

Date: June 12, 2024

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

BSE Limited
Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai-400001

Company Symbol: SIS

Company Code: 540673

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24

We wish to inform you that in accordance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosures Requirements) Regulations, 2015, we have enclosed the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2023-24. This report is an integral part of the Annual Report for the same financial year. Please note that we had previously submitted the BRSR as a part of the annual report through our letter dated June 12, 2024.

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

This is for your information and records.

Thanking you.

Yours Faithfully,
For SIS Limited

Pushpalatha K
Company Secretary

Business Responsibility & 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	L75230BR1985PLC002083
2	Name of the Listed Entity	SIS Limited (the Company)
3	Year of incorporation	1985
4	Registered office address	Annapoorna Bhawan, Telephone Exchange Road, Kurji, Patna – 800010, Bihar
5	Corporate address	A-28 & 29, Okhla Industrial Area, Phase 1, New Delhi – 110020
6	E-mail	compliance@sisindia.com
7	Telephone	011 4646 4444
8	Website	www.sisindia.com
9	Financial year for which reporting is being done	Financial Year 2023-24 (April 1, 2023, to March 31, 2024)
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	INR 72,05,01,950
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Pushpalatha K Company Secretary & Compliance Officer 106, Ramanashree Arcade, 18 M G Road, Bangalore - 560 001 Phone: 080 2559 0801 E-mail ID: compliance@sisindia.com
13	Reporting boundary: Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a standalone basis.
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

II. Products/Services

16. Details of Business Activities (accounting for 90% of the turnover)

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Support service to Organizations	Security and investigation activities	98.21%

17. Products/Services Sold by the Entity (accounting for 90% of the turnover)

Sr. No.	Product/Services	NIC Code	% of Turnover Contributed by the Product
1	Security and investigation services	80100	98.21%

III. Operations

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

Locations	No. of Plants	No. of Offices	Total
National	Not Applicable	181	181

19. Markets Served by the Entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India (28 States and 6 Union Territories)
International (No. of Countries)	3*

* SIS Limited operates in three countries – Australia, New Zealand and Singapore.

- b. What is the contribution of exports as a percentage of the total turnover of the entity?
0.07%.
- c. A brief on types of customers
SIS Limited is involved in rendering security solutions. We cater to B2B, B2G, B2C customers across multiple industries such as heavy industries (metal, steel, power, mining, oil and gas), information technology, telecom, BFSI and automotive.

IV. Employees

20. 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)	2,142	2,041	95.28%	101	4.72%
2	Other than Permanent (E)	104	98	94.23%	6	5.77%
3	Total Employees (D + E)	2,246	2,139	95.24%	107	4.76%
WORKERS						
4	Permanent (F)	1,61,498	1,49,889	92.81%	11,609	7.19%
5	Other than Permanent (G)	-	-	0.00%	-	0.00%
6	Total Workers (F + G)	1,61,498	1,49,889	92.81%	11,609	7.19%

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1	Permanent (D)					
2	Other than Permanent (E)			Nil		
3	Total differently abled employees (D + E)					
WORKERS						
4	Permanent (F)					
5	Other than Permanent (G)			Nil		
6	Total differently abled workers (F + G)					

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	3	27.27%
Key Management Personnel	3	1	33.33%

22. Turnover rate for permanent employees and workers

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	37.40%	28.20%	38.70%	22.60%	19.90%	22.50%	15.10%	21.40%	15.40%
Permanent Workers	38.90%	42.20%	39.20%	35.30%	41.60%	35.70%	34.30%	43.70%	34.90%



Business Responsibility & Sustainability Report (Contd.)

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

23. 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	SMC Integrated Facility Management Solutions Limited (Formerly Service Master Clean Limited)	Subsidiary	100%	Yes All Group Companies of
2	Tech SIS Limited	Subsidiary	100%	SIS Limited participate
3	Terminix SIS India Private Limited	Subsidiary	100%	in the Business
4	SIS Alarm Monitoring and Response Services Private Limited	Subsidiary	100%	Responsibility Initiatives wherever applicable.
5	Dusters Total Solutions Services Private Limited	Subsidiary	100%	
6	SIS Business Support Services and Solutions Private Limited	Subsidiary	100%	
7	SIS Synergistic Adjacencies Ventures Private Limited	Subsidiary	100%	
8	SLV Security Services Private Limited	Subsidiary	100%	
9	Uniq Security Solutions Private Limited	Subsidiary	100%	
10	Uniq Detective and Security Services (AP) Private Limited	Subsidiary	100%	
11	Uniq Detective and Security Services (Tamilnadu) Private Limited	Subsidiary	100%	
12	Uniq Facility Services Private Limited	Subsidiary	100%	
13	Rare Hospitality and Services Private Limited	Subsidiary	100%	
14	ADIS Enterprises Private Limited	Subsidiary	100%	
15	ONE SIS Solutions Private Limited	Subsidiary	100%	
16	One SIS Residential Solutions Private Limited	Subsidiary	100%	
17	SIS Security International Holdings Pte. Ltd.	Subsidiary	100%	
18	SIS Security Asia Pacific Holdings Pte. Ltd.	Subsidiary	100%	
19	SIS Australia Holdings Pty Ltd	Subsidiary	100%	
20	SIS Australia Group Pty Ltd	Subsidiary	100%	
21	SIS Group International Holdings Pty Ltd	Subsidiary	100%	
22	MSS Strategic Medical & Rescue Pty Ltd	Subsidiary	100%	
23	SIS MSS Security Holdings Pty Ltd	Subsidiary	100%	
24	MSS Security Pty Ltd	Subsidiary	100%	
25	Australian Security Connections Pty Ltd	Subsidiary	100%	
26	Southern Cross Protection Pty Ltd	Subsidiary	100%	
27	Charter Security Protective Services Pty Ltd	Subsidiary	100%	
28	Askara Pty Ltd	Subsidiary	100%	
29	Safety Direct Solutions Pty Ltd	Subsidiary	85%	
30	Safety Direct Solutions Pty Ltd NZ	Subsidiary	85%	
31	Platform 4 Group Ltd	Subsidiary	100%	
32	Triton Security Services Limited	Subsidiary	100%	
33	SIS Henderson Holdings Pte Ltd	Subsidiary	100%	
34	Henderson Security Services Pte Ltd	Subsidiary	100%	
35	Henderson Technologies Pte Ltd	Subsidiary	100%	
36	Habitat Security Pty Ltd	Joint Venture	49%	
37	SIS Cash Services Private Limited	Joint Venture	49%	
38	SIS Prosegur Holdings Private Limited [#]	Joint Venture	49%	
39	SIS Prosegur Cash Logistics Private Limited [#]	Joint Venture	49%	
40	SIS-Prosegur Cash Services Private Limited [@]	Joint Venture	49%	

