B) | % (B / A) | No. (C) | % (C / A) |
| DIFFERENTLY ABLED EMPLOYEES | | | | | |
| 1. Permanent (D) | 14 | 12 | 86% | 2 | 14% |
| 2. Other than Permanent (E) | 11 | 8 | 73% | 3 | 27% |
| 3. Total Differently Abled Employees (D + E) | 25 | 20 | 80% | 5 | 20% |

19. Participation/inclusion/representation of women for the year ended March 31, 2022

| | Total (A) | No. and Percentage of Females | |
|--------------------------|-----------|-------------------------------|---------|
| | | No. (B) | % (B/A) |
| Board of Directors | 7 | 1 | 14% |
| Key Management Personnel | 3 | NIL | 0% |

20. Turnover rate for permanent employees

| | FY2022 (Turnover rate in current FY) | | | FY2021 (Turnover rate in previous FY) | | | FY2020 (Turnover rate in the year prior to the previous FY) | | |
|---------------------|--|--------|-------|---|--------|-------|---|--------|-------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees | 26% | 27% | 26% | 23% | 19% | 21% | 45% | 39% | 42% |

V. Holding, subsidiary and associate companies (including joint venture)

21. a. Name of the holding / subsidiary / associate companies / joint ventures (A)

| 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. | Computer Age Management Services Limited | Holding | | Yes |
| 2. | CAMS Insurance Repository Services Limited | Subsidiary | 100 | No |
| 3. | CAMS Investor Services Private Limited | Subsidiary | 100 | No |
| 4. | CAMS Financial Information Services Private Limited | Subsidiary | 100 | No |
| 5. | Sterling Software Private Limited | Subsidiary | 100 | No |
| 6. | CAMS Payment Services Private Limited | Subsidiary | 100 | No |

b. Do the entities indicated in the above table participate in the Business Responsibility initiatives of the listed entity? (Yes/No) -

No

VI. CSR details

22. i. Whether CSR is applicable as per Section 135 of Companies Act, 2013: Yes
- ii. Turnover: ₹ 926.94 crores
- iii. Net worth: ₹ 647.64 crores

VII. Transparency and Disclosure Compliances

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

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy) | FY'22 Current Financial Year | | | FY'21 | | |
|---|--|--|--|---------|--|--|---------|
| | | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks | Number of complaints filed during the year | Number of complaints pending resolution at close of the year | Remarks |
| Communities | The Company has an internal mechanism in place to monitor the implementation of the CSR projects and the concerns of the beneficiary community. An assessment by external agency is also carried out on a voluntary basis for assessment of the project impact | | | | | | |
| Investors (other than shareholders) | Not Applicable. The company has no borrowings and has only shareholders which includes both individuals and entities. | | | | | | |

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy) | FY'22 Current Financial Year | | | FY'21 | | |
|---|--|--|--|---------|--|--|---|
| | | 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 | 17 | 0 | - | 1027 | 0 | The number of complaints filed during the year was high due to IPO launch which were resolved effectively |
| Employees and workers | Yes. The company has various policies in place which enables the employees to express their views and grievances inter-alia including for POSH and Whistle blower mechanism. Periodic meetings are held between the HR Team and the employees for soliciting their feedback | | | | | | |
| Customers | The company has regular meetings at different levels with the customers for understanding their requirement, feedback and suggestions. These meetings happen at pre-determined intervals. The company also periodically carries out external customer satisfaction survey and the same is reviewed for understanding the concerns and further improvements | | | | | | |
| Value Chain Partners | The company periodically interacts with the players in the Mutual Fund eco-system such as distributors and financial advisors through various digital platforms developed for understanding their grievances and receiving their feedback. | | | | | | |
| Other (please specify) | 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, as per the following format:

- Corporate Governance:** The company ensures adherence to all applicable Laws and Regulations and has a strong platform for monitoring the regulatory compliances. CAMS conducts the business in ethical, transparent and accountable manner by balancing the interest of the shareholders and stakeholders. The Board committees and the senior management periodically reviews the same.
- Customer Relationship Management:** CAMS ensures the timely identification of changing customer needs through customer satisfaction surveys to help retain the customer base.
- Risk Management:** CAMS has in place a well-designed Business Continuity and Disaster Recovery Plan for effectively managing the risks. BCP Drills are carried out periodically for examination of the preparedness of the internal controls.
- IT Security:** The company has extensive Information Security Management System in place for ensuring protection of the systems and safeguard information to avoid material financial impact

5. **Community Development:** Through the CSR activities, the company reaches out to the underprivileged communities for extending the support in key areas of intervention like health, education, women empowerment, etc. At CAMS, we also undertake initiatives for aligning with the environmental goals like urban afforestation, lake restoration.
6. **Human Capital Development:** The company has strong people practices to focus on the overall growth of the employees through health and well-being initiatives, by adhering to fair pay norms, equal opportunity for all and extensive training programmes.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

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

| | 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) | The company has various policies in place which have been approved either by the Board or by other appropriate authority in the Management. These policies capture the essence of the principles of the NGRBCs. These policies have also been devised to ensure adherence to all applicable laws and regulations while considering best practices in the industry. | | | | | | | | |
| b. Has the policy been approved by the Board? (Yes/No) {Refer Note 1} | The policies wherever mandated by applicable laws/regulations are duly approved by the Board. While other policies for internal use are approved by the appropriate authorities. | | | | | | | | |
| c. Web link of the policies, if available | https://www.camsonline.com/about-cams/shareholder-relations/policies | | | | | | | | |
| 2. Whether the entity has translated the policy into procedures. (Yes/No) | Yes. The policies and the corresponding initiatives for translating the policies are reviewed at specified intervals by the senior Management or the approving authority | | | | | | | | |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No) | Yes | | | | | | | | |
| 4. Name the national and international codes/certifications/ labels/standards | The policies conform to the regulatory requirements where such regulations exist. No specific national or international standards are applicable for the policies framed. The policies relating to Information Security Management system adhere to the standards of ISO/IEC 27001:2013. The policies relating to Quality Management adhere to the standards of ISO 9001:2015 | | | | | | | | |

5. Specific commitments, goals, targets set by the entity with defined timelines, if any.

- The company has specific focus on digitalization of various reports including statement of Accounts for the Investors. It has also developed digital platforms for transactions in the mutual fund industry. These efforts have resulted in significant reduction in paper usage in the industry.
- The company has been constantly taking steps for replacing of the existing lighting, Air conditioners and other electronic appliances with energy efficient and highly rated equipment
- The waste generated by the company is Segregated and handed over to the local municipal corporations for disposal according to the type.

6. Performance of the entity against specific commitments, goals and targets along with reasons in case the same are not met.

We, at CAMS, proactively undertake initiatives to reduce our environmental footprint. We have deployed digital solutions to reduce resource consumption in our operations.

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)

Please refer to the MD's Message on page 13 of the report.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).

Name: Anuj Kumar
 DIN Number: 08268864
 Designation: Managing Director
 Telephone Number: 044-61092500
 Email ID: md@camsonline.com

9. Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.

Yes. The CSR Committee of the Board monitors the sustainability matters.

10. Details of Review of NGRBCs by the Company:

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee | Frequency (Annually / Half Yearly / Quarterly / Any other – please specify) | | | | | | | | | | | | | | | | | |
|---|---|---|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|----|
| | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
| Performance against above policies and follow-up action | The Board of Directors, its Committees meet periodically for evaluating the performance of the company on various aspects including NGRBC Principles to the extent applicable. | | | | | | | | | | | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances | The organisation complies with all the regulations and laws. CAMS through the following practices ensures strict adherence to the mandatory legal requirements <ul style="list-style-type: none"> • Legatrix tool is an IT-enabled legal support service for ensuring legal and regulatory compliances. It is the one stop view for the management to check the organization's compliances & control mechanism through comprehensive compliance dashboards and matrix. • Designated Compliance Officer • Periodical Audits by Internal Auditor, Statutory Auditor, and Secretarial Auditor. • Duly constituted Audit Committee • Any exceptional issues relating to compliance are periodically placed before the board. | | | | | | | | | | | | | | | | | | |

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

The company carries out external audits from time to time in accordance with the regulatory and statutory requirement. However, specific independent audit on the NGRBC principles has not yet been carried out.

