

August 23, 2023

To

BSE Limited Department of Corporate Services Listing Department P J Tower, Dalal Street, Mumbai - 400001 <i>Scip Code: 535648</i>	National Stock Exchange of India Limited Listing Department Exchange Plaza, Plot no. C/1, G Block, Bandra-Kurla Complex, Bandra (East), Mumbai - 400051 <i>Trading Symbol: JUSTDIAL</i>	Metropolitan Stock Exchange of India Limited 205(A), 2 nd Floor, Piramal Agastya Corporate Park, L.B.S Road, Kurla (West), Mumbai - 400070 <i>Trading Symbol: JUSTDIAL</i>
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Dear Sir / Madam,

Sub: Business Responsibility and Sustainability Report for the financial year 2022-23

Business Responsibility and Sustainability Report of the Company for the financial year 2022-23 is enclosed herewith.

The **Business Responsibility and Sustainability Report** is also uploaded on the website of the Company and can be accessed at <https://www.justdial.com/cms/investors/justdial-brsr-2022-23>.

This is for your information and records.

Thanking you,

Yours truly,

For **Just Dial Limited**

Manan Udani
Company Secretary
Encl: As above

Just Dial Limited

CIN NO: L74140MH1993PLC150054

Registered & Corporate Office : Palm Court Building M, 501/B, 5th Floor, New Link Road, Besides Goregaon Sports Complex, Malad West, Mumbai - 400064

Tel. : 022-28884060 E-mail : investors@justdial.com

Mumbai, Delhi, Kolkata, Chennai, Bangalore, Pune, Hyderabad, Ahmedabad, Coimbatore, Jaipur and Chandigarh

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Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity: L74140MH1993PLC150054
- Name of the Listed Entity: Just Dial Limited
- Year of incorporation: 1993
- Registered office address: Palm Court, Building-M, 501/B, 5th Floor, New Link Road, Beside Goregaon Sports Complex, Malad (West), Mumbai – 400064.
- Corporate address: Palm Court, Building-M, 501/B, 5th Floor, New Link Road, Beside Goregaon Sports Complex, Malad (West), Mumbai – 400064.
- E-mail: investors@justdial.com
- Telephone: +91-22-2888 4060
- Website: www.justdial.com
- Financial year for which reporting is being done: 2022-23
- Name of the Stock Exchange(s) where shares are listed: BSE Limited, National Stock Exchange of India Limited and Metropolitan Stock Exchange of India Limited
- Paid-up Capital: ₹84,32,06,020/- as on March 31, 2023
- Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report: Mr. Manan Udani, Company Secretary and Compliance Officer, Tel: +91-22-2888 4060. E-mail id: manan.udani@justdial.com.
- Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together): Standalone basis

II. Products / services

- 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.	Search Business	The Company provides local search services for businesses in India. The Company's platforms enable discovery of products and services sold by various businesses in India.	99.9

- Products / Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product / Service	NIC Code	% of total Turnover contributed
1.	Information Service Activities	63999	99.9

III. Operations

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

Location	Number of plants	Number of offices	Total
National	-	57	57
International	-	-	-

- Markets served by the entity:

- Number of locations

Locations	Number
National (No. of States)	28 States, 8 Union Territories
International (No. of Countries)	-

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- b. What is the contribution of exports as a percentage of the total turnover of the entity? Nil
- c. A brief on types of customers: Just Dial runs local search platforms through which users get connected with various businesses (primarily SMEs). These small and medium businesses promote their business on Justdial by availing various types of paid listing services.

IV. Employees

18. Details as at the end of financial year:

- a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	15,320	10,956	72	4,364	28
2.	Other than Permanent (E)	88	57	65	31	35
3.	Total employees (D + E)	15,408	11,013	71	4,395	29
WORKERS						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

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

- b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	9	5	56	4	44
2.	Other than Permanent (E)	0	-	-	-	-
3.	Total differently abled employees (D + E)	9	5	56	4	44
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)					
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

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

19. Participation / Inclusion / Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	2	18.2
Key Management Personnel*	3	0	0.0

*Key Managerial Personnel includes Managing Director & CEO, Chief Financial Officer and Company Secretary as defined under the Companies Act, 2013.

