

August 09, 2023

The Manager, Listing Department, BSE Limited, Phiroze Jeejeebhoy Tower, Dalal Street, Mumbai 400 001 Tel No.: 22721233 Fax No.: 22723719/22723121/22722037 BSE Scrip Code: 542773	The Manager, Listing Department, The National Stock Exchange of India Ltd., Exchange Plaza, 5 Floor, Plot C/1, G Block, Bandra - Kurla Complex, Bandra (E), Mumbai 400 051 Tel No.: 2659 8235 Fax No.: 26598237 NSE Symbol: IIFLSEC
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Sub: Business Responsibility and Sustainability Report for FY 2022-23 pursuant to Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/Madam,

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

Kindly take the same on record and oblige.

Thanking You,
Yours faithfully,

For IIFL Securities Limited

**Meghal Shah
Company Secretary
Place: Mumbai**

IIFL Securities Limited

Corporate Identity Number: **L99999MH1996PLC132983**

Regd. Office: IIFL House, Sun Infotech Park, Road No. 16V, Plot No. B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane - 400 604

Tel: (91-22) 3929 4000/ 4103 5000 • Fax: (91-22) 2580 6654 • E-mail: secretarial@iifl.com • Website: www.iiflsecurities.com



Business Responsibility and Sustainability Report

SECTION A GENERAL DISCLOSURES

I Details of the listed entity

Sr. No.	Particulars	Details
1.	➔ Corporate Identity Number (CIN) of the listed entity	➔ L99999MH1996PLC132983
2.	➔ Name of the listed entity	➔ IIFL Securities Limited
3.	➔ Year of incorporation	➔ 1996
4.	➔ Registered office address	➔ IIFL House, Sun Infotech Park, Road No. 16V, Plot No.B-23, Thane Industrial Area, Wagle Estate, Thane - 400 604
5.	➔ Corporate address	➔ IIFL, Ground Floor, Hubtown Solaris, N.S. Phadke Marg, Near East West Flyover, Andheri East, Mumbai - 400 069
6.	➔ E-mail	➔ secretarial@iifl.com
7.	➔ Telephone	➔ +91 22 41035000
8.	➔ Website	➔ www.iiflsecurities.com
9.	➔ Financial year for which reporting is being done	➔ April 1, 2022 to March 31, 2023
10.	➔ Name of the Stock Exchange(s) where shares are listed	➔ National Stock Exchange of India Limited, BSE Limited
11.	➔ Paid-up Capital (as on March 31, 2023)	➔ ₹ 611,057,932
12.	➔ Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	➔ Meghal Shah Company Secretary +91 22 61086300 secretarial@iifl.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)	➔ Disclosures made in this report are on a standalone basis

II Products/services



14. Details of business activities (accounting for 90% of the turnover)

Description of main activity	Description of business activity	% of turnover of the entity
Broking and Financial Services	Broking & Depository Services, Investment Banking and Distribution of Financial Products	91%

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



Product/Service	NIC Code	% of total turnover contributed
Broking Services	66120	70%
Investment Banking and Distribution of Financial Products	66190	21%

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


Location	Number of plants	Number of offices	Total
 National	NA	104	104
 International	NA	01	01

Above data is as on March 31, 2023

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

Locations	Number
 National (No. of States)	36 States* (including Union Territories)
 International (No. of Countries)	24

*This includes places where services are offered by the Authorised Persons.

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

Contribution of exports as % of total turnover is 2.25% during FY 2022-23.

c. A brief on types of customers

IIFL Securities offers its customers with a bouquet of services; including broking, financial products distribution, third party products and wealth solutions designed to meet their varied life stage needs.

The Company offers investment and trading solutions to customers belonging to different sections, namely, Gen Z and young millennials, Non Resident Individuals (NRIs), self-employed professionals, corporates, High Net Worth Individuals (HNIs) and Ultra HNIs, Foreign Institutional Investors, Domestic Institutional Investors, etc. in meeting their financial goals through its comprehensive platforms.

Also, Investment Banking services are provided to corporates and institutional clients by the Company.



IV Employees

18. Details as at the end of Financial Year

a. Employees and workers (including differently abled)



Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1,579	1,239	78%	340	22%
2.	Other than Permanent (E)	3	1	33%	2	67%
3.	Total employees (D + E)	1,582	1,240	78%	342	22%

Note: The Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI

b. Differently abled Employees and workers

The Company is committed to promote equal opportunity for all its employees and treat all employees at par. However, during the year the Company did not have any differently abled employee. Further, the Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

19. Participation/Inclusion/Representation of women



	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.66%
Key Management Personnel*	4	1	25.00%

* Key Management Personnel refers to the Managing Director, Whole-time Director, Chief Financial Officer and Company Secretary as defined under Section 203 (1) of the Companies Act, 2013.

20. Turnover rate for permanent employees and workers



	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*	53%	77%	59%	39%	73%	48%	31%	59%	38%

Note: The Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI

* Includes all employees except those on probation

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

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

Sr. 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.	IIFL Facilities Services Limited	Subsidiary	100	No
2.	IIFL Management Services Limited	Subsidiary	100	No
3.	Livlong Insurance Brokers Limited (Formerly IIFL Insurance Brokers Limited)	Subsidiary	100	No
4.	IIFL Commodities Limited	Subsidiary	100	No
5.	Livlong Protection and Wellness Solutions Ltd (Formerly IIFL Corporate Services Limited)	Subsidiary	95	No
6.	India Infoline Foundation	Subsidiary	NA*	No
7.	Shreyans Foundations LLP	(Step down subsidiary company)	NA	No
8.	Meenakshi Towers LLP	Subsidiary	NA	No
9.	IIFL Securities Services IFSC Limited	Subsidiary	100	No
10.	IIFL Wealth (UK) Limited	Foreign Subsidiary	100	No
11.	IIFL Capital Inc.	Foreign Subsidiary	100	No

*The Company is limited by guarantee and not having share capital.