* 100% held by SIS Cash Services Private Limited

100% held by SIS Prosegur Holdings Private Limited

@ 100% held by SIS Cash Services Private Limited

VI. CSR Details

- 24 (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) – Yes
(ii) Turnover (in ₹) – ₹ 45,412.58 million
(iii) Net worth (in ₹) – ₹ 10,289.82 million

VII. Transparency and Disclosures Compliances

- 25 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 2023-2024			FY 2022-2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Not Applicable						
Investors (Other than Shareholder)	Yes Stakeholder Relationship Policy: (https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf) Investor Grievance Redressal Policy: (https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf) Whistle Blower policy: (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	0	0	No complaint received during the year	0	0	No complaint received during the year
Shareholders	Yes Stakeholder Relationship Policy: (https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf) Investor Grievance Redressal Policy: (https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf) Whistle Blower policy: (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	4	0	The complaints received during the year were resolved	0	0	No complaint received during the year
Employees and workers	Yes Whistle Blower policy: (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf)	19,470	0	The complaints received during the year were resolved	8,379	0	The complaints received during the year were resolved
Customers	Yes Stakeholder Relationship Policy: (https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf) Whistle Blower policy: (https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf) The Company has also initiated programmes such as Own Your Customer (OYC) Programme, Half Yearly Surveys and Customer Satisfaction (CSAT) programme. For more details on these programmes, please refer to Principle 9, Essential Indicator 1.	0	0	No complaint received during the year	0	0	No complaint received during the year



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)
2	Health and Safety	Risk	The Company is involved in a sector with a wide workforce base and ensuring the health and safety of our employees is of paramount importance to us.	<ul style="list-style-type: none"> • Safe Environment: The Company provides a secure and best-in class workspace for its employees. The Company has enacted an Occupational Health and Safety (OHS) Policy. The Company has also enacted a hazard reporting procedure in its occupational health and safety manual. • Safety Protocols: The Company ensures access to all safety related facilities for its employees, as prescribed by the Central Government, along with training and counselling sessions for emotional wellbeing of the employees and workers. • Hazard Analysis and Control measures: The Company has conducted hazard analysis and has classified risks into category A, B and C based on severity. 	<p>Negative:</p> <ul style="list-style-type: none"> • Safety related incidents cause employee absenteeism, including low morale and decreased productivity, leading to decreased turnover and growth opportunities for the Company.
3	Customer Engagement	Opportunity	The continuous growth of any organisation is dependent on offering an exceptional client experience. A pleasant customer experience promotes loyalty, customer retention, and brand advocacy.		<p>Positive:</p> <p>A positive customer experience can lead to increased satisfaction among customers and can also boost the company's reputation.</p>
		Risk	<ul style="list-style-type: none"> • The Company offers investigation and security services to its consumers; any negative customer experience or non-fulfilment of Service Line Agreements (SLAs) may result in loss of clients or even damage the Company's reputation. • Growing ESG awareness may result in its integration into contractual obligations. 	<ul style="list-style-type: none"> • The Company has established several avenues to effectively gauge customer satisfaction such as Customer Satisfaction (CSAT) Programme, Own Your Customer (OYC) Programme and half yearly surveys. Additionally, senior leadership regularly engages with customers to understand their evolving needs, making sure the Company follows Service Line Agreements (SLAs). • The Company is evaluating pertinent Environmental, Social, and Governance (ESG) factors and the way forward to integrate them into its operational activities. 	<p>Negative:</p> <ul style="list-style-type: none"> • Minimal customer engagement may result in: <ul style="list-style-type: none"> - High customer acquisition costs. - Loss of market share. • Inability to meet ESG obligations may limit growth opportunities for the Company.



