

September 04, 2023

BSE Limited Corporate Relationship Department P.J. Towers, Dalal Street, Fort, Mumbai - 400 001	National Stock Exchange of India Ltd. Exchange Plaza, Bandra-Kurla Complex, Bandra (East) Mumbai - 400 051
Scrip Code : 506109	Symbol : GENESYS

Dear Sir/Madam,

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

In terms of provision of Regulation 34(2)(f) of SEBI (Listing Obligation and Disclosure Requirements) Regulations, 2015, we are enclosing Business Responsibility and Sustainability Report for the financial year 2022-23, which also forms part of Annual Report for the financial year 2022-23.

The above is also uploaded on the website of the Company www.igenesys.com.

You are requested to take the same on record.

Thanking You,

Yours faithfully,
For **Genesys International Corporation Ltd**

Vineet Chopra
Vice President - Legal &
Company Secretary

‘ANNEXURE - G’ TO DIRECTORS’ REPORT

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING FORMAT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity:

1	Corporate Identity Number (CIN) of the Listed Entity	L65990MH1983PLC029197
2	Name of the Listed Entity	Genesys International Corporation Limited
3	Year of incorporation	1983
4	Registered office address	73-A SDF III- SEEPZ, Andheri East Mumbai - 400096 India
5	Corporate address	73-A SDF III- SEEPZ, Andheri East Mumbai - 400096 India
6	E-mail	investors@igenesys.com
7	Telephone	+91 - 022 – 44884488
8	Website	www.igenesys.com
9	Financial year for which reporting is being done	April 1, 2022 to March 31, 2023 (FY 2022-23)
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11	Paid-up Capital	The paid-up equity share capital of the Company as of March 31, 2023 stood at ₹ 1887.75 Lakh consisting of 3,77,55,099 equity shares of ₹ 5/- 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. Vineet Chopra- Vice President – Legal and Company Secretary Email: vineet.chopra@igenesys.com Telephone: +91 - 022 - 44884488
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Disclosures made in this report are on a standalone basis

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Architectural and engineering activities and related technical consultancy	GIS Mapping and Engineering	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Architectural and engineering activities and related technical consultancy	7110	100%

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	5	5
International	NA	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	23
International (No. of Countries)	01

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

47%

c. A brief on types of customers:

The Company caters to both public and private sector customers section like Infrastructure, Telecom, Railways, Renewable Energy, Defense, Transportation 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)	1050	807	77%	243	23%
2.	Other than Permanent (E)	490	465	95%	25	5%
3.	Total employees (D + E)	1540	1272	83%	268	17%
WORKERS						
4.	Permanent (F)		Not applicable			
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

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)	2	2	100%	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	2	2	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)		Not applicable			
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

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19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	2	33.33%
Key Management Personnel	2	0	0%

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

Particulars	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	11%	11.58%	11.15%	7.67%	8.81%	7.90%	4.98%	6.20%	5.23%
Permanent Workers	Not applicable								

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 (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.	A. N .Virtual World Tech Ltd, Cyprus	Subsidiary	97.73%	No
2.	Virtual World Spatial Technologies Pvt. Ltd	Wholly owned subsidiary	100%	No

VI. CSR Details

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

(ii) Turnover (in ₹) : ₹ 17,991.20 Lakhs

(iii) Net worth (in ₹) : ₹ 42,692.30 Lakhs

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)	FY 2022-23 Current Financial Year April 01, 2022 to March 31, 2023			FY 2021-22 Previous Financial Year April 01, 2021 to March 31, 2022		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during theyear	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during theyear	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://www.igenesys.com/contact	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes https://www.igenesys.com/s/Investor-Contacts-ben9.pdf	0	0	NA	0	0	NA