VI CSR details

22. i) Whether CSR is applicable as per section 135 of Companies Act, 2013

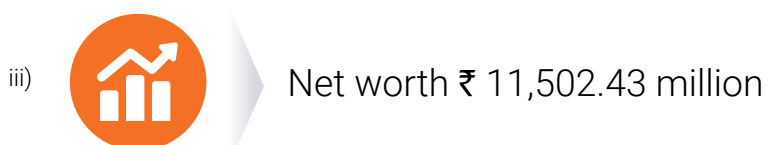


Yes



ii)

Turnover ₹ 12,690.31 million



iii)

Net worth ₹ 11,502.43 million







VII Transparency and Disclosures Compliances

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




Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities 	Yes. The CSR Policy of the Company provides for Grievance Redressal Mechanism. https://www.indiaifoline.com/securities/corporate-governance.php	0	0	-	0	0	-
Shareholders and Investors 	Yes. The same can be accessed at https://www.indiaifoline.com/securities/corporate-governance.php .	9	0	-	10	0	-
Employees and workers 	Yes, Grievance Redressal Policy is in place and same can be accessed on intranet	3	0	-	0	0	-
Customers 	The same is available on IIFL Securities' Website - https://www.indiaifoline.com/contactus	2,887	0	-	5,152	0	-
Value Chain Partners 	Yes. We have a Grievance Redressal Mechanism wherein they can reach us. Our General Grievance Redressal Policy can be accessed at https://www.indiaifoline.com/securities/corporate-governance.php	364	0	-	0	0	-

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

Sr. 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	Data security and privacy 	Risk and Opportunity	<p>Risk explained Rapid adoption of digitalisation across our business and operations increases the risk of any breaches in data security or privacy.</p> <p>Opportunity explained Setting up an efficient, best-in-class digital infrastructure enables us to create sustainable value for our customers and gain an edge over our peers.</p>	We follow a well-defined policy on data security and privacy. We have embraced a data-centric security strategy.	<p>Positive</p> <ul style="list-style-type: none"> Automation of several manual processes, leading to cost saving Increased trust and credibility across all stakeholders, aiding business performance Stronger brand image <p>Negative</p> <ul style="list-style-type: none"> Loss of revenue, customers, other stakeholders in case of any major lapse
2	Products and service quality 	Opportunity	<p>Opportunity explained Providing customers with relevant, need-based and superior products and services is key to the long-term success of our business.</p>	Not applicable	<p>Positive</p> <ul style="list-style-type: none"> Strong financial performance Healthy rate of customer retention Continued addition of new customers
3	Customer relationship management 	Opportunity	<p>Opportunity explained Our comprehensive approach to provide customers with superior experiences will help us build and fortify their trust. We provide quality customer relationship services and continue to upskill our people in this regard.</p>	Not applicable	<p>Positive</p> <ul style="list-style-type: none"> High NPS score Strong rate of customer retention
4	Talent attraction and retention 	Risk and Opportunity	<p>Risk explained Any failure on our part to provide best-in-class work culture to employees could increase attrition levels and/or make it difficult to attract quality talent.</p> <p>Opportunity explained Our strong practices across the employee life cycle (recruitment, trainings, incentives and benefits, performance development, etc.) helps us provide a growth-oriented, merit-driven work experience to our people.</p>	We provide continuous learning, upskilling and training to our employees. Our aim of providing them with a work-life balance, grievance redressal, reward and recognition and a nurturing work environment has made us a great place to work.	<p>Negative</p> <ul style="list-style-type: none"> Higher-than-industry employee costs High attrition levels <p>Positive</p> <ul style="list-style-type: none"> Strong employee retention levels Higher employee productivity



Sr. 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)
5	Community relations 	Opportunity	Opportunity explained Our community initiatives are aimed at promoting all-round development and inclusive growth of the marginalised sections of the society. By providing them with education, health facilities, skill training and other need-based support; we are making a real difference in their lives.	Not Applicable	Positive <ul style="list-style-type: none"> • Stronger goodwill • Inclusive development
6	Energy management 	Opportunity	Opportunity explained The carbon footprint of our operations is relatively lesser when compared to manufacturing companies. However, we keep exploring and adopting practices and mechanisms to optimise energy management across our branches and offices	Not Applicable	Positive <ul style="list-style-type: none"> • Savings in energy units consumed, costs • Higher credit/ESG ratings
7	Climate change strategy 	Opportunity	Opportunity explained In the fight against climate change, are hidden opportunities for efficiency, innovation, and growth. In addition to reducing the carbon footprint of our operations, we are imbibing ESG factors in our equity research.	Not Applicable	Positive <ul style="list-style-type: none"> • Contributing to a greener environment • Favorable credit ratings

In addition to the above mentioned material issues pertaining to environmental and social matters, the Company has also identified other issues relevant to the business and the stakeholders. Refer to section 'Addressing Material Matters' of this report to read more details.

SECTION B MANAGEMENT AND PROCESS DISCLOSURES

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



Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	The Corporate policies of the Company can be viewed at weblink https://www.indiainfo.com/securities/corporate-governance.php . Some of the policies of the Company are accessible only to employees and other internal stakeholders.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	At IIFL Securities, we have reviewed and updated all policies across the 9 principles based on industry practices. These policies are made as per the laws and regulations applicable to the Company. We have engaged with an independent, external consultant having expertise in this area. We have co-ordinated with relevant internal stakeholders to incorporate their suggestions in the policies. Policy on Prevention of Sexual Harassment at Workplace, Nomination and Remuneration Policy, Corporate Social Responsibility Policy, Anti Bribery and Anti-Corruption Policy, Whistle Blower Policy etc. are in line with the applicable national laws and guidelines..								



5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is committed to adhere to the required legal and regulatory timelines for implementation of policies in true letter and spirit. Further many of the policies are made applicable to the subsidiary companies.
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The performance of the policies is reviewed in terms with the scope and objectives therein. The ESG Committee reviews the progress on interval basis and reports the same to the Board.

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)	Doing business in a responsible and sustainable manner is one of the key imperatives for us. We continuously engage in discussion with all our stakeholders to identify key ESG issues and address them in a seamless manner. We have put in place well-defined policies and procedures for enhancing our overall ESG performance. We are in the process of finalising our ESG roadmap and targets for the next few years. Our focus is on creating long-term value for all stakeholders and continuously enhancing our ESG performance. We are committed to implement best-in-class ESG practices and “walk the talk” on ESG, both in letter and in spirit.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors
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.	ESG Committee is responsible for decision making on sustainability related issues. The ESG committee consisted of 2 Independent Directors and 2 KMPs as on March 31, 2023.

