

Annexure 9

FY2023 BRSR

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Essential Indicators

Leadership Indicator is not mandatory. Hence, we are Reporting Essential Indicators only

BRSR Section A: General Disclosures

Details of the listed entity

1. **Corporate Identity Number (CIN):** L72200TN1999PLC054429
2. **Name of the Listed Entity:** Saksoft Limited
3. **Year of Incorporation:** 1999
4. **Registered Office Address:** Global Infocity Park, Block A, 2nd Floor, #40, Dr. MGR Salai, Kandanchavadi, Perungudi, Chennai-600096
5. **Corporate Address:** Global Infocity Park, Block A, 2nd Floor, #40, Dr. MGR Salai, Kandanchavadi, Perungudi, Chennai-600096
6. **E-mail:** *complianceofficer@saksoft.co.in*
7. **Telephone:** +91 44 24543500
8. **Website:** *http://www.saksoft.com/*
9. **Financial year for which reporting is being done:** April 2022 to March 2023
10. **Paid-up Capital:** Rs.10,56,90,000
11. **Name of the Stock Exchange(s) where shares are listed:** BSE Limited (permitted to trade category) and National Stock Exchange of India Limited (NSE)
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
 Ms. Meera Venkatramanan
 Designation: Company Secretary & Compliance officer
 E-mail id: *meera.v@saksoft.com*
 Telephone: 044-24543500
13. **Reporting boundary:** Disclosures made in this report are on a Standalone basis

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

| Description of main activity | Description of business activity | % of turnover |
|---|--|---------------|
| Saksoft is a leading player in providing digital transformation solutions to help businesses stay relevant in a highly connected, rapidly evolving world. Saksoft is a niche technology specialist that provides a comprehensive suite of business transformation, information management, application development and testing services. Saksoft helps their clients level the playing field by helping them transform their business spaces. | Computer Programming, Consultancy and Related Activities | 100% |

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

| Product/Service | NIC Code | % of total turnover contributed |
|--|----------|---------------------------------|
| Saksoft is a niche technology specialist that provides a comprehensive suite of business transformation, information management, application development and testing services. Saksoft helps their clients level the playing field by helping them transform their business spaces. Saksoft is headquartered in Chennai (India), and has 14 offices across the USA, Europe and Asia employing over 1,500+ people | 62099 | 100% |

Operations

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

| Locations | Number of plants | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National | Not Applicable | 4 | 4 |
| International | Not Applicable | 0 | 0 |

17. Markets served by the entity:

a) Number of locations:

| Locations | Number |
|----------------------------------|--|
| National (no. of states) | (1 in TamilNadu, 1 in Uttar Pradesh, 2 in Maharashtra) In TamilNadu: 1. Global Infocity Park, Block A, II Floor, #40 Dr MGR Salai, Kandanchavadi, Perungudi, Chennai- 600096 In Uttar Pradesh: 2. B 35-36, Sector 80, Phase II, Noida - 201305 In Maharashtra: 3. Emgeen Chambers II floor, 10, Vidyanagari Marg CST Road, Kalina Santacruz (East) Mumbai - 400 098 4. 503, 5th Floor, Pride Purple Accord, Baner Road, Pune, Maharashtra - 411 045 |
| International (no. of countries) | BRSR is Prepared on standalone basis and the report exclude foreign subsidiaries |

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

The contribution of exports as percentage of Saksoft's Standalone turnover is 62.41%.

c) A brief on types of customers: The Company operates in the key verticals of FinTech, Transportation and Logistics, Retail e-commerce, Healthcare, Telecom and Public Sector and has its customers around these verticals.

- Fintech: Mobile Cash Disbursement Solution, API Integration, Mobile/Web Development, Big data analytics, Credit Scoring, Fraud prevention & Risk Assessment, Anticipate / handle disruptions
- Healthcare: Telehealth, EHR integration, Imaging analytics, Integrated health monitoring via wearables,HL7/FHIR enabled provider apps
- Retail E-commerce: Social Listening (Micro Influencer), Customer 360, Customer Journey Tracking, eCommerce Portal Development
- Telecom: SharePoint development, Advanced analytics to reduce customer churn, Oracle Support, Testing CoE
- Transportation and Logistics: IoT Solutions, Freight Management Software, Warehouse Management, Supply Chain Management, EDI Integration, Logistics Dashboard
- Public Sector: Smart cities - Machine learning & facial recognition from IoT data feeds, Predictive Analytics & BI to provide better healthcare, decrease crime rates, and improve citizen's life, People identity management

Employees

18. Details as at the end of financial year:

a) Employees and workers (including differently abled):

| | No. | % of total |
|----------------------|------|------------|
| Employees | | |
| Permanent | 1180 | 100 |
| Male | 906 | 76.77 |
| Female | 274 | 23.23 |
| Other than Permanent | 95 | 100 |
| Male | 67 | 70.52 |
| Female | 28 | 29.48 |
| Total Employees | 1275 | 100 |
| Male | 973 | 76.31 |
| Female | 302 | 23.69 |
| Workers | | |
| Permanent | | |
| Male | | |
| Female | | |
| Other than Permanent | | |
| Male | | |
| Female | | |
| Total Workers | | |
| Male | | |
| Female | | |