20. Turnover rate for permanent employees and workers:

	FY 2022-23 (Turnover rate in current financial year)			FY 2021-22 (Turnover rate in previous financial year)			FY 2020-21 (Turnover rate in the year prior to previous financial year)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	164%	115%	150%	101%	87%	97%	89%	67%	83%
Permanent Workers	Not Applicable								

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

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

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

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate / joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes / No)
1.	Reliance Retail Ventures Limited	Holding	0	No
2.	Just Dial Inc*	Subsidiary	100	No
3.	JD International Pte Ltd**	Subsidiary	100	No
4.	MYJD Private Limited	Subsidiary	100	No

*Just Dial Inc., Delaware, USA, which had no significant operations was dissolved during the year on March 17, 2023.

**During the year, an application filed by the Company for striking off of JD International Pte. Ltd., Singapore, which was non-operational was approved by the authorities on February 21, 2023.

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
(ii) Turnover – ₹8,447.6 million
(iii) Net worth – ₹34,814.8 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes The Community members can send any concerns or grievances at the Company's following E-mail ids: grievanceofficer@justdial.com , investors@justdial.com	-	-	-	-	-	-
Investors (other than shareholders)	Yes The web-link for the Grievance Handling Mechanism is https://www.justdial.com/cms/investor-relations/grievance-redressal	-	-	-	-	-	-

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Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes / No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes The Company has a designated E-mail id: investors@justdial.com for shareholders to enable them to raise their grievances. Shareholder grievances are resolved by the Company through its Registrar and Share Transfer Agent - KFin Technologies Limited. https://www.justdial.com/cms/investor-relations/grievance-redressal	0	0	-	1	0	-
Employees and workers	Yes The Company has an internal app for all its employees where they can raise their complaints / grievances. Employees can also use a dedicated E-mail address for escalation to senior management. The Whistle Blower Policy is available at https://justdial.com/cms/investors/justdial-whistle-blower-policy	10	0	-	3	2*	-
Customers	Yes Customers can lodge complaints by e-mailing at customerservice@justdial.com or grievanceofficer@justdial.com and / or calling on 88888-88888 Below is the link where all channels of communication are given: https://www.justdial.com/cms/investor-relations/grievance-redressal	897	0	-	395	0	-
Value Chain Partners	Yes. The Partners can raise their grievances through multifold channels as mentioned on https://www.justdial.com/cms/investor-relations/grievance-redressal	-	-	-	-	-	-
Other (please specify)	Not Applicable	-	-	-	-	-	-

*The two pending complaints as on March 31, 2022 stood resolved during the current financial year.

24. Overview of the entity's material responsible business conduct issues

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R / O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Data privacy and protection risks	Risk	The Company has massive database that contains information on millions of users as well as businesses. Any data breach can have an impact on the business and trust that users and business owners place in the Company.	The Company has adopted the latest technology solutions along with custom rules which helps to weed out crawlers. The Company does not share data received without permission to third parties and have security protocols in place to prevent any breach. The cutting-edge technologies identify malicious clients, bot managers, page integrity manager, site shield and DNS security, while services provide best-in-class security for information systems and digital offerings. The Company recently benchmarked security controls to global standards by adapting ISO 27001 controls, in addition to being compliant with PCI DSS. The Information Security Management System (ISMS) framework revolves around risk management and risk mitigation which is key to success for any digital journey.	Negative
2.	Energy Efficiency of operations	Risk	Non-efficient use of energy can lead to operational risk and increased energy cost.	The Company, being a responsible corporate makes conscious efforts to reduce its energy consumption. The Company ensures usage of energy efficient illumination fixtures, planned preventive maintenance schedule, regular monitoring of temperature inside the buildings and rationalisation of electricity and electrical equipment usage.	Negative
3.	Disaster Preparedness and Management	Risk	Calamities due to climatic changes, pandemics, unforeseen adverse conditions pose a risk to normal course of business operations and can cause human, infrastructural and other loss.	The Company is fully equipped to react to any exigency situation. Mock drills are conducted, safety equipment's are kept at appropriate places and set of Standard Operating Procedures is followed to minimise the effects of any incident. The Company can readily shift to remote working in situation of Pandemics and thus mitigating operational risk.	Negative