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	Yes. The ESG Committee, concerned Committees and Board reviews the performance against all policies under all 9 principles.	The policies of the Company are reviewed periodically/annually, as the need may be.
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company has necessary procedures in place to ensure the compliance with all relevant regulations.	




11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency.	<table border="1"> <tr> <td>P1</td> <td>P2</td> <td>P3</td> <td>P4</td> <td>P5</td> <td>P6</td> <td>P7</td> <td>P8</td> <td>P9</td> </tr> </table>	P1	P2	P3	P4	P5	P6	P7	P8	P9
P1	P2	P3	P4	P5	P6	P7	P8	P9		
	All policies and processes are subject to audits / reviews done internally in the Company from time to time.									

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

Not applicable

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 & awareness & programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
 Board of Directors	02	<ul style="list-style-type: none"> • BRSR • ESG 	100
 Key Managerial Personnel	04	<ul style="list-style-type: none"> • AML • BRSR • POSH • ESG 	100
 Employees other than BoD and KMPs	04	<ul style="list-style-type: none"> • AML • BRSR • POSH • ESG 	95 75 92 86

BRSR – Business Responsibility & Sustainability Reporting; ESG – Environmental, Social & Governance; AML - Anti Money Laundering; POSH – Prevention of Sexual Harassment

Training and development of employees is an ongoing process at IIFL Securities. These trainings are conducted through emails, posters and other modes of internal communication for varied, but relevant topics.

The Company runs a robust mental health awareness campaign to sensitise its workforce about the same. With the objective of enabling our employees lead more sustainable and responsible lives, we implemented awareness programs/ emailers around the topic of ESG, food wastage, and so on.

Pursuant to Regulations 25 (7) and 46 of SEBI Listing Regulations, our Company has a familiarisation program for its Independent Directors. The Board members are familiarised with their roles, rights and responsibilities in the Company as well as with the nature of industry and business model of the Company at the time of their appointment as a Director. Presentations are made during the Board/Committee meetings periodically to the Directors on various matters, *inter alia*, covering our Company's and its major subsidiaries, businesses and operations, industry and regulatory updates, strategies, finance, risk management framework, cyber security, IT, CSR initiatives, employee practices, role, rights, responsibilities of the Independent Directors under various statutes and other relevant matters. Details of the program for familiarisation of Independent Directors are available on the website and can be accessed on <https://www.indiaonline.com/securities/corporate-governance.php>

The Company has a Code of Conduct (Code) which defines the professional and ethical standards that employees and Directors need to adhere to in compliance with all applicable statutory laws, regulations and internal policies. The Code of Conduct for Board of Directors and Senior Management is published on the Company's website, <https://www.indiaonline.com/securities/corporate-governance.php>

The Company periodically conducts awareness campaigns to familiarise the employees with important policies of the Company to ensure adherence to the highest standard of ethical behavior.

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

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.

Not applicable.

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 well -defined Anti-Bribery and Anti-Corruption Policy which set out the Company's responsibilities, and those working for and on its behalf, in observing and upholding its position on bribery and corruption in their dealings. The Policy, *inter alia*, provides for maintenance of books and accounts that conform to highest professional standards of accuracy and consistency that fairly reflect the Company's transactions. It also provides for maintenance of internal controls to prevent and detect potential violation of the Policy. Further, the Policy sets out the process for reporting a concern or complaint under the said Policy and the manner of dealing with the same. It also lays down the responsibilities of respective stakeholders under the Policy for its effective implementation. The Policy is available on the Company's website, [here](#).

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
 Directors	NIL	NIL
 KMPs	NIL	NIL
 Employees	NIL	NIL

6. Details of complaints with regard to conflict of interest

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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

Not Applicable.

Leadership Indicators

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

The Company has conducted approximately 200 webinars in FY 2022-23. These webinars were about products and different processes in which our partners were asked to avoid sharing any misleading information to end clients. Further, they were also instructed to strictly follow all compliance while placing trades on behalf of clients and also while communicating information related to any products.

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

Yes. The Company has a Policy on Conflict of Interest to identify and manage conflicts of interest which may arise during the course of its business activities. Further, the Directors, on an annual basis, provide a disclosure of his/her concern or interest in any company or companies or bodies corporate, firms, or other association of individuals.



In order to manage conflict of interest, the Company has adopted a strong corporate governance framework with more than 50% of the Board Members being independent. Also, the Board Committees generally comprise a majority of Independent Directors and are chaired by an Independent Director.

The Company has a separate Code of Conduct (CoC) for the Board of Directors and Senior Management Personnel whereby they are required to maintain standards of conduct and become aware of those situations where there is likely to be a potential conflict between the interest of the Company and interest of the Director / Senior Management. Further, Directors do not participate in discussion of matters where they are interested.

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

Essential Indicators

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvements in environmental and social impacts
 R&D	-	-	-
 Capex	-	-	-

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 b. If yes, what percentage of inputs were sourced sustainably?

IIFL Securities is engaged in the financial services sector and as such the consumption of resources is limited to running of operations and sourcing of inputs is not relevant to our core activities. However, we have an Environmental Policy which provides that the Company will promote responsible sourcing, wherever possible and within reasonable cost boundaries, across its supply chain.

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.

Being a financial services company, our operations have limited impact on the environment. However, being a responsible corporate citizen, we continuously work towards enhancing our practices around reusing/recycling/disposing of wastes as mentioned below



(a) Plastics

No single-use plastics are being used across any of our branches and offices. We use 100% bio degradable plastic garbage bags to collect and dispose off dry and wet wastes.



(b) E-waste

The Company has engaged with reputed e-waste vendors to ensure safe disposal of e-wastes. Accordingly, all scrap electronic assets like computers, tablets, printers, scanners, servers, batteries, etc. are disposed off through such registered e-waste vendors.



(c) Hazardous waste

Given the nature of our business, our Company does not generate hazardous wastes.



(d) Other waste

All other waste is gathered and responsibly disposed off with the help of the local waste management authorities.



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.

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.**





Not applicable.

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

Not applicable.

