

eClerx/SECD/SE/2023/098

August 23, 2023

BSE Limited Corporate Relationship Department, Phiroze Jeejeebhoy Towers, 25 th Floor, Dalal Street, Fort, Mumbai - 400 001	National Stock Exchange of India Limited Exchange Plaza, Plot No. C/1, Block G, Bandra - Kurla Complex Bandra (East), Mumbai – 400 051
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Dear Sir/Madam,

Reg: Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”)

Sub: Business Responsibility and Sustainability Report for the financial year ended March 31, 2023

Scrip Code: BSE - 532927
NSE - ECLERX

In terms of Regulation 34(2)(f) of the Listing Regulations, please find enclosed the Business Responsibility and Sustainability Report for the financial year ended March 31, 2023, which also forms part of the Annual Report for FY2023.

The report is also available on the website of the Company viz. www.eclerx.com.

This is for your information and record.

Thanking you,

Yours truly,
For **eClerx Services Limited**



Pratik Bhanushali
Company Secretary & Compliance Officer
F8538

Encl: A/a

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

The Business Responsibility and Sustainability Report is presented as prescribed under Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

Sr. No.	Particulars	
1	Corporate Identity Number (CIN) of the Listed Entity	L72200MH2000PLC125319
2	Name of the Listed Entity	eClerx Services Limited
3	Year of incorporation	2000
4	Registered office address	Sonawala Building, 1 st Floor, 29 Bank Street, Fort, Mumbai – 400 023, Maharashtra, India
5	Corporate address	4 th Floor, Express Towers, Nariman Point, Mumbai – 400021
6	Email id	investor@eClerx.com
7	Telephone	91 (022) 6614 8301
8	Website	www.eClerx.com
9	Financial year for which reporting is being done	Financial year 2022-23 (April 1, 2022 to March 31, 2023)
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	Rs. 49,02,53,590
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Srinivasan Nadadhur Designation: Principal Telephone number: 91 (022) 6614 8301 E-mail id: esg@eclerx.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).	eClerx consolidated operations including India (Mumbai, Pune, Chandigarh, Coimbatore), United States of America, United Kingdom, Singapore and Manila.

II. Products/services

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

Sr No	Description of main activity	Description of business activity	% of turnover of the entity
1.	Information and communication	Data processing, hosting and related activities; web portal	100%

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

Sr No	Product/Service	NIC Code	% of total turnover contributed
1.	Information Technology Enabled Services	631, 6311	95.16%
2.	Software development, licensing of software products and related services	72292	4.84%

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	0	5	5
International	0	22	22

17. Markets served by the entity

a. Number of locations

Location	Number of Plants
National (No. of states)	3 States and 1 Union Territory
International (No. of countries)	12

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

100.55% (Contribution exceeds 100% because of gain/loss on forward contracts)

c. A brief on types of customers

The industries we serve include financial services, cable and telecommunications, retail, fashion, media and entertainment, manufacturing, travel and leisure, software.

IV. Employees

18. Details as at the end of Financial Year

a. Employees (including differently abled)

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent (D)	13,259	8,538	64.40%	4,721	35.60%
2	Other than permanent (E)	483	326	67.50%	157	32.50%
3	Total Employees (D+E)	13,742	8,864	64.50%	4,878	35.50%

Note:

- Data specific to locations in India.
- All of eClerx' workforce is categorized as 'Employees' and none as 'Workers'. Hence in all the sections, details sought of the 'Worker's category' are Not Applicable to eClerx.
- Total employees considering global locations is 15,495. For certain countries, gender wise data is not available.

b. Differently abled Employees

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled Employees						
1	Permanent (D)	13,259	2	0.015%	0	0%
2	Other than permanent (E)	483	0	0%	0	0%
3	Total Employees (D+E)	13,742	2	0.014%	0	0%

Note:

- Data specific to locations in India.

19. Participation/Inclusion/Representation of women

Sr. No.	Particulars	Total (A)	No and % of females	
			No. (B)	% (B/A)
1	Board of Directors	9	1	11.11%
2	Key Management Personnel	3	0	0%

Note:

- Mr. PD Mundhra, Executive Director on the Board of the Company is also a Key Managerial Personnel and therefore has been included in both the categories mentioned above.