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATOR

1. Percentage coverage by training and awareness programmes on any of the principles during the financial year.

The trainings are conducted on the principles of NGRBC related to CoC, Human Rights, business responsibilities etc. The programmes mentioned below covers few of the points related to CoC, Human Rights, and business responsibilities.

| Segment | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact | % of persons in respective category covered by the awareness programmes |
|---|---|---|---|
| Board of Directors / Key Managerial Personnel (KMP) | During this financial year, the Board of Directors and KMPs were familiarized on topics like ESG, Human Rights, Ethical business conduct through various awareness programmes. | | 100% |
| Employees other than Board of Directors or KMPs | The employees undergo mandatory induction training where the stakeholders are made aware of CoC, Human Rights, Company policies, insider trading. In addition, the company also conducts refresher training through WeLearn programme to appraise the employees periodically. | | 100% |

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 | | | | | |
|-----------------|---|----------------|-------------------|--|--|
| | Name of the regulatory / enforcement agencies / judicial institutions | NGRB Principle | Amount (₹) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
| Penalty/Fine | None | None | None | None | None |
| Settlement | None | None | None | None | None |
| Compounding Fee | None | None | None | None | None |
| Non-Monetary | | | | | |
| | Name of the regulatory/ enforcement agencies/ judicial institutions | NGRB Principle | Brief of the Case | Has an appeal been preferred? (Yes/No) | |
| Imprisonment | None | None | None | None | |
| Punishment | None | None | None | None | |

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.

There have been no cases accorded to the entity or directors / KMPs.

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 a policy on Anti-Corruption and Bribery which serves as a roadmap to all Directors and employees of the Company across all levels and grades for conducting business in accordance with the highest standards of ethics and complying with applicable laws, rules and regulations. The Company has adequate control measures in place to address the issues in the context of the principle. All the vendors are required to execute a vendor code of conduct, which covers various aspects relating to ethics, bribery and corruption.

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

| | FY2021 | FY2022 |
|-----------|--------|--------|
| Directors | | |
| KMPs | None | None |
| Employees | | |

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

| | FY2021 | | FY2022 | |
|--|--------|---------|--------|---------|
| | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of conflict of interest of Directors | None | None | None | None |
| Number of complaints received in relation to issues of conflict of interest of KMPs | None | None | None | None |

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

During the reporting period, no corrective actions were taken by regulators/law enforcement agencies/judicial institutions, on cases of corruption and conflicts of interest.

Senior Management explaining the circumstances to avoid that may likely lead to conflict of interest.

For more details please refer to the link: https://www.camsonline.com/assets/PDF/ABOUT_CAMS/Code%20of%20Conduct%20-%20Final.pdf

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

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.

None, owing to the nature of business.

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

The nature of the Company's business is to provide IT enabled services and hence, consumption of resources is limited to operations.

LEADERSHIP INDICATORS

i. Awareness programmes conducted for value chain partners on any of the principles during the financial year.

None

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

Yes, the Company has adopted the CAMS Code of Conduct, which is applicable to the Board Members and

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.

As a service industry/ITES sector, the company does not engage in any manufacturing process. The company follows sustainable waste management practices for the effective disposal of generated waste.

(a) Plastics (including packaging)-

The plastic waste is collected, segregated, and transported to Local Government agencies/ for processing and disposal.