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

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
 Male	1,239	1,239	100	1,239	100	NA	NA	1,239	100	1,239	100
 Female	340	340	100	340	100	340	100	NA	NA	340	100
Total	1,579	1,579	100	1,579	100	340	21.53	1,239	78.47	1,579	100
Other than Permanent employees											
 Male	1	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
 Female	2	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	3	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

Note : Other than permanent employees are employed only on project basis or short term basis and hence are not covered under insurance and other benefits.

The Company also extends life insurance and Employees' Deposit Linked Insurance Scheme for Provident Fund opted employees in the event of death of employees. Further, to enable women employees to stay invested in their career, the Company offers supportive policies that cater to their needs at various life stages. Some of these policies include maternity policy, adoption leaves and medical leave in case of abortion and miscarriage, any illness arising out of pregnancy and trust based sick leave and paternity leaves.

The Company has tied up with crèche providing agency and offers the facility to employees whose children are aged upto 6 years. The Company has a robust mental wellbeing program where each employee is given access to a counsellor and a mental health expert. Timely webinars on mental health are conducted. The fitness wing of the organisation is under the banner of iFitboot camp where employees are given access to coach for physical fitness along their journeys. The Company also encourages and facilitates employees' participation in marathons.



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

Benefits	FY 2022-23			FY 2021-22		
	Current Financial Year			Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	NA	Y	100	NA	Y
Gratuity	100	NA	NA	100	NA	NA
ESI	100	NA	Y	100	NA	Y
Others – please specify	-	-	-	-	-	-

*The company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

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.

The Company through its Equal Opportunity Policy and Human Rights Policy prohibits any kind of discrimination against any person with disability in any matter related to employment. Large corporate offices of the Company have ramps for easy movement of differently abled people and wheelchair accessibility, thus making them friendly accessible.

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.

IIFL Securities has adopted the Equal Opportunity Policy in accordance of the Rights of Persons with Disabilities Act, 2016. The same can be accessed [here](#).

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	100%	76%
Total	100%	76%

*Retention rate determines employees who have returned to work after parental leave ended and were still employed 12 months later.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent employees	Yes
Other than Permanent employees	Yes

Note:



We have a robust Employee Grievance Redressal Policy which provides a platform for employees to raise their grievances falling under the purview of all employee welfare policies like Human Rights Policy, Diversity and Inclusion Policy, Equal Opportunity Policy, Workplace Health and Safety Policy, etc. The employees can raise a grievance either by writing an email at grievance.sec@iifl.com or addressing a letter to the Head -Human Resources for timely resolution.

The Company has adopted zero tolerance for harassment and discrimination of employees at workplace. In this regards, the Company has a Policy for Prevention of Sexual Harassment at Workplace (the "Policy") framed in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (the "Act") which aims to provide protection against sexual harassment to women at the workplace and prevent and redress complaints of sexual harassment and matters connected therewith and incidental thereto. For grievance pertaining to sexual harassment, the employees may write to posh@iifl.com. An Internal Complaints Committee has been constituted under the Policy for investigation and resolution of the grievances.

The Company also has a Whistle Blower Policy which provides a vigil mechanism for stakeholders, including individual employees to report unethical, unlawful or improper practices or activities as covered in the scope of the Policy. The employees can freely communicate their concerns on illegal or unethical practices by writing to iiflsecwhistleblower@iifl.com. Direct access to the Chairman of the Audit Committee is also provided in exceptional cases.

Regular communication and awareness campaigns are conducted by the Company on various policies through various employee channels- intranet, mailers, whatsapp campaigns, etc.

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)
Permanent Employees						
 Male	-	-	-	-	-	-
 Female	-	-	-	-	-	-
Total	-	-	-	-	-	-

*The company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.



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	1,239	1,239	100	1,025	83	1,668	1,668	100	1,334	80
Female	340	340	100	289	85	586	586	100	467	80
Total	1,579	1,579	100	1,314	83	2,254	2,254	100	1,801	80

The organisation believes in continuous learning and facilitating the employees to advance in their domains through timely and appropriate product trainings and upskilling workshops. We conduct several general and specialised training programs and awareness campaigns to ensure all-round growth and well-being of our workforce.

Advanced Wealth Management certification was introduced for upskilling our Relationship Managers. There was a one-day experiential workshop "Sharpen the Saw" designed to focus on sharpening interpersonal skills of Relationship Managers.

We have a robust learning campaign to ensure the completion of compliance trainings by all employees. Timely e-learning modules are curated for bringing awareness for the updated policies in the organisation. Further, there was a 100% coverage on all regulatory certifications for all eligible employees in FY 2022-23.

Health and safety being prime concern, during the year the Company has conducted various health and safety awareness campaigns. These included fire drills, webinar by experts on physical and mental wellbeing, sessions on health related topics like Diet & Nutrition, importance of physical activity, Power Circle sessions for female employees etc.

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,239	1,239	100	1,668	1,668	100
Female	340	340	100	586	586	100
Total	1,579	1,579	100	2,254	2,254	100

All eligible employees undergo performance appraisal process as determined by the Company. Career development is achieved through a mix of trainings, higher roles and lateral movement or job enhancements. The Company has a structured performance management process aligned to its Key Performance Indicators (KPIs). The Company has a succession planning process to facilitate the development and career planning of high potential talent, migrate the depth of leadership cover for each role to mitigate vacancy risk and business continuity.

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 system?**

Being a financial services company, there are no major occupational health and safety risks for our employees.

We are committed to provide a safe and healthy workplace and comply with applicable laws and regulations with respect to safety at workplace. We have a Policy on Health and Safety at workplace.

We also conduct periodic training on fire safety and evacuation drills for employees and have nominated fire marshals across the organisation.

Employee wellbeing initiatives are taken regularly to promote physical, emotional and mental wellbeing of our people. The Company has collaborated with YOURDOST for mental wellbeing support. Each employee has access to a mental health expert and counselling services.

We also nudge employees to seek expert counselling whenever required. All employees and their dependents are eligible for hospitalisation coverage. The Company has enhanced the employee benefits for protection of health and wellbeing such as Group term insurance and Personal Accident Insurance.

- 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. The Organisation has insured its employees under the group term insurance, health insurance and accidental insurance policies.