20. Turnover rate for permanent employees and workers**(Disclose trends for the past 3 years)**

	FY2023 (Turnover rate in current FY)			FY2022 (Turnover rate in previous FY)			FY2021 (Turnover rate in year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33.98	35.56	34.77	34.21	35.34	34.62	23.28	25.62	24.06

Note:

- Data specific to locations in India.
- Data for FY2022 and FY2021 is limited to Mumbai, Pune and Chandigarh locations.

V. Holding, Subsidiary and Associate Companies (including joint ventures)**21. (a) Names of holding/subsidiary/associate companies/joint ventures**

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures (A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	eClerx LLC (U.S.A)	Subsidiary	100	Yes
2	eClerx Private Limited (Singapore)	Subsidiary	100	Yes
3	eClerx Investments (UK) Limited	Subsidiary	100	Yes
4	Eclipse Global Holdings LLC (USA)	Subsidiary	100	No
5	CLX Europe Media Solution GmbH (Germany)	Subsidiary	100	No
6	CLX Europe S.P.A (Italy)	Subsidiary	100	No
7	Eclipse Global Holdings LLC (USA)	Subsidiary	100	No
8	eClerx Canada Limited	Subsidiary	100	No
9	eClerx B.V. (Netherlands)	Subsidiary	100	No
10	ASEC Group LLC (USA)	Subsidiary	100	No
11	CLX Thai Co. Limited (Thailand)	Associate	49	No
12	CLX Europe Media Solution Limited (UK)	Subsidiary	100	No
13	AGR Operations (Manila) Inc	Subsidiary	99.99	Yes
14	eClerx PTY Limited (Australia)	Subsidiary	100	No
15	Personiv Contact Centers India Private Limited	Subsidiary	99.85	Yes
16	AG Resources (India) Private Limited	Subsidiary	99.98	No
17	eClerx Limited (U.K)	Subsidiary	100	Yes

VI. CSR Details

- 22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:** Yes
- (ii) Turnover (in Rs.):** 18,881.61 million INR (Standalone)
- (iii) Net worth (in Rs.):** 11,588.42 million INR (Standalone)

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 Redressed Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY2023 Current FY			FY2022 Previous FY		
		Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaint filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes	132	0	-	33	0	-
Employees and workers	Yes	Nil	Nil	-	Nil	Nil	-
Customers	Yes	Nil	Nil	-	Nil	Nil	-
Value chain partners	Yes	Nil	Nil	-	Nil	Nil	-

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Corporate Governance – Board oversight, Conflict of Interest, Ethics, Risk and Compliance, Succession Planning	Risk	Strong corporate governance is core to achieving the organization's mission and any risks can undermine stakeholder trust, damage reputation and disrupt business.	The Risk Management Document assesses and enlists the mitigation approach. This document is available on intranet.	Negative
2	Talent management: The company's ability to attract, develop, motivate, and retain talent is critical to business success.	Risk	Risk of failure in any of the elements of talent management can impact the Company's ability to fulfil demand and grow its revenues	The Risk Management Document assesses and enlists the mitigation approach. This document is available on intranet.	Negative
3	Environmental Footprint: Climate change	Risk	Extreme weather events due to climate change pose a physical risk of disruption to the company's operations, and the safety and wellbeing of its employees. Additionally, economic disruptions due to transition risks can impact the company's growth and profitability.	Mitigation approach is identified in BCP document that is available on intranet	Negative
		Opportunity	As clients respond to climate change actions, the company is seeing opportunities to provide technology-led solutions to help them achieve their sustainability goals.	https://eclerx.com/reports/eClerx-Sustainability-Report-FY22.pdf Page 17-26	Positive

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.