Not Applicable

b) Differently abled employees and workers:

| | No. | % of total |
|-----------------------------------|-----|------------|
| Differently abled employees | | |
| Permanent | | |
| Male | | |
| Female | | |
| Other than permanent | | |
| Male | | |
| Female | | |
| Total differently abled employees | | |
| Male | | |
| Female | | |

NIL

19. Participation / Inclusion / Representation of women:

| | No. | % of total |
|--------------------------|-----|------------|
| Board of Directors | 6 | |
| Female | 2 | 33% |
| Key Management Personnel | 3 | |
| Female | 1 | 33% |

20. Turnover rate for permanent employees and workers:

| | Turnover rate in FY 23 | Turnover rate in FY 22 | Turnover rate in FY 21 |
|----------------------------|------------------------|------------------------|------------------------|
| Permanent employees | | | |
| Male | 24.19% | 37.72% | 26% |
| Female | | | |
| Permanent workers | Not Applicable | | |
| Male | | | |
| Female | | | |

Holding, Subsidiary and Associate Companies (including Joint Ventures)

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

| | Name of the holding / subsidiary / associate companies / joint ventures (A) | Indicate whether holding / subsidiary / associate / joint venture | % of shares held by listed entity | Entity (A) participate in the business responsibility initiatives of the listed entity |
|----|---|---|---|--|
| 1 | Saksoft Inc. | Subsidiary | 100% | The subsidiary / associates / joint ventures have their own business responsibility ('BR') initiatives which are predominantly in line with BR initiatives of the Company. However, there are cases where the Saksoft Group makes joint commitments to support BR initiatives. |
| 2 | Nanda Infotech Services Inc. | Subsidiary | Saksoft Inc. holds 100% | |
| 3 | Faichi Solutions Inc., | Subsidiary | Saksoft Inc. holds 100% | |
| 4 | Saksoft Solutions Limited | Subsidiary | 100% | |
| 5 | Acuma Solutions Limited | Subsidiary | Saksoft Solutions Limited holds 100% | |
| 6 | Saksoft Ireland Limited | Subsidiary | Saksoft Solutions Limited holds 100% | |
| 7 | Saksoft Pte Limited | Subsidiary | 100% | |
| 8 | MC Consulting Pte Ltd | Subsidiary | Saksoft Pte holds 100% | |
| 9 | MC Consulting Malaysia | Subsidiary | MC Consulting Pte holds 100% | |
| 10 | Threesixty Logica Testing Services Private Limited | Subsidiary | 100% | |
| 11 | Terafast Networks Private Limited | Subsidiary | Threesixty Logica Testing Services Private Limited holds 100% | |
| 12 | DreamOrbit Softech Private Limited | Subsidiary | 100% | |
| 13 | DreamOrbit Inc., | Subsidiary | DreamOrbit Softech Private Limited holds 100% | |

CSR Details

22. CSR Activities

- I. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- II. Turnover: Rs. 20939.3 Lakhs
- III. Net worth: Rs. 1744.73 Lakhs (FY 2022-23) (As defined under Companies Act 2013.)
- IV. Total amount spent on CSR for FY 23: Rs. 32.04 Lakhs

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 If Yes, then provide web-link for grievance redress policy | FY 23 | | | FY 22 | | |
|---|--|----------------------------|--|---------|----------------------------|--|---------|
| | | Number of complaints filed | Number of complaints pending resolution at the end of the year | Remarks | Number of complaints filed | Number of complaints pending resolution at the end of the year | Remarks |
| Communities | Yes | NIL | NIL | | NIL | NIL | |
| Investors (other than shareholders) | Yes | | | | | | |
| Shareholders | Yes | | | | | | |
| Employees and workers | Yes | | | | | | |
| Customers | Yes | | | | | | |
| Value Chain Partners | NA | | | | | | |
| Other | NA | | | | | | |

Some of the policies guiding the Company's conduct with all its stakeholders, including grievance mechanisms are placed on the Company's website. The link is <https://www.saksoft.com/investor/corporate-governance> In addition, there are policies placed on the internal web of the Company.

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:

| Material issue identified | Indicate whether risk or opportunity | 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) |
|---------------------------|--------------------------------------|--|--|--|
|---------------------------|--------------------------------------|--|--|--|

No significant business conduct issues identified in the Financial Year under review.