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

Safety Incident/Number	Category	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	 →	NIL	NIL
	 →	NA	NA
Total recordable work-related injuries	 →	NIL	NIL
	 →	NA	NA
No. of fatalities	 →	NIL	NIL
	 →	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	 →	NIL	NIL
	 →	NA	NA

*The company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

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

Being a financial services company, the employees work in a low-risk environment and are not potentially exposed to any significant occupation workplace hazards. Nevertheless, the Company strives to create a conducive workplace, free of hazards and promote the health and well-being of its employees. The Company has in place a Policy on Workplace Health and Safety and is committed to provide a safe and healthy workplace to its people and it complies with applicable laws and regulations with respect to safety at workplace.



We conduct periodic training on fire safety and evacuation drills for employees. We have also nominated fire marshals across the organisation. Fire extinguishers are kept filled to ensure effective use during any untoward incident.

Frequent equipment checks are carried out to mitigate any wear and tear due to continued use e.g.: air conditioners, etc. Also, we have an annual maintenance contract for all electrical equipment in all offices. On call doctor service is available for all employees. Wheel chair facility is available at major offices.



Employee wellbeing initiatives are taken timely to promote physical and mental wellbeing. There are various nudges timely rendered with the help of mailers for the employees to use these benefits. The Company has instituted programs for employees to help cope with the mental stress and anxiety. The Company has collaborated with YOURDOST for mental wellbeing support.

Further to cultivate a healthy lifestyle, the Company promotes participation in Marathons and also has iFitboot camp on various intervals for physical fitness.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
 Working conditions	NIL	NIL	-	NIL	NIL	-
 Health and safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
 Health and safety practices	All our offices are internally assessed periodically through internal audits for various aspects of health and safety measures and related working conditions.
 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 & safety practices and working conditions.

NIL

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, the Company extends support to families in the event of any employee's death. This includes Group Term cover, Group Personal Accident cover and Retiral benefits. In the event of death, gratuity is paid even if the employee had not completed five years of continuous service with the Company. Additionally, in case of death/permanent incapacity while in employment, all the options granted to the eligible employee as on the date of death/ permanent incapacitation, vests in him on that day.

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

The Company makes payment for the statutory dues like GST to the value chain partners (vendors) upon verification from the Government database that the same has been deposited by the concerned value chain partner. The Company has internal audit policies and procedures to ensure the above.

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

Total no. of affected employees/ workers*		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NA	NA	NA	NA



Employees

*The company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

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

IIFL Securities has a retirement process in place which aims to define terms of retirement for employees. The Company during the course of employment provides opportunities for all employees to upskill themselves through domain, skill and leadership training and help them stay ahead of latest trends. With such training, most employees are skilled and tend to be employable.

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.

NIL.



**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 ESG team interacts with all functional heads to understand the activities and processes undertaken in relation to the business and the stakeholders involved. After detailed discussion, the key stakeholders of the Company are identified based on the significance of their impact on the business and the impact of the business on them.

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

The concerned team interact closely with their respective stakeholders throughout the year to understand their needs and concerns. These conversations provide valuable feedback and an outside-in perspective of our business. The insights are considered while making important decisions across our businesses.

Stakeholder interactions might be structured or unstructured. Based on mutual convenience and need, the engagement may be scheduled as needed, or pre-scheduled on a periodic basis (fortnightly/ monthly/ quarterly/ annual) or continuous (e.g. website, social media).

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
 Customers	No	<ul style="list-style-type: none"> Corporate website Toll-free number Digital platforms Social media Customer relationship managers Customer satisfaction surveys Media campaigns & Advertising Knowledge seminars & events Email 	<ul style="list-style-type: none"> Daily Weekly Monthly Annually 	To get an update on their experience with us, their evolving needs of financial/ investing solutions and to address their grievances. Matters important to them include <ul style="list-style-type: none"> Trust Data & cyber security Quality of customer service Investment in new technologies
 Business Partners & Vendors	No	<ul style="list-style-type: none"> One-to-one meeting with the top management Product/process trainings for new and old partners Industry Speak and Product Team Webinars for product updates Channel partner meets Conferences and Forums Written communications 	<ul style="list-style-type: none"> Daily Weekly Monthly Annually 	To drive awareness about relevant, new and existing offerings of our Company. To align their business objectives with that of our Company and address their grievances. Matters important to them include <ul style="list-style-type: none"> Maintaining relationships Growth opportunities Quick and efficient payments Quick response to queries

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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	<ul style="list-style-type: none"> Review meets Town halls Employee surveys Learning & Development initiatives Portals Discussion with senior leaders Engagement initiatives/offsites 	<ul style="list-style-type: none"> Daily Weekly Monthly Annually 	To further strengthen our employee value proposition, employee retention and identify their needs (skill development, work-life balance, etc.) for their professional growth. Matters important to them include <ul style="list-style-type: none"> Training & development Grievance redressal Reward & Recognition Employee engagement activities Career progression
Rating Agencies & Lenders 	No	<ul style="list-style-type: none"> Presentations & written communications Meetings on strategy, financial plans, risk management, & other business related updates 	<ul style="list-style-type: none"> Event-based 	To update them about the Company's performance, take their inputs on maintaining our credit rating. Matters important to them include <ul style="list-style-type: none"> Liquidity and risk management, and risk mitigation strategies Growth plans
Regulatory bodies 	No	<ul style="list-style-type: none"> Industry associations Written Communications One-to-one meetings Mailers/representation Regulatory Audit Policy Advocacy 	<ul style="list-style-type: none"> Weekly Annually Event-based 	To stay updated about new and implement emerging regulations. To provide updates on regulatory compliances applicable to us. Matters important to them include <ul style="list-style-type: none"> Ethical practices Regulatory compliance Market credibility Policy Advocacy Industry discussions
Shareholders & Investors 	No	<ul style="list-style-type: none"> Annual General Meetings Roadshows/Sector specific conferences Investor and Analyst meets, Conference calls Annual Reports Investor Presentations, Quarterly Earnings Update, Company announcements Company website Media Releases 	<ul style="list-style-type: none"> Quarterly Half-yearly Annually Event-based 	To update them about the financial and operational performance of the Company. To respond to their queries and concerns. Matters important to them include <ul style="list-style-type: none"> Brand reputation and trust Strong, consistent financial performance Share price performance & dividend payment Strong risk management mechanism Business strategy Governance, ethics & transparency



Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
Communities 	Yes	<ul style="list-style-type: none"> • CSR initiatives • Empowerment programs 	<ul style="list-style-type: none"> • Daily • Weekly • Annually 	<p>To implement programs aimed at driving welfare, inclusive growth and equitable development of the marginalised sections within our communities. To understand their needs and initiate programs, wherever feasible.</p> <p>Matters important to them include</p> <ul style="list-style-type: none"> • Social/Educational empowerment • Monitor, review and reporting of activities

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.