Sr. No.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
B.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.1.b	Has the policy been approved by the Board? (Yes/No)	Y	NA	Y	Y	Y	NA	Y	Y	NA
B.1.c	Web Link of the Policies, if available	https://eclerx.com/reports/eClerx-ESG-Policy-Framework_V5.pdf								
B.2	Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
B.3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
B.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.	NA	Y [#]	NA	NA	NA	NA	NA	NA	Y [*]
B.5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	NA	NA	NA	NA	NA	NA	NA	NA	NA
B.6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

NA – Not Applicable

Note:

[#] eClerx is conforming to the requirements of ISO/IEC 27001:2013, Information Security Management System

^{*} eClerx is conforming to the requirements of ISO 22301:2019, Business Continuity Management System

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

Prudent use of natural resources leading to a sustainable future for our stakeholders

eClerx is promoting the use of renewable power across all its offices, and is gradually increasing the share of renewal power Year on Year to its total electricity consumption. eClerx is doing so, by purchasing the renewable power from Power Supply Authorities. During FY2023, renewal power share increased to 32% of total electricity consumption of the Company as against 18% recorded in FY2022. On water front, 100% of non-drinking waste water is recycled.

Providing a safe, engaging and enriching environment promoting diversity and inclusion to our people

eClerx is committed to the principles of equal employment opportunity for all. Through the CEP (Continuing Education Policy), eClerx invests in intellectual capital, helping employees gain knowledge in areas that make them more productive and sculpt them into better professionals. eClerx has been actively participating in Apprentice scheme and has hired 1339 young graduates in FY2023, under the scheme. eClerx hires full-time employees as a default practice to ensure that social security benefits are available substantially to all of its workforces. The organization has continued with hybrid home and office work which allowed organization to hire many more people, who would not take up jobs due to their inability to commute to office & also help them manage better work life balance.

Robust governance practices, transparency, and maintaining data privacy

We at eClerx, have always strived to adopt the best governance practices, and our management upholds principles of Accountability, Fairness, Transparency and Responsibility. Corporate Governance at eClerx reflects the Company's compliance philosophy, strategies, relationship with stakeholders, commitment to values and ethical business behavior. eClerx is ISO27001 Information Security Management Certified organization. eClerx is also compliant with all statutory requirements of relevance to the NGRBC's (National Guidelines on Responsible Business Conduct) principles. eClerx will be publishing first BRSR report for FY2023, in line with SEBI requirements.

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

Name: Srinivasan Nadadhur

Designation: Principal

Telephone number: 91 (022) 6614 8301

E-mail id: esg@eclerx.com

9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details

No

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 (A) / Half yearly (H) / Quarterly (Q) / Any other – please specify								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	ESG Committee									A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, Organization is compliant with all statutory requirements of relevance to the principles. This is being reviewed by the internal ESG Committee.									Compliance status is updated on monthly basis by respective departments in the compliance tool								

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

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

Not Applicable

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	-	All	100%
Key Managerial Personnel	-	All	100%
Employees other than BoD and KMPs	-	All	100%

Notes

— All the principles laid down in BRSR are covered by eClerx Code of Conduct, which is adhered to by all employees.

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)

	NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Monetary					
Penalty/fine	P4	Commissioner of Sales Tax	500	A penalty of INR 500/- has been paid for Professional Tax Notice for FY 2020-21	No
Settlement	NIL	NIL	NIL	NA	NA
Compounding fee	NIL	NIL	NIL	NA	NA
Non-Monetary					
Imprisonment	NIL	NIL	NIL	NA	NA
Punishment	NIL	NIL	NIL	NA	NA

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
NA	NA

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. eClerx Services Limited is committed to the prevention, deterrence and detection of fraud, bribery and all other corrupt business practices. It is eClerx's policy to conduct all of its business activities with honesty, integrity and the highest possible ethical standards and vigorously enforce its business practice, wherever it operates throughout the world, of not engaging in bribery or corruption. The policy is available on the company's website at: <https://eclerx.com/wp-content/uploads/2019/09/Anti-Bribery-Anti-Corruption-Policy.pdf>

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

	FY2022-23	FY2021-22
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL

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

	FY2022-23		FY2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	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**

Total number of awareness programmes held	Topics/principles covered under the training and its impact	% age of value chain partners covered (by value of business done with such partners) under awareness programmes
NIL	NA	NIL

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

Yes. Code of conduct lays down the said process and can be accessed on <https://eclerx.com/docs/Code-of-Conduct.pdf>, Page 14.