Few opportunities that helps the Company to mitigate the risk of material business conduct issues

- Improvising Working Conditions
- Use of Energy Efficient Equipment's
- Transparency in Governance

BRSR Section B: Management and Process Disclosures

| | Disclosure questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|---|---|-----|-----|-----|-----|-----|-----|-----|-----|
| Policy and management processes | | | | | | | | | | |
| 1 | a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. | Yes | Yes | Yes | Yes | Yes | Yes | NA | Yes | Yes |
| | b. Has the policy been approved by the Board? | Yes, the Business Responsibility Policy covering the above-mentioned principles has been approved by the Board. | | | | | | | | |
| | c. Web Link of the Policies | https://www.saksoft.com/investor/corporate-governance | | | | | | | | |
| 2 | Whether the entity has translated the policy into procedures. | Yes, the Company has translated the policies as applicable and imbibed the same into procedures and practices in all spheres of activities that the Company undertakes. | | | | | | | | |
| 3 | Do the enlisted policies extend to your value chain partners? | No. Currently the policies are not extended to value chain partners. The company would be taking initiatives to ensure that the policies are extended even to our value chain partners. | | | | | | | | |
| 4 | Name of the national and international codes / certifications / labels / standards adopted by your entity and mapped to each principle | ISO 27001:2018- Information Security Management System ISO 9001: 2015- Quality Management System ISO 45001: 2018-Occupational Health & Safety Management System | | | | | | | | |
| 5 | Specific commitments, goals and targets set by the entity with defined timelines | The Company is working continuously towards providing equal employment opportunities towards all class of people and also ensures that it follows the principle of gender inclusive environment at the workplace. The Company is also working towards ensuring greener workspace by reducing the travel needs, use of digital communication and taking efforts to run a paperless office whenever possible. | | | | | | | | |

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met:

| | |
|----|--|
| P1 | Code of Conduct for Board of Directors and Senior Management Policy for Determination of materiality of events for disclosure to Stock Exchanges Code of Practices and Procedures for Fair Disclosure of UPSI Whistle Blower Policy |
| P2 | Business Code of conduct and Information Security Policy |
| P3 | Code of Conduct and Business Ethics Information Security Policy HR Policies (including Prevention of Sexual Harassment Policy) HR Handbook |
| P4 | Corporate Social Responsibility Policy Code of Conduct and Business Ethics Anti-Bribery Policy |
| P5 | Code of conduct and Business Ethics Whistle Blower Policy HR Policies Prevention of Sexual Harassment Policy |
| P6 | Environment Policy |
| P7 | Not applicable to the activities of the Company |
| P8 | Corporate Social Responsibility Policy HR Policies |
| P9 | Code of Conduct and Business Ethics Privacy Policy |

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).

Saksoft Limited's philosophy has always been to ensure the business is done keeping in mind the sensitivities of the people, transparent governance and importance of being sensitive to environment. It is with this reason that Saksoft has embraced BRSR reporting from the year ending 31 March 2022 and continues to do so for the year ending 31 March 2023. Our reporting would only be better off over a period of time when both regulatory provisions requires more disclosures and Saksoft would ensure they would meet the regulatory requirements accordingly.

The Company recognizes the fact that their greatest asset would be the human resources without which the success of this organization could not have been possible. Saksoft strives to ensure that the human resources are well trained, skilled, and utilized to the optimum to the benefit of the business without compromising on the work environment, compliance with labour laws. Saksoft is constantly looking out for resources which may be needed for the future growth of the organization and this regard, encourages the current staff to refer people from family and friend circles to be part of the success story which the employees cherish and further, this helps them to have a better bond as well, which reflects in a more pleasant work environment. Beyond the staff, the Saksoft also ensure that even their consultants and other support staff are given equal importance and facilities to ensure there is no discrimination at the work place. The Company's insurance policy ensures that the staff and their family are well covered through some of the adversities and it takes care of the employee's financial well being as well.

Governance has always been the cornerstone of success in Saksoft. It is an organization which ensures and gives credit to being transparent, ethical and integrity. The very fact that our attrition rate in the organization, of the top management, is so low by itself lends credibility to the quality of corporate governance of the organisation.

We, as a Company, also understand the impact made on the environment due to use of energy and other resources. Saksoft being an IT Company, by nature does not have any energy intensive operations which could lead to leaving a large carbon footprint. However, we have taken steps to ensure that our carbon footprint is kept to the minimum and would like to make it lesser as we go forward in the future. We do ensure use of energy efficient resources, minimize electronic waste, and ensuring we preserve the energy as much possible with both manual means and automated means etc., which helps us to reduce our energy cost over a period of time and also make our organization a greener one.

8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy (ies):

The Board of Directors are responsible for implementation and oversight of the Business Responsibility and Sustainability Policy.

9. Does the entity have a specified committee of the board / director responsible for decision making on sustainability related issues? If Yes, provide details.