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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.	Health, safety and employee well-being	Risk	It has always been a crucial aspect of Company's initiatives to nurture a dynamic work environment, prioritise the health & well-being and provide a safe & dynamic environment for the employees.	The Company adheres to all central and state health guidelines. The Company ensures that health and safety protocols are followed. The framework for managing operational and safety risks remains crucial.	Negative
5.	Business Ethics, Integrity and Transparency, Code of Conduct and Grievance Handling Mechanisms	Risk	Running a long term business requires building of trust and reputation through ethical business practice, transparency and integrity. Any deviation from these can pose a risk to business instability.	The Company's Corporate Governance philosophy rests on the core principles of transparency, accountability, ethical behaviour and integrity. It has also instituted a governance framework that enables to uphold best practices and chart way forward. The Company continuously endeavours to review, strengthen and upgrade its systems and processes so as to bring in transparency and efficiency in its business.	Negative
6.	Regulatory issues and compliance	Risk	Regulatory compliance is an absolute necessity to ensure the business runs seamlessly and have no legal violations. Compliance also instils trust and confidence among stakeholders which is critical for the reputation of the Company.	Compliance is one of the core principles of the Company's Corporate Governance Policy and a key part of the Company's approach to operations management and business strategy. The Company has proper systems to ensure effective control of compliance with the provisions of all applicable laws and that such systems are adequate and operating effectively.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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	Yes	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	N.A.	Yes	Yes
c. Web Link of the Policies, if available	https://www.justdial.com/cms/investor-relations/code-of-conduct and https://www.justdial.com/cms/investor-relations/policies								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	N.A.	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	N.A.	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.	The Company has framed policies that conform to different applicable statutes / guidelines / rules / policies etc., issued by Government of India from time to time. The Company follows various policies framed based on best-in-class industry practices and statutory guidelines issued by the Government of India which include ISO 27001:2013, PCI-DSS v3 2.1, ITGC, & SAR for data localisation, etc.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is committed to adopt best industry-wise ESG practices. It aims to act diligently at all times and encourages its employees to report actual or suspected violations of applicable laws and regulations and the Code of Conduct.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Respect for human rights is at the core of the Company's philosophy, ensuring inclusivity and equal opportunities for everyone to contribute. The Company has set commitments aligned with targets for community support and environmental sustainability. It remains steadfast in its commitment to achieving these goals.								
Governance, leadership and oversight									
7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements.	Upholding the principles of Corporate Governance is a key aspect, ensuring transparency, integrity, and accountability in all its activities. The Company firmly believes that integrating Environmental, Social, and Governance (ESG) principles into its operations is not just a choice but an essential responsibility. Embracing these principles allows the organisation to strengthen its resilience and foster a culture that proactively manages risks. Ultimately, this approach safeguards the interests of all stakeholders associated with the Company.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Abhishek Bansal Chief Financial Officer Tel: +91-22-2888 4060. E-mail id: abhishek.bansal@justdial.com								

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. Mr. V.S.S. Mani, Managing Director and CEO of the Company is responsible for decision-making on sustainability related issues.																	
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	Policies have been approved by the Board / Committee of the Board / Senior management of the Company or as required by extant regulations. Policies are reviewed at periodic intervals and necessary updates are made to the policies on need basis.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company ensures compliance with all the relevant laws.																	
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									
	The policies are evaluated internally.																	

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)	-	-	-	-	-	-	Please refer Note below	-	-

Note: The Company is not engaged in Business Activity which influences the public and regulatory policies, hence, the Company is not required to prepare any policy pertaining to Principle 7.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1 - Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	4	<ul style="list-style-type: none"> • Presentations are made on various aspects of business such as operating performance, treasury management, compliance management, recent trends in technology, internet sector, risk minimisation procedures, competitive landscape. 	100
Key Managerial Personnel		<ul style="list-style-type: none"> • Presentation on various key regulatory updates. • Additionally regular strategy and sales meetings are conducted with senior management to discuss the Company's immediate and long terms goals and execution thereof. 	100
Employees other than BoD and KMPs	11*	<ul style="list-style-type: none"> • Code of Conduct • Disciplinary Policy • Whistle Blower • Information Security Awareness • POSH Training • New Hire Training • Upskilling Training • Leadership Development Program • Customer Centricity • First Time Managers Program • Safety training (fire drills, etc.) 	100
Workers		Not Applicable	

*Training / awareness programs for employees are conducted on regular intervals which are ongoing throughout the year in areas mentioned.

