

# BUSINESS RESPONSIBILITY REPORT

## Message from the CMD

I am pleased to present the Business Responsibility and Sustainability Report for the FY 2022-23. I have always felt that sustainability and the welfare of our stakeholders are critical for our success. I also believe that ESG (Environment, Social & Governance) performance is directly linked to financial performance and is necessary for creating lasting value for our customers and shareholders. That's why we continued to integrate sustainability into all aspects of our business.

As we continue to advance our mission of delivering cutting-edge solutions to our clients, we remain committed to leveraging the latest digital technologies and solutions to help our clients go digital-first. Our dedicated team of professionals has worked tirelessly to develop and enhance our offerings, ensuring that we stay ahead of the curve in the digital space. We have also expanded our portfolio of products and services to meet the evolving needs of our customers while maintaining a strong focus on digital customer delight and client-centricity. At Cigniti, we take pride in our pedigree and craft and are dedicated to helping global companies accelerate their digital transformation programs through our expertise in digital assurance and engineering services.

Cigniti also unveiled a new brand identity reflecting its renewed vision and values. We strongly believe that our new vision of "Together, we build a better future through technology-led transformation" is what will drive every Cignitian as a collective group to outperform themselves every day. To better align our organization with the renewed vision, we also updated the values of Character, Competence, and Commitment across all our relationships with clients, stakeholders, and associates.

As much as we are passionate about solving clients' problems, we are also equally passionate about giving back to society. Corporate Social Responsibility has been a way of life of Cigniti's business strategy, and we embrace this responsibility to create a positive impact in the communities in which we work and live. Our key programs are driven by the valuable CSR agenda we've built over the years under the name 'Project Cignificance'. In addition to Education, we have broadened our CSR charter to Healthcare and Sustainability through its focused implementing programs, ensuring that our support reaches out

to the neediest communities for their well-being. Collaboration with government agencies think tanks, educational institutions, and various community-based organizations has shaped our Corporate Social Responsibility projects to imbibe critical aspects like transparency, accountability, and reliability.

The year 2022 was significant as the adopted schools strengthened their second phase under the program. We focused on access, inclusion, and infrastructural support in 9 government schools, reaching out to approximately 3000+ students under the ambit of the program. Under our healthcare initiative, to strengthen tertiary healthcare we provided immediate responsive care to marginalized communities by enabling government hospitals with critical medical equipment support. As part of our sustainability green initiative "Cignitree," we planted over 200 saplings. Our employees remain committed to giving back to society through our teaching and mentoring programs, reflecting Cigniti's core values.

At Cigniti, we have taken steps to promote diversity and inclusion in the workplace and strive for a gender-neutral environment. Currently, our female-to-male ratio stands at 32%, and while we continue to work towards increasing diversity, our focus is now on achieving better representation of diversity in leadership positions of level 5 and above. We are pleased to see a positive impact on our retention policies and employee satisfaction, as indicated by the decline in voluntary attrition over the past year. Our efforts include employee-friendly policies, wellness workshops, rewards and recognition, and enhancing the overall employee experience.

Looking ahead, we are excited about the opportunities and challenges that lie ahead. The industry is constantly evolving, and we are committed to staying ahead of the curve by investing in new technologies, enhancing our existing products, and pursuing strategic partnerships. Finally, I would like to express my gratitude to our shareholders, customers, and employees for their continued support and dedication towards responsible business conduct and we look forward to continuing to work together to achieve our shared goals.

Best Regards  
**C.V. Subramanyam**  
 Chairman & Managing Director

**SECTION A: GENERAL DISCLOSURES****I. Details of the listed entity**

1.	Corporate Identity Number (CIN) of the Listed Entity	L72200TG1998PLC030081
2.	Name of the Listed Entity	Cigniti Technologies Limited
3.	Year of Incorporation	1998
4.	Registered Office Address	Suit No.106 & 107, 6-3-456/C, MGR Estates Dwarakapuri Colony, Panjagutta, Hyderabad - 500082. Telangana State
5.	Corporate Address	6th Floor, ORION Block, "The V" (Ascendas), Plot No# 17, Software Units Layout, Madhapur, Hyderabad - 500 081.
6.	E-mail id	company.secretary@cigniti.com
7.	Telephone	+91 (040) 40382255
8.	Website	www.cigniti.com
9.	Financial year for which reporting is being done	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	BSE Ltd (BSE) and National Stock Exchange of India Limited (NSE)
11.	Paid up Capital (INR)	INR 2725.70 Lakhs
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	Mr. Midhun Pingili
	Designation	Senior Director, Marketing
	Telephone number	8886093093
	E-mail id	midhun.pingili@cigniti.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	The disclosures under this report have been made on a standalone basis unless specified in a particular disclosure.

