

August 28, 2023

CS&G/STX/SQ2023/28

1) National Stock Exchange of India Limited

Exchange Plaza, C-1, Block G,
Bandra Kurla Complex, Bandra (E),
Mumbai – 400 051

Scrip Symbol: KFINTECH

2) BSE Limited

Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai – 400 001

Scrip Code: 543720

Sub. : Submission of Business Responsibility and Sustainability Report for the Financial Year 2022-23

Ref. : Regulation 34 of the LODR Regulations

Dear Sir / Madam,

Pursuant to Regulation 34 and other applicable provisions of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“**LODR Regulations**”), please find enclosed herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23 (“**BRSR**”).

The BRSR also forms a part of the Annual Report for the Financial Year 2022-23 as submitted *vide* our letter reference no. CS&G/STX/SQ2023/27 dated August 28, 2023.

This is for your information and records.

Thanking you,

Yours faithfully,

For KFin Technologies Limited

Alpana Kundu

Company Secretary and Compliance Officer

ICSI Membership No.: F10191

Encl.: a/a

KFin Technologies Limited

(Formerly known as KFin Technologies Private Limited)

Registered & Corporate Office:

Selenium Building, Tower-B, Plot No- 31 & 32, Financial District, Nanakramguda,
Serilingampally, Hyderabad, Rangareddi, Telangana, India, 500032.

CIN: L72400TG2017PLC117649

compliance.corp@kfintech.com

Business Responsibility and Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L72400TG2017PLC117649
2.	Name of the Listed Entity	KFin Technologies Limited
3.	Year of incorporation	2017
4.	Registered office address	Selenium, Tower B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi 500032, Telangana, India
5.	Corporate address	Selenium, Tower B, Plot No- 31 & 32, Financial District, Nanakramguda, Serilingampally, Hyderabad, Rangareddi-500032, Telangana, India
6.	E-mail	compliance.corp@kfintech.com
7.	Telephone	+91 40 7961 5565
8.	Website	www.kfintech.com
9.	Financial year for which reporting is being done	1 st April, 2022 to 31 st March, 2023
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) & National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	₹ 1,692,286,990 divided into: a) 169,228,699 Equity Shares of face value ₹ 10 each and b) 1,000 Preference Shares of face value ₹ 200 each
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Vivek Narayan Mathur Chief Financial Officer +91 40 7961 5565 compliance.corp@kfintech.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 made in this report are made on Standalone basis and pertain only to KFin Technologies Limited.

II. Products/services

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

S. No	Description of Main Activity	Description of Business Activity	% of Turnover of The Entity
1.	Fund Administrator and Qualified Registrar and Transfer Agent	Technology driven financial services platform providing comprehensive services and solutions to the capital markets ecosystem including asset managers and corporate issuers across asset classes in India and other global locations. We are also a Central Recordkeeping Agency for the National Pension Scheme in India	94%

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

S. No	Product/Service	Description of Business Activity	NIC Code	% of total Turnover contributed
1.	Service	Fund Administrator and Qualified Registrar and Transfer Agent	62099	94%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	182 (Front Offices), two middle offices and two back offices	186
International	NA	1	1

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	27
International (No. of Countries)	11

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

Exports contribute a total of 8.80% of the total turnover.

c. A brief type of customers

The Company is a fund administrator and qualified registrar and transfer agent service provider. As such, the Company serves various types of customers across different sectors. Some of the key customer segments of the Company are:

- i. **Mutual Funds:** KFin Technologies provides registrar and transfer agent services and other value added digital solutions to mutual funds. Mutual fund companies outsource their investor servicing activities, such as record-keeping, transaction processing, and customer support, to KFin Technologies.
- ii. **Alternative Investment Funds:** It caters to AIFs by offering comprehensive investor servicing solutions. These services include handling investor onboarding, investor inquiries, managing fund distribution, maintaining investor records, fund administration and facilitating various transactions.
- iii. **Corporates:** It works with corporates to provide them with end-to-end shareholder services. This involves managing the entire lifecycle of a shareholder, including share transfers, dividend payments, and handling corporate actions like buy-backs, open offers, bonus issues, etc. In addition, it also offers other value added services as a platform offering like conducting e-AGM, e-Voting, etc.
- iv. **Pension Subscribers:** It has a registration to act as Central Recordkeeping Agency ("CRA") with the Pension Fund Regulatory and Development Authority. The key activities of CRA are Issue & dispatch of unique Permanent Retirement Account Number, receive instructions from subscribers through CRA System / NPSCAN, monitor subscribers' contributions and instructions and transmit the information to the relevant Pension Fund Managers, providing various subscriber maintenance services, interact and coordinate with other NPS stakeholders etc. .