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

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 ₹)	Brief of the Case	Has an appeal been preferred? (Yes / No)
Penalty / Fine					
Settlement			Nil		
Compounding Fee					
NON-MONETARY					
	NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes / No)	
Imprisonment					
Punishment			Nil		

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

Not Applicable.

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

The Company has a Code of Conduct which is adhered to by all the employees and covers anti-corruption, anti-bribery among other areas. The Company's Code of Conduct is available on the intranet for internal access. Further, the Company has Whistle Blower Policy in place to report any genuine concerns associated with unethical business practices, including corruption and bribery. The Whistle Blower Policy is available on the website of the Company and can be accessed at <https://justdial.com/cms/investors/justdial-whistle-blower-policy>.

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

	FY 2022-23 (Current financial year)	FY 2021- 22 (Previous financial year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	

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

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

	FY 2022-23 (Current financial year)		FY 2021-22 (Previous financial year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A.	Nil	N.A.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	N.A.	Nil	N.A.

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.

No cases of corruption and conflicts of interest reported.

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.

Considering the Company's nature of business, R&D outlay and capital expenditure were primarily towards investments in information technology. Accordingly, investments were made by way of addition to capital assets in the form of IT infrastructure like equipment, software and communication networks to give impetus to the Company's digital initiatives.

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

The Company, being in the business of information service activity, does not require much material input. However, as a responsible corporate, the Company endeavours to reduce the environmental impact of its operations by using LED Lights at office spaces, rationalisation of usage of electricity and electrical equipment – air-conditioning system, office illumination, beverage dispensers, desktops, regular monitoring of temperature inside the buildings and controlling the air-conditioning system, planned preventive maintenance schedule for electromechanical equipment and usage of energy efficient illumination fixtures.

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

Not Applicable.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

The Company is in service industry, hence, recycling of the products is not applicable for the Company's services. However, the Company has procedures in place to dispose off E-waste through authorised E-waste vendor(s).

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.

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	10,956	10,956	100	10,956	100	-	-	10,956	100	Please refer to Note below	
Female	4,364	4,364	100	4,364	100	4,364	100	-	-		
Total	15,320	15,320	100	15,320	100	4,364	100	10,956	100		
OTHER THAN PERMANENT EMPLOYEES											
Male	57	24	42	24	42	-	-	-	-	-	-
Female	31	6	19	6	19	-	-	-	-	-	-
Total	88	30	34	30	34	-	-	-	-	-	-

Note: The Company has tied up with day care facilities around its offices and offers the facility to employees who show interest in availing these services.

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

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	Not Applicable										
Female											
Total											
OTHER THAN PERMANENT EMPLOYEES											
Male	Not Applicable										
Female											
Total											

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

2. Details of retirement benefits, for Current financial year and Previous financial year.

Benefits	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Yes / No / 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 (Yes / No / N.A.)
PF	91	N.A.	Yes	94	N.A.	Yes
Gratuity	100	N.A.	N.A.	100	N.A.	N.A.
ESI	61	N.A.	Yes	56	N.A.	Yes
Others - please specify	-					

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

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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, majority of Just Dial offices / premises pan-India are accessible to differently abled employees, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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.

All employees and those eligible are provided with equal opportunities. The Company is committed to an inclusive work culture without any discrimination. The policy in this regard is available for the employees on the Company's intranet.