(b) E-waste

Handling E-waste is crucial not only from security point of view, but also from the environment standpoint. Computers, monitors, computer accessories, printers, projectors, and other such hardware that are under-utilized or have reached the end of useful life are managed by the Company's-waste recycling program that also includes handover to original supplier or to certified disposal vendors.

(c) Hazardous waste

There is no Hazardous waste generation owing to the nature of business.

(d) Other waste

None

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not Applicable

LEADERSHIP INDICATORS

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

Not Applicable given the nature of business

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).

Being a ITES company, we have deployed best in class digital solutions and progressed to paperless operations wherever possible.

4. 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. 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 | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | No. (D) | % (D/A) | No. (E) | % (E/A) | No. (F) | % (F/A) |
| PERMANENT EMPLOYEES | | | | | | | | | | | |
| Male | 3625 | 1837 | 51% | 3625 | 100% | - | - | 3625 | 100% | - | - |
| Female | 1819 | 580 | 32% | 1819 | 100% | 1819 | 100% | - | - | - | - |
| Total | 5444 | 2417 | 44% | 5444 | 100% | 1819 | 33% | 3625 | 67% | - | - |
| OTHER THAN PERMANENT EMPLOYEES | | | | | | | | | | | |
| Male | 1467 | - | - | - | - | - | - | - | - | - | - |
| Female | 407 | - | - | - | - | 407 | 100% | - | - | - | - |
| Total | 1874 | - | - | - | - | 407 | 22% | - | - | - | - |

2. Details of retirement benefits for the current and previous financial year

| Benefits | FY2021 | | | | FY2022 Current Financial Year | |
|-------------------------|--|--|--|--|--|--|
| | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF | 100% | NA | Yes | 100% | NA | Yes |
| Gratuity* | 100% | NA | Yes | 100% | NA | Yes |
| ESI | 100% | NA | Yes | 100% | NA | Yes |
| Others – please specify | NA | NA | NA | NA | NA | NA |

*Employees who have successfully completed 5 years of tenure are entitled for Gratuity benefits

3. Accessibility of workplaces Are the premises/offices accessible to differently abled employees 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. All offices of CAMS are furnished with the requirements of the Act.

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 provides opportunity for physically challenged persons to get profitable employment.

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

| Gender | Permanent employees | |
|--------|---------------------|----------------|
| | Return to work rate | Retention rate |
| Male | 100% | 100% |
| Female | 71% | 85% |

6. Is there a mechanism available to receive and redress grievances for the Permanent and Non-Permanent categories of employees? 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 has in place POSH policy, Whistle blower policy and Employee Safety policy applicable to all employees. The grievance redressal mechanisms are available for the employees to raise their concerns. Please refer to the link for further details: https://www.camsonline.com/assets/PDF/ABOUT_CAMS/Whistle%20Blower%20Policy.pdf |

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

CAMS does not have any workers unions or association. The Company, however, recognises the right to freedom of association and does not discourage collective bargaining.

8. Details of training given to employees

| Category | FY2022 | | | | | FY2021 | | | | |
|------------------|-------------|--|-----------|----------------------|-------------|-------------|--|-----------|----------------------|-------------|
| | Total (A) | On health and safety/wellness measures | | On skill upgradation | | Total (A) | On health and safety measures/wellness | | On skill upgradation | |
| | | No. (B) | % (B/A) | No. (C) | % (C/A) | | No. (B) | % (B/A) | No. (C) | % (C/A) |
| EMPLOYEES | | | | | | | | | | |
| Male | 3625 | NA | NA | 3625 | 100% | 2640 | NA | NA | 2640 | 100% |
| Female | 1819 | NA | NA | 1819 | 100% | 1254 | NA | NA | 1254 | 100% |
| Total | 5444 | NA | NA | 5444 | 100% | 3894 | NA | NA | 3894 | 100% |

9. Details of performance and career development reviews of employees

| Category | FY2022 | | | FY2021 | | |
|------------------|-------------|-------------|-------------|-------------|-------------|-------------|
| | Total (A) | No. (B) | % (B/A) | Total (C) | No. (D) | % (D/C) |
| EMPLOYEES | | | | | | |
| Male | 3625 | 3625 | 100% | 2640 | 2640 | 100% |
| Female | 1819 | 1819 | 100% | 1254 | 1254 | 100% |
| Total | 5444 | 5444 | 100% | 3894 | 3894 | 100% |

10. Health and safety management system:

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

Owing to the nature of business, there is no significant occupational health risks in the operating premises. However, the company ensures the effectiveness of internal safety systems periodically.