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers including differently abled

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	5,127	3,879	76%	1,248	26%
2.	Other than Permanent (E)	513	340	68%	173	34%
3.	Total employees (D + E)	5,640	4,219	75%	1,421	25%

*The Company does not employ any workers as it's a service-based company.

b. Differently abled employees and workers

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	5	5	100%	Nil	0%
2.	Other than Permanent (E)	9	6	66.67%	3	33.33%
3.	Total differently abled employees (D + E)	14	11	78.57%	3	21.43%

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	9	1	11%
Key Management Personnel	3	1	33.33%

20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees (%)	33%	42%	35%	39%	48%	41%	23%	26%	24%

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures	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	KFin Services Private Limited	Wholly-owned subsidiary	100%	No
2	KFin Technologies (Bahrain) W.L.L.	Wholly-owned subsidiary	100%	No
3	KFin Technologies (Malaysia) SDN. BHD	Wholly-owned subsidiary	100%	No
4	Hexagram Fintech Private Limited	Wholly-owned subsidiary	100%	No
5	Hexagram Fintech SDN. BHD.	Wholly-owned stepdown subsidiary	100%	No
6	KFin Global Technologies (IFSC) Limited	Wholly-owned subsidiary	100%	No
7	Fintech Products and Solutions India Private Limited	Associate	25.63%	No

VI. CSR Details

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

ii. Turnover: ₹ 6,247.09 million as on March 31, 2022

iii. Net Worth: ₹ 6,186.98 million* as on March 31, 2022

* excludes capital reserve, capital redemption reserves and share based payment reserves.

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			FY 2021-22		
		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 company has a CSR committee and established an internal system to actively monitor the execution of their Corporate Social Responsibility (CSR) projects and address the needs and concerns of the beneficiary community.						
Investors (other than shareholders)	Not Applicable. The Company has no borrowings and has only shareholders which include both individual and entities.						
Shareholder	Yes. The investors can reach out to the Head of Investor Relations either through post or can email their concerns on investorrelations@kfintech.com. Details are available on the Company's website https://investor.kfintech.com/ . Further, the shareholders can reach write to/ contact the Registrars or Share Transfer Agents on investor@bigshareonline.com. They can alternatively call them and can access their website for any queries. Details are available on the Company's website https://investor.kfintech.com/ .						
Employees	Yes	3	0	N.A.	3	0	N.A.
Customers	Yes. The Company conducts regular meetings with its customers at various levels to gain insights into their requirements, gather feedback, and receive suggestions. These meetings are scheduled at predetermined intervals.						
Value Chain Partners	Yes. The Company maintains regular interactions with key stakeholders in its value chain. The company facilitates effective communication through dedicated digital platforms, enabling them to understand any grievances, receive feedback, and address their concerns.						
Other (please specify)				Not Applicable.			

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
1.	Carbon Footprint and Climate Change	Risk and Opportunity	High energy consumption by the company's operations and data centers may contribute to greenhouse gas emissions, which can have a negative impact on the environment, exacerbate climate change, resource depletion and increased pollution.	Shift to renewable energy sources for powering data centers and other facilities, reducing carbon emissions and energy consumption. Implement energy-efficient technologies, such as efficient cooling systems and server virtualization, to minimize energy consumption.	Energy efficiency measures can reduce operational costs by lowering energy consumption and related expenses.
2.	Electronic Waste	Risk	The disposal of electronic waste generated by the company's operations, such as outdated IT equipment, can have adverse environmental effects if not managed properly.	The Company has approved & well established Waste Management Policy (e-waste), wherein, we can have engaged vendors who has the capability for proper disposal of e-waste.	Investment in disposal practices followed.
3.	Data Privacy and Security	Risk	As a QRTA, the Company handles sensitive customer data. Ensuring robust data privacy and security measures is crucial to maintaining customer trust and complying with relevant regulations.	Strengthen data protection measures, including encryption, access controls, and employee training programs, to mitigate the risk of data breaches.	Increased investment in robust controls can enhance the company's reputation, customer trust, and client acquisition.
4.	Workforce Diversity and Inclusion	Opportunity	Promoting diversity and inclusion within the company can enhance innovation, productivity, and overall business performance. Failing to address these issues may lead to reputational damage and hinder talent acquisition and retention.	Implement initiatives to foster a diverse and inclusive workplace, such as recruitment strategies, employee resource groups, and training programs.	None.
5.	Employee Well-being	Risk and Opportunity	Providing a safe and healthy work environment, work-life balance, and employee development opportunities are essential for employee satisfaction, productivity, and overall organizational success.	Prioritize employee well-being through initiatives like flexible work arrangements, mental health support, and professional development opportunities.	Improving employee well-being and creating an inclusive work environment can enhance productivity, reduce turnover, and attract top talent.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURE

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and Management Process									
1. (a) Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
(b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
(c) Web Link of the Policies, if available	<ol style="list-style-type: none"> Code of Conduct for Directors and Senior Management - https://investor.kfintech.com/wp-content/uploads/2022/07/KFintech_Code-of-Conduct-for-Directors-and-Senior-Management.pdf Corporate Social Responsibility (CSR) Policy - https://investor.kfintech.com/wp-content/uploads/2022/11/KFintech_CSR-Policy.pdf Policy on Board Diversity - https://investor.kfintech.com/wp-content/uploads/2022/07/KFintech_Policy-on-Board-Diversity.pdf Whistle Blower and Vigil Mechanism Policy - https://investor.kfintech.com/wp-content/uploads/2022/07/KFintech_Whistle-Blower-and-Vigil-Mechanism-Policy.pdf Information Security Policy - https://investor.kfintech.com/wp-content/uploads/2022/11/Information-Security-Policy.pdf 								
2. Whether the entity has translated the policy into procedures	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	N.A.	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	While there are no specific national or international standards mandated for the formulated policies, the policies of KFin Technologies Limited comply with relevant regulatory requirements, wherever applicable. The Information Security Management system policies align with the ISO/IEC 27001:2013 standards. The Company has renewed its ISO 9001:2015 certification for its state-of-the-art Quality Management System. Also it has renewed its SOC 1 Type 2 certification for FY 2022-23 to reflects its commitment to maintain the highest standard of data security and operational excellence.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	The Company thrives on technology to digitise and drive automations across most of its processes to ensure operational efficiencies and delivery excellence. As such, our goal is to invest in new products and digital platforms for different asset classes to drive paperless transactions. We have been actively taking conscious efforts to replace our existing equipment systems across infrastructure with energy efficient equipment.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company has active steering committees for strategic functions which meet on a periodic basis to review and discuss internal control, processes and governance.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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Government Leadership and oversight

- | | |
|--|--|
| 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements <i>(listed entity has flexibility regarding the placement of this disclosure)</i> | Refer to the message of Mr. Sreekanth Nadella (CEO and MD) in the Annual Report |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). | Mr. Sreekanth Nadella, CEO and MD |
| 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. | The Company has Corporate Social Responsibility Committee, for details refer to the Corporate Governance Report in the Annual Report |

10. Details of review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by the 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 Board and its committees periodically review the policies and evaluate the performance of policies and follow up action the Company against the NGRBC principles to the extent applicable and possible.																	
Compliance with statutory requirements of relevance to the principles and rectification of any non – compliance The Company follows strict compliance practices which ensure that statutory requirements are complied with at all times.																		

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

The Company conducts external audits periodically to comply with regulatory and statutory requirements. However, it has not yet conducted a specific independent audit on the National Guidelines on Responsible Business Conduct principles.

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

Not applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

ESSENTIAL INDICATORS

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

The Company has the plan in place to provide the above training in the financial year 2023-24; however the Company provides training related to code of conduct which, inter-alia, includes some of human rights, compliance, etc.

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					
	Name of the regulatory / enforcement agencies / judicial institutions	NGRBC Principle	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	N.A.	N.A.	N.A.	N.A.	N.A.
Settlement	SEBI		₹ 9.12 million	See note below	No
Compounding Fee	N.A.	N.A.	N.A.	N.A.	N.A.

