

June 29, 2023

To, Asst. Vice President Listing & Compliance National Stock Exchange of India Limited Exchange Plaza Bandra-Kurla Complex Bandra (East) Mumbai 400 051 Scrip Code – OFSS	To, Asst. General Manager Listing & Compliance BSE Ltd. 1 st Floor, Phiroze Jeejeebhoy Towers, Dalal Street, Mumbai 400 001 Scrip Code – 532466
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Sub: Business Responsibility and Sustainability Report for the financial year ended March 31, 2023

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we enclose herewith the Business Responsibility and Sustainability Report for the financial year 2022-23. The same is also uploaded on the Company's website at <https://www.oracle.com/a/ocom/docs/industries/financial-services/business-responsibility-sustainability-report-2022-23.pdf>.

This is for your information and records.

Thanking you,

Yours sincerely,

For Oracle Financial Services Software Limited

Onkarnath Banerjee
Company Secretary & Compliance Officer
Membership No. ACS8547

Encl: as above

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

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L72200MH1989PLC053666
2.	Name of the Listed Entity	Oracle Financial Services Software Limited
3.	Year of incorporation	1989
4.	Registered office address	Oracle Park, Off Western Express Highway, Goregaon (East), Mumbai 400063, Maharashtra, India
5.	Corporate address	Oracle Park, Off Western Express Highway, Goregaon (East), Mumbai 400063, Maharashtra, India
6.	E-mail	investors-vp-ofss_in_grp@oracle.com
7.	Telephone	+91 22 6718 3000
8.	Website	https://investor.ofss.oracle.com
9.	Financial year for which reporting is being done	April 1, 2022 to March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 431.99 million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Onkarnath Banerjee, Company Secretary & Compliance Officer +91 22 6718 3000 investors-vp-ofss_in_grp@oracle.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report are made on a standalone basis.

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	Information and communication	Product licenses and related activities; IT solutions and consulting activities.	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	Product licenses and related activities ('Products')	72291	91%

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	Nil	9	9
International	Nil	2	2

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	All India
International (No. of Countries)	Global

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

88%

c. A brief on types of customers

The Company provides the Information Technology solutions that drive mission critical operations of financial institutions globally. Customers include global multinational banks, regional and local banks, specialized financial institutions, central banks, and commercial institutions requiring Core Banking to specialized lending and leasing solutions.

IV. Employees

18. Details as at the end of financial year:

The Company's personnel are either permanent employees or other than permanent employees (which includes those contracted through third party contractors). There are no 'Workers' in the Company, hence details sought for the Workers category are not applicable in all the sections in this report.

a. Employees (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
1.	Permanent (D)	7,680	5,135	66.9%	2,545	33.1%
2.	Other than Permanent (E)	588	477	81.1%	111	18.9%
3.	Total Employees (D+E)	8,268	5,612	67.9%	2,656	32.1%

b. Differently abled employees:

As per the data privacy and non-discrimination principles, the Company does not maintain / disclose this information.

19. Participation/inclusion/representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel*	3	0	0%

* Includes two Executive Directors.

20. Turnover rate for permanent employees (disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	15.6%	13.8%	15.0%	29.4%	25.0%	28.0%	17.5%	14.1%

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? (Y/N)
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For details, please refer to form AOC-1 included in the Annual Report for the financial year 2022-23.

VI. CSR details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
(ii) Turnover (in ₹): ₹ 42,555.81 million
(iii) Net worth (in ₹): ₹ 60,054.18 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
	The Company's Code of Ethics & Business Conduct (CEBC Policy) governs the grievance redress mechanism for all stakeholders. The web link to the code is: https://www.oracle.com/assets/cebc-176732.pdf						
Communities	Yes, CEBC Policy	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)*	Not applicable						
Shareholders	Yes, as per SEBI Listing Regulations & CEBC Policy	98	Nil	-	15	Nil	-
Employees	Yes, CEBC Policy	06	04	-	12	05	-
Customers	Yes, as provided in the contracts & CEBC Policy	Nil	Nil	-	Nil	Nil	-
Value Chain Partners	Yes, CEBC Policy	Nil	Nil	-	Nil	Nil	-
Others	Yes, CEBC Policy	Nil	Nil	-	Nil	Nil	-

* All investors are shareholders in the Company. The Company has not raised funds through any other means.