Yes, the Company Secretary and COO & CFO of the Company monitor various aspects of Environmental, Social and Governance aspects on a continuous basis. This activity is also assessed by Risk Management Committee to the extent of Environmental/Social/governance Risks.

| 10 Details of Review of NGRBCs by the Company. | | | | | | | | | | | | | | | | | | | |
|--|---|--|-----|-----|-----|-----|-----|-----|-----|-----|--|-----|-----|-----|-----|-----|-----|-----|-----|
| | Subject for review | Indicate whether review was undertaken by director / committee of the board / any other committee | | | | | | | | | Frequency (annually / half yearly / quarterly / any other) | | | | | | | | |
| | | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| a | Performance against above policies and follow up action | Each of the Policies and performance against the same are being reviewed by the respective Committees and by the Board as required under the relevant regulations. | | | | | | | | | | | | | | | | | |
| B | Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances | | | | | | | | | | | | | | | | | | |

| | | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|----|---|---|-----|-----|-----|-----|-----|-----|-----|-----|
| 11 | Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? If Yes, provide name of the agency. | The Company's policies and procedures are subject to internal scrutiny by the Management, Internal Auditors for the purposes of ensuring operating effectiveness of the policies and critical evaluation of the same. The Statutory Auditors would also refer to these policies, to the extent, relevant and applicable to assess the Entity Level Controls and Governance aspects. | | | | | | | | |
| 12 | If principles not covered by a policy, provide reasons for the same. | | | | | | | | | |
| | Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| A | The entity does not consider the Principles material to its business | Not Applicable | | | | | | | | |
| B | The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles | | | | | | | | | |
| C | The entity does not have the financial or / human and technical resources available for the task | | | | | | | | | |
| D | The entity does not have the financial or / human and technical resources available for the task | | | | | | | | | |
| E | Any other reason | | | | | | | | | |

BRSR Section C:

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 Key Managerial Personnel | The Board and KMP are experienced in core skill set areas namely Financial, Global Business, Board Service & Governance and Mergers & Acquisitions which are required for effective functioning of the company. There are constant discussions in the Board Meetings on Risk Mitigation Factors and Business responsibility and conduct on an on-going basis | | |
| Employees other than BoD and KMPs | 6 | 1. Training on Prevention of Sexual Harassment 2. Awareness Programme on Mental Health 3. Data Privacy and Cyber Security 4. Corporate Social Responsibility 5. Awareness on Environment Social Governance | 100% |
| Workers | Not Applicable | | |

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators / law enforcement agencies / judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30f 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? |
|-----------------|-----------------|---|-----------------|-------------------|-------------------------------|
| Monetary | | | | | |
| Penalty/ Fine | | | | | |
| Settlement | | | | | |
| Compounding fee | | NIL | | | Yes/No |
| Non-Monetary | | | | | |
| Imprisonment | | | | | |
| Punishment | | | | | |

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 |
|----------------|---|
| 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's Whistle Blower policy (<https://www.saksoft.com/wp-content/uploads/2022/10/Whistle-Blower-Policy.pdf>) takes care of ensuring discipline in terms of reporting of corruption and related cases.

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

| | FY 23 | FY 22 |
|-----------|-------|-------|
| Directors | | |
| KMPs | NIL | NIL |
| Employees | | |
| Workers | | |

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

| | FY 23 | | FY 22 | |
|--|--------|---------|--------|---------|
| | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | NIL | | NIL | |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | | | | |

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.

There have been no cases of fines/penalties/actions by regulators/law enforcement agencies/judicial institutions during the Financial year.

BRSR Section C:

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 as a part of Business as usual invests in R&D and Capex for Tech Improvements and these are not traded seperately | | |
| Capex | | | |

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

Yes, Saksoft has a procedure in place for sustainable sourcing. We look at the following sustainability factors while procuring IT assets from their suppliers:

- (i) Vendor diversity
- (ii) MSMED status
- (iii) Yearly revenue
- (iv) Quality certification
- (v) POSH policies
- (vi) ISO certification
- (vii) Environmental management

While empanelment of our suppliers, we ensure that all the above-mentioned factors are thoroughly checked. This is done through a supplier registration form which the vendor must complete.

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.**

Saksoft believes in Say no to Plastic which helps to divert waste and reduce our effects on the Local Community. There are no Hazardous waste that are being generated for it to be disposed.

4. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities. 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.**

The business of the Company is such that there is no Extended Producer Responsibility for the entity's activities.

BRSR Section C:

Principle 3

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

Essential Indicators

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

| Category | % of employees covered by | | | | | | | | | | |
|---------------------------------------|---------------------------|------------------|-------------|--------------------|-------------|--------------------|-------------|--------------------|-------------|---------------------|-----------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day care facilities | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | No. (D) | % (D / A) | No. (E) | % (E / A) | No. (F) | % (F / A) |
| Permanent employees | | | | | | | | | | | |
| Male | 906 | 906 | 100% | 906 | 100% | NA | NA | 906 | 100% | NA | NA |
| Female | 274 | 274 | 100% | 274 | 100% | 274 | 100% | NA | NA | NA | NA |
| Total | 1180 | 1180 | 100% | 1180 | 100% | 274 | 100% | 906 | 100% | NA | NA |
| Other than Permanent employees | | | | | | | | | | | |
| Male | NOT APPLICABLE | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |

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

| Category | % of workers covered by | | | | | | | | | | |
|-------------------------------------|-------------------------|------------------|-----------|--------------------|-----------|--------------------|-----------|--------------------|-----------|---------------------|-----------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity benefits | | Day care facilities | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | No. (D) | % (D / A) | No. (E) | % (E / A) | No. (F) | % (F / A) |
| Permanent workers | Not Applicable | | | | | | | | | | |
| Male | | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |
| Other than Permanent workers | | | | | | | | | | | |
| Male | | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |

2. Details of retirement benefits, for current financial year and previous financial year:

| Benefits | FY 23 | | | FY 22 | | |
|--------------------------------|--|--|---|--|--|---|
| | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority | No. of employees covered as a % of total employees | No. of workers covered as a % of total workers | Deducted and deposited with the authority |
| PF | 100% | Not Applicable | Y | 100% | Not Applicable | Y |
| Gratuity | 100% | | NA (Contribution by Company) | 100% | | NA (Contribution by Company) |
| Employee State Insurance (ESI) | 0.42% | | Y | 0.31% | | Y |
| Others | NIL | | Y | NIL | | Y |

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.

Our workplaces / offices are located in places which is fairly accessible to all people including differently abled employees and workers. Our facilities are leased out properties in reputed information technology parks which have extended similar facilities to other tenants as well.

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, There is an Equal Opportunity Policy that is part of the Employee Handbook and is available on the company's local intranet.

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

| Gender | Return to work rate | Retention rate |
|----------------------------|---------------------|----------------|
| Permanent employees | | |
| Male | 100% | 100% |
| Female | 100% | 100% |
| Total | 100% | 100% |
| Permanent workers | Not Applicable | |
| Male | | |
| Female | | |
| Total | | |

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:

| | If Yes, then give details of the mechanism in brief |
|--------------------------------|---|
| Permanent Employees | Employees reach out to respective HR's either on emails or directly to convey grievances and get it addressed. Based on the Grievance raised the HR Spoc will co-ordinate with the respective party to resolve the Grievance at the earliest. Also, Whistle Blower Policy encourages Directors and Employees to raise concerns regarding potential violations including unethical behaviour, actual or suspected fraud or violation of Company's code of conduct without any difficulties and free of any fear of retaliation. You are required to read this Policy and submit the attached certification that you will comply with it. |
| Other than Permanent Employees | |

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

| Category | FY 23 | | | FY 22 | | |
|----------------------------------|--|--|-----------|--|--|--------|
| | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union (B) | % (B / A) | Total employees / workers in respective category (C) | No. of employees / workers in respective category, who are part of association(s) or Union (D) | %(D/C) |
| Total Permanent Employees | No Trade union or worker associations | | | | | |
| Male | | | | | | |
| Female | | | | | | |
| Total Permanent Workers | | | | | | |
| Male | | | | | | |
| Female | | | | | | |

8. Details of training given to employees and workers:

| | FY 23 | | | | FY 22 | | | | | |
|------------------|---|----------------------------|-----------|-------------------|-----------|-----------|----------------------------|-----------|-------------------|-----------|
| | Total (A) | Health and safety measures | | Skill upgradation | | Total (A) | Health and safety measures | | Skill upgradation | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | | No. (B) | % (B / A) | No. (C) | % (C / A) |
| Employees | The Company provides required training on Health and Safety and Skill upgradation. However no. of employees attended the training program has not been tracked during the year. | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| Total | | | | | | | | | | |
| Workers | Not Applicable | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| Total | | | | | | | | | | |

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

| | FY 23 | | | FY 22 | | |
|------------------|----------------|---------|-----------|-----------|---------|-----------|
| | Total (A) | No. (B) | % (B / A) | Total (C) | No. (D) | % (D / C) |
| Employees | | | | | | |
| Male | 906 | 906 | 100% | 790 | 790 | 100% |
| Female | 274 | 274 | 100% | 253 | 253 | 100% |
| Total | 1180 | 1180 | 100% | 1043 | 1043 | 100% |
| Workers | Not Applicable | | | | | |
| Male | | | | | | |
| Female | | | | | | |
| Total | | | | | | |

10. Health and safety management system:

- a) **Whether an occupational health and safety management system has been implemented by the entity? If Yes, the coverage such system?** a. As part of ensuring that the Company gives safe and hygienic work environment, it always ensures that OHS has been followed widely. The Company operates through leased premises and as part of safety measures the Building provides evacuation training and drills.

Saksoft recognizes and accords highest priority to safety and well-being of its employees and other relevant interested parties. Our Office in India are certified to ISO 45001:2018 standard, which covers 95% of the workforce.

At the remaining locations, we have implemented processes based on legal requirements / internal benchmarks. We have established numerous interventions to address occupational health-related topics including emotional well-being, mental health, ergonomics, safety, lifestyle diseases and more.

During the year, we ran programs for the wellbeing and the Mental Health of Employees. We also had doctors and physios helping employees and their dependents through virtual consultations leveraging our telemedicine portal.

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

Specific employees trained for first aid treatment and to attend to emergencies. Having first aid facilities at workplace Ensuring the furniture and equipment used are of best quality which do not endanger the employees.

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

Since the Company is not engaged in any Manufacturing activity this requirement is not applicable to the Company.

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

Yes, employees have access to specific health care benefits and health insurance as well for them and their dependents family members.