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

Periodic fire drills are conducted at operating premises for risk assessment. Employees are given first aid training to identify and handle any eventuality. The employees through their feedbacks also report on various safety and health considerations.

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

The nature of business does not offer any occupational hazards to the employees. Through fire drills and trainings, the employees are apprised on the strategies to remove themselves from hazards. The in-house medical teams are available across many offices.

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

Yes, the company offers various non-occupational medical and healthcare services to the employees for ensuring physical and mental well-beings. Some of the initiatives are listed below

- BFIT contest for facilitating healthy behaviour through exercising, walking, and mindful eating. ePortal tracking monitored the leader boards and teams which demonstrated excellence received recognition. The initiative also received overwhelming response from the employees.
- Virtual programmes on yoga, meditation and stress management
- Awareness programmes for enabling healthy lifestyle
- Psychology webinars covering topics on Gratitude, Anxiety and Depression

11. Details of safety-related incidents

| Safety Incident/Number | Category | FY2021 | FY2022 |
|--|------------------------|--------|--------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Permanent Employees | None | None |
| Total recordable work-related injuries | | | |
| No. of fatalities (safety incident) | | | |
| High consequence work-related injury or ill-health (excluding fatalities) | | | |

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

The company ensures fair and safe working premises for all the employees through the various initiatives as detailed in principle 3.

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

| | FY2022 | | | FY2021 | | |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | 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 | None | 0 | 0 | None |
| Health and safety | 0 | 0 | None | 0 | 0 | None |

14. Assessments for the year:

| | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Health and safety practices | <ul style="list-style-type: none"> The Company did not undertake any external audits in the reporting period. |
| Working conditions | |

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 and safety practices and working conditions.

None

LEADERSHIP INDICATORS**1. Does the entity extend any life insurance or any compensatory package in the event of death of?**

Employees (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.

We duly undertake measures to ensure that statutory dues have been deducted and deposited by the value chain partners, as a part of our due-diligence activity.

3. Provide the number of employees having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

| | Total no. of affected employees | | | No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment | | |
|-----------|---------------------------------|--------|--------|---|--------|--------|
| | FY2022 | FY2021 | FY2020 | FY2022 | FY2021 | FY2020 |
| Employees | | | | | | None |

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

No

5. Details on assessment of value chain partners

| | % of value chain partners (by value of business done with such partners) that were assessed |
|-----------------------------|---|
| Health and safety practices | The company did not carry out any due diligence on health and safety aspects for the value chain partners in the reporting period. However most of the value chain partners provide services within the premises of the company which are regularly assessed. |
| Working conditions | |

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

Not Applicable

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

ESSENTIAL INDICATOR

1. Describe the processes for identifying key stakeholder groups of the entity.

The Company is committed to be responsible business player by adhering to high standards of corporate governance and continues to be a good corporate citizen. We follow a structured processes for identification and prioritization of stakeholder groups. The company ensures to balance the interests of diverse stakeholder groups in all strategic decision-making process and timely respond to their concerns on Environmental, Social, Economic and Governance issues.