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	Environmental Stewardship	Opportunity	<p>Our environmental stewardship is demonstrated in multiple actions such as:</p> <ul style="list-style-type: none"> - increasing the usage of green energy through direct purchases and through renewable generation at our offices; optimizing energy consumption by using energy efficient equipment - efficient recycling of waste products, and safe disposal of hazardous materials - recycling of waste-water to reduce the requirement of fresh water for operations <p>The industry dynamics and demand for experienced employees result in attrition and create shortage of skilled resources, constrain delivery capacity and can affect quality and schedule of commitments.</p>	Not a risk. The Company's proactive approach towards environmental stewardship helps in moving towards its goals of net zero emission.	The environmental stewardship efforts could have higher capex and running costs in the short-term.
2.	Human Capital and Talent Attraction	Risk	<p>Our endeavor is to hire and retain best talent and be among the preferred employer in the industry. To make our work force relevant to the current times, our company constantly invests on building their capabilities in the area of technology, industry domain and soft skills. We emphasize on building an inclusive and collaborative work culture along with systems that promote and enable high performance offering an enriching career to our employees.</p>	The Company has taken several measures such as compensation changes coupled with enhanced learning & career progression opportunities, enhanced medical benefits, emergency support during pandemic, offering flexibility at work with logistical support, etc., which helps in retention of key talent and contain the risk.	Some attrition control measures result in increased operating costs and affect the margins.
3.	Employee Wellbeing and Safety	Opportunity	<p>Health and safety of employees is a critical aspect of employee welfare. Providing a safe and healthy work environment along with well-directed employee wellbeing policies leads to a highly productive and motivated employee workforce.</p>	Not a risk. The Company endeavors to give employees a healthy and professionally rewarding work environment along with employee-friendly work policies, which help increasing the retention. Our workforce is highly diverse and helps in fostering innovation and creative solutions.	This has a positive impact through an engaged & motivated workforce.
4.	Corporate Social Responsibility (CSR)	Opportunity	<p>Our CSR initiatives serve as an important opportunity for us to invest in projects that help provide critically required assistance. Such interventions help increase brand reputation and furthermore, the better business reputation fosters a sense of loyalty and trust within the Company's customer base.</p>	Not a risk. The Company has a robust occupational health and safety system for mitigating health and safety risks. The Company also provides professional ergonomic consultancy services to the employees at the workplace. Crèche benefits also help employees care their children while at work.	These measures positively impact employee retention, productivity and teamwork.
				Not a risk. The Company considers CSR as an opportunity to give back to the community by delivering the services that help the needy.	It positively impacts the brand reputation and employee morale.

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)
5.	Cybersecurity and data breaches	Risk	With technology running every aspect of our operations, any cyber-attack or data breach can adversely affect the operations and our reputation.	Our IT Systems continue to evolve, and the Company is often an early adopter of new technologies. These generally include compute, encryption, tiered storage, analytics, identity and access management, data protection, usage of VPN, event log management, notification, data management, and security policy enforcement services. The Company continually invests in the latest tools and processes to stay ahead of the emerging threats and secure the data and operations of the Company against any threats.	Cyber security or data breach can adversely impact our reputation and lead to cost of remedial measures.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

NGRBC Principles P1 to P9

S. No.	Principle Description
P1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive to all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect and make efforts to protect and restore the environment
P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	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 (see reference below)	1,2,3	2,4	1,5	1,6	1	5,6,7	1	1,6	1
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 27001:2013 Information Security Management System								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company aligns itself to the Global ESG commitments of Oracle Corporation. It strives to minimize the impacts of the business operations on the environment, and society at large, as much as possible.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	In its efforts to attain energy efficiency, the Company is already using renewable energy sources to power its office premises and lower dependency on traditional energy sources.								
Governance, leadership and oversight	Dear stakeholders,								
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	I am pleased to share our commitment to ESG principles in our Business Responsibility and Sustainability Report (BRSR) which has been prepared pursuant to the circular of the Securities and Exchange Board of India (SEBI) dated May 10, 2021, and Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The Company has opted for reporting essential indicators as mandated under Section C of the BRSR. We are aware of the impact our business operations make on the environment and implement measures to optimize energy consumption, reduce waste generation, and promote responsible resource management to actively contribute to ESG goals. We have energy-efficient infrastructure in our data centers and offices. Fostering social responsibility is another essential component of our ESG mission. We believe in building a diverse, inclusive, and equitable workplace that recognizes and celebrates our employees' skills. Within our organization, we have adopted policies and programs to promote diversity and equal opportunity. Our talent acquisition and development policies are designed to attract and keep a diverse workforce, encourage varied perspectives while focusing on employee well-being. As part of our corporate social responsibility (CSR) programs, we run a set of focused initiatives which support education, environment and community. We dedicate ourselves to demonstrating the highest standards of corporate governance, ethics, and transparency. We ensure that our business activities are consistent with our fundamental principles and ensure adherence to all applicable laws and regulations. We are committed to fostering trust and open channels of communication with all our stakeholders seeking their feedback in comments and suggestions.								