Non-Monetary				
	Name of the regulatory/ enforcement agencies/ judicial institutions	NGRBC Principle	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	N.A.	N.A.	N.A.	N.A.
Punishment	N.A.	N.A.	N.A.	N.A.

Note: The Company received a Show Cause Notice (“SCN”) from SEBI related to its issuer services business. SEBI pointed out certain observations. It was an industry issue due to various regulatory changes brought in by SEBI in short period of time. To conclude the matter early, KFinTech decided to settle the matter with SEBI and move on. Accordingly, SEBI issued a settlement order dated November 4, 2022 (“the Order”). It is to be noted that the Order issued by the SEBI clearly states that the proposal of KFinTech to settle the matter was without admitting or denying the findings of fact and conclusions of law, through a settlement order.

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.

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.

The Company has a Code of conduct and Business Ethics Policy in place with states that, no employee within the organization shall be involved in offering or receiving any bribe. The Company monitors these incidents. The Company also takes into consideration that its vendors and suppliers are not involved in any corruption and bribery activities.

The policy also states that employees are not allowed to exchange gifts unless it is approved from the Head of Human Resource. Gifts which are exchanged with clients are documented in a Gift Register by the Human Resource Department.

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

None

6. Details of complaints regarding conflict of interest:

	FY 2022-23		FY 2021-22	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors		Not Applicable		
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Not Applicable		

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

Not Applicable.

LEADERSHIP INDICATORS

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

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 organization has a policy for Code of Conduct For Directors and Senior Management, which states that all the members of the board shall exercise their duties objectively and constructively, upholding the ethics of the organization. The Company further expects each director to safeguard the interests of all the stakeholders by balancing conflicting interests amongst stakeholder and themselves.

This policy reflects KFinTech’s strict adherence to maintain good faith in order to achieve benefits of its members, employees, shareholders, community and the environment.

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

ESSENTIAL INDICATORS

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

None, considering the nature of business that the Company is into.

- Does the entity have procedures in place for sustainable sourcing? - Yes**
 - If yes, what percentage of inputs were sourced sustainably?**

KFin Technologies Limited sources most of its electronic devices such as laptops, servers, desktops, etc. from partners who are sourcing their products sustainably.

- 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.**

Type of Product	Process
Plastics	Plastic waste is collected and handed over to municipal/ government agencies for its recycle/ disposal.
E waste	In compliance with the Waste Management Policy adopted by the Company and done through approved recyclers.
Hazardous Waste	Not Applicable. No hazardous waste is generated due to the nature of business.
Other Waste	In compliance with the Waste Management Policy adopted by the Company and done through approved recyclers.

- 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

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

Not applicable owing to the nature of business.

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

Not applicable.

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

Not applicable.

- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Not applicable

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

Not applicable.

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

ESSENTIAL INDICATORS

1. (a) Details of measures for the well-being of employees:

Category	Total (A)	% of Employees covered									
		Health insurance care facilities		Accident insurance		Maternity Benefits		Paternity benefits		Day care facilities	
		No. (B)	(B/A) %	No. (C)	(C/A) %	No. (D)	(D/A) %	No. (E)	(E/A) %	No. (F)	(F/A) %
Permanent Employees											
Male	3,879	3,879	100%	3,879	100%	-	0%	3,879	100%	3,879	100%
Female	1,248	1,248	100%	1,248	100%	1,248	100%	-	0%	1,248	100%
Total	5,127	5,127	100%	5,127	100%	1,248	24%	3,879	76%	5,127	100%
Other than Permanent Employees											
Male	339	339	100%	339	100%	-	0%	-	0%	-	0%
Female	174	174	100%	174	100%	174	100%	-	0%	-	0%
Total	513	513	100%	513	100%	174	34%	-	0%	-	0%

(b) Details of measures for the well-being of workers:

The company does not employ any workers.

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

Benefits	FY 2022-23			FY 2021-22		
	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%	N.A.	Yes	100%	N.A.	Yes
Gratuity	100%	N.A.	Yes	100%	N.A.	Yes
ESI	52%	N.A.	Yes	58%	N.A.	Yes
Others (please Specify)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

3. Accessibility of Workplace-

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, the premises/offices of the entity are accessible to differently abled employees and workers, 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.