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	100%	69%	Not Applicable	
Female	77%	61%		
Total	90%	67%		

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

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

	Yes / No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	
Permanent Employees	Yes. The Company has in place the necessary communication channels providing a formal mechanism to its employees to lodge their grievances / complaints through the employee app that is accessible to all employees of the organisation which has the capability to post / report any grievances or complaints on the go, at any given point in time.
Other than Permanent Employees	

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

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

Category	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	Not Applicable					
Male						
Female	Not Applicable					
Total Permanent Workers						
Male						
Female	Not Applicable					
Female						

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

8. Details of training given to employees and workers:

Category	FY 2022-23 Current financial year					FY 2021-22 Previous financial year				
	Total (A)	On Health and safety measures		On Skill upgradation*		Total (D)	On Health and safety measures		On Skill upgradation*	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
EMPLOYEES										
Male	11,013	11,013	100	10,617	96	9,652	9,652	100	9,283	96
Female	4,395	4,395	100	4,317	98	3,726	3,726	100	3,641	98
Total	15,408	15,408	100	14,934	97	13,378	13,378	100	12,924	97
WORKERS										
Male	Not Applicable									
Female	Not Applicable									
Total	Not Applicable									

*Certain employees who joined in the last month of the financial year and had partially completed their training journey till March 31 of the respective years are not covered in the above table.

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

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

Category	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	11,013	11,013	100	9,652	9,652	100
Female	4,395	4,395	100	3,726	3,726	100
Total	15,408	15,408	100	13,378	13,378	100
WORKERS						
Male	Not Applicable					
Female	Not Applicable					
Total	Not Applicable					

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

10. Health and safety management system:

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

The Company regularly emphasises on safety protocols to be followed by all its employees at workplace and even outside during official / work visit.

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

The Company provides information services and hence there aren't any significant work related hazards. However, the Company undertakes regular audit pertaining to overall safety at its workplace.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes / No)

Not Applicable, considering Company's nature of business.

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

Yes, the Company covers its employees via adequate medical and personal accident insurance policies.

Business Responsibility & Sustainability Report

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

Safety Incident / Number	Category	FY 2022-23 Current financial year	FY 2021-22 Previous financial year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees Workers	Not Applicable, considering Company's nature of business	
Total recordable work-related injuries	Employees Workers		
No. of fatalities	Employees Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees Workers		

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

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

The Company has taken various steps to ensure proper safety at the workplace. Some of them are enumerated below:

- Regular fire drills are conducted
- CCTV cameras are installed
- Fire extinguishers are kept filled to ensure effective use during any untoward incidents
- Adequate security staff at entry points
- Pest controlling procedures are followed regularly
- Smoke detectors and fire alarm systems are installed
- Communication on safety protocols to all employees

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

	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

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	No external assessments were undertaken
Working Conditions	

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

There were no such incidences requiring corrective action.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Yes / No) (B) Workers (Yes / No).

Yes, all statutory benefits are provided.

The Company has Personal Accident Insurance coverage for all its employees. The Company also provides Group Term Insurance Cover for a certain set of employees. Further, on any death in service, the Company provides adequate support on case-to-case basis depending on family's needs.

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.

Key Stakeholder groups are identified based on their materiality to the Company’s business operations along with the impact of their association with the Company. The Company’s stakeholders are its users, customers, employees, vendors / suppliers, communities and government & regulatory authorities.

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 & Marginalised Group (Yes / No)	Channels of communication (E-mail, 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
Users	While it is difficult for the Company to identify the vulnerable & marginalised stakeholders, the Company identifies them to the extent practically possible and extends the required assistance through CSR initiatives and promotes equality at workplace.	SMS, E-mails, WhatsApp, website, mobile site & apps, feedback mechanisms via online portal, surveys	Ongoing, Need Based	<ul style="list-style-type: none"> To help users find sellers for various products & services pan-India
Customers		E-mails, incoming calls, sales tickets, meetings and website / app	Ongoing, Need Based	<ul style="list-style-type: none"> To acquire new customers and provide services to existing ones
Employees		E-mails, SMS, WhatsApp, meetings, surveys, feedbacks, letters, website, internal portals, and employee app	Ongoing, Need Based	<ul style="list-style-type: none"> To keep employees informed about the organisation’s plans and procedures To understand employee needs and opinions Employee Safety and Wellbeing
Vendors / suppliers		E-mails, meetings and website	Ongoing, Need Based	<ul style="list-style-type: none"> To procure products and services required for Company’s operations
Communities		CSR activities, E-mail, calls, direct contact	Ongoing, Need Based	<ul style="list-style-type: none"> Community welfare activities Employment opportunities
Government & Regulatory Authorities		Uploading on the website / portal, E-mail and filings	Need based including calendar based compliances - quarterly, half-yearly, annually etc.	<ul style="list-style-type: none"> To ensure compliance as well as seek approval wherever necessary