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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)
4	Community Development	Opportunity	As a responsible corporate citizen, we recognise our role in giving back to our community and remain committed to fulfilling our social responsibilities. The Company organizes several community engagement programs in areas such as healthcare, skill development, children's education, promoting of local handicrafts, providing safe drinking water, promoting hygiene and sanitation in rural and urban areas and so on.		Positive: Empowering communities can elevate their living standards and foster robust relationships within the community. As the bond between the company and the communities grow, the communities view the Company as a catalyst for their empowerment and facilitate the Company with access to new business opportunities, human capital and other resources.
5	Employee Training and Career Development	Opportunity	The Company regards its employees as an asset and therefore conducts several skill development programs through its 29 Training Centres located across the country. Additionally, the Company organises several leadership programs such as Mr. SIS, LEAP, LEAP Plus etc. Through the training champs network, the Company provides a learning experience by leveraging technology such as its mobile app and the SIS Academy.		Positive: Career development of our employees results in enhanced skills and knowledge and can lead to higher workforce productivity thus contributing to increase in customer satisfaction which can increase the Company's output and potentially its revenue.
		Risk	Deployment of staff on the job with limited training will impact service delivery as per the Company's standards.	<ul style="list-style-type: none"> The Company has implemented several employee onboarding trainings to acquaint new employees with the Company's values and standards. 	Negative: Ineffective training and development for new staff may cause poor delivery of services and result in customer dissatisfaction, leading to loss of revenue.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
Policy and Management Processes																		
1. a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes									
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes									
c. Web Link of the Policies, if available	https://sisindia.com/policies-and-code-of-conduct/																	
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes									
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes									
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001:2015 and ISO 45001:2018																	
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	No	No	No	No	No	No	No	No	No									
6. Performance of the entity against the specific commitments, goals and targets along- with reasons in case the same are not met.	No	No	No	No	No	No	No	No	No									
Governance, Leadership and Oversight																		
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Our motto 'Take care of your people, they will take care of your business' is closely tied with promoting sustainable practices within our organisation. Our objective is to conduct business ethically and in a way that aligns with our three pillars - 'Trust', 'People Focus' and 'Service Spirit'. We have helped provide employment to countless individuals and provide avenues for upskilling through our internal training institutes. We aim to build resilient livelihoods while working towards a brighter future for the next generation. We strive to implement the same through our welfare programmes and our training institutes.																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Board of Directors E-mail Id: shareholders@sisindia.com Telephone No. 011- 4646 4444																	
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	No. Although the company does not have any specific committee for sustainability related issues, the Group Management Committee members generally take decisions on sustainability - related matters. Additionally, the Board of Directors have an overall responsibility for oversight of the Company's Sustainability & ESG strategy.																	
10. Details of Review of NGRBCs by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	N	N	Y	Y	The policies are reviewed annually, wherever applicable.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliance Certificate on applicable laws is provided to the Board of Directors in every quarterly meeting. The Company is in full compliance of the applicable laws.									All the policies have been formulated in consultation with the Management of the Company and are approved by the Board and the policies are in compliance with respective applicable regulations.								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9	No. All Policies of the Company are evaluated and reviewed internally as and when required. Additionally, all processes are subject to internal reviews and independent audits from time to time.								



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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	We are baselining our environmental performance, and the current systems and processes to ensure minimal impact on the environment.	Our senior management engages on multiple forums to contribute towards policy development, in consensus with stakeholders.	-	-

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

ESSENTIAL INDICATOR

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	Business Updates, Strategy, Update on Risk Management Framework, Update on Cyber Security and Business Continuity Plan, Policies and Procedures, Governance and Key Regulatory developments.	100%
Key Managerial Personnel	4		91.67%
Employees other than BoD and KMPs	780	Training topics include learning and development, Compliance management for sales, Artificial Intelligence & Machine Learning for Industry, Importance of ESG & new age tech, ESG concepts & principles, Project Management Fundamentals, IFM & industrial solutions, SCM Workshop. Furthermore, programmes such as Leadership Program, Advance Strategy & Leadership Program, Understanding self for Leadership excellence, Executive Development Program in Driving Growth are held regularly, and training is provided under these programmes.	100%
Workers	89,292	Training is provided on 52 key topics, and 200 sub-topics. Training topics include history and HR Policies of SIS. First aid training is provided in areas such as snake and dog bite, electric shock, fire burns, sunstroke, fracture, bandages, and their use, emergency QRT training, use of fire extinguishers, hose and hydrant, action and responsibilities of security personnel during firefighting, crisis response and disaster management, mob control, patrolling. Training on soft skills includes behaviour and etiquettes, good manners, personal and social hygiene, moral and motivation etc.	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 Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle	Name of the regulatory / enforcement/ agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Principle 1	Bombay Stock Exchange Limited, National Stock Exchange of India Limited	5,30,000	Delay in appointment of Woman Independent Director	No
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
	NGRBC Principle	Name of the regulatory / enforcement/ agencies/ judicial institutions		Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil		Nil	Nil
Punishment	Nil	Nil		Nil	Nil

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

Case Details	Name of the regulatory/ enforcement/ agencies/ judicial institutions
	None

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

The Company has a [Business Ethics Policy](#) which contains guidelines on Bribery and Corruption. The Policy strictly prohibits any form of corruption or bribery in its business operations. This encompasses the offering, acceptance, solicitation, or giving of bribes, kickbacks or any other illicit payments or gifts from or to any individual or entity including but not limited to government officials, business partners, or customers. The company is committed to fair competition and refrains from engaging in any anti-competitive practices, such as collusion, price-fixing, bid-rigging, or market manipulation, which could potentially result in unfair advantages or harm to competitors, customers, or the market. The Policy prohibits the Company's employees and their relatives are prohibited from giving or accepting bribes in the form of gifts, cash, facilities, or any other form, either directly or indirectly.

The Company also mandates its employees to sign a Declaration Form, prohibiting them from seeking or obtaining any personal benefits from any transactions they conduct while performing their duties.

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 2023-2024	FY 2022-2023
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil



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

	FY 2023-2024		FY 2022-2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

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

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

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-2024	FY 2022-2023
Number of days of accounts payables	134	150

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-2024	FY 2022-2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Nil	Nil
	b. Number of dealers / distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)*	15.59%	12.42%
	b. Sales (Sales to related parties / Total Sales)	1.07%	1.19%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00%	100%
	d. Investments (Investments in related parties / Total Investments made)	58.18%	57.13%

* Out of total purchases from the related parties, 8.08% in FY 23-24 (FY 22-23: 7.82%) is on account of purchase of services by SIS Ltd. from its 100% subsidiary companies forming part of the SIS Consolidated Group incorporated in its Consolidated Financial statements.

LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
	None	

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

Yes.

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

The policy outlines the procedure for identifying potential conflicts of interest, disclosing and managing these conflicts of interest to the Board and the procedure for reporting conflicts of interest. Should a case of any conflict of interest arise at the time of empanelment or during engagements, stakeholders are obligated to promptly disclose such situations to the Company.

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 2023-2024	FY 2022-2023	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Not Applicable
Capex	Nil	Nil	Not Applicable

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
No.
- b. If yes, what percentage of inputs were sourced sustainably?
No.
3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.
Not Applicable
4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.
Not Applicable

LEADERSHIP INDICATORS

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

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

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

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



Business Responsibility & Sustainability Report (Contd.)

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY 2023-2024	FY 2022-2023
	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:

Particular	FY 2023-2024			FY 2022-2023		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)			No.			
E-waste	(The Company is primarily engaged in the business of security services hence this is not applicable to the Company)					
Hazardous waste						
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable
	(The Company is primarily engaged in the business of security services and so this is not applicable to the Company)

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	2,041	2,041	100%	2,041	100%	-	-	-	-	-	-
Female	101	101	100%	101	100%	101	100%	-	-	-	-
Total	2,142	2,142	100%	2,142	100%	101	100%	-	-	-	-
Other than Permanent Employees											
Male	98	98	100%	98	100%	-	-	-	-	-	-
Female	6	6	100%	6	100%	6	100%	-	-	-	-
Total	104	104	100%	104	100%	6	100%	-	-	-	-

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Workers											
Male	1,49,889	1,49,889	100%	1,49,889	100%	-	-	-	-	-	-
Female	11,609	11,609	100%	11,609	100%	11,609	100%	-	-	-	-
Total	1,61,498	1,61,498	100%	1,61,498	100%	11,609	100%	-	-	-	-
Other than Permanent Workers											
Male	Male	-	-	-	-	-	-	-	-	-	-
Female	Female	-	-	-	-	-	-	-	-	-	-
Total	Total	-	-	-	-	-	-	-	-	-	-

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

	F.Y. 2023-24	F.Y. 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.28%	0.41%

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

Benefits	FY 2023-2024			FY 2022-2023		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Yes (EPFO)	100%	100%	Yes (EPFO)
Gratuity*	100%	100%	Yes (LIC)	100%	100%	Yes (LIC)
ESI	100%	100%	Yes (ESI)	100%	100%	Yes (ESI)
Others – Mediclaim	100%	100%	Yes	100%	100%	Yes

* Gratuity plan is a partly funded plan and the Company makes contributions to a fund as and when required.

3. Accessibility of workplaces

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

Yes.

SIS Limited's offices are housed in commercial buildings, which are not directly managed by the Company. As we look towards the future, SIS envisions a workplace that is not only productive but also inclusive and accessible. With advancements in technology, we foresee our offices evolving to become smart workspaces that are equipped with accessibility features.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

No.

SIS has a [Business Ethics Policy](#). The Company is committed to offering fairness in employment opportunities and has zero tolerance towards discrimination of any kind. We make employment decisions based on an individual's merits and company requirements. Additionally, equal opportunity is provided for career advancement and no decisions are influenced by considerations other than employee's performance, ability, and aptitude. Employees are empowered to develop their potential and their careers within the company through a transparent & scientific performance management process.



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

Gender	Permanent employees		Permanent workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

* Company provides various opportunities to its workers returning from their parental leaves. Also, for the purpose of the above calculations, Company has also factored in extended leaves taken by workers while framing these opportunities.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	<p>The Company is committed to providing a safe and positive work environment. The Company has a branch level grievance mechanism for the employees to register and redress their concerns.</p> <p>Additionally, employees at the company are free to bring up and discuss personal matters with their managers, business leaders, or human resource (HR) managers.</p>
Other than Permanent Workers	Not Applicable
Permanent Employees	<p>The Company is committed to provide a safe and positive work environment. The Company has a branch level grievance mechanism for the employees to register and redress their concerns.</p> <p>Additionally, employees are free to bring up and discuss personal matters with their managers, business leaders, or human resource (HR) managers.</p>
Other than Permanent Employees	

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

Category	FY 2023-2024			FY 2022-2023		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union	% Covered (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union	% Covered (D / C)
Total Permanent Employees						
• Male						
• Female						
Total Permanent Workers						
• Male						
• Female						

Employees and workers are not part of any representative union or association

8. Details of training given to employees and workers

Category	FY 2023-2024					FY 2022-2023				
	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	2,139	2,139	100%	2,139	100%	2,331	2,331	100%	2,331	100%
Female	107	107	100%	107	100%	111	111	100%	111	100%
Total	2,246	2,246	100%	2,246	100%	2,442	2,442	100%	2,442	100%
Workers										
Male	1,49,889	1,49,889	100%	1,49,889	100%	1,44,614	1,44,614	100%	1,44,614	100%
Female	11,609	11,609	100%	11,609	100%	10,510	10,510	100%	10,510	100%
Total	1,61,498	1,61,498	100%	1,61,498	100%	1,55,124	1,55,124	100%	1,55,124	100%

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

Category	FY 2023-2024			FY 2022-2023		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2,139	2,139	100%	2,331	2,331	100%
Female	107	107	100%	111	111	100%
Total	2,246	2,246	100%	2,442	2,442	100%
Workers						
Male	1,49,889	1,49,889	100%	1,44,614	1,44,614	100%
Female	11,609	11,609	100%	10,510	10,510	100%
Total	1,61,498	1,61,498	100%	1,55,124	1,55,124	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 such system?

Yes.