**II. Products / Services**

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Digital IT Services	We offer end-to-end Digital Assurance and Digital Engineering services to global enterprises across verticals	100%

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

S. No.	Product/Service	NIC Code	% of total contributed
1.	Technical Testing and Analysis	71200	100%

**III. Operations**

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

Location	Number of plants	Number of offices	Total
National	0	2	2
International	0	12	12*

\*Cigniti Technology Limited has 12 international offices including overseas subsidiaries.

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	5
International (No. of Countries)	24

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

Exports contribute 96% of the total turnover of the entity on a standalone basis.

c. A brief on types of customers

Cigniti is the world's leading AI & IP-led Digital Assurance and Digital Engineering services company. Headquartered in Hyderabad, India, Cigniti's 4200+ employees help Fortune 500 and Global 2000 enterprises across 24 countries accelerate their digital transformation journey across various stages of digital adoption and help them achieve market leadership by providing transformation services leveraging IP and platform-led innovation with expertise across multiple verticals and domains.

**IV. Employees**

18. Details as of the end of the Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	3584	2451	68%	1133	32%
2.	Other than Permanent (E)	365	240	66%	125	34%
3.	Total employees (D + E)	3949	2691	68%	1258	32%
<b>WORKERS*</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total employees (F + G)	-	-	-	-	-

\*The organization is in services sector and not a manufacturing company, Hence there are no workers in our organization.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1	1	100%	0	-
2.	Other than Permanent (E)	0	0	-	0	-
3.	<b>Total employees (D + E)</b>	1	1	100%	0	-

19. Participation/Inclusion/Representation of women

	Total (A)	N	o. and percentage of Females
		No. (B)	% (B / A)
Board of Directors	7	1	14%
Key Management Personnel	4	1	25%

20. The turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	29.90%	26.10%	28.70%	33.22%	36.63%	34.31%	36.11%	34.35%	35.55%

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

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

S. No.	Name of the holding/subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary/ Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Cigniti Technologies Inc., USA	Subsidiary	100%	No
2.	Cigniti Technologies (UK) Limited.	Subsidiary	100%	No
3.	Cigniti Technologies (Australia) Pty Ltd.	Subsidiary	100%	No
4.	Cigniti Technologies Canada Inc.	Subsidiary	100%	No
5.	Gallop Solutions Private Limited.	Subsidiary	100%	No
6.	Cigniti Technologies (SG) PTE. LTD	Subsidiary	100%	No
7.	Cigniti Technologies (CZ) Limited S.R.O.	Subsidiary	100%	No

**VI. CSR Details**

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: **(Yes/No) YES**

(ii) Turnover (in Rs.) 69664.29 Lakhs

(iii) Net worth (in Rs.) 43674.35 Lakhs

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Y*	-	-	-	-	-	-
Investors (other than shareholder)	Y**	-	-	-	-	-	-
Shareholders	Y**	-	-	-	-	-	-
Employees and workers	Y***	2	-	Resolved during the year	-	-	-
Customers	Y****	-	-	-	-	-	-
Value Chain Partners	Y*	-	-	-	-	-	-

\*No complaints have been received from communities and value chain partners during FY 2021-22 and FY 2022-23. Complaints / Grievances from Value Chain Partners are addressed by relevant Departments on a case-to-case basis. Policies & grievance redressal mechanism are accessible on <https://www.cigniti.com/policies/>

\*\*The Company has appointed Registrar and Share Transfer Agent (RTA) to look into the grievances/complaints of the shareholders. In addition to it, the Company has designated email ID company.secretary@cigniti.com, where the shareholders can send their