Yes, the entity has a Code of Conduct policy which mandates all the employees to conduct themselves with a high degree of professional ethics, fairness and transparency. The organization does not discriminate any employee on the basis of caste, creed, race, gender or sexual identity.

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

	Permanent employees	
	Return to Work Rate	Retention Rate
Male	100.00%	80.65%
Female	99.31%	70.14%
Total	99.66%	75.40%

*The company does not have any permanent workers.

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

If yes, give details of the mechanism in brief (Yes/No)	
Permanent workers	Not Applicable
Other than Permanent workers	Not Applicable
Permanent Employees	Yes, Employees can report any incident about workplace issues like financial and auditing concerns, Sexual harassment, theft, substance abuse, ethics violation, Workplace violence unsafe conditions etc by visiting www.convercent.com/report . The platform helps the Company to keep a track of the grievances raised by employees around multiple issues and resolve them in a timely manner.
Other than permanent Employees	

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

The Company does not have any employee's association. However, the company acknowledges and respects the right to freedom of association, and it does not discourage or impede collective bargaining.

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On health and safety/ wellness measures		On skill upgradation		Total (D)	On health and safety/ wellness measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,879	990	25.5%	2,625	67.70%	4,033	The Company started maintaining the respective datasets starting from FY 2022-23			
Female	1,248	350	28%	922	73.90%	1,301				
Total	5,127	1,340	26.1%	3,547	69.20%	5,334				

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No.(B)	% (B/A)	Total(C)	No.(D)	% (D/C)
Permanent Employees						
Male	3,879	3,542	91%	4,033	3,021	75%
Female	1,248	1,120	90%	1,301	909	70%
Total	5,127	4,662	91%	5,334	3,930	73%

10. Health and safety management system:

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

There are no significant occupational health and safety risks associated with the operations considering the nature of business. However, the Company is committed to provide safe working conditions to all employees at all times and ensures effectiveness of the same.

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

Regular fire drills are conducted at the company's operating premises to assess and mitigate risks. Employees receive first aid training to effectively identify and handle any unforeseen situations. Additionally, employees provide feedback on various safety and health considerations, ensuring a collaborative approach towards maintaining a secure and healthy work environment.

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

Due to the nature of the business, employees are not exposed to any occupational hazards. However, the company still conducts fire drills and provides trainings to ensure that employees are equipped with strategies to safely remove themselves from any potential hazards.

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

Yes

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)		None	None
Total recordable work-related injuries	Permanent	None	None
No. of fatalities	Employees	None	None
High consequence work-related injury or ill-health (excluding fatalities)		None	None

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

Ensuring a safe and healthy workplace is inevitable for KFinTech. We have implemented various measures to achieve this goal. Here are some common measures taken by KFinTech to ensure a safe and healthy workplace:

- 1. Safety Policies and Procedures:** KFinTech establishes comprehensive EHS policy and SOPs that outline guidelines and protocols for employees to follow. These policies cover areas such as security, access control, emergency response and reporting to ensure the safety of employees.
- 2. Risk Assessments:** Regular risk assessments are conducted to identify potential threats in the workplace. This involves evaluating the workplace environment, equipment, and processes to employee health and safety. Accordingly, KFinTech has covered risk assessment under crises management and business continuity program in Admin manual.
- 3. Safety Equipment and Facilities:** KFinTech provide necessary safety equipment and facilities to protect employees. This may include personal protective equipment like gloves and advanced equipment for technicians. Entities also ensure the availability of safety features in the workplace, such as firefighting sprinklers, fire extinguishers, emergency exits, and properly maintained equipment.
- 4. Incident Reporting and Investigation:** Entities establish clear procedures for employees to report incidents, accidents, and near-misses, named as root cause analysis (RCA). This encourages a proactive approach to safety and allows the entity to investigate the causes, identify trends, and take corrective actions to prevent similar incidents in the future.

Implementing these measures, KFinTech demonstrates their commitment to providing a safe and healthy workplace, fostering employee well-being, and minimizing risks to employees' health and safety.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	None	0	0	None
Health & Safety	0	0	None	0	0	None

14. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	None. There were no assessments conducted during the year on these lines.
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.

Being a service-based industry, there were no safety related incidents reported.

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

Yes.