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

| Key Stakeholders | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others | 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 | No | Email, Website, Newspaper ads | Annual General meetings | Financial Performance |
| Customers | No | Email, Mobile Apps, Customer Satisfaction Survey, Websites, Face to face meetings | Monthly | Service delivery and Customer satisfaction. |
| Employees | No | Emails, Internal communications, Career reviews | Regular | Performance appraisal, Career growth, Skill development trainings, Fair remuneration, safe workplace, employee satisfaction. |
| Communities | Yes | Newspaper, Notice Board, Community meeting | Need based | Implementation of CSR activities across the key scope areas like Health, Education and Skill development. |

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 through the stakeholder relationship committee conducts regular consultations with the internal and external stakeholder groups through various platforms like grievance mechanisms, general meetings, etc and mutually discusses EES matters. During the policy development and strategic decision making on any EES matters, the company takes the stakeholders interests into account for long term value generation.

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, through the proactive engagement with the stakeholder groups, the company identified the key focus areas for CSR intervention.

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

- The Company deployed need-based community development programs in the key focus areas like Environment, Skill development and Education to respond to the needs of disadvantaged, vulnerable and marginalized sections especially EWS, tribals. We explored ways to continue providing support for the most marginalized segments of the society through the following initiatives:
 - Online mediums to facilitate the virtual learning channels during the pandemic times
 - Experimental based learning through online platforms for underprivileged school students during COVID-19.
 - Providing support to senior citizens who do not have children/relatives
 - Women self-help groups for enhancing the entrepreneurial skills.
 - Tree plantation to improve the green cover

PRINCIPLE 5 Businesses should respect and promote human rights

1. Employees who have been provided training on human rights issues and policy(ies)

| Category | FY 2022 | | | FY 2021 | | |
|------------------------|-------------|------------------------------|-------------|-------------|------------------------------|-------------|
| | Total (A) | No. of employees covered (B) | % (B/A) | Total (C) | No. of employees covered (D) | % (D/C) |
| EMPLOYEES | | | | | | |
| Permanent | 5444 | 5444 | 100% | 3894 | 3894 | 100% |
| Other than permanent | 1874 | 1874 | 100% | 1956 | 1956 | 100% |
| Total Employees | 7318 | 7318 | 100% | 5850 | 5850 | 100% |

2. Details of minimum wages paid to employees

| Category | FY2022 | | | | | FY2021 | | | | |
|------------------|--------------|--------------------------|---------|---------------------------|---------|--------------|--------------------------|---------|---------------------------|---------|
| | 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 | 5444 | 0 | 0 | 5444 | 100% | 3894 | 0 | 0 | 3894 | 100% |
| Male | 3625 | 0 | 0 | 3625 | 100% | 2640 | 0 | 0 | 2640 | 100% |
| Female | 1819 | 0 | 0 | 1819 | 100% | 1254 | 0 | 0 | 1254 | 100% |

3. Details of remuneration/salary

| | Male | | Female | |
|--|--------|--|--------|--|
| | Number | Median remuneration/ salary/ wages of respective category in ₹ | Number | Median remuneration/ salary/ wages of respective category in ₹ |
| Board of Directors (BoD) (Whole-time directors) | 1 | 373.81 | 0 | NA |
| Key Managerial Personnel (other than BoD) | 2 | 98.69 | 0 | NA |
| Employees other than BoD and KMP | 3622 | 2.46 | 1819 | 2.46 |

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impact or issues caused or contributed to by the business

The employees can raise their concerns related to human rights issues with the HR function.

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

For any grievances on human rights issues, the employees can reach out to Human Resources team. The grievances are duly addressed and corrective measures deemed fit are taken.

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

| | FY2022 | | | FY2021 | | |
|------------------------------------|-----------------------|---|---|-----------------------|---|---------|
| | Filed during the year | Pending resolution at the end of the year | Remarks | Filed during the year | Pending resolution at the end of the year | Remarks |
| Sexual Harassment | 2 | 0 | The company has taken timely measures for the effective redressal of grievances | 0 | 0 | - |
| Discrimination at workplace | Nil | Nil | - | Nil | Nil | - |
| Child labour | Nil | Nil | - | Nil | Nil | - |
| Forced labour / Involuntary labour | Nil | Nil | - | Nil | Nil | - |
| Wages | Nil | Nil | - | Nil | Nil | - |
| Other human rights related issues | Nil | Nil | - | Nil | Nil | - |