Concerned teams, namely CSR (communities), Marketing (customers), HR (employees), Compliance (Regulators), Finance & Accounts, etc. interact with their respective stakeholder groups on a constant basis. The concerned teams present the key feedback received from stakeholders to the ESG team. The ESG Committee at its meeting considers the same and presents it to the Board. Requisite actions are taken after receiving proper feedback/guidance from the Board/Board-level committee. Such an approach of continuous engagement helps align expectations, thereby enabling us to better serve our stakeholders.

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. In FY 2021-22, the Company engaged with PwC to conduct a stakeholder engagement and materiality assessment to understand their concerns and feedback across key material issues.

Post the assessment, various environmental and social issues were identified by the Company amongst others. The Company has in place various Policies as required under the NGRBC principles to address the identified stakeholders

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

IIFL Securities Limited, through IIFL Foundation, undertakes need-based projects to promote all-round wellness and development of our communities.


Few of them are mentioned below

- Extension of our flagship project – Sakhiyon Ki Baadi to children of commercial sex workers, rag pickers, Scheduled Caste/Scheduled Tribe groups
- Retail Sales Associate Training programme for youth in the aspirational district of Kupwara, Kashmir, helping the vulnerable community to acquire skills and secure livelihood
- Development of a Business hub at Gulabi Gaon, Nashik (Maharashtra), to promote entrepreneurial skills and livelihood for women from marginalised communities
- Development of Science Laboratory, computer lab and sanitation facility at government girls senior secondary school and Development of Emergency Services at Maharana Bhupal Government Hospital facilitating medical services to marginalised and vulnerable population

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. employees / workers covered (B)	% (B / A)	Total (C)	No. employees / workers covered (D)	% (D / C)	
Employees							
	Permanent	1,579	1,579	100	2,254	2,254	100
	Other than permanent	3	3	100	0	0	0
	Total employees	1,582	1,582	100	2,254	2,254	100

IIFL Securities Limited is committed to promoting, upholding and respecting human rights across their business operation and value chain without discrimination of any sort, including but not limited to, race, color, sex, language, religion, political or other opinions, national or social origin, property, birth or other position. The Company has in place a Human Rights Policy and awareness of the same is created amongst the employees through the use of social media as well as internal communication channels like intranets, mailers etc. Further, the Company has mandatory training module for all employees on prevention of sexual harassment of women at workplace.

You can read our Human Rights Policy here. <https://www.indiaonline.com/securities/corporate-governance.php>

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



All employees have been paid more than minimum wages in accordance with applicable laws.

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)	
	Permanent employees										
	Male	1,239	-	-	1,239	100	1,668	-	-	1,668	100
	Female	340	-	-	340	100	586	-	-	586	100
	Other than Permanent employees										
	Male	1	-	-	1	100	-	-	-	-	-
Female	2	-	-	2	100	-	-	-	-	-	

*The company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.



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

	 Male		 Female	
	Number	Median remuneration/ salary/ wages of respective category (in ₹)	Number	Median remuneration/ salary/ wages of respective category (in ₹)
Board of Directors (BoD) [#]	2	30.5 million	0	-
Key Managerial Personnel (KMP) ^{##}	1	4.4 million	1	2.0 million
Employees other than BoD and KMP	1,236	0.7 million	339	0.5 million

[#] Includes Managing Director and Whole Time Director

^{##} Includes Chief Financial Officer and Company Secretary

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No).

Yes, the Human Rights Policy of the Company provides that the Head - Human Resources shall be responsible for addressing any human rights related issues.

Further, there is a dedicated email id for raising complaints under Policy on Prevention of Sexual Harassment at Workplace. Also, there is an Internal Compliant Committee constituted under said Policy for handling matters thereunder and resolution of the same in accordance with the Policy.

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

We have a robust Employee Grievance Redressal Policy which provides a platform for employees to raise their grievances falling under the purview of all employee welfare policies like Human Rights Policy, Diversity and Inclusion Policy, Equal Opportunity Policy, Workplace Health and Safety Policy, etc. The employees can raise a grievance either by writing an email at grievance.sec@iifl.com or addressing a letter to the Head -Human Resources for timely resolution.

The Company adopts zero tolerance for harassment and discrimination of employees at workplace. In this regard the Company has Policy on Prevention of Sexual Harassment at Workplace (the "Policy") framed in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (the "Act") which aims to provide protection against sexual harassment to women at the workplace and prevent and redress complaints of sexual harassment and matters connected therewith and incidental thereto. For grievance pertaining to sexual harassment, the employees may write to posh@iifl.com. An Internal Complaints Committee has been constituted under the Policy for investigation and resolution of the grievances.

Periodic communication and awareness campaigns on the employee welfare policies are conducted by the Company through various employee channels- Intranet, mailers, whatsapp campaigns, etc.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	1	0	-	0	0	-
Discrimination at workplace	1	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	1	0	-	0	0	-

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

The Company provides complete protection against any unfair practice like retaliation, threat or intimidation of termination/suspension of service, disciplinary action, transfer, demotion, refusal of promotion, discrimination, any type of harassment, biased behaviour to the employees who make disclosure or raises concern under Employee Grievance Redressal Policy/Prevention of Sexual Harassment at Workplace Policy in good faith believing it to be substantially true and does not act maliciously.

Further, grievances under the Policy on Prevention of Sexual Harassment at Workplace are treated with utmost sensitivity and confidentially.

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

We follow and abide by all the applicable Acts and laws.