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

The company ensures that any applicable statutory payments related to transactions within its scope are deducted and deposited in compliance with regulatory requirements. This process is also subject to review during both internal and statutory audits. The company expects its partners in the value chain to adhere to business responsibility principles and uphold the values of transparency and accountability.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil

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

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	None. No assessments were conducted in the reporting period.
Working Conditions	

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

Not Applicable.

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

ESSENTIAL INDICATORS

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

Any individual or group of individuals or institution that adds value to the business chain of the Corporation is identified as a core or key stakeholder. This inter alia includes employees, shareholders and investors, customers, channel partners and key partners, regulators, lenders, research analysts, communities and suppliers amongst others.

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

Sr. No	Stakeholder Group	Whether identified as Vulnerable and Marginalized Group	Channels of communication	Frequency of engagement	Purpose and Scope of engagement
1	Shareholders	No	Email, Newspaper advertisements, Meetings	Annually / Half Yearly / Quarterly / Need basis	Financial and Business performance
2	Clients	No	Email, Mobile Apps, Surveys, Websites, Face to face meetings	Annually / Half Yearly / Quarterly / Monthly/ Weekly/ Need basis	Service delivery and feedback
3	Employees	No	Internal communications	Frequently	Team building, Townhalls, career growth, skill development trainings, safe workplace
4	Communities	Yes	Meeting, Newspaper, Notices	As and when needed	Implementation of CSR activities promoting education, preventive health care and sanitation, and Ecological balance and animal welfare.
5	Government	No	Meeting, Newspaper, Notices	As and when needed	Industry representations, and meetings

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 organization strongly values maintaining ongoing engagement with its primary stakeholders to enhance communication regarding its performance and strategy. As part of this commitment, the company actively seeks opportunities to interact with key stakeholders to gain insights into their perspectives, concerns, grievances, and suggestions regarding the environmental, social, and governance (ESG) material issues. The exchange of ideas and information between stakeholders, company management, and board members, as well as interactions with officials, occurs through a diverse range of engagement channels.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, the Company identifies the CSR activities in active engagement with the key stakeholder groups.

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

The company engages with vulnerable and marginalized stakeholders through various CSR projects: -

Project 1: Jinnaram Tribal School develops and enhances Skills by providing computer lab with complete set up along with internet connections, Provided digital boards, RO installation, courtyard upliftment and CCTV coverage and sports equipment for Cricket and Basketball

Project 2: Telangana Tribal Welfare Residential Degree College for Women ("TTWRDC") in Rajanna Sircilla district for the Fine Arts college, provides fashion designing material, interior design equipment, PHOTOGRAPHY EQUIPMETS, Books related to Fine Arts; CCTV, Complete Computer lab set up, courtyard upliftment, Laptops, Air Conditioners etc.

Project 3: Telangana Tribal Welfare Degree College for Women has provided Inclinator to 15 Women colleges.

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			FY 2021-22		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	5,127	5,127	100%	5,334	5,334	100%
Other than permanent	513	0	0%	618	0	0%
Total Employees	5,640	5,127	91%	5,952	5,334	90%

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

Category	FY 2022-23					FY 2021-22				
	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										
<i>Permanent</i>										
Male	3,879	164	4.23%	3,715	95.74%	4,033	81	2.01%	3,952	97.99%
Female	1,248	81	6.49%	1,167	93.39%	1,301	47	3.61%	1,254	96.39%
<i>Other than Permanent</i>										
Male	339	209	61.65%	130	38.35%	435	253	58.16%	182	41.84%
Female	174	116	66.67%	58	33.33%	183	126	68.85%	57	31.15%

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)*	8	3.67 million	1	2.25 million
Key Managerial Personnel**	1	16.47 million	1	1.93 million
Employees other than BoD and KMP	3,877	0.3 million	1,247	0.2 million
Workers	N.A.	N.A.	N.A.	N.A.

* BoD includes MD and eight other Non-Executive Directors

** MD is included in BOD

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

Yes. The Human Resource department is responsible for addressing human rights impact or issues caused or contributed to by the business

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

Yes, Employees can report any incident about human rights issues by visiting www.convercent.com/report.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	Nil	NA	Nil	Nil	N.A.
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other Human Rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

Yes. We have a reporting mechanism in place where employees can report any incidents about discrimination and harassment by visiting www.convercent.com/report. We also have a POSH policy in place to prevent cases of sexual harassments. Any employee or aggrieved women may file a written complaint of harassment to an Internal committee to address the issues of harassment.