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

SIS prioritises the health and safety of its employees whilst at work. We strive to create a positive workplace where all employees feel safe. We believe that employees can perform at their best and contribute effectively to the Company's success only in such an environment. To achieve this, all employees are expected to:

- Adhere to all laws, regulations and company policies regarding workplace health and safety.
- Participate in any training sessions before operating equipment that requires training.
- Use required protective equipment, clothing, and other safety devices for work.
- Report any unhealthy or unsafe situations encountered to the Client representative or relevant controlling authority.
- Avoid using or remaining under the influence of illegal drugs when on duty. Ensure that alcohol consumption is limited to company social functions and approved by company management.
- Ensure that any medications consumed by employees do not interfere with job duties, especially while operating equipment or vehicles.



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

Hazard identification is a continual process that is conducted on a regular basis by the HR and Operations teams. The Operations team is responsible for identifying work related hazards and assessing risks on a continuous basis at the site. The Company also collaborates with key stakeholders to understand and review existing operating procedures, identify gaps, and provide control-focused recommendations to help define management action plans, including roles and implementation dates.

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

Yes.

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

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

Yes.

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

- **Association with 'Practo' for all employees of SIS Group Companies:** SIS Group Enterprises has partnered with Practo for a large-scale Corporate Wellness Program for its employees posted pan-India, a health plan specially curated for employees of SIS Group and their families (4 Adults + 3 Minors).
- **Group Medclaim Insurance Policy:** Separate Group Medclaim Policies for all backend Office Support Staff/ non billing employees as well as the Security personnel deployed at client location whose salaries are above ESIC threshold. Thus, enabling the company to facilitate medical coverage to employees and their dependent families in a cost-effective manner on pan-India basis.
- **Group Medclaim Insurance Post Superannuation of Non-Billing Employees:** The existing provisions of Group Medclaim Insurance to non-billing employees and their families has now been extended to the employees who will superannuate from the services of the company. The Medclaim benefit will be extended on payment of premium rate by the superannuated employee as made by the Company every year after expiry of the running Medclaim policy.
- **Group ESIC:** The Employee's State Insurance of India Corporation (ESIC) is applicable to all workers. Under ESIC scheme, workers are fully insured and may avail wide range of benefits, including access to medical treatment, credit and other benefits.

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

Safety Incident/Number	Category*	FY 2023-2024	FY 2022-2023
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	18	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	16	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	5	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	1	Nil

* Including in the contract workforce

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

The Company's operations are fundamentally people-oriented, with the health and safety of its employees being of utmost importance. The Company ensures a secure workspace for its employees, by providing best-in class welfare facilities as prescribed by the Central Government and offers training and counselling on emotional wellbeing. A sanitisation safety committee has been formulated to ensure strict implementation of safety protocols at the workplace. The Company also conducts webinars for the physical and mental well-being of employees.

To ensure a safe and healthy workplace, the Company periodically conducts risk assessments to identify any work-related hazards, takes corrective actions to mitigate the identified hazards. Furthermore, the Company conducts fire evacuation drills and has installed fire suppressants in the office premises, performs maintenance checks on fire safety equipment, has made first aid kits available, and has installed CCTVs at all key locations. In addition, all personnel receive annual safety training.

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

	FY 2023-2024			FY 2022-2023		
	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	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	Nil
Working Conditions	Nil

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Not Applicable.

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

Yes, SIS extends insurance package in the event of death to both employees as well as workers.

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

Nil.

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

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-2024	FY 2022-2023	FY 2023-2024	FY 2022-2023
Employees	Nil	Nil	Nil	Nil
Workers	6	Nil	Nil	Nil



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

Yes

Post superannuation of an employee, to keep them engaged and allow them to transition smoothly into a new innings, the Company provides different opportunities based on needs, interest, skillset, competency and medical and physical fitness of the individual. Some measures include:

- Continued medical insurance coverage for employee & their family members post superannuation.
- Based on need of engagement, skill & competency of the individual, they are provided further engagements with reduced working hours & additional training in a different role, such as the option to continue as consultants.
- Given the individual's prior experience, they are assigned a stationary role, such as a site-based position, rather than a role that requires mobility.

This helps to provide engagement to those who need it based on their skill & competency while keeping them and their families financially secure.

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	Not Applicable*
Working Conditions	

* SIS obtains annual confirmations of ESG compliance from some of its value chain partners.

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 INDICATORS

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

To seek and address stakeholder perspectives, build trust, develop partnerships and make use of stakeholder capital, it is essential to have a strategic approach toward working with stakeholders. Therefore, the Company has in place the [Stakeholder Relationship Policy](#) to identify, engage and establish relations with Stakeholders. The Stakeholder Relationship Policy provides for the stakeholder engagement process which includes stakeholder identification, consultation, reporting and communication. The approach and frequency of the engagement with the stakeholders vary depending on the stakeholders.

For efficient resource allocation, it is crucial to conduct successful stakeholder engagement by identifying key stakeholders and their interests, their level of expertise, and the level of influence. Therefore, SIS assesses and prioritizes stakeholders using the following criteria:

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

Some key stakeholder groups identified by SIS include shareholders/investors, employees, suppliers/vendors, Central and state governments, customers, communities, local bodies, regulatory agencies, etc. The identification of all pertinent stakeholders and understanding their expectations is of high importance for SIS as we progress on our journey towards maximising impact.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	Emails, one-on-one meetings, conference calls, video conferencing, websites	Need based	Purpose of such engagements is to fulfil compliance requirements.
NGOs and local community	Yes	Field visits and community meetings, Emails	Need based	To promote social welfare activities for inclusive growth, fair and equitable development, well-being of society and monitoring & implementing CSR projects and activities.
Employees	No	Direct, email, town halls, team meetings, intranet portal, annual performance reviews	Ongoing and need based	Purpose of such engagements is to keep employees up to date on various initiatives of the organization. With this communication, we also reach out to all employees to educate them on various policies, learning and development programs, performance review and career development, company SOPs as well as milestones.
Customers	No	Emails, branch assistance, website, advertisements, newspaper and other digital platforms, customer helplines and toll-free numbers, customer satisfaction surveys, scheduled meetings with various levels of management	Need based	Servicing throughout the lifecycle of the customer and addressing queries / grievances that customers may have.
Suppliers	No	Physical and digital including in-person meetings, emails, performance discussions, training, company policy/ process communication, periodical meets / conferences, etc.	Need based	Resolving supplier queries, assessing supplier performance, supplier recognition and engagement activities.
Institutional Investors	No	Website, meetings, emails, annual reports, investor presentations, stock exchanges, newspaper, transcripts, etc.	Ongoing and need based	These are aimed at providing relevant information as well as understanding institutional investors' perspectives on the Company's performance and strategy.
Shareholders	No	Website, meetings, emails, annual reports, investor presentations, stock exchanges, newspaper, transcripts, etc.	Ongoing and need based	Business and operational performance, shareholder meetings, election of board members etc.



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Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly / Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Media	No	Newspaper, advertisement, email, annual reports, website, transcripts, conference and other meetings	Need based	To stay abreast on the developments of the Company.

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 acknowledges that effective stakeholder engagement is an essential component of its business operations. The Company is committed to the belief that regular interaction with its key stakeholders will enhance the communication of its performance and strategy. It serves as an important mechanism to understand stakeholders and their needs, involve them in managing risks and resolve conflicts at an early stage. The process of stakeholder engagement involves stakeholder identification, consultation, reporting and communication. The approach and frequency of the engagement with the stakeholders differs depending on the stakeholders. In addition, respective departments engage with their specific stakeholder groups as required and on a regular basis.

Link to Stakeholder Relationship Policy:

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

The Stakeholders' Relationship Committee ensures the effective management of security holders' and investors' concerns. This involves addressing grievances related to the transfer of shares, such as the non-receipt of share certificates, and reviewing cases of refusal for the transfer or transmission of shares and debentures. The committee also handles issues like the non-receipt of declared dividends and annual reports and aids in the quarterly reporting of such complaints. Additionally, it facilitates the transfer and transmission of shares and debentures, manages the dematerialisation and rematerialisation of shares, and oversees the issuance of duplicate or consolidated share certificates, ensuring compliance with relevant regulations concerning shares, debentures, and other securities. Furthermore, the committee supervises the performance of the registrars and transfer agents, recommending measures to enhance the quality of investor services. It is also responsible for establishing a framework for investor communication and engagement, monitoring its implementation, and conducting periodic reviews to ensure its effectiveness. The Committee engages with stakeholders by creating a structured framework for identifying, consulting, prioritizing, and addressing their concerns transparently.

- 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.

SIS believes that continuous interaction with its stakeholders aids in the alignment of expectations, allowing the company to better serve its stakeholders. Therefore, personnel from the Company connect with diverse stakeholders to understand the evolution and importance of ESG subjects, their impact, and the Company's aspirations.

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

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

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

SIS is committed to supporting its vulnerable frontline workforce, and the non-billable work force by providing financial assistance during crisis situations. We have an immense impact on the millions of families that directly benefit from the livelihoods that we support and the jobs that we create every year. In this light, we have partnered with Entitled, a Fintech company to provide short term loans. Additionally, through the SEWA Trust, we provide a Death Support SEWA amount to the nominees of the deceased employees in three slabs i.e., ₹ 1.5 lakhs, ₹ 2.5 lakhs & ₹ 3.5 lakhs, depending on deceased's service tenure. Guidelines have been laid down to ensure a sustainable and beneficial engagement with the society and the environment in which SIS Group operates. Our goal is to enhance societal welfare based on the immediate and long term social and environment consequences of SIS Group's activities. Under each program, we have specified the initiatives undertaken, directly or indirectly, the modalities of execution and the monitoring thereof.

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

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 2023-2024			FY 2022-2023		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	2,142	2,142	100%	2,442	2,442	100%
Other than permanent	104	104	100%	-	-	0%
Total	2,246	2,246	100%	2,442	2,442	100%
Workers						
Permanent	1,61,498	1,61,498	100%	1,55,124	1,55,124	100%
Other than permanent	-	-	0%	-	-	0%
Total	1,61,498	1,61,498	100%	1,55,124	1,55,124	100%

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

Category	FY 2023-2024					FY 2022-2023				
	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	2,142	-	0%	2,142	100%	2,442	-	0%	2,442	100%
Male	2,041	-	0%	2,041	100%	2,331	-	0%	2,331	100%
Female	101	-	0%	101	100%	111	-	0%	111	100%
Other than permanent	104	-	0%	104	100%	-	-	0%	-	0%
Male	98	-	0%	98	100%	-	-	0%	-	0%
Female	6	-	0%	6	100%	-	-	0%	-	0%



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Category	FY 2023-2024				FY 2022-2023					
	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)
Workers										
Permanent	1,61,498	1,61,498	100%	-	0%	1,55,124	1,55,124	100%	-	0%
Male	1,49,889	1,49,889	100%		0%	1,44,614	1,44,614	100%		0%
Female	11,609	11,609	100%		0%	10,510	10,510	100%		0%
Other than permanent	-	-	0%	-	0%	-	-	0%	-	0%
Male	-	-	0%	-	0%	-	-	0%	-	0%
Female	-	-	0%	-	0%	-	-	0%	-	0%

3. Details of remuneration/salary/wages**a. Median remuneration / wages**

	Male		Female	
	Number	Median remuneration/ salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	8	33,22,850	3	5,00,000
Key Managerial Personnel	2	93,00,732	1	46,70,613
Employees other than BoD and KMP	2,134	3,85,020	106	4,88,184
Workers	1,49,889	2,19,156	11,609	2,17,596

* Includes Independent Directors.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-2024	FY 2022-2023
Gross wages paid to females as % of total wages	6.43%	6.11%

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

Yes. The Company has a grievance mechanism at the branch level which oversees handling every aspect of employee grievances.