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

The Company has in place an appropriate Policy on Prevention of Sexual Harassment of Women at Workplace in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, to prevent sexual harassment of its employees. The POSH Committee which includes 4 women members effectuates the implementation of internal controls for the prevention of any incidents of Harassment. The company is intolerant to any discrimination and harassment related issues and takes timely measures to address the grievance. We also encourage the employees and directors to report genuine concerns including concerns about illegal or unethical practices or behaviour and also maintain complete confidentiality. We sensitize the employees on prevention of sexual harassment at workplaces periodically through internal communications and training programmes.

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

Yes, human rights requirements form a part of business agreements and contracts

9. Assessments for the year

| | % of offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Child labour | The company does not engage any child/forced labour in the operations and ensures the same by periodic examination. However, no external audits were conducted in the reporting period. |
| Forced/involuntary labour | |
| Sexual harassment | |
| Discrimination at workplace | |
| Wages | |
| Others – please specify | |

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.**

The company through the POSH committee and other employee safety initiatives prevents the occurrence of any unethical activities at the workplace.

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

The details and coverage of human rights due-diligence is covered in the essential indicators of the principle 5.

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, the premise/office of the company is accessible to differently abled visitors and are in compliant with the requirements of Rights of Persons with Disabilities Act, 2016

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 | NIL |
| Discrimination at workplace | |
| Child labour | |
| Forced labour/Involuntary labour | |
| 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

| Parameter | FY2021 | | FY2022 | |
|--|-------------|--------------|--------------|--------------|
| | MWh | TJ | MWh | TJ |
| Total electricity consumption (A) | 5.09 | 0.018 | 5.301 | 0.019 |
| Total fuel consumption (B)* | - | - | - | - |
| Energy consumption through other sources (C) | - | - | - | - |
| Total energy consumption (A+B+C) | 5.09 | 0.018 | 5.301 | 0.019 |

*The company will report on fuel consumption from FY22-23.

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.

The water consumption of CAMS is restricted to office use by employees. Given the nature of business, water is not consumed in any operations.

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

No, owing to the nature of business, the Company has not implemented a mechanism for Zero Liquid Discharge.

5. Please provide details of air emissions (other than GHG emissions) by the entity.

Not Applicable, as there are no other emissions other than GHG emissions.

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity

| Parameter | FY2022 | FY2021 |
|--|-------------|-------------|
| Total Scope 1 emissions* Metric tonnes of CO2 equivalent | - | - |
| Total Scope 2 emissions Metric tonnes of CO2 equivalent | 4.18 | 4.021 |
| Total Scope 1 and Scope 2 emissions (per billion rupee of turnover) tCO2e | 0.45 | 0.63 |

*The company will report on Scope 1 emissions from FY2023

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

None

8. Provide details related to waste management by the entity

E-Wastes forms the major type of wastes generated. The company takes initiatives for their sustainable disposal by directing the wastes to authorized recyclers

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.

The company has proper systems and procedures for ensuring the effective disposal of wastes. There are no generation of hazardous and toxic chemicals owing to the nature of business.

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, as the Company does not have offices in/around ecologically sensitive areas.

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, and Environment Protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances.

Yes. Cams is 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, and Environment Protection Act and Rules.

LEADERSHIP INDICATOR

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

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.

NIL

2. Provide the following details related to water discharged:

NIL. Given the nature of business, since water consumption is limited to office use, waste water treatment process is not being carried out in the operating premises.

4. 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

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

The company has a Business continuity Management plan which drafts out the guidelines for exercising the risk mitigation plans in occurrence of disasters. The company has adopted the best-in-class Business Continuity management practices and also conducts BCP drills periodically for assessing their effectiveness. CAMS offers competitive edge to the stakeholders through the robust pan India infrastructure and state of art digital technologies. The service centres across the country are connected to central data centre which are supported by back offices at Chennai and Coimbatore, including a central distributor helpdesk. The disaster recovery site in Mumbai ensures business continuity across all critical functions in the event of a disaster.