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.**

Not Applicable. We operate in the IT/ITES space, and our products & processes by nature have limited to no environmental or social impact

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

No

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

Not Applicable

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

eClerx is an IT enabled Services company and does not manufacture any products hence this question is not applicable to the company's operations.

General waste management policy is covered under ESG policy available at [eClerx-ESG-Policy-Framework_V5.pdf](#) page 3-5.

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

No. EPR is not applicable to eClerx.

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?**

Not Applicable

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA)

or through any other means, briefly describe the same along-with action taken to mitigate the same

Not Applicable

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

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

Not Applicable

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

Essential Indicators

1. Details of measures for the well-being of employees

Category	Total (A)	% of employee covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day care facilities	
		Number (B)	% (B/A)	Number (B)	% (B/A)	Number (B)	% (B/A)	Number (B)	% (B/A)	Number (B)	% (B/A)
Permanent employees											
Male	8,538	8,538	100%	8,538	100%	0	0%	8,538	100%	0	0%
Female	4,721	4,721	100%	4,721	100%	4,721	100%	0	0%	0	0%
Total	13,259	13,259	100%	13,259	100%	4,721	35.60%	8,538	64.40%	0	0%
Other than permanent employees											
Male	326	326	100%	326	100%	0	0%	326	100%	0	0%
Female	157	157	100%	157	100%	157	100%	0	0%	0	0%
Total	483	483	100%	483	100%	157	32.50%	326	67.50%	0	0%

Note:

— Data specific to locations in India

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

Benefits	FY 2022-23		FY 2021-22	
	No. of employees covered as a % of total employees	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	47%	Y	46%	Y
Gratuity	100%	Y	100%	Y
ESI	44.45%	Y	45.74%	Y
P Tax	60%	Y	66.67%	Y
LWF	86.04%	Y	76.73%	Y

Note:

— Data specific to locations in India

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. Accessibility ramps, wheelchairs are available at the entrance. Flap barriers are installed in addition to turnstile for easy access. Every floor is equipped with toilet for people with disabilities.

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

Web link: https://eclerx.com/reports/eClerx-ESG-Policy-Framework_V5.pdf

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

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	76.25	64.25
Female	61.25	48.50
Total	68.75	56.38

Note:

— Data specific to Mumbai, Pune, Chandigarh and Coimbatore locations

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 Employees	Yes, we have a Grievance handling policy. The process of Grievance redressal is in 4 stages starting with raising the grievance (either by employee or manager) followed by investigation of grievance. After investigation comes closure of grievance and implementation of recommendations. Last stage is appeal against the decision where If an employee (the complainant or defendant) is dissatisfied with the final decision he / she can appeal the same to the Vertical Head and HR Head of eClerx. If at any point during the investigation it is found and established that the raised grievance was fabricated and had been raised with the intent of malice, strict punitive action will be taken against the employee as approved jointly by the Head of HR and Vertical Head.
Other than Permanent Employees	Yes. Same as above

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

Category	FY 2022-23			FY 2021-22		
	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 (A)	No. of employees in respective category, who are part of association(s) or Union (B)	% (B/A)
Total Permanent employees	13,259	0	0%	10,636	0	0%
Male	8,538	0	0%	6,678	0	0%
Female	4,721	0	0%	3,958	0	0%

Note:

— Data specific to locations in India

8. Details of training given to employees

Category	FY 2022-23				
	Total (A)	On health and safety measures		On Skill upgradation	
		No. (B)	%(B/A)	No. (C)	%(C/A)
Employees	13,259	Kindly refer foot note		13,259	100%
Male	8,538			8,538	100%
Female	4,721			4,721	100%

Note:

— All new joiners are needed to undergo eClerx Code of Conduct which covers Health and Safety measures

— Data specific to locations in India

9. Details of performance and career development reviews of employees

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	%(B/A)	Total (C)	No. (D)	%(D/C)
Male	8,538	8,538	100%	6,678	6,678	100%
Female	4,721	4,721	100%	3,958	3,958	100%
Total	13,259	13,259	100%	10,636	10,636	100%

Note:

— Data specific to locations in India

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. We have implemented below checks those are carried out at regular intervals to mitigate the risk: Fire Alarm Checks, Personnel Addressal System Checks, Smoke Detector Tests, Fire Extinguisher Checks, Sprinkler checks, facility supervision to identify any damages/repairs which can cause accidents or injury, obstacle free fire exits, checks on health of all electrical equipment

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

Hazard and risk identification is carried out by the process owners in consultation with the safety experts. Process owners are Managers leading a team or process who are also responsible to provide employees with safe working environment. They are responsible to

ensure adequate controls are identified and implemented to control the identified OHS risks such as Fire, electric shock, slips and trips. Mitigation plan and controls are provided to eliminate the identified hazards and risks.