Shareholders	Yes https://www.igenesys.com/s/Investor-Contacts-ben9.pdf	0	0	NA	0	0	NA
Employees and workers	Yes https://www.igenesys.com/s/Whistle-Blower-Vigil-Mechanism-v1_25052023.pdf	0	0	NA	0	0	NA
Customers	Yes https://www.igenesys.com/contact	0	0	NA	0	0	NA
Value Chain Partners	Yes https://www.igenesys.com/contact	0	0	NA	0	0	NA
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	Climate Change	Risk	Climate change and its associated impacts pose a risk to the environment, society and business.	Climate change is a global issue impacting one and all. Genesys believe in environmental protection follow the environmental friendly practices and create awareness.	Risk: The financial implications of not adapting or mitigating the risk can include increased costs due to regulatory non-compliance, fines, penalties, reputational damage and potential loss of business opportunities.
2	Employee Health and Safety	Risk/ Opportunity	Ensuring a safe and healthy work environment is essential for employee well-being and productivity. Failure to prioritize employee health and safety can result in accidents, injuries, increased absenteeism, decreased productivity, and potential legal liabilities.	Implementing health and safety policies, providing necessary training and fostering a culture of safety.	Risk: The financial implications of not mitigating employee health and safety risks can include medical expenses, legal costs, compensation claims, increased insurance premiums, reduced productivity, and potential damage to the company’s reputation. Opportunity: By investing in employee health and safety can lead to improved productivity, reduced costs associated with accidents and injuries, and enhanced employee morale and retention, resulting in positive financial implications. This is already in practice at GICL.

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3	Cybersecurity of On-Premises IT Infrastructure	Risk/ Opportunity	In today's digital landscape, cyber threats are pervasive, and businesses face an increasing risk of cyberattacks, data breaches, and unauthorized access to sensitive information. As Genesys relies on its on-premises IT infrastructure for critical operations and data storage, ensuring robust cybersecurity measures is essential.	Genesys adapt by implementing a comprehensive cybersecurity framework, including firewalls, intrusion detection systems, regular vulnerability assessments, data encryption, access controls, and employee training on cybersecurity best practices. Regular monitoring and updating of security systems are crucial to stay ahead of evolving cyber threats.	<p>Risk: Failure to adequately address cybersecurity risks can result in financial losses due to data breaches, legal liabilities, reputational damage, loss of customer trust, regulatory fines, and potential disruption of business operations.</p> <p>Opportunity: Implementing robust cybersecurity measures can help protect sensitive data, maintain business continuity, preserve customer confidence, and minimize financial losses associated with cyber incidents.</p> <p>This is already in practice in GICL through a systematic audit of the IT infrastructure.</p>
4	Manpower Attrition and Loss of Talent	Risk/ Opportunity	Manpower attrition refers to the departure or loss of employees, resulting in a loss of valuable talent, expertise, and institutional knowledge. It can impact team dynamics, productivity, and competitive advantage.	Implementing effective employee retention strategies, including competitive compensation and benefits, opportunities for growth and development, a positive work culture, and initiatives to promote employee engagement and well-being. Conducting exit interviews and analyzing employee feedback provide insights to address underlying issues leading to attrition.	<p>Risk: The financial implications of manpower attrition include costs associated with recruitment, hiring, and training of new employees. Additionally, the loss of talent and institutional knowledge can lead to decreased productivity, potential disruption of business operations, and a decline in competitive advantage.</p> <p>Opportunity: By implementing effective retention strategies can help reduce recruitment and training costs, maintain productivity, preserve institutional knowledge and enhance the organization's overall financial performance.</p> <p>This is already in practice in GICL through a systematic recruitment drive in all business units of GICL.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Wherever applicable, policy conforms to relevant national/international standards. All policies are framed based on applicable laws, business needs and industry practices / standards https://www.igenesys.com/s/Genesys-business-responsibility-policies.pdf								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO/IEC 27001:2013 Information Security Management System (ISMS) certified through BSI								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company believes in following these principles and its core element, however, specific goals and targets are yet to be set by the Company.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable								
Governance, 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>)	<p>Genesys delivers value and upholds the trust of not only its customers but also each stakeholder, including employees, suppliers & partners, the society it has an impact on, and the shareholders who invest in it. We have deeply invested in reimagining our future into a shared reality that everyone can adapt to with ease and benefit from equitably.</p> <p>Although the tech industry is not a significant carbon emitter, it has a more prominent role in creating a sustainable future, with technology as an active catalyst.</p> <p>Our CSR spending is directed to benefit people at the bottom of the pyramid with initiatives towards enhancing livelihood and opportunities.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sajid Malik Chairman and Managing Director								
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 Committee details								
	Mr. Manish Patel	Independent Director	Chairman						
	Mr. Sajid Malik	Managing Director	Member						
	Mr. Ganapathy Vishwanathan	Director	Member						

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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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	We comply with all applicable laws of the land we operate in.								
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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N	N

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)	Not applicable								
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)									