Weblink: https://www.kfintech.com/wp-content/uploads/2021/06/KFin-PoSH-Policy-v1.1_updated.pdf.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No):
 No, the same is being implemented in current financial year.

9. 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	
Discrimination at workplace	None
Wages	
Others – please specify	

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

Not applicable.

LEADERSHIP INDICATORS

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

The organization has not encountered any instances of complaints or grievances related to human rights violations.

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

The organization has established a Code of Conduct to guarantee the adherence and respect for all human rights protocols. This ensures that proper protocols are in place and diligently followed.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

Yes, the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	None
Wages	
Others – please specify	

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

Not applicable.

PRINCIPLE 6 Businesses should respect and make efforts to protect and restore the environment
ESSENTIAL INDICATORS

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A) (GJ)	12,577.39	13,925.72
Total fuel consumption (B) (GJ)	100.35	111.15
Energy consumption through other sources (C) (GJ)	0	0
Total energy consumption (A+B+C) (GJ)	12,677.74	14,036.87
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	₹ 1.79 GJ per million	₹ 2.24 GJ per million

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

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

No.

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
i. Surface Water	-	-
ii. Groundwater	4,475.8	2,553.6
iii. Third Party Water	2,983.8	1,702.4
iv. Seawater/Desalinated Water	-	-
v. Others	-	-
Total Volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,459.6	4,255.9
Total volume of water consumption (in kilolitres)	7,459.6	4,255.9
Water intensity per rupee of turnover	₹ 1.03 kl per million	₹ 0.68 kl per million

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

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

Owing to the nature of business, the Company does not release any untreated effluent and is in complete compliance with regulations. The company recycles its wastewater post treatment for flushing purposes.

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

Owing to the nature of business, the Company does not have major air emissions as such and hence not monitoring currently.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	24.80	27.48
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	2,829.80	3,133.20
Total Scope 1 and Scope 2 emissions per rupee of turnover		₹ 0.40 metric tonne per million	₹ 0.51 metric tonne per million

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

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

None

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	10.80	0
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	35.16	7.20
Battery waste (E)	2.72	0
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (Paper)* (H)	68.13	26.76
Total (A+B + C + D + E + F + G + H)	116.81	33.96

*Paper waste is considered as "Non-hazardous (H)" and the increase over FY 2021-22 was attributed to the exercise of one-time clean-up of paper waste piled up from COVID-19 period. Also, additional paper waste was generated owing to one-time impact on account of change of the Company brand logo and subsequent one-time impact on account of change in name of the Company from "KFin Technologies Private Limited" to "KFin Technologies Limited".

For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Category of waste	FY 2022-23	FY 2021-22
(i) Recycled	81.65	26.76
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	81.65	26.76

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

Category of waste	FY 2022-23	FY 2021-22
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	35.16	7.20
Total	35.16	7.20

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

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

The Company has effective systems in place to ensure the effective and proper disposal of wastes. No hazardous and toxic chemicals were generated owing to the nature of business.

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

The entity does not have any operations or offices in ecologically sensitive areas.

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

Not applicable, as no impact assessments were undertaken in FY 2023

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

Yes, the entity is compliant with all the applicable environmental law/ regulations/ guidelines based on its nature of business.

LEADERSHIP INDICATORS

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

Parameter	FY 2022-23	FY 2021-22
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) (GJ)	12,577.39	13,925.72
Total fuel consumption (E) (GJ)	100.35	111.15
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	12,677.74	14,036.87

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

2. Provide the following details related to water discharged:

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

3. 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:

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Not Applicable as none of the offices are located in water stressed areas and owing to the nature of business.

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

The Company is yet to formulate its GHG inventory for Scope 3 emissions and is not tracking as of now.

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

Not Applicable.