PRINCIPLE 5 - Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (B)	% (D / C)
EMPLOYEES						
Permanent	15,320	15,320	100	13,343	13,343	100
Other than permanent	88	88	100	35	35	100
Total Employees	15,408	15,408	100	13,378	13,378	100
WORKERS						
Permanent	Not Applicable					
Other than permanent	Not Applicable					
Total Workers	Not Applicable					

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

Business Responsibility & Sustainability Report

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

Category	FY 2022-23 Current financial year					FY 2021-22 Previous financial year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
EMPLOYEES										
Permanent	15,320	345	2	14,975	98	13,343	428	3	12,915	97
Male	10,956	223	2	10,733	98	9,624	195	2	9,429	98
Female	4,364	122	3	4,242	97	3,719	233	6	3,486	94
Other than Permanent	Not Applicable									
Male	Not Applicable									
Female	Not Applicable									
WORKERS										
Permanent	Not Applicable									
Male	Not Applicable									
Female	Not Applicable									
Other than Permanent	Not Applicable									
Male	Not Applicable									
Female	Not Applicable									

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

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)*	4	19,50,000	1	16,00,000
Key Managerial Personnel [^] #	3	3,00,00,000	0	-
Employees other than BoD and KMP [§]	10,954	3,13,967	4,363	2,70,000
Workers	Not Applicable			

*Out of total 11 Directors, remuneration is paid to one Executive Director (Managing Director & CEO) and four Independent Directors.

[^]Key Managerial Personnel includes Managing Director & CEO, Chief Financial Officer and Company Secretary.

[#]Remuneration considered excludes ESOP perquisites.

[§]Remuneration calculated by annualising total monthly Cost to Company for respective employees.

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

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

Yes

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

The Company has in place the necessary communication channels providing a formal mechanism to its employees through an employee app, to lodge their grievances / complaints including human rights issues if any.

Employee app accessible to all employees of the organisation has the capability to post / report any grievances or complaints on the go, at any given point in time.

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

	FY 2022-23 Current financial year			FY 2021-22 Previous financial year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	3	2*	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour / Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

*The two pending complaints as on March 31, 2022 stood resolved during the current financial year.

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

The Company has provisioned a communication channel that records grievances / complaints from employees through the employee app that retains the confidentiality of the matter throughout the process and therefore employee's interest are protected from any form of discrimination and harassment.

The policies, practice of code of conduct, reporting and investigation methods and the members who deal with grievances and complaints are well coached to honour the confidentiality of the dealings or matters which provides confidence to the employees and prevents them from any adverse consequences.

The Policies also protects employee's interests against any unfair practice like retaliation, threat or intimidation of termination / suspension of service, disciplinary action, transfer, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the employee's right to continue to perform the duties / functions.

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

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

9. Assessments for the year:

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

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

Not applicable.

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	Unit	FY 2022-23 Current financial year	FY 2021-22 Previous financial year
Total electricity consumption (A)	kWh	93,84,872	75,57,548
Total fuel consumption (B)	kWh	64,234	54,467
Energy consumption through other sources (C)	-	N.A.	N.A.
Total energy consumption (A+B+C)	kWh	94,49,160	76,12,015
Energy intensity per rupee of turnover (Total energy Consumption / turnover in rupees)	kWh / turnover (₹ in million)	1,118.6	901.1

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

No

If yes, name of the external agency.

Not Applicable

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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.

Considering the nature of business, the Company does not have any sites / facilities as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY 2022-23 (Current financial year)	FY 2021-22 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	The Company's water usage is restricted to human consumption only. As the Company is not a manufacturing Organisation, the prescribed table does not apply to the Company. The Company makes conscious efforts to ensure optimum utilisation of water consumption.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

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

No

If yes, name of the external agency.

Not Applicable

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

Not applicable.