We believe that the ESG journey is a continuous process of improvement. We are actively working on integrating environmental, social, and governance factors into our decision-making processes towards the goal of Net Zero Emissions by 2050.

Thank you for your ongoing support and collaboration as we strive to make a meaningful contribution to a sustainable future.

**Chaitanya Kamat
Managing Director & CEO**

The Business Responsibility Committee of the Company oversees the Business Responsibility & Sustainability Policy. The CEO is the Chairperson of the Business Responsibility Committee.

Yes, the Business Responsibility Committee.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy.
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.
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

	Indicate whether review was undertaken by Director / Committee of the Board/ any other Committee									Frequency								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y									
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y									

Compliance with statutory requirements of relevance to the principles and rectification of non-compliances is monitored by the Audit Committee.

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

	P1	P2	P3	P4	P5	P6	P7	P8	P9
	N	N	N	N	N	N	N	N	N

Policies referenced in the above table:

- (1) Code of Ethics and Business Conduct - <https://www.oracle.com/assets/cebc-176732.pdf>
- (2) Supplier Code of Ethics and Business Conduct – <http://www.oracle.com/us/corporate/supplier/coe-070625.pdf>
- (3) Global Anti-Corruption Policy and Business Courtesy Guidelines - <https://secure.ethicspoint.com/domain/media/en/gui/31053/anticorruption.pdf>
- (4) Sustainable Procurement Statement - <https://www.oracle.com/a/ocom/docs/corporate/citizenship/sustainable-procurement-statement.pdf>
- (5) Workplace safety and Global Environment, Health and Safety Policy – Available on the Company's Intranet
- (6) Corporate Social Responsibility - <https://www.oracle.com/a/ocom/docs/industries/financial-services/ofss-social-responsibility.pdf>
- (7) Environmental Policy - <https://www.oracle.com/a/ocom/docs/corporate/citizenship/oracle-environmental-policy.pdf>

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BoD)		Throughout the year, the Board of Directors has been consistently briefed on a wide range of ESG-related matters. The Company provided regular updates on the changing regulatory landscape surrounding ESG reporting, ensuring the Board stays informed about the latest requirements and best practices. Besides this, the Board's familiarization program also provides an insight into Company's products and services, markets, competition, emerging technologies, governing matters, etc. All the Directors and KMP of the Company have affirmed compliance with the Company's Code of Ethics and Business Conduct.	100%
Key Managerial Personnel (KMP)			100%
Employees other than BoD and KMPs		Training on Ethical Standards, Health & Safety, Skill Development, Prevention of Sexual Harassment and Bribery & Corruption were conducted for the Employees other than BoD and KMPs which covered topics from P1, P3, P4, P5, P6, P7, P8 and P9.	99.8%

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):

There are no material monetary or non-monetary actions on the Company or its Directors / KMPs with regulators / law enforcement agencies / judicial institutions, in the financial year.

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

Not applicable.

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

The Company is committed to maintain high standards of business ethics and comply with the law in the conduct of its business operations worldwide. The Company has a 'Global Anti-Corruption Policy & Business Courtesy Guidelines', which covers anti-corruption and anti-bribery policies covering all its business operations. The purpose of this policy is to institute standards and procedures that are to be followed by employees of the Company to ensure compliance with the fast-developing body of global anti-corruption laws and maintain the Company's reputation for ethical business practices. The Company prohibits giving money or anything of value directly or indirectly to a government official or employee of a state-owned enterprise or relative of any such person for the purposes of influencing such persons to gain any improper advantage for the Company. 'Global Anti-Corruption Policy & Business Courtesy Guidelines' are a part of Company's Code of Ethics and Business Conduct which is available at <https://www.oracle.com/assets/cebc-176732.pdf>.

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

Nil.

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

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.