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?

There was no reported adverse impact to the environment due to the business activities.

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 - Six

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

| S. No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|--------|---|---|
| 1. | Madras Management Association | State |
| 2. | National Association of Software and Services Companies (NASSCOM) | National |
| 3. | Madras Chamber of Commerce and Industry | State |
| 4. | Registrars Association of India (RAIN) | National |
| 5. | National Investment Company Service Association (NICSA) | International |
| 6. | The Institute of Directors | National |

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

No incidents of anti-competitive behaviour reported in FY 2022.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

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

None

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

Not applicable owing to the business nature.

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

The company has systems in place to receive and redress grievances of various stakeholder groups. The stakeholders can register their grievances through various modes as listed in the website. The Company has a mechanism in place to monitor the implementation of the CSR projects and the concerns of the beneficiary community. An assessment by external agency is also carried out on a voluntary basis on the impact of the project and its reach.

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

Not applicable in view of the nature of business carried out. However, the company provides opportunity for small start-ups to participate in its operations through off site locations situated across the country

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):

Not Applicable

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

None

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

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.

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

| S. No. | CSR Project | No. of persons benefited from CSR projects | % of beneficiaries from vulnerable and marginalized groups |
|--------|--|--|--|
| 1. | For details on CSR projects and beneficiaries, refer Social and Relationship Capital on page 40 of the report. | | 100% |

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.

CAMS business philosophy is centered on driving continuous focus on enhancing the customer experience with convenience being at the core of CAMS customer service proposition. The customers of the Company are the investors of various mutual funds. The company allows the customers to register their complaints via Email and has outlined detailed procedures for the early resolution of complaints. The customers can also raise their concern to the compliance officer for the effective redressal. CAMS also conducts customer satisfaction surveys to capture the grievances of the stakeholders. The results are used for planning strategies for enhancing the customer experience with the company.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and/ or safe disposal.

Not Applicable

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

| | FY2021 | | | FY2022 | | |
|---------------------|--------------------------|-----------------------------------|--|--------------------------|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Customer complaints | | | The company has regular meetings at different levels with the customers for understanding their requirement, feedback and suggestions. These meetings happen at pre-determined intervals. The company also periodically carries out external customer satisfaction survey and the same is reviewed for understanding the concerns and further improvements | | | |

*The company will report on various categories of customer complaints from FY2023.

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

Not Applicable

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

Yes, Cams has a policy on cyber security and risks related to data access and data privacy which can be accessed through the link. The risk Management Committee and Technology committee of the Board periodically reviews the cyber security systems. CAMS has also been certified for Information Security under, ISO-27001 and ensures the accessibility of sensitive data only to the authorised users through suitable

internal controls. The policy specifies the terms under which users are provided access to the Data and defines the steps for protection of the database, servers and the specified data from unauthorized access. The company has a score of 800 from Bitsight which is one of the best in the BFSI sector.

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.

No complaints were received on cyber security and data privacy in the reporting period.

Leadership Indicators

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

Information relating to the products and services can be accessed through the company's website (<https://www.camsonline.com/>) and other social media platforms like Youtube, Facebook, Instagram, Linked In and Twitter.

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

The Company's customers CAMS focuses on enhancing customer experience through various digital solutions and technology upgradations. Post pandemic times, the company witnessed the momentum gained by the digital transaction modes among the customers. The company heightened the monitoring of electronic linkages, APIs and the overall network in order to ensure uninterrupted powering of the electronic touchpoints.

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

The company informs the customers in event of any disruption/discontinuation of essential services via Emails and SMS.

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.**

Yes. The company displays product information on the product over and above what is mandated by the regulator.

5. **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)**

Yes, as mandated by the regulator, CAMS conducts customer satisfaction surveys and the results of the survey is available in the website.

6. **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