9. Assessments for the year





Particulars	Remarks
Child labor	The minimum selection criteria for recruitment is graduation. The same is screened while hiring every employee.
Forced / involuntary labor	The Company has not received any complaints /forced labour/involuntary labour in the past years.
Sexual harassment	The Company has a Policy on Prevention of Sexual Harassment at Workplace (the "Policy") framed in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 (the "Act") which aims to provide protection against sexual harassment to women at the workplace and prevent and redress complaints of sexual harassment and matters connected therewith and incidental thereto. The Company has also complied provisions mentioned in the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. For grievance pertaining to sexual harassment, employees may also write to posh@iifl.com . The complaints are timely resolved as per the process mentioned in the Policy.
Discrimination at workplace	The Company has in place Equal Opportunity Policy. The Company also has defined Employee Grievance Redressal Policy for timely resolution of grievances relating to employee welfare.
Wages	The Company follows the Minimum Wages Act. Every 6 months there is an updation with respect to the applicable labour laws.
Others – Please specify	NIL

10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

Not applicable.

Leadership Indicators

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

There has been no significant human right grievance/complaints warranting modification of business process. During the year, the Company has amended Policy on Prevention of Sexual Harassment at Workplace and has made it more comprehensive.

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

An internal as well as an external HR Audit is conducted at the end of each financial year which inter alia includes due diligence pertaining to human rights.

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?

As a principle, the Company through its Equal Opportunity Policy and Human Rights Policy prohibits any kind of discrimination against any person with disability in any matter related to employment.

Large corporate offices of the Company have ramps for easy movement of differently abled people and wheelchair accessibility, thus making them freely accessible.

4. Details on assessment of value chain partners



5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

No corrective actions taken or underway pertaining to above mentioned parameters was necessitated under review.

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)	7,811.69 Giga Joules	2,851.92 Giga Joules
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	No other source	No other source
Total energy consumption (A+B+C)	7,811.69 Giga Joules	2,851.92 Giga Joules
Energy intensity per rupee of turnover (Total energy consumption/turnover in ₹)	0.00017	0.00007

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

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not applicable.



3. Provide details of the following disclosures related to water, in the following format

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	852.20 KL	133.83 KL
(iii) Third party water (Municipal)	791.75 KL	1,135.12 KL
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (Bottled Water)	307.07 KL	222.98 KL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,951.02 KL	1,491.93 KL
Total volume of water consumption (in kilolitres)	1,951.02 KL	1,491.93 KL
Water intensity per rupee of turnover (Water consumed / turnover)	0.00015	0.00013

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.

Being a financial services company, we do not consume or discharge huge amounts of water/liquid products. Hence this question does not apply to us.

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

Not applicable as we are a financial services company.

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)	Metric tons of CO ₂ equivalent	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)	Metric tons of CO ₂ equivalent	1,523.20 tCO ₂ e	562.46 tCO ₂ e
Total Scope 1 and Scope 2 emissions per ₹ of turnover		0.00012	0.00005

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.

Following are the initiatives to reducing Green House Gas emission

- Received LEED Gold Certificate for one of the offices
- Installed solar panels at one of the offices
- Registered office building equipped with rainwater harvesting system and recycled waste water is reused as flush water and for watering plants
- Conducting food waste awareness campaign amongst employees through mailers
- Treatment of e-waste in environment friendly manner
- Focused efforts to drive digitalisation and reduce paper consumption

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 tons)		
Plastic waste (A)	NIL	NIL
E-waste (B)	0.96422 Tons	Not available
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
Total (A+B + C + D + E + F + G + H)	0.96422 Tons	Not available
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	The Company has defined procedures in place to dispose off e-waste through authorised e-waste vendors. The Company receives certificate from the vendor for the same.	
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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



9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

As per the nature of our business, office waste such as paper, plastic and e-waste make up the majority of our waste output. Our e-waste comprises of desktop sets, laptops, monitors, printers, scanners and tablets. Our Company has defined procedures in place to dispose off e-waste through authorised e-waste vendors.

Over the last few years, we have been taking conscious efforts to reduce usage of paper across our operations. Accordingly, we have implemented measures such as access based printing, default printing on both sides of the paper across all our offices and branches. We have also been circulating advisories to all our employees to adopt digital/online mediums in order to reduce paper consumption. We have installed paper shredder machines across large offices and also engage with vendors for safe disposal of waste paper. We are sending digital contract notes and client on boarding is 100% digital.

There are no single-use plastics being used across any of our branches and offices.

We use 100% bio degradable plastic garbage bags to collect and dispose off dry and wet wastes.

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, given that large part of our branches and offices are in commercial buildings.

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

Not applicable.

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

Based on the nature of its business, the Company complies with applicable environmental norms.

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)	88.42 GJ	Not available
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumed from renewable sources (A+B+C)	88.42 GJ	Not available
From non-renewable sources		
Total electricity consumption (D)	7,723.27 GJ	Not available
Total fuel consumption (E)	NA	NA
Energy consumption through other sources (F)	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	7,723.27 GJ	Not available

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.

Not applicable.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres).

Not applicable.

Being a financial services company, we do not consume or discharge huge amounts of water. Hence this question does not apply to us.

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

Not applicable.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format.

Not applicable.

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

The Company has a Business Continuity Management Policy duly approved by the Risk Management Committee and the Board of Directors.

The purpose of the Policy is to formalise the business continuity program of the Company and to provide guidelines for developing, implementing, exercising and maintaining specific business continuity plans for the respective departments of the Organisation. More importantly, the Policy seeks to provide for the recovery of critical and important processes in accordance with pre-established timeframes, restoration of the processing site and ultimately return to a permanent operating environment. BCM Policy is aligned with ISO 22301 Business Continuity Management System Standard and applicable SEBI Guidelines.

The company also has a robust Business Continuity Framework consisting of Crisis Management Team, Business Continuity Steering Committee, detailed Business Continuity Plan, Business Continuity Management Charter, IT DR Plan, Business Continuity Management Procedure, Business Impact Analysis, Risk Assessment & Business Continuity Awareness. In terms of the framework, the Business Impact Analysis is required to be updated regularly to determine the adequacy of recovery strategies. The strategies for recovery of critical and important processes are required to be updated in Business Continuity Plan. Periodic High Availability tests & IT DR Drill tests are also carried out.