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

Yes. Periodic meetings are conducted with various teams to receive their feedback on identified work related hazards, if any. Also, the workers can raise their concern/request through an online portal in the system and email communication sent across at organization regarding the incident report and contact and escalation details of respective POC's.

d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services?

Yes. The operation centres have on-call doctor and paramedic services, including availability of 24*7 on-call emergency ambulance services. Employees can avail these services free of cost.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
Total recordable work-related injuries		0	0
No. of fatalities		0	0
High consequence work-related injury or ill-health (excluding fatalities)		0	0

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

Below checks are carried out at regular intervals to mitigate the risk: Fire Alarm Checks, Personnel Addressal System Checks, Smoke Detector Tests, Fire Extinguisher Checks, Sprinkler checks, facility supervision to identify any damages/repairs which can cause accidents or injury, obstacle free fire exits, checks on health of all electrical equipment, food and water lab tests conducted, cafeteria food audits conducted at regular interval.

13. Number of Complaints on the following made by employees

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

14. Assessments for the year

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

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

Not Applicable as no offices were assessed

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.

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

Assessment of value chain partners is not done.

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

	Total number of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	0	0	0	0

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)

No

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	NIL
Working Conditions	NIL

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

Not applicable

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**Essential Indicators****1. Describe the processes for identifying key stakeholder groups of the entity**

Yes. The Company engages with stakeholders – internal and external - continuously to develop a materiality matrix. This matrix is updated periodically to improve long-term policy formulations and aid decision making. The constant engagement allows the Company to keep track of its sustainable strategy and undertake necessary course corrections wherever required.

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

Stakeholder	Interfacing Group	Engagement Types By frequency	Material Topics
Customers	Sales/Presales Marketing Client Partner Delivery Teams Senior Management	<p>As needed: Project-related calls and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/RFPs; sponsored events; mailers; newsletters; brochures</p> <p>Continuous: eClerx website; social media (LinkedIn, Twitter, Facebook, Instagram, YouTube)</p> <p>Half-yearly: Customer satisfaction surveys</p> <p>Annual: Customer summits, Innovation days, Executive customer surveys, Sponsored Community events</p>	Investments and capabilities in digital technologies; quality of work; data privacy and security; ethical behaviors; customer growth and transformation opportunities, fair business practices, community development
Employees	HR Senior Management	As needed: Town halls; roadshows; project or operations reviews; video conferences; audio conference calls; PEEP; PROPEL (employee forum); one-on-one counselling	Safe and comfortable workplace; diversity; engaging assignments; learning opportunities; career development; compensation structure
Shareholders	1. Investor Relations 2. Company Secretary 3. Senior Management	<p>1. As needed: Press releases and Investor conferences; in-person meetings; non-deal roadshows; conference calls</p> <p>2. Quarterly: Financial statements in Ind AS; earnings call; exchange notifications</p> <p>3. Continuous: Investors page on the eClerx website</p> <p>4. Annual: Annual General Meeting; Annual Report</p>	Financial sustainability; corporate governance: Independence of the Board, transparency in communication; ethical behavior and compliance, social and environmental sustainability, growth in new sales; business agility; growth in cash generation, and giving it back to shareholders
Academia	1. Resource Management Group 2. Senior Management	<p>1. As needed: Pre-placement talks</p> <p>2. Continuous: eClerx website, guest lectures, continuous education program</p>	Job creation; curriculum enhancement; internship opportunities
Recruiting Firms; Vendors	1. Resource Management Group 2. Business Units 3. Procurement	<p>1. One-time: RFQs/ RFPs; onboarding process</p> <p>2. As needed: Transactional meetings; periodic reviews</p>	<p>1. Talent acquisition;</p> <p>2. ethical behavior; fair</p> <p>3. business practices;</p> <p>4. creditworthiness; business continuity</p>
Partners & Collaborators	1. Client Engagement Teams	<p>1. As needed: Meetings/calls; visits; attending partner events, cocreation</p> <p>2. Monthly: Conference calls</p> <p>3. Quarterly: Business reviews</p>	Value-addition to the customer; ethical behavior; fair business practices; governance; Investments and capabilities in intelligent automation; creditworthiness