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

The Company has zero tolerance towards and prohibits all forms of child labour, slavery, forced labour, physical, sexual, psychological, or verbal abuse. Additionally, the Company has adopted a policy on prevention, prohibition, and redressal of sexual harassment at workplace in line with the provisions of Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013.

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

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

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

	FY 2023-2024			FY 2022-2023		
	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	7	0		5	0	
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour / Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	19,463	0		8,374	0	
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 2023- 2024	FY 2022-2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	7	5
Complaints on POSH as a % of female employees / workers	0.06%	0.05%
Complaints on POSH upheld	5	1

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

The Company does not tolerate any form of retaliation against anyone reporting good faith concerns. SIS provides a work environment to all its employees which is free from any type of discrimination and sexual harassment. The Company has constituted an "Internal Complaint Committee" in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 for prevention, prohibition, and redressal of sexual harassment at workplace. The Committee primarily enquires into complaints received, and recommends appropriate action, wherever required. The Company has a grievance redressal mechanism at the branch level for registration and redressal of complaints and ensures confidentiality of the employees and the concerns raised by them relating to discrimination and harassment. However, if an employee has a concern that he/she is not comfortable raising the matter, or the raised complaint is not addressed properly then such employee may directly approach the management of the Company.

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

No.

10. Assessments for the year

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced / involuntary labour	
Sexual harassment	Nil*
Discrimination at workplace	* The Company is in compliance with the laws, as applicable
Wages	

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

Not Applicable.



Business Responsibility & Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

Not Applicable.

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

Not Applicable.

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.

SIS Limited's offices are housed in commercial buildings, which are not directly managed by the Company. As we look towards the future, SIS envisions a workplace that is not only productive but also inclusive and accessible. With advancements in technology, we foresee our offices evolving to become smart workspaces that are equipped with accessibility features.

4. **Details on assessment of value chain partners:**

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	
Discrimination at workplace	
Child Labour/Forced Labour/ Involuntary Labour	Not Applicable
Wages	

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

Nil.

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 2023-2024	FY 2022-2023
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	10,370.71 GJ	11,528.34 GJ
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non renewable sources (D+E+F)	-	-
Total energy consumed (A+B+C+D+E+F)	10,370.71 GJ	11,528.34 GJ
Energy intensity per rupee of turnover (GJ/₹ in Crores)	2.283	2.893
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/₹ in Crores)	52.250	66.192
Energy intensity in terms of physical output (GJ/total full-time employees*)	0.063	0.073

*Full time employees include workers

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 2023-2024	FY 2022-2023
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same).	Not Applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same).
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		
(Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		

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. Provide the following details related to water discharged:

Parameter	FY 2023-2024	FY 2022-2023
Water withdrawal by source (in kilolitres)		
(i) To Surface water	Not applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)	Not applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)
- No treatment		
- With treatment – please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		
- With treatment – please specify level of treatment		
(v) Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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.



Business Responsibility & Sustainability Report (Contd.)

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

Not Applicable.

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

Parameter	Please specify the unit	FY 2023-2024	FY 2022-2023
NOx			
Not Applicable			
Not Applicable			
Not Applicable		Not Assessed.*	
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			

**The Company is in its initial stage of assessing the relevance of air emissions given the nature of its business.*

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

Parameter	Unit	FY 2023-2024	FY 2022-2023
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	-	-	-
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	2,062.62	2,529.83
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e / ₹ in Crores	0.454	0.635
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e / ₹ in Crores	10.392	14.530
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e / total number of full-time employees*	0.013	0.016

**Full time employees include workers.*

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.

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

Yes. We have initiated several programs to reduce emissions. They are as follows:

1. The Company has inducted CNG based vehicles for day-to-day operations in select places and select locations.
2. The Company has aligned its fleet to the latest BSVI standards and is rapidly converting the existing fleet to conform to these standards. The Company has fixed a kilometre per litre (KPL) of fuel target for each vehicle, depending on its age, condition, and terrain where the vehicle is being driven.
3. To conserve energy, the Company is replacing existing lights with LED lights in a phased manner, wherever possible. Additionally, the Company is procuring 5-star-rated equipment like ACs, laptops, etc. for improved energy efficiency.

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

Parameter	FY 2023-2024	FY 2022-2023
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	0.50	0.75
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A + B + C + D + E + F + G + H)	0.50	0.75
Waste intensity per rupee of turnover (MT/ ₹ in Crores) (Total waste generated / Revenue from operations)	0.00011	0.00019
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (MT/ ₹ in Crores) (Total waste generated / Revenue from operations adjusted for PPP)	0.00252	0.00431
Waste intensity in terms of physical output (MT/total full-time employees*)	0.0000031	0.0000048
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0.49	0.74
(ii) Re-used	0.01	0.01
(iii) Other recovery operations	-	-
Total	0.50	0.75
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

*Full time employees include workers.

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.

10. 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.

SIS Limited, being a security services company, does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of its processes. As a good practice, we follow waste segregation methods at our offices based on directions of local municipal corporations and engage with certified e-waste handlers for disposal of e-waste.



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11. 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:

Sr. No.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval clearance are being complied with? (Y/N If no, the reasons thereof and corrective action taken, if any.
			Not applicable (Our offices are situated at commercial business locations. We do not have offices around the specified sensitive areas hence such type of clearances are not required)

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not applicable (We are not required to undertake any impact assessment of projects since we do not engage in projects to which these regulations apply)					

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any	Relevant Web link
Yes, the Company is fully compliant with the applicable environmental law / regulations / guidelines in the places where we operate, to the extent to which they apply to the Company.					