Further, Technology team reviews the Disaster Recovery Plan of the Company.

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.
The Company was a Member of 3 (three) trade and industry chambers/associations during FY 2022-23.
- 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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Association of National Exchange Members of India	National
2	Commodity Participants Association of India	National
3	Association of Investment Bankers of India (AIBI)	National

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

NIL.

Leadership Indicators

1. Details of public policy positions advocated by the entity

Sr. 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
1	SEBI Consultation paper on safeguarding clients' funds placed with stock brokers/ Clearing Members (CMs): Upstreaming of clients' funds to Clearing Corporations (CCs)	Emailed to the designated email id for public comments	No	NA	NA
2	Comments on Consultation Paper on Strengthening the Investor Grievance Redressal Mechanism in Indian Securities Market	Emailed to the designated email id for public comments	No	NA	NA
3	Comments on Consultation Paper on Streamlining the timelines followed in Open Offers and Buy-back Tender Offers	Emailed to the designated email id for public comments	No	NA	NA

PRINCIPLE 8 Business should promote inclusive growth and equitable development

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**
Not applicable
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format.**
Not applicable.
- Describe the mechanisms to receive and redress grievances of the community.**
IIFL Securities has a CSR Policy which provides for 3-tier mechanism for raising any concerns or grievances from various stakeholders and addressing the same. The Policy can be accessed on the Company’s website, [here](#).
- Percentage of input material (inputs to total inputs by value) sourced from suppliers**



● Directly sourced from MSMEs/ small producers ● Sourced directly from within the district and neighboring districts

Note: The above input materials are sourced by IIFL Foundation, the implementing agency, while undertaking various CSR Projects on behalf of IIFL Securities Limited.

Leadership Indicators

- Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments.**
Not applicable.
- Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

S. No.	State	Aspirational District	Amount Spent (In ₹)
1.	Rajasthan*	Dholpur, Baran, Karauli, Jaisalmer and Sirohi	32,180,000
2.	Jammu & Kashmir**	Kupwara	1,699,030

*Academic training for teachers and students at Government Schools under 'Smart Shala programme' to improve overall academic outcome of students.

**Training in retail sales for youth, to help them pursue livelihood in retail sector.



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

Given the nature of our business, the sourcing needs of the Company are limited. However, the CSR policy of the Company provides for preferential procurement of materials from suppliers identified under vulnerable and marginalised groups, while implementing its projects through IIFL Foundation.

(b) From which marginalised /vulnerable groups do you procure?

Vendor suppliers that fall in the Scheduled Caste and Scheduled Tribe Communities.

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

20% of total procurement of IIFL Securities in relation to CSR activities undertaken through IIFL Foundation.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

Not applicable.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not applicable.

6. Details of beneficiaries of CSR Projects

CSR project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalised groups
A project on Education in 5 Aspirational Districts of Rajasthan – Smart Shaala	414,820	90%
School for children from under privileged section of society – Mumbai	200	100%
Retail Sales Associate Training Program for youth	180	100%
Development of Emergency Services at Maharana Bhupal Government Hospital, Udaipur, Rajasthan	60,000	100%
Development of a Bazaar Hub to promote entrepreneurship among women at Gulaabi Gaon, Nashik, Maharashtra.	300	100%
Construction and setup of Science Laboratory at Government Girls Senior Secondary School, Khamnor, Rajsamand district, Rajasthan.	500	90%
Sakhiyon ki Baadi - A programme for building foundational literacy among females from marginalised communities in Rajasthan. (90 Learning centres)	2,700	100%

PRINCIPLE 9 Businesses should engage with and provide value to their consumers/customers in a responsible manner

Essential Indicators
1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The Company provides enhanced customer experience through digitalisation, self service tools and omni channel.

New channels have been made available to clients to reach us through CHATBOT- Ask IIFL and WhatsApp where clients will get basic information 24x7 on a real time basis. We also have 'IIFL Help' portal which has self explanatory questions and answers, relevant to all aspects of IIFL Securities from account opening to trading. Clients can also "write to us" and can track status.

Queries/complaints received are tracked and redressed in a timely manner. All written communication has a feedback link and also option enabled on interactive voice response (IVR) for service rating. Also, the clients are provided with email id and details of SCORES at our online portal, website, welcome letter etc The escalation matrix is available on our corporate website and mobile app.

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

Environmental and social parameters relevant to the product

Safe and responsible usage

Recycling and/or safe disposal

Not applicable to our products and services.

3. Number of consumer complaints in respect of the following

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other *	6	6	Alleging deficiency in service	2	2	Alleging deficiency in service

*These complaints pertain to consumer cases.



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, the Company has in place an Information & Cyber Security Policy formulated in line with ISO 27001:2013 Standard and SEBI Guidelines for protecting the organisation's IT Infrastructure and customer data against cyber-attacks, threats and vulnerabilities. The Policy is reviewed annually and approved by Risk Management Committee, as well as, the Board of Directors. The Company has robust Information Security Framework in place to ensure that all the personal data is kept secured using appropriate technical and organisational measures including necessary policies, processes and controls. The said Policy is an internal document and accessible to the employees on intranet.

6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

Not applicable

Leadership Indicators

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

Information on products and services of the Company can be accessed at www.iiflsecurities.com.

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

Consumers are regularly informed and educated about safe and responsible usage of service through updation of information on the website of the Company and sending regular emails, SMS and notification in this regard.

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

Consumers are informed of any risk of disruption/discontinuation of essential services through, website, 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.

IIFL Securities follows all guidelines issued by Regulators like Securities Exchange Board of India and Association of Mutual Funds in India (AMFI) for any product solicitation. The Company takes pre-requisite approval from local and other regulatory agencies for any promotional activities. With respect to Mutual Funds, our relationship representatives are AMFI certified to solicit the product that suits the customer. The Company follows basic code of conduct and ethics defined to solicit other wealth management products.

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)

Every written client communication has a feedback link inserted to rate the services of the Company. Also, for verbal queries received, the calls are routed to interactive voice response (IVR) to rate the services at the completion of the call.

5. Provide the following information relating to data breaches.

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

The Company did not witness any instances of data breaches during the year.

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

Not applicable.