Stakeholder	Interfacing Group	Engagement Types By frequency	Material Topics
Industry Bodies	1. Finance 2. Senior Management	1. As needed: Conferences and seminars; working council meetings; surveys 2. Annual: Conferences; summits	Financial stability; governance; ethics and compliance; fair business practices
Governments; NGOs; Local Communities; Society	1. Finance Teams 2. CSR Team 3. Senior Management	1. As needed: Project meetings; reviews; calls and meetings; surveys; consultative sessions; due diligence; conferences and seminars; press releases 2. Continuous: eClerx website	Financial stability, quality of work; data privacy and security, ethical behavior; fair business practices; good governance; ethics and compliance; social and environmental responsibility; job creation; taxes paid; education and skill development; climate consciousness, energy efficiency; water management; waste and landfill reduction; protecting biodiversity

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board

The Company engages with stakeholders – internal and external – continuously through concerned process owners. The feedback from these consultations is shared with the Board on regular intervals.

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.

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

Organisation has robust process in place to engage with stakeholders which is developed, managed and monitored by Human Resources. No concerns were raised during FY2022-23.

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 2022-23			FY 2021-22		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (C)	No. of employees covered (D)	% (D / C)
Employees						
Permanent	13,259	11,871	86.38%	10,636	6,666	62.67%
Other than permanent	483	483	100%	696	0	0%
Total Employees	13,742	12,354	89.89%	11,332	6,666	58.82%

Note:

— Data specific to locations in India

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

Category	Total (A)	FY 2022-23				Total (D)	FY 2021-22			
		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)
Permanent	13,259	0	0%	13,259	100%	10,636	0	0%	10,636	100%
Male	8,538	0	0%	8,538	100%	6,678	0	0%	6,678	100%
Female	4,721	0	0%	4,721	100%	3,958	0	0%	3,958	100%
Other than permanent	483	0	0%	483	100%	696	0	0%	696	100%
Male	326	0	0%	326	100%	416	0	0%	416	100%
Female	157	0	0%	157	100%	280	0	0%	280	100%

Note:

— Data specific to locations in India

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	32,00,000	1	32,00,000
Key Managerial Personnel	3	-	0	-
Employees than BoD and KMP	8,538	3,92,013	4721	3,30,000

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

Yes

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

Reporting avenues suggestion boxes, telephone number, email and different feedback mechanisms have been provided for eClerx employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company Code, policies or law including human rights violation. Representations made in the reporting avenues are reviewed and appropriate action is taken on substantiated violations.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0	Closed	2	0	Closed
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	1	0	Closed

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

Concerns on discrimination and harassment are dealt with confidentially. eClerx does not tolerate any form of retaliation against anyone reporting good faith concerns. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action. No such incidents reported in the FY2022-23.

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

Yes.

9. Assessments for the year

No offices were assessed in FY2023

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

NIL

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

No such due diligence conducted

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. All facilities in India are equipped to allow access to differently abled visitors

4. Details on assessment of value chain partners:

No value chain partners were assessed in FY 2023

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

Details of total energy consumption (in Mega Joules) and energy intensity are provided in the table below:

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	1,29,94,826	55,24,005
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption from renewable sources (A+B+C)	1,29,94,826	55,24,005
From non-renewable sources		
Total electricity consumption (D)	2,75,86,662	2,49,39,489
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	2,75,86,662	2,49,39,489
Total energy consumed from renewable + non-renewable sources	4,05,81,488	3,04,63,495
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	0.0021	0.00019

Notes:

- Electricity consumption figures are for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations.
- Figures mentioned in the Sustainability Report for FY22 are also for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations.
- Standalone turnover of respective year is considered for energy intensity calculation for FY22 and FY23.