LEADERSHIP INDICATORS

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

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

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

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

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

Parameter	Unit	FY 2023-2024	FY 2022-2023
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover		-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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

3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

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

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

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

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

The Company has a Disaster Recovery Plan that is a part of the Information, Data & Cyber Security Policy. The provisions of this policy delineates the requirements for a baseline backup procedure of critical and non-critical data and the development of a disaster recovery plan that is to be implemented by SIS Group IT. The disaster recovery plan describes the process to recover IT Systems, Applications and Data from any type of disaster which has the potential to cause a major outage. The implementation of this policy is with the IT Management Staff. SIS is updating its business continuity plan to ensure smooth business and customer service.

6. 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.

Nil. The business model of the Company does not have an adverse impact on the environment.

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

Nil. SIS, as a good practice obtains annual confirmations of ESG compliances from some of its value chain partners.

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 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	International Security Ligue	International
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Indo Australian Chamber of Commerce	National
4	Confederation of Indian Industry (CII)	National
5	International Institute of Security and Safety Management	National
6	Bihar Industries Association	State

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

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

SIS does not engage in price collusion / any other competitive activities by forming alliances with other parties. Also, the Company did not receive any adverse orders related to anti-competitive conduct from regulatory authorities.



Business Responsibility & Sustainability Report (Contd.)**LEADERSHIP INDICATORS****1. Details of public policy positions advocated by the entity:**

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

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.**ESSENTIAL INDICATORS****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

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

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

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

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

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

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

	FY 2023-2024	FY 2022-2023
Directly sourced from MSMEs / small producers	32.13%	18.38%
Directly from within India	98.49%	98.31%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-2024	FY 2022-2023
Rural	2.35%	1.89%
Semi-urban	7.05%	6.98%
Urban	34.06%	33.71%
Metropolitan	56.54%	57.42%

(Place to be categorised based on with RBI classification system on rural / semi-urban / urban / metropolitan)

LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
Not Applicable			

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

No.

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

None

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

None

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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.

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

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Promotion of art in Delhi and Kolkata	1,030	39.03%
2	Education promotion activities in Bihar, Madhya Pradesh, and Uttar Pradesh	476	32.25%
3	Provision of healthcare in Bihar, Karnataka, and Madhya Pradesh	835	100.00%
4	Skill development activities in Delhi and Madhya Pradesh	356	74.48%
5	Relief and rehabilitation activities in Gujarat	800	100%
6	Livelihood enhancement projects in Madhya Pradesh and Maharashtra	5,200	98.46%

The Company has also initiated several animal welfare initiatives in Madhya Pradesh.



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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.

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

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

Customer Half Yearly Survey: Every six months, GMD office staff sends all of the Company's big clients an email with a link to a survey asking them to rate and comment on various performance metrics. The Centralised Quality Control team receives the survey responses, analyses them, and shares the results with other company stakeholders so that they can make recommendations and take remedial action as necessary. Based on the customer feedback survey, the Company has an average feedback rating of 8.2/10.

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

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

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

	FY 2023-2024			FY 2022-2023		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		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.

SIS has formulated a cybersecurity risk management policy. It is designed to protect and ensure the confidentiality, integrity and availability of Business Applications, Data & IT infrastructure of the Company from various cyber threats and attacks.

Additionally, SIS has also formulated the Information, Data and Cybersecurity policy which provides guidelines relating to security and proprietary information, reasonable restrictions of access to data and protection of confidential data. The following policies are in place and will be updated as per business needs:

Information Security policy:

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

Cyber Security policy:

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

The aforementioned policies are available on the Company intranet to all employees. Additionally, an audit of SIS Limited's cybersecurity infrastructure, with an objective to ensure that it is protected against cyber threats and attacks has been initiated.



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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

7. **Provide the following information relating to data breaches:**

- a. **Number of instances of data breaches**

No such instance was reported.

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

Not Applicable.

- c. **Impact, if any, of the data breaches**

Not Applicable.

LEADERSHIP INDICATORS

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

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

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

SIS Limited offers security services and solutions. As part of the solutions business, we provide hardware including CCTV cameras, security alarms, etc. The Company has a detailed process it follows to educate customers about the usage of this hardware:

- 1) We have a structured demonstration (Demo) process post installation which describes the product's features and functionalities.
- 2) Post demo process, a formal hand-over to the customer is conducted. Follow-up calls are conducted to assess the customer's understanding of the security solution and address their queries.
- 3) Periodically, as part of the engagement process, regular feedback is sought.
- 4) Updated educational material is shared with customers frequently.

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

We regularly engage with customers and notify them through local branches/regional managers, electronic communication or through the Company's website and pro-actively advise them in case of potential disruption to / discontinuation of our / essential services due to reasons beyond our control. The Company ensures that its business continuity plan is regularly updated by modelling various scenarios to ensure business operations and customer services are uninterrupted.

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable). If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Not Applicable. SIS provides an array of security services and solutions. Integral to our security solutions is the provision of hardware, which includes but is not limited to cameras, sensors, and alarms. The display of information on these products is in strict compliance with the local laws applicable to each product. There are no additional disclosure regulations that pertain to these products.

Furthermore, the Company undertakes regular customer engagement initiatives such as the Own Your Customer (OYC) programme, the Customer Satisfaction (CSAT) programme, and the monthly, bi-annual Customer Survey. These initiatives are designed to encompass our key customers and provide us with valuable insights into customer concerns. This, in turn, enables us to continually enhance the quality of our services and solutions.



Corporate Overview



Statutory Reports



Financial Statements