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

Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	The Company's products are software based and do not involve any ESG impact to the customers. Therefore, this question is not applicable.		
Capex	The Company makes regular investments in advancing its IT infrastructure, which include equipment, software and communication networks. The initiatives taken by the Company for environmental sustainability are highlighted in its response to question 7 of principle 6 below.		

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

The Company's business does not require sourcing raw / unfinished materials, however, the Company remains cognizant of ESG related aspects and promotes principles of sustainable sourcing in supplier contracts.

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

All the suppliers are required to enter into a contract with the Company as part of onboarding. Amongst other terms of the agreement, the contract also captures ESG related aspects in our Code of Ethics and Business Conduct.

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

The Company does not manufacture any tangible products and this question is not applicable to the Company's operations.

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.**

EPR is not applicable to the Company.

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities*	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	5,135	5,135	100%	5,135	100%	NA	NA	5,135	100%	0	0.0%
Female	2,545	2,545	100%	2,545	100%	2,545	100%	NA	NA	7	0.3%
Total	7,680	7,680	100%	7,680	100%	2,545	33.1%	5,135	66.9%	7	0.1%
Other than Permanent Employees											
Male	The Company does not capture details for Other than Permanent Employees. Company's supplier contracts require the supplier to provide such facilities as mandated by the law and maintain the details.										
Female											
Total											

* Day care facility is only available at Dubai office. Creche facilities were provided at all major locations of the Company within India. However, these facilities are yet to be resumed basis the employees return to office.

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

Benefits	FY 2022-2023 Current Financial Year		FY 2021-2022 Previous Financial Year	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Y	100%	Y
Gratuity	100%	NA	100%	NA

3. Accessibility of workplaces

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

The Company's office premises are accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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

The Company's Code of Ethics and Business Conduct available at <https://www.oracle.com/assets/cebc-176732.pdf> outlines an Equal Opportunity policy for all its employees including differently abled persons.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	99.7%	77.1%
Female	45.7%	82.4%
Total	82.1%	78.3%

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

Yes/No (If yes, then give details of the mechanism in brief)	
Permanent Employees	Yes. All employees (permanent or otherwise) can submit and redress their grievances through their supervisor, unit HR representative or submit a confidential complaint to the compliance & ethics helpline. The complaint registration and investigation mechanism are provided in the Company's Code of Ethics and Business Conduct, which is available at https://www.oracle.com/assets/cebc-176732.pdf
Other than Permanent Employees	

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

Category	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Total employees in respective category (A)	No. of employees in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees in respective category (C)	No. of employees in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	7,680	Nil	Nil	6,805	Nil	Nil
Male	5,135	Nil	Nil	4,567	Nil	Nil
Female	2,545	Nil	Nil	2,238	Nil	Nil

8. Details of training given to employees:

Employee Health and Safety (EHS) training is a mandatory course for the employees of the Company and is periodically updated and repeated.

Category	FY 2022-2023 Current Financial Year					FY 2021-2022 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	5,135	5,088	99.1%	4,940	96.2%	4,567	4,551	99.6%	3,759	82.3%
Female	2,545	2,509	98.6%	2,403	94.4%	2,238	2,223	99.3%	1,842	82.3%
Total	7,680	7,597	98.9%	7,343	95.6%	6,805	6,774	99.5%	5,601	82.3%

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

The Company follows a two-pronged approach to the appraisal process. In tandem with the year-end appraisals, the employees receive regular communications and constructive feedback regarding their performance. This process entails fostering direct and indirect channels of interactions between the managers and team members and helps create an environment that promotes ongoing growth of its workforce. Timely feedback enables employees to stay informed about their progress, identify areas for improvement, and build & leverage their skills.

Category	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year			
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)	
Male				4,567	4,038	88.4%	
Female		Currently underway			2,238	2,012	89.9%
Total				6,805	6,050	88.9%	

10. Health and safety management system:

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

Yes. The Company is committed to conducting its business operations in a manner that consistently protects and safeguards the health and safety of its employees, contractors, and visitors. The Company's governance framework and management systems enable us to ensure that identification and management of regulatory compliance is done. The Company has established an Environment, Health & Safety Management System (EHSMS) to assist in identification of any health and safety related risks for its employees, contractors, and visitors. Regular EHS training programs are conducted to ensure a safe and healthy workplace which adheres to the laws and regulations and are in conformance with the Company's EHS Policy.