11. Details of safety related incidents:

| Safety Incident / Number | Category | FY 23 | FY 22 |
|---|-----------|----------------|-------|
| Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked) | Employees | NIL | NIL |
| | Workers | Not Applicable | |
| Total recordable work-related injuries | Employees | NIL | |
| | Workers | Not Applicable | |
| No. of fatalities | Employees | NIL | |
| | Workers | Not Applicable | |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | NIL | |
| | Workers | Not Applicable | |

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

Company gives utmost importance to its employees' health and ensuring a safe work environment

Saksoft recognizes that occupational, health & safety (OHS) and overall physical and mental wellbeing of its employees is integral to its success and growth aspirations as spelled out in its OHS Policy. Saksoft is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks.

Key occupational health related risks are associated with the key generic H&S risks identified typical to Saksoft's nature of operations include workplace ergonomics risks arising due to computer usage, indoor air quality, workplace illumination and noise and fire risk typical to an office building and general office risks including slips, trips, falls, electrical shock, etc. Hazard identification and risk assessment process is conducted to has helped identify each such risk and ensure that proper mitigation measures are put in place to create a healthy and safe work environment.

Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include:

- Provision and maintenance of fire detection, alarm and suppression systems
- Regular site review, inspections and audits to assess safety preparedness
- Regular mock drills for fire as well as medical emergencies organised by the IT Park
- Provision of ergonomically designed chairs and workstations to prevent musculoskeletal disorders (MSD's) and low radiation computer monitors for better visual health
- Digital monitoring of indoor air quality and periodic cleaning of the HVAC ducts to avoid sick building syndrome
- Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety
- Employee engagement campaigns on health & safety topics such as fire safety, road safety, emergency evacuation, ergonomics among others

There are no major H&S risks associated with Saksoft services as the company provides customized software solutions and IT services.

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

| Category | FY 23 | | | FY 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 | Nil | | | NIL | | |
| Health and Safety | | | | | | |

14. Assessments for the year:

| | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) | |
|--------------------|---|-------|
| | FY 23 | FY 22 |
| | Health and safety practices | NIL |
| Working Conditions | | |

15. Provide details of any corrective action taken or underway to address safety-related incidents and on significant risks / concerns arising from assessments of health and safety practices and working conditions. - No such incidents in the year under review

BRSR Section C:

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.

The Company identifies key stakeholder groups by looking at the parameters such as Stakeholder's impact, diversity, influence and legitimacy.

The Company has mapped its stakeholders as required for performance of its business activities and complying with all applicable laws.

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 and marginalized group | Channels of communication | Frequency of engagement (annually / half yearly / quarterly / others) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|---|-------------------|---|---|---|---|
| 1 | Investors | No | Conference calls/Meetings | Quarterly/ half yearly | Post earnings calls` |
| 2 | Employee | No | Email/In person connect / Town hall meetings | Ongoing | Ongoing and as when required |
| 3 | Regulators | No | Statutory reporting to the regulators, participation in seminar/webinar | Ongoing | Timely disclosure of information |

BRSR Section C:

Principle 5

Businesses should respect and promote human rights

Essential Indicators

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

| | FY 23 | | | FY 22 | | |
|------------------------|-----------|--|-----------|-----------|--|-----------|
| | Total (A) | No. of employees / workers covered (B) | % (B / A) | Total (C) | No. of employees / workers covered (D) | % (D / C) |
| Employees | | | | | | |
| Permanent | 1180 | 1180 | 100% | 1043 | 1043 | 100% |
| Other than permanent | 95 | 95 | 100% | 99 | 99 | Nil |
| Total Employees | 1275 | 1275 | 100% | 1142 | 1142 | 100% |
| Workers | | | | | | |
| Permanent | | | | | | |
| Other than permanent | | | | | | |
| Total Workers | | | | | | |
| | | | | | | |

Not Applicable

2. Details of minimum wages paid to employees and workers:

| | FY 23 | | | | FY 22 | | | | | |
|-----------------------------|----------------|---------------------------|-----------|----------------------------|-----------|-----------|---------------------------|-----------|----------------------------|-----------|
| | Total (A) | Equal to Minimum Wage (B) | % (B / A) | More than Minimum Wage (C) | % (C / A) | Total (A) | Equal to Minimum Wage (B) | % (B / A) | More than Minimum Wage (C) | % (C / A) |
| Employees | | | | | | | | | | |
| Permanent | | | | | | | | | | |
| Male | 906 | 0 | 0 | 906 | 100% | 790 | 0 | 0 | 790 | 100% |
| Female | 274 | 0 | 0 | 274 | 100% | 253 | 0 | 0 | 253 | 100% |
| Other than Permanent | | | | | | | | | | |
| Male | 67 | 0 | 0 | 67 | 100% | 68 | 0 | 0 | 68 | 100% |
| Female | 28 | 0 | 0 | 28 | 100% | 31 | 0 | 0 | 31 | 100% |
| Workers | Not Applicable | | | | | | | | | |
| Permanent | | | | | | | | | | |
| Male | | | | | | | | | | |
| Female | | | | | | | | | | |
| Other than Permanent | | | | | | | | | | |
| Female | | | | | | | | | | |