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 programs 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	% of persons in respective category covered by the awareness programmes
Board of Directors	1	Business strategy, code of conduct, Insider trading Laws, risk, Corporate Governance, SEBI Regulations.	100
Key Managerial Personnel	2	POSH, ESOP Regulations, SEBI Regulations, Insider trading laws, Code of Conduct.	100
Employee other than BOD and KMPs	2	POSH, ESOP Regulations, Insider trading laws, Fire Drills, Health Awareness programme.	100
Workers		Not applicable	

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 Requirement) 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			NIL		
Settlement			NIL		
Compounding fee			NIL		

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NIL	Not applicable

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

Yes, Genesys has anti-corruption or anti – bribery policy. Responsible business conduct plays a vital role in the Company’s aspiration to make ethical and responsible decisions in the interest of all stakeholders. Web link : https://www.igenesys.com/s/1-Anti-Corruption_Policy.pdf

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 April 01, 2022 to March 31, 2023	FY 2021-22 Previous Financial Year April 01, 2021 to March 31, 2022
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	Not applicable	Not applicable

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

	FY 2022-23 Current Financial Year April 01, 2022 to March 31, 2023	FY 2021-22 Previous Financial Year April 01, 2021 to March 31, 2022
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL

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

Not applicable

Leadership Indicators

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

The Company ensures that the Value chain partners are committed to the highest standards of ethical business conduct, ethical governance, and law abidance. While dealing with Value Chain Partners, they are made aware to follow the ethical practices and process and comply with all applicable laws including labor laws, rules or regulations and the Company’s Supplier’s Code of Conduct.

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

Yes. In order to avoid/manage conflicts of interest, Genesys obtains a mandatory declaration with respect to interest of Directors and their shareholding from the members of its Board. The declaration to ensures that the members of the Board are in compliance with the Genesys Code of Conduct is also taken.

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 company, respectively.

	FY 2022-23	FY 2021-22	Details of improvements on environmental and social impacts
R&D	Nil	Nil	Not Applicable
Capex (In lakhs)	Nil	Nil	Not Applicable

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

Yes

Most of our operational sourcing is timely, regular and sustainable. Due process have been followed by the Company to have an effective and sustainable sourcing.

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

100%

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

Not applicable. We don't manufacture any products. We are an IT services company.

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

Not applicable

Leadership Indicators

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

Yes, Genesys International, recognizes the importance of environmental sustainability and compliance with statutory requirements in its operations and is committed to operating in accordance with Indian laws and regulations, including those related to environmental sustainability. We understand that Life Cycle Assessment (LCA) is a crucial practice for evaluating the environmental impacts of our geospatial services. We are dedicated to conducting our operations in a sustainable manner. We are conscious and actively consider the life cycle perspective in our services. Our business falls under the sector of IT enabled services. We continually assess the feasibility of conducting Life Cycle Assessments for our various geospatial services, including field surveys in Ground Control Point collection, terrestrial mobile mapping, aerial and terrestrial surveys, geospatial data processing and software application development. We recognize that LCAs help us identify opportunities to minimize resource consumption, reduce emissions and enhance our overall environmental performance.

We work closely with relevant authorities, experts, and stakeholders to align our practices with Indian laws and regulations related to environmental assessments.

We continuously strive to incorporate sustainability considerations into our operations and we are open to sharing information about our efforts as required by statutory requirements.

NIC Code	Name of Product/Service	% of total turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Whether conducted by independent external agency (Yes/No)
NIL					

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

NIL

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

Not applicable

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

Not applicable, we are an IT services company, We don't manufacture any products.

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

Not applicable, we are an IT services company, we don't manufacture any products.

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		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	807	807	100	807	100	0	0	NA	NA	NA	NA
Female	243	243	100	243	100	243	100	NA	NA	NA	NA
Total	1050	1050	100	1050	100	243	23.14	NA	NA	NA	NA
Other than permanent employees											
Male	Not applicable										
Female											
Total											

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	%(C/A)	Number (D)	%(D/A)	Number (E)	%(E/A)	Number (F)	%(F/A)
Permanent workers											
Male	Not applicable										
Female											
Total											
Other than permanent workers											
Male	Not applicable										
Female											
Total											

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

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	92%	-	Yes	96%	-	Yes
Gratuity	100%	-	NA	100%	-	NA
ESI	24%	-	Yes	38%	-	Yes

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, we are operating in Special Economic Zone (SEZ) and premises has equipped with elevator and other facility required for differently abled employees.