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

The Company's EHSMS uses a Plan-Do-Check-Act (PDCA) framework. The PDCA methodology is an iterative four-step process that is used to control and continuously improve the processes. The goal of the system is adherence to regulatory compliance and continuous improvement of the EHS practices in the Company. In addition to an EHSMS, the Company identifies the risks and establishes objectives & processes to manage it. The Company also conducts risk assessments to identify risks and hazards and update risk assessments on a periodic basis. The EHSMS related audits, self-inspections, and Regulatory Applicability Evaluations (RAEs) are carried out and corrective actions are verified and managed for closure.

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

Not applicable.

d. Do the employees 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 2022-2023 Current Financial Year	FY 2021-2022 Previous financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)			
Total recordable work-related injuries	Employees	Nil	Nil
No. of fatalities			
High consequence work-related injury or ill-health (excluding fatalities)			

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

The Company is committed to conduct itself in a manner that protects the health and safety of employees, contractors, and visitors. The Company:

- has developed comprehensive health and safety programs adhering to global standards and local regulations to identify and eliminate the unsafe conditions and practices and promote an injury and illness-free workplace.
- regularly monitors and reviews its health and safety processes

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

Nil.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The Company internally monitors all its offices for health, hygiene, and safety concerns, and takes appropriate measures to ensure that all related compliances, laws and regulations are followed.
Working Conditions	There were no statutory assessments conducted on health and safety practices by a local statutory body during the financial year 2022-23.

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

There were no incidents reported during the financial year 2022-23 and consequently, there are no corrective actions underway to address these concerns. However, the Company's Employee Health and Safety Management System (EHSMS) always strives to promote a safe, healthful, and environmentally responsible workplace.

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.

Stakeholders play an important role in the Company's success. The Company identifies all the internal and external stakeholders where the Company's operations / activities create an impact or are impacted by the stakeholders. The key stakeholders include employees, customers, shareholders, suppliers and partners.

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	Email, notice board, surveys, town halls, appraisals, grievance handling, intranet.	Ongoing	Career development, skill building, diversity and equal opportunity, health and safety, learning and development, compliance communications, transaction/policy updates, grievance management and survey feedback.

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
Customers	No	Email, phone, marketing conferences, meetings, events, project communications.	Ongoing	Product and service updates, understanding customer goals, surveys, project related support and communications, executive relationship/interactions, customer grievance handling, customer forums, conference updates, etc.
Shareholders	No	Email, newspaper, website, annual report, corporate updates.	Ongoing, quarterly, event based	Results and other corporate disclosures as mandated by the regulations. AGMs as a forum for direct shareholder interactions with the Board of Directors. Shareholder grievance handling.
Suppliers & partners	No	Email, phone, conferences, audit reviews.	On need basis	Procurement processes, new opportunities, supplier development; data privacy, code of conduct and compliance/ audits; ESG and sustainability; grievance handling, whistleblower complaints

PRINCIPLE 5 – Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (C)	No. of employees covered (D)	% (D / C)
Permanent*	7,680	7,647	99.6%	6,805	6,695	98.4%
Other than permanent**	NA	NA	NA	NA	NA	NA
Total Employees	7,680	7,647	99.6%	6,805	6,695	98.4%

*Training provided at joining and in an annual cycle.

**The Company does not capture details for Other than Permanent Employees.

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

Category	Total (A)	FY 2022-23 Current Financial Year				Total (D)	FY 2021-22 Previous Financial Year			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Male	5,063	Nil	Nil	5,063	100%	4,496	Nil	Nil	4,496	100%
Female	2,538	Nil	Nil	2,538	100%	2,228	Nil	Nil	2,228	100%

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	3,700,000	2	1,950,000
Key Managerial Personnel*	3	14,440,704	Nil	Nil
Employees other than BoD and KMP**	3,738	2,208,112	1,904	1,526,748

*Includes two executive directors who are also counted in the above disclosure of Directors.

**For statistically relevant computation of median value of employee remuneration, employees who have served the entire 12 months in the corresponding financial year were considered. The number of employees also represents the count of employees used for the median computation. The remuneration used for the analysis in this section excludes the perquisite value of any options exercised during the year.

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, all employees can report and seek redressal for their grievances including any human rights related concerns by reaching out to their group Manager/ regional HR / regional Compliance and Ethics Officer/member of the legal team and or may report the matter on the Oracle Integrity Helpline. Any such matters reported to the Company are reviewed, investigated as per established process and appropriate actions, if any, are taken accordingly.