3. Details of remuneration / salary / wages:

| | Number | Median remuneration / salary / |
|----------------------------------|----------------|--------------------------------|
| Male | | |
| Board of Directors (BoD) | 4 | *75.7 |
| Key Managerial Personnel | 1 | *135 |
| Employees other than BoD and KMP | 904 | #124 |
| Workers | Not Applicable | |
| Female | | |
| Board of Directors (BoD) | 2 | *10.4 |
| Key Managerial Personnel | 1 | *21.42 |
| Employees other than BoD and KMP | 273 | #102 |
| Workers | Not Applicable | |

*Actual remuneration details provided

#Average remuneration details provided

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

All issues relating to the above are addressed / handled by Human Resources department.

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

All issues relating to the above are addressed / handled by Human Resources department.

The Company also has a Prevention of Sexual Harrasment (POSH) Committee with an external consultant advising on POSH cases.

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

| | FY 23 | | | FY 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 | NIL | NIL | | NIL | NIL | |
| Discrimination at workplace | | | | | | |
| Child Labour | | | | | | |
| Forced Labour / Involuntary Labour | | | | | | |
| Wages | | | | | | |
| Other human rights related issues | | | | | | |

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

The Company always endeavours to create and provide an environment that is free from discrimination and harassment including sexual harassment.

The Company has implemented multiple policies that cover various aspects of human rights to ensure non-discrimination and fair treatment of all employees, ethical conduct and prevention of sexual harassment at premises within its direct control as well as redressal mechanism. The policies also covers its subsidiaries.

The Company has a committee handling Prevention of Sexual Harassment cases. There are no cases of child labor or forced labor other related issues at the workplace.

7. Do human rights requirements form part of your business agreements and contracts?

Yes

8. Assessments for the year:

| | % of plants and offices that were assessed |
|-----------------------------|--|
| Child labour | NIL |
| Forced / involuntary labour | NIL |
| Sexual harassment | NIL |
| Discrimination at workplace | NIL |
| Wages | NIL |
| Others – please specify | NIL |

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

NA

BRSR Section C:

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:

| Parameter | FY 23 (TJ) | FY 22 (TJ) |
|---|---------------|---------------|
| Total electricity consumption (A) | 2.96 | 3.19 |
| Total fuel consumption (B) | 0.106 | 0.161 |
| Energy consumption through other sources(C) | 0 | 0 |
| Total energy consumption (A+B+C) | 3.07 | 3.35 |
| Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) | 0.0004 | 0.0007 |
| Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency | No | 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? 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.

Not Applicable.

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

| Parameter | FY 23 | FY 22 |
|--|---------------|---------------|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | NIL | NIL |
| (ii) Groundwater | 1156.45 | 172.81 |
| (iii) Third party water | NIL | NIL |
| (iv) Seawater / desalinated water | NIL | NIL |
| (v) Others | NIL | NIL |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 1156.5 | 172.18 |
| Total volume of water consumption (in kilolitres) | 1156.5 | 172.18 |
| Water intensity per rupee of turnover (Water consumed / turnover) | 0.173 | 0.035 |
| Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency. | NO | NO |

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

There is no mechanism for zero liquid discharge. A Sewage Treatment Plant (STP) is in place where used water is recycled (treated) and a water test is conducted. If the water test results are within an acceptable range, then water is reused in washrooms and for landscaping purposes.

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

| Parameter | Unit | FY 23 | FY 22 |
|--|------|-------|-------|
| NOx | | NA | |
| Sox | | | |
| Particulate matter (PM) | | | |
| Persistent organic pollutants (POP) | | | |
| Volatile organic compounds (VOC) | | | |
| Hazardous air pollutants (HAP) | | | |
| Others – please specify | | | |
| Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? If yes, name of the external agency | | | |

6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:

| Safety Incident / Number | Break- up | Unit | FY 23 | FY 22 |
|---|--------------|----------------------------------|--------------|--------------|
| Total Scope 1 emissions | CO2 | Metric tonnes | 31.01 | 47.72 |
| | CH4 | Metric tonnes | 0 | 0 |
| | N2O | Metric tonnes | 0.39 | 0.67 |
| | HFCs | Metric tonnes | 0 | 0 |
| | PFs | Metric tonnes | NIL | NIL |
| | SF6 | Metric tonnes | | |
| | NF3 | Metric tonnes | | |
| | Total | Metric tonnes | 31.40 | 48.38 |
| Total Scope 2 emissions | CO2 | Metric tonnes | 716.9 | 650.4 |
| | CH4 | Metric tonnes | NIL | |
| | N2O | Metric tonnes | | |
| | HFCs | Metric tonnes | | |
| | PFs | Metric tonnes | | |
| | SF6 | Metric tonnes | | |
| | NF3 | Metric tonnes | | |
| | Total | Metric tonnes | | |
| Total Scope 1 and Scope 2 emissions per rupee of turnover | | | 0.118 | 0.145 |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity | | CO2 equivalent/ Metric tonnes | 0.587 | 0.579 |
| Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? 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 is conscious about environment protection and energy conservation and strives to evolve new technologies to see to that, the infrastructure is more energy efficient. The Chennai delivery center is situated in the LED pre certified gold rated green building. In addition, the Company has made a conscious shift to LED lights across all its locations against the traditional lights to reduce the electricity consumption. These LED lights also generate lesser heat resulting in faster cooling at lower electricity consumption.