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

Parameter	Please specify unit	FY 2022-23 (Current financial year)	FY 2021- 22 (Previous financial year)
NOx		Not Applicable	
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

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

No

If yes, name of the external agency.

Not Applicable

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

Parameter	Unit	FY 2022-23 (Current financial year)	FY 2021-22 (Previous financial year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	tCO ₂ e	47	43
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF6, NF3, if available)	tCO ₂ e	7,602	6,122
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e / turnover (₹ in million)	0.9	0.7

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

No

If yes, name of the external agency.

Not Applicable

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

The Company makes conscious efforts to reduce overall emissions from its business operations. It adopts various energy-efficient methods to reduce power consumptions and keeping its energy requirement suitably low.

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

The solid waste generated from the offices are disposed through respective municipal corporations. Dry waste is generated from the offices and consists of paper and plastic, there are no hazardous or Construction & Demolition waste generations. The E-waste (consisting of desktops and other electronic equipment) is sustainably disposed through a buy-back mechanism and with registered recycling vendors.

Parameter	FY 2022-23 (Current financial year)	FY 2021-22 (Previous financial year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	N.A.	N.A.
E-waste (B)	10.45	0.81
Bio-medical waste (C)	N.A.	N.A.
Construction and demolition waste (D)	N.A.	N.A.
Battery waste (E)	14.01	2.32
Radioactive waste (F)	N.A.	N.A.
Other Hazardous waste. Please specify, if any. (G)	N.A.	N.A.
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	N.A.	N.A.
Total (A + B + C + D + E + F + G + H)	24.46	3.13

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	Not Applicable
(ii) Re-used	
(iii) Other recovery operations	
Total	

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	
(i) Incineration	Not Applicable
(ii) Landfilling	
(iii) Other disposal operations	
Total	

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

NO

If yes, name of the external agency.

Not Applicable

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

The Company's business operations does not result in significant waste production, the only significant source of waste is E-waste from obsolete electronic devices and batteries. No hazardous or toxic chemicals are used / produced in the Company's business operations.

10. If the entity has operations / offices in / around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. No.	Location of operations / offices	Type of Operations	Whether the conditions of environmental approval / clearance are being complied with? (Yes / No) If no, the reasons thereof and corrective action taken, if any.
No operations / offices are present in / around ecologically sensitive areas			

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

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

12. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Yes / No).

Yes, the Company is compliant with the applicable environmental law / regulations / guidelines in India.

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.

Nil

- 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)
Not Applicable		

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
No incidents related to anti-competitive conduct reported		

PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**
Not Applicable.
- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:**
Not Applicable.
- Describe the mechanisms to receive and redress grievances of the community:**
Community members can send any concerns or grievances at the Company’s following E-mail ids: grievanceofficer@justdial.com, investors@justdial.com.
- Percentage of input material (inputs to total inputs by value) sourced from suppliers:**

	FY 2022-23 (Current financial year)	FY 2021-22 (Previous financial year)
Directly sourced from MSMEs / small producers		
Sourced directly from within the district and neighbouring districts		Not Applicable

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

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**
The Company has implemented various mechanisms to receive the consumer complaints, such as through, hotline no., E-mails, walk-in, postal, feedback forms (Web / App / WAP), social media and through grievance redressal. A ticket is generated and gets auto assigned to the concerned team. All such complaints are acknowledged within 24 hours and are redressed within maximum of 30 days.
- 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	

- Number of consumer complaints in respect of the following:**

	FY 2022-23 (Current financial year)			FY 2021-22 (Previous financial year)		Remarks
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	
Data privacy	0	0	-	0	0	-
Advertising	1	1	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	7	7	-	5	2	-
Other	9	8	-	8	7	-

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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. Framework / policy on cyber security and risks related to data privacy is available at <https://www.justdial.com/Privacy-Policy>.

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.

The Company has not faced any significant issues or instances related to advertising, and delivery of essential services; cyber security and data privacy of customers; penalty / action taken by regulatory authorities on safety of products / service.

Leadership Indicators

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

Company's services are available on following platforms:

- <https://www.justdial.com>
- Justdial Android App
- Justdial iOS App
- <https://www.jdmart.com>
- JD Mart Android App
- JD Mart iOS App