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

An integrity helpline platform exists for all employees to raise any kind of complaint related to human rights violation and matters of inconvenience. Further, the Company has constituted Internal Complaints Committees that handle sexual harassment matters. Every employee has also been mandated to complete Global Compliance Training at regular intervals.

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

	FY 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
	Sexual Harassment	1	Nil	-	Nil	Nil
Discrimination at workplace	1	Nil	-	6	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour / Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

Discrimination and harassment at workplace can lead to a stressful and unproductive workplace, impacting employee morale. The Company sensitizes the employees through various training and other communications to help them identify the instances of hostile and discriminatory behaviors at the workplace and how to deal with such matters, including reporting such instances for redressal. The Company has also established an Internal Complaints Committee at each location in India to handle matters related to sexual harassment of women employees, as required by the POSH Act.

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

Yes, the Company's supplier/service provider contracts require compliance with the Company's Code of Ethics and Business Conduct. The Code comprises of ethical business conduct that foster human rights and ethical work practices.

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	The Company internally monitors all compliances relating to laws and regulations related to these issues. There were no statutory assessments conducted by local statutory bodies during the financial year 2022-23
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.

No risks or any significant concerns were reported.

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

Essential Indicators

1. Details of total energy consumption (in Giga Joules - GJ) and energy intensity, in the following format:

The Company uses electricity as a primary source of energy. Electricity sources includes supply from electricity distribution companies, onsite rooftop solar panels and third-party procurement, which is generated from renewable energy sources. The fuel consumption is for the diesel generator sets mainly used as a backup source during power outage.

Parameter	FY 2022-2023 Current Financial Year	FY 2021-22 Previous Financial Year
Total electricity consumption (A)	45,442 GJ	38,399 GJ
Total fuel consumption (B)	1,755 GJ	2,568 GJ
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	47,197 GJ	40,967 GJ
Energy intensity per rupee of Turnover (Total energy consumption/turnover in rupees)	1.11 GJ/million-₹	1.05 GJ/million-₹
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: In the current financial year, the energy utilization has increased compared to the previous financial year as the offices were re-opened after COVID-19 pandemic restrictions.

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 2022-2023 Current Financial Year	FY 2021-22 Previous Financial Year
Water withdrawal by source (in kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	3,318	888
(iii) Third party water	18,672	11,120
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	21,990	12,008
Total volume of water consumption (in kiloliters)	14,826	5,639
Water intensity per million rupee of turnover (Water consumed / turnover)	0.35 KL/₹	0.14KL/₹
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

In the current financial year, the water utilization has increased compared to the previous financial year as the offices were re-opened after COVID-19 pandemic restrictions.

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.

As the Company's usage of water is limited to human consumption purposes only, the Company has not implemented a mechanism for zero liquid discharge. However, the Company has taken various initiatives to consume water judiciously at all its locations. The Company has taken an extra step by installing onsite sewage treatment plants to re-use the wastewater at its owned premises.

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

The Company does not have significant air emissions other than those arising from operation of diesel generator (DG) sets during power outages. The Company has necessary consent under the Air (Prevention & Control of Pollution) Act 1981, for operation of DG sets. The Company undertakes annual sample testing of DG stacks for air emission on NOx, SOx, Particulate Matter and Carbon Monoxide parameters.

Parameter	Please specify unit	FY 2022-2023 Current Financial Year	FY 2021-22 Previous Financial Year
NOx	mg/nm ³	The Company undertakes annual testing of air emission through DG sets through an NABL accredited laboratory to check that the air emissions are within the limits as per CPCB norms.	
SOx	mg/nm ³		
Particulate matter (PM)	mg/nm ³		
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others			
Refrigerants for space conditioning systems e.g. R22, R410, R134, R407 etc.	Metric Tons	0.63	0.05
Direct emission from CO2 type fire extinguishers (Only refilled)	Metric Tons	0.29	0.55

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.

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

Scope-1 emissions are from the fuel used in the diesel generator sets that work as backup electricity source during power outages.

Scope-2 emissions associated with purchased electricity.

The breakup is as below:

Parameter	Unit	FY 2022-2023 Current Financial Year	FY 2021-22 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	131	192
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, FCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	8,044	6,875
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ e/million-₹	0.19	0.18
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Source for emission factors used to calculate scope 1 emissions- DEFRA Conversion Factors 2022

Source for emission factors used to calculate scope 2 emissions- CEA CO₂ baseline database for the Indian Power Sector

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

No.