8. Provide details related to waste management by the entity:

| | FY 23 | FY 22 |
|---|-------|-------|
| Total waste generated (in metric tonnes) | | |
| Plastic waste (A) | NA | NA |
| E-waste (B) | NA | NA |
| Bio-medical waste (C) | NA | NA |
| Construction and demolition waste (D) | NA | NA |
| Battery waste (E) | NA | NA |
| Radioactive waste (F) | NA | NA |
| Other hazardous waste. Please specify, if any. (G) | NA | NA |
| Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) | NA | NA |
| Total (A+B + C + D + E + F + G + H) | | |
| 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 | | |
| (ii) Re-used | | |
| (iii) Other recovery operations | | |
| Total | | |
| For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes) | | |
| Category of waste | | |
| (i) Incineration | | |
| (ii) Landfilling | | |
| (iii) Other disposal operations | | |
| Total | | |
| Indicate if any independent assessment / evaluation / assurance has been carried out by an external agency? 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 is not engaged in any manufacturing activity and hence there is no specific waste management practice required to manage hazardous waste. However, as part of its vision to support a low carbon economy, the Company operates out of a Leased Building which has been awarded LEED Platinum certificate for Operations & Maintenance (O&M), by the US Green Building Council (USGBC).

The entire Building's operational & maintenance practices are driven primarily with the intent of improving the energy, water & waste-recycling efficiencies of the assets of the Building in order to support the transition to a low carbon economy.

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:

Not Applicable

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

| Name and brief details of project | EIA Notification No. | Date | Whether conducted by independent external agency | Results communicated in public domain | Relevant web link |
|---|----------------------|------|--|---------------------------------------|-------------------|
| There were no Environmental Impact Assessment of Projects undertaken by the entity as required by any regulatory agency or law. | | | | | |

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. If not, provide details of all such non-compliances:

The Company does not own any Premises. It is operating out of a Grade A Leased Premises which are compliant with applicable laws.

BRSR Section C:

Principle 7

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

Essential Indicators

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

- 1b. 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:

| | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations |
|---|---|--|
| 1 | NASSCOM | National |

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

| Name of authority | Brief of the case | Corrective action taken |
|-------------------|-------------------|-------------------------|
| Not Applicable | | |

BRSR Section C:

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 | Date of notification | Whether conducted by independent external agency | Results communicated in public domain | Relevant Web link |
|-----------------------------------|------------------|----------------------|--|---------------------------------------|-------------------|
| Not Applicable | | | | | |

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity.

| Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|--|-------|----------|---|--------------------------|---|
| Not Applicable | | | | | |

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

The Company has a whistle blower email ID whistleblower@saksoft.com. Any stakeholder or public who have any grievance can write an email to the whistleblower email ID and the same would be addressed by the Company immediately.

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

| | FY 23 | FY 22 |
|--|--------------|--------------|
| Directly sourced from MSMEs small producers | 35.76% | 39.67% |
| Sourced directly from within the district and neighbouring districts | Not assessed | Not assessed |

BRSR Section C:

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.

Going by the nature of the industry in which the Company operates, consumer satisfaction and feedback is given utmost importance by the Management. The business team ensures that the products and services delivered meet their expectations. If there are any issues in execution, then there are internal escalations which will ensure that the senior management is aware of any delays or issues.

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

| | As a percentage to total turnover |
|---|-----------------------------------|
| Environmental and social parameters relevant to the product | NIL |
| Safe and responsible usage | NIL |
| Recycling and / or safe disposal | NIL |

Our products are not sold off-the shelf or available in the market as such, hence it does not require the above labeling. Further, our service are intangibles which may not carry any physical packaging; hence Not Applicable.

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

| | FY 23 | | | FY 22 | | |
|--------------------------------|--------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Data privacy | NIL | NIL | | NIL | NIL | |
| Advertising | | | | | | |
| Cyber-security | | | | | | |
| Delivery of essential services | | | | | | |
| Restrictive trade practice | | | | | | |
| Unfair trade practices | | | | | | |
| Other | | | | | | |

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

| | Number | Reasons for recall |
|-------------------|----------------|--------------------|
| Voluntary recalls | Not Applicable | Not Applicable |
| Forced recalls | Not Applicable | Not Applicable |

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

The Company has policy for Information Security, Risk and Vulnerability Assessment which is available in the intranet of the Company.

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

The Company keeps strengthening and upgrading its infrastructure and implementing various monitoring tools in line with the cyber security and data privacy requirements of individuals and customers.

The company only Reported Essential Indicator for the FY 2022-23 in the BRSR Report.