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 kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	5,220	863.95
(iv) Seawater / desalinated water	0	0
(v) Others – Rainwater utilized	0	0
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	5,220	863.95
Total volume of water consumption (in kiloliters)	5,220	863.95
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000027	0.0000000055

Notes:

- FY 2021-22 water withdrawal figures are for Mumbai, Pune and Chandigarh locations
- FY 2022-23 water withdrawal figures are for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations
- Standalone turnover of respective year is considered for water intensity calculation for FY22 and FY23.

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

Yes. All the facilities rented by eClerx optimises water consumption by conservation, 100% sewage treatment and reuse. The treated water is used for horticulture and domestic use (toilet flushing) purpose.

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

	Unit	FY 2022-23	FY 2021-22
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

NA – Not Applicable

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

Parameter	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	0	0
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	4,674	6,939
Total Scope 1 and Scope 2 emissions per rupee of turnover	0.00000024	0.00000044

Notes:

- Scope 1 and 2 figures are for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations
- Scope 1 and 2 figures mentioned in the Sustainability Report for FY22 are also for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations
- The GHG calculation tool is changed to UNFCCC v2.6, FY2022-23 onwards
- Standalone turnover of respective year is considered for total Scope 1 and Scope 2 emissions per rupee of turnover calculation for FY2021-22 and FY2022-23.

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

- Energy saving (reduction in CO₂ emission) achieved by Selection of Energy Efficient Equipment's and Implementation of advance energy efficient Technology like Modular UPS, LI-Ion batteries etc.
- Year on Year eClerx is increasing its Renewable power share
- In FY21, eClerx offices Renewable power usage was 4%, in FY22 it was 18 % and in FY23 increased to 30%

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0.798
E-waste (B)	2.45	9.86
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	5.85	1.75
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0.46	0.0019
Total (A+B+C+D+E+F+G+H)	8.76	12.42
For each category of waste generated, total waste recovered through recycling, re using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		
Battery	5.85	1.75
E-waste	2.45	9.86
Hazardous waste	0	0
Non-Hazardous waste	0	
Plastic Waste	0	0.399
Construction & Demolition waste	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	8.30	12.02
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0.40
Plastic	0	0.399
Non-hazardous waste	0.46	0.002
(iii) Other disposal operations	0	0
Total	0.46	0.40

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 strategy adopted by eClerx is available on https://eclerx.com/reports/eClerx-ESG-Policy-Framework_V5.pdf, Page 23.

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

No EIA projects were undertaken in FY2023 based on applicable laws

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, eClerx has complied with applicable environmental law/regulations/guidelines applicable in India. No fine/penalty/action was initiated against the entity under any of the applicable environmental laws/regulation/guidelines.

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

Details of total energy consumption (in Mega Joules) and energy intensity are provided in the table below:

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	1,29,94,826	55,24,005.6
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumption from renewable sources (A+B+C)	1,29,94,826	55,24,005.6
From non-renewable sources		
Total electricity consumption (D)	2,75,86,662	2,49,39,489.6
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	2,75,86,662	2,49,39,489.6
Total energy consumed from renewable + non-renewable sources	4,05,81,488	3,04,63,495.2

2. Provide the following details related to water discharged

Parameter	FY 2022-23	FY 2021-22
Water discharge by source (in kiloliters)		
(i) To Surface water		
No treatment	0	0
With treatment	0	0
(ii) To Groundwater		
No treatment	0	0
With treatment	0	0
(iii) To seawater		
No treatment	0	0
With treatment	0	0
(iv) Sent to third parties		
No treatment	0	0
With treatment	0	0
(v) Other		
No treatment	0	0
With treatment	0	0
Total water discharged (in kiloliters)	0	0

Notes:

- eClerx have implemented mechanism to ensure zero liquid discharge.
- All the facilities rented by eClerx optimises water consumption by conservation, 100% sewage treatment and reuse. The treated water is used for horticulture and domestic use (toilet flushing) purpose.