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 an equal opportunity the Company has equipped its premises with elevator and other facility required for differently abled employees.

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	-	-	-	-
Female	17	5	-	-
Total	17	5	-	-

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	NA
Other than Permanent Workers	NA
Permanent Employees	YES
Other than Permanent Employees	NA

Mechanism:- Genesys is committed to provide a workplace where there is no tolerance for discrimination, harassment, or bullying behaviour, not just because of the law, but because it is the right thing to do. We seek to promote a fair and equitable mechanism to minimize discontentment and dissatisfaction amongst employees. An employee has access & environment to raise any issues right from lowest to highest authorities in the organization (from line manager to CEO/MD). We have a grievance redressal committee (Head of division – chairman, head of department – member & head of HR – Secretary) that is committed to provide fair resolutions in timely manner for any grievances raised by the employee. Our policy defines step by step approach with defined timelines to resolve any such grievances. This policy is applicable for anyone working at Genesys International Corporation Limited (part-time, temporary, permanent employees)

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: Company respects rights of each employee and does not restrain any action that is sought by its employees or workers to seek collective representation in accordance with local laws.

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	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	807	0	0	166	21%	895	0	0	152	17%
Female	243	0	0	76	31%	230	0	0	86	37%
Total	1050	0	0	242	23%	1125	0	0	238	21%
Workers										
Male	Not applicable									
Female										
Total										

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. B	%(B/A)	Total (C)	No. (D)	%(D/C)
Employees						
Male	807	807	100%	895	895	100%
Female	243	243	100%	230	230	100%
Total	1050	1050	100%	1125	1125	100%
Workers						
Male	Not applicable					
Female						
Total						

10. Health and safety management system:

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?**
 Yes, please refer Genesys health, Safety & Environment manual. Weblink <https://www.igenesys.com/s/Health-Safety-Environment-Policy.pdf>
- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**
 Please refer Genesys health, Safety & Environment manual. Weblink <https://www.igenesys.com/s/Health-Safety-Environment-Policy.pdf>
- c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**
 Employees can approach Admin Team or HR team with their issues which get addressed and resolved on priority
- d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**
 We have a Group Medical Insurance Policy in place for all employees

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

We had Zero Safety incidents in current and previous Financial Year.

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

Please refer Genesys health, Safety & Environment manual. Weblink <https://www.igenesys.com/s/Health-Safety-Environment-Policy.pdf>

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

No complaints have been registered during current and previous Financial Year.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Working conditions	No such assessment was done during the year
Health & Safety	

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.

No adverse incident reported

Leadership Indicators

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

Yes, Genesys provides comprehensive Group Medical Coverage Insurance (GMC) with Family Coverage ranging from 3L to 25L depending on employees CTC, for all its permanent employees. Additionally, Group Personal Accident (GPA) coverage is also extended to these employees from 5L to 1cr.

Moreover, in response to the COVID-19 pandemic, Genesys has introduced Terms life insurance for all employees, along with medical coverage and a dedicated Covid helpline. These initiatives demonstrate the company's commitment to the well-being and support of its employees during these challenging times.

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 conducts an audit of value chain partners to ensure timely deduction and deposit of statutory dues.

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: None

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, the entity provides transition assistance programs on need basis to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

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	We are yet to initiate the assessment of value chain partners
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

We are yet to initiate the assessment of value chain partners

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.

Stakeholder groups are identified based on the nature of their engagement with the entity. Any individual or group of individuals or institution that adds value to the business chain of the Company is identified as a core stakeholder. This inter alia includes employees, shareholders, government/regulators, investors, clients, suppliers, lenders and community.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No, Genesys provides an Equal Opportunity Employer encouraging diversity in the workplace	Individual interactions, Email, Notices on Board, Company Website.	Regularly	Fair wages, Growth opportunities, internal vacancies Health & Safety, Various skill development and training programmes.
Shareholders	No	Annual Reports, Emails, Newspaper updates, Press release, Company Website, Stock Exchange	Quarterly and as and when required	Annual Reports, notices of General Meetings, Corporate Governance, Financial and operational performance
Investors	No	Annual Reports, Emails, virtual meetings, Press release, Annual results	Half-yearly plus as and when requested by investors	To understand the Company's results, major events and future direction
Suppliers	No	Email, conference calls, virtual meetings	As and when required	To understand the new market trends and educating the suppliers
Communities	No	Individual interaction on time to time	As and when required	To develop the CSR projects along with the community, according to the need of the community
Government/ Regulators	No	Governance Reports, Regulatory audit and inspections	Regularly on dates prescribed by respective authorities.	Regulatory and legislative compliance, Compliance with relevant laws and regulations.
Client	No	Email, Company Website, Meetings, Personal visits, Individual interaction.	Regularly	Information on Business offerings