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

Sr. No	Initiative undertaken	Details of the initiative (<i>Web-link, if any, may be provided along-with summary</i>)	Outcome of the initiative
1	Sewage Treatment Plant (STP)	Total water discharged is treated and reused for internal purposes.	Reduced water consumption.
2	Sensor based Urinals	To reduce water consumption in our day-to-day operations sensor-based urinals were implemented.	Reduced water consumption.
3	Occupancy Sensor	Reduce the energy consumption in unused space.	Improved energy efficiency and GHG emission
4	Re-shifting of equipment	Additional cooling requirements are reduced	Improved energy efficiency and GHG emission
5	Replacement of CFL with LED	Energy efficiency initiative	Improved energy efficiency and GHG emission
6	Adopted VRV in new projects	Energy efficiency initiative	Improved energy efficiency and GHG emission
7	Vendor selection based on waste recycling/disposal certificate.	Safe disposal/recycle of waste	Improved recycling of waste.

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

Yes, the Company has business continuity and disaster management plan as per the regulatory requirements. The Company has a disaster recovery site in Bengaluru, Karnataka built to ensure business continuity across all our critical functions in the event of a disaster which is connected on a real time basis, ensuring continuous availability and data replication and redundancy.

8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

There are no reportable adverse impacts on the environment due to the business activities.

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

None.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

ESSENTIAL INDICATORS

1. (a) Number of affiliations with trade and industry chambers/ associations.

The Company has one affiliation.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Registrar Association of India	National

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

No such adverse orders from regulatory authorities were reported in the reporting period. KFinTech believes in fair competition by following the highest governance standards and processes and does not indulge into any unfair business or trade practices.

LEADERSHIP INDICATORS

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

The Company engages in advocacy for industry-related policies by collaborating with industry associations such as the Registrar Association of India. Within the Company, there are designated officials who are authorized to communicate with industrial bodies and handle government affairs. Through this association, the Company has actively represented and worked towards implementing beneficial and inclusive development policies for the entire industry.

PRINCIPLE 8 Business 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.**

None

- 2. 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.

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

Grievances of the community are received and resolved by the CSR Committee which works closely with them on various CSR projects.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	40	30
Sourced directly from within the district and neighbouring districts	20	10

LEADERSHIP INDICATORS

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

Not applicable.

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

None

- (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?**

Not applicable

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

Not applicable

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

Not applicable.

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

Not applicable.

- 6. Details of beneficiaries**

The details is provided in the CSR Report forming part of the Annual Report.

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.

The Company provides services to the investors of its clients. Such investors have multiple channels to raise complaints, including through SEBI Scores, direct email, phone, or by submitting their complaint at our branch office or Investor Service Centre (ISC). Once a complaint is received, our team promptly contacts the investor to understand their grievance, if necessary. The team takes every effort to resolve the issue as quickly as possible, adhering to the prescribed turnaround time (TAT) set by SEBI. The resolution is also effectively communicated to the investors.

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

Not Applicable.

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	N.A	Nil	Nil	N.A
Advertising	Nil	Nil	N.A	Nil	Nil	N.A
Cyber-security	Nil	Nil	N.A	Nil	Nil	N.A
Delivery of essential services	Nil	Nil	N.A	Nil	Nil	N.A
Restrictive Trade Practices	Nil	Nil	N.A	Nil	Nil	N.A
Unfair Trade Practices	Nil	Nil	N.A	Nil	Nil	N.A
Others	11,170	67	The complaints are primarily related to the investor's services in the ordinary course of its business	Nil	Nil	N.A

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

Not Applicable.

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

Yes, KFinTech has implemented a robust security framework for Information & Cyber Security that aligns with industry standards like ISO 27001:2013 for Information Security Management Systems. We have meticulously developed Policies and Procedure documents in accordance with the requirements of this standard, which have been approved by management. These policies and procedures undergo regular review, at least once a year, and are promptly updated whenever there are any changes in the established processes. A comprehensive version history is maintained to effectively track and document any modifications made. The Policy on Information Security can be accessed at [Information-Security-Policy.pdf \(kfintech.com\)](#). The Company has BitSight score of 800.

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

Not Applicable.

LEADERSHIP INDICATORS

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

Information related to the various services provided by the Company are available on the Company's website, <https://www.kfintech.com/>. In addition, the Company makes use of multiple social media and digital platforms to spread awareness about its services.

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

Not applicable owing to the nature of business.

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

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

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. 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)

The company provides information about services as mandated by legal requirement. Distributors and Investors are encouraged to rate the Company's services on satisfaction levels.

5. Provide the following information relating to data breaches:

- a. **Number of instances of data breaches along-with impact** – None
- b. **Percentage of data breaches involving personally identifiable information of customers** – Not applicable.