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

None of our offices are located in areas of water stress

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

Parameter	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	2301.7	1808.60
Total Scope 3 emissions per rupee of turnover	0.00000012	0.00000009

Notes:

- Scope 3 figures are for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations
- Scope 3 figures mentioned in the Sustainability Report for FY22 are also for Mumbai, Pune, Chandigarh, Gurugram and Coimbatore locations
- Scope correction has been done effective FY2022-23
- The GHG calculation tool has been changed to UNFCCC v2.6, FY2022-23 onwards
- Standalone turnover of respective year is considered for total Scope 3 emissions per rupee of turnover calculation for FY22 and FY23.

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

Not Applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Deployment of EVs for employee commute	eClerx clocked 1 lakh+ Km with EV. Target for FY 23-24 is 20% of trips with EV's & save approx. 40,000 KG of CO ₂ emissions quarterly. To equip & increase the efficiency of these vehicles, company has provisioned for sufficient charging stations within the campus.	Saving of 22 tCO ₂ e. For Employees, the deployed EV's are much comfortable & noise free resulting in better employee experience for office commute
2	Installation of automated sanitary napkin vending machine in female lavatories	Automated sanitary napkin vending machine having sensor based operations are privacy sensitive with 99.99% protection from bacteria and viruses.	The sanitary napkins are collected and recycled. This reduces the waste to landfill by a great margin.

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

- eClerx is a certified ISO 22301 (BCMS) organization and as a part of the standard requirement, eClerx have policy related to BCMS (Business Continuity Management System) domains and does actively maintains both Corporate and Client Specific Business Continuity Plans. This plan includes incident management processes, notification/escalation procedures, recovery strategies and estimated recovery times for all processes, programs and clients that eClerx manages.
- eClerx Business Continuity Management System (BCMS) provides a framework that ensures the implementation of BCM policy throughout all the verticals and programs spread across all the locations globally.

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

We envisage no significant adverse impact from eClerx' value chain.

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

NIL

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**
One affiliation, with NASSCOM.
- 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:**
NASSCOM.
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**
Not applicable as no adverse order received in last financial year

Leadership Indicators

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

Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain	Frequency of review by board	Web link, if available
NIL	NA	NA	NA	NA

NA – Not Applicable

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. **Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year**
No SIA undertaken in current financial 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**
Not Applicable
3. **Describe the mechanisms to receive and redress grievances of the community**
All agreements between eClerx and the stakeholders, contain clauses on handling of grievances, disputes etc. Additionally, eClerx' Regional Leaders are connected at the ground level and provide feedback for implementation if any. Post program implementation, surveys and questionnaires capture the feedback which is duly implemented. The detailed process is described in Grievance handling policy that is available internally

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

Particulars	FY2023	FY2022
Directly sourced from MSMEs/small producers	15.00%	10.00%
Sourced directly from within the district and neighbouring districts	77.00%	76.00%

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 as no SIA undertaken in current financial year
2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies**

State	Aspirational District	Amount spent (In INR)
Andhra Pradesh	Kadapa	30,00,000

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
No
- (b) From which marginalized /vulnerable groups do you procure?
Not Applicable
- (c) What percentage of total procurement (by value) does it constitute?
Not Applicable
4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge
Not Applicable
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved
Not Applicable

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
A robust process is in place to receive and respond to consumer complaints and feedback. All complaints and feedback are taken care by respective business owners through client surveys and connects on regular frequency with clients.
2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about: Not Applicable

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	0.00%
Safe and responsible usage	0.00%
Recycling and/or safe disposal	0.00%

3. Number of consumer complaints in respect of the following

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of essential services	NIL	NIL	NA	NIL	NIL	NA
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA

NA – Not Applicable

4. Details of instances of product recalls on account of safety issues
Not applicable as eClerx does not have any products that can entail safety issues
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, Policy is available on intranet.

- 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.**

eClerx did not have any incidents leading to regulatory issues penalties.

Leadership Indicators

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

<https://eclerx.com/>

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

Not applicable, as eClerx does not have any products/services that can entail safety issues or usage abuse.

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

eClerx has a business continuity mechanism to handle any disruption of services/products and a suitable communication plan.

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

Not Applicable

- 5. Provide the following information relating to data breaches**

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

There were no PII data breaches in FY22-23

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

There are no instances of PII data breaches