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 stakeholders as mentioned in essential indicator 2 in this principle are systematically engaged by various functionaries of the Company. The Board of Directors / Committees thereof takes feedback from Management and provides directions for improving processes / practices wherever applicable.

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, stakeholder engagement covers key issues driven by strategic objectives through various modes of engagements. There are internal functional custodian for each stakeholder group, whose feedback is taken into account for implementation, social well-being and sustainability of business.

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

Genesys is driven by an idea to improve the lives of people through its technology. Genesys is committed to improve quality of life and create lasting value for society and thereby contribute to a liveable sustainable future. Based on the Sustainable Development Goals and the Company's core competencies, Genesys has defined various strategic focus areas towards its Corporate Social Responsibility like education, social and environment protection.

GENESYS INTERNATIONAL CORPORATION LIMITED

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 Employees	1050	1050	100%	1125	1125	100%
Other than Permanent Employees	0	0	0%	0	0	0%
Total Employees	1050	1050	100%	1125	1125	100%
Workers						
Permanent Employees	Not applicable					
Other than Permanent Employees						
Total Employees						

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

All employees have been paid more than minimum wage in accordance with the laws of the land.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (₹ in million)	Number	Median remuneration/ salary/ wages of respective category (₹ in million)
Board of Directors	1	6.40	1	3.60
Key Managerial Personnel	2	7.40	0	NA
Employees other than BOD and KMP	806	0.33	244	0.25
Workers	Not applicable		Not applicable	

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 impacts or issues caused or contributed to by the business.

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

At Genesys, we are committed to providing a safe work environment. Given this we have various policies, such as grievance redressal policy, code of conduct policy, prevention of sexual harassment at workplace policy, that creates a positive work environment & provides right channels to our employees in raising any concerns. We have specialized committees such as grievance redressal committee, or Internal complaints committee, which provide a unbiased and time bound service to our employees in case of any issues, by maintaining utmost confidentiality, sensitivity & fairness. A detailed investigation process is followed which is based on facts and material evidence, which helps us in giving a unbiased resolution.

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

Category	FY 2022-23			FY 2021-22		
	Pending complaints at the beginning of the year	Filed during the year	Pending resolution at the end of year	Pending complaints at the beginning of the year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	NIL	NIL	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

Our policies have provisions to take immediate action on anyone who is found threatening or retaliating against any person who in good faith has reported or intends to report a violation of law. The said committees that are appointed to take necessary actions in case of any reported incidents, adhere to principles of confidentiality, sensitivity & fairness, to ensure that safe environment is created for employees to raise such concerns in a Non-threatening way.

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

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	None
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable

Leadership Indicators

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

Not applicable

2. Details of the scope and coverage of any Human rights due-diligence conducted, including in the value chain.

Not applicable

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

Yes, we are operating in Special Economic Zone (SEZ) and premises has equipped with elevator and other facility required for differently abled employees.

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	We are yet to initiate these assessments.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others	

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)	113.49 gigajoule	222.86 gigajoule
Total fuel consumption (B)	11971.23 gigajoules	2502.04 gigajoule
Energy consumption through other sources	Nil	Nil
Total energy consumption (A+B+C)	12084.72 gigajoules	2724.9 gigajoules
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	₹ 334.73 Lakhs	₹ 92.64 lakhs
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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

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

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	2412	1917
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2412	1917
Total volume of water consumption (in kilolitres)	2412	1917
Water intensity per rupee of turnover (Water consumed / turnover)	Nil	Nil
Water intensity (optional) - the relevant metric may be selected by the entity	NA	NA

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.** - None
5. **Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:** Not applicable
6. **Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:** Not applicable
7. **Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.**
Taking advantage of unoccupied offices due to employees working from home, retrofit projects on lighting, air conditioning and UPS have been implemented in several critical areas, which, in a normal scenario, would need a shutdown of buildings, inconveniencing employees as well as disrupting operations. thus, enabling reduction of GHG emissions.
8. **Provide details related to waste management by the entity, in the following format:** Not applicable
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. :** Not applicable
By the nature of its business, Genesys does not generate Hazardous waste, food waste and general waste is disposed of through local municipal corporation. We have adopted a paperless approach wherever possible, both-side printing is set as the default mode to reduce paper Consumption
10. **If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**
Not applicable
11. **Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:**
Not applicable
12. **Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

Yes, Genesys complies to all the applicable environmental law/ regulations/ guidelines in India.

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)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	113.49 gigajoule	222.86 gigajoule
Total fuel consumption (E)	11971.23 gigajoules	2502.04 gigajoule
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	12084.72 gigajoules	2724.9 gigajoules

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:

Company uses local government/ municipal provided channels like common sewer to discharge waste water generated from its offices.

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

Not applicable

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

Not applicable

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

Not applicable

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

We try and reduce energy consumption and manage water and waste, to make our planet stronger by consistently embracing clean tech in our operations and client solutions, thereby minimizing the impact on nature.

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

The company has implemented a risk management promotes time to time risk mapping, trend analysis, risk exposure evaluation, and risk mitigation processes. A thorough exercise is conducted to identify, evaluate, manage, and monitor both business and non-business risks. The Risk Management Committee and the Board regularly review these risks and propose necessary measures within a well-defined framework. To ensure preparedness, the company maintains adequate stocks of essential supplies and equipment, conducts regular drills and simulations, and continually monitors and updates its risk management strategies to address emerging risks.

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.

None

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

No such assessment was carried out.

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.

Genesys is affiliated with 1 trade and industry chambers association

1. 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.

S. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Maharashtra Chamber of Commerce, Industry & Agriculture (MACCIA)	State

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

There were no cases of anti-competitive conduct during the reporting period.

Leadership Indicators

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

None

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

SIA was not applicable in the reporting year.

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

Rehabilitation and Resettlement (R&R) was not applicable in the reporting year.

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

In addition to Grievance Redressal, the community stakeholders also have the option of sharing their concerns with us via e-mail mentioned on our website.

- 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	24.63%	15.97%
Sourced directly from within the district and neighboring districts	Not Tracked	

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:**

Sr. no.	State	Aspirational District	Amount spent in ₹
1	Maharashtra	Mumbai	20,00,000/-

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

Yes, Contracts are awarded on merit and not on preference

- 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:**

Genesys does not have (acquired or owned) Intellectual Property Rights based on the traditional knowledge during the reporting period.

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

Not applicable

- 6. Details of beneficiaries of CSR Projects**

Sr. no.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Indradhanushya Campaign by Sahakar Deogiri Foundation	20800 approximately	100%

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

Essential Indicators

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

Genesys has defined a process to ensure all the complaints and feedback from customers received from multiple channels are addressed. These multiple channels integrated within the defined process include,

- (i) Complaints/ feedback received on email
- (ii) Complaints/Feedback received directly by Genesys representative via phone or other means

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

Not applicable

3. Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices

We do not have any consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

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

Not applicable

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

Yes. Being in the business dealing with clients information, Genesys takes safeguarding of privacy as one of its highest priority. Genesys's Data Protection framework has detailed Privacy Notice that is reviewed and updated regularly.

Genesys has established an Information Security Management System Framework as per ISO/IEC 27001:2013 requirements. The overall objective of an Information Security Policy is to protect the Confidentiality, Integrity and Availability of information assets including its employees, working environment, financials, information, brand and reputation.

Genesys carries Vulnerability Assessment and Penetrate Test (VAPT) for data protection on regular basis.

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

There were no consumer complaints on issues relating to advertising, delivery of essential services, cyber security and data privacy of customers

Leadership Indicators

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

The information on products and services is available on the Genesys website under www.igenesys.com

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

Not applicable

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

Genesys is not involved in directly providing essential services (as per essential service definition given in The Essential Services Maintenance Act, 1981). Genesys maintains continuous connect with its customers which ensures smooth running of their operations.

4. Does the Company display product information on the product over and above what is mandated as per local laws?

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)

5. Provide the following information relating to data breaches:

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

Nil

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

Currently there are no incidents recorded pertaining to customer data breaches.