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

The Company has undertaken projects in the past to reduce Green House Gas (GHG) emissions, which include renewable energy generation through the onsite solar panels and procuring renewable energy through third-party purchase agreements. These reduce dependency on the conventional and fossil fuel-based electricity sources and helps us to make a shift towards alternative and more sustainable energy sources.

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

Parameter	FY 2022-2023 Current Financial Year	FY 2021-22 Previous Financial Year
Total Waste generated (in metric tons)		
Plastic waste (A)	0.34	0.21
E-waste (B)	13.36	12.91
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	15.50	-
Battery waste (E)	43.54	4.99
Radioactive waste (F)	Nil	Nil
Other Hazardous waste (DG Engine Oil, Transformer Oil, oil sludge and oil filters) (G)	2.11	3.45
Other Non-hazardous waste generated (Paper, Packaging, and Food waste) (H)	62.52	14.49
Total (A+ B + C + D + E + F + G + H)	137.37	36.05
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled	94.58	22.36
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	94.58	22.36
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	41.51	3.25
Total	41.51	3.25

The hazardous waste, e-waste and battery waste are disposed through recycling. The generated quantities if remaining at the end of the financial year for disposal are carried forward to dispose in the next year. Non-hazardous waste such as paper, packaging waste and food waste is handed over to landlords/local corporations/ third parties for disposal.

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 does not manufacture any tangible products and thus does not use any sort of hazardous or toxic chemicals in any of the processes. The Company has adopted the concept of Reduce and Recycle when it comes to waste management. The Company has office-based operations, and the waste is generated from supplementary processes that are required to run these offices. The waste mostly comprises of e-waste, paper and plastic from office and municipal solid waste. The Company has organic waste converters / compost machines at owned premises to recycle the kitchen food and other biodegradable waste. The minute amount of potentially hazardous waste generated during the office operations such as battery waste, DG lubrication oil, transformer oil, oil filters and e-waste are disposed through government approved recyclers. The Company supports Go-Green initiatives that encourage minimum usage of paper and promote electronic communications wherever permissible.

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
	The Company's campuses are built on government-approved land and do not fall within protected areas or high-biodiversity areas.		

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

Name and brief details of project	EIA Notification	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
No such assessments were undertaken in the financial year 2022-23.					

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:

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
The Company is compliant with all the applicable environmental laws/regulations/guidelines in India. No incidents of non-compliance were reported for the financial year 2022-23.				

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.

Two (2).

- 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	Bombay Chamber of Commerce & Industry	National
2	Electronics and Computer Software Export Promotion Council	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:

Name of authority	Brief of the case	Corrective action taken
The Company has not received any adverse orders from regulatory authorities related to anti-competitive conduct during the FY 2022-23.		

PRINCIPLE 8 – Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/ No)	Relevant Web Link
The Company's offices are not based in any environmentally sensitive zone hence the above question is not applicable to its operations.					

- 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 to the Company's operations.

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

The Company's grievance redressal mechanism as described in the Code of Ethics and Business Conduct is available to all the stakeholders.

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

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Directly sourced from MSMEs/ small producers	12%	8%
Sourced directly from within the district and neighboring districts*	66%	69%

*Data is for sourcing from within the district.

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 has a robust mechanism to track and respond to customer complaints and feedbacks. The Company operates only in a business to business (B2B) mode and product support services are primarily delivered through a dedicated support portal (<https://support.oracle.com>). Additionally, Oracle Support Hub/Hotline numbers are available to the customers to access using regional/local phone numbers 24X7 across the globe. The global directory of Hub/Hotline numbers is available at <https://www.oracle.com/support/contact.html>. To make these hotlines more accessible and consumer friendly, contact center/Hubs are employed with center/Hub experts having multi-lingual capabilities who can effectively communicate with the customer.

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

The Company offers an integrated portfolio of Products & Services built around Digital, IoT, Cloud, Automation, Cybersecurity & Analytics. All the products and services are intangible in nature hence this question is not applicable.

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

Nil.

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

Nil.

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

Yes, the Company has a policy framework to address cyber security and privacy related concerns. The policy can be accessed at <https://www.oracle.com/corporate/security-practices/> & <https://www.oracle.com/legal>

- 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.**

None. There were no such incidents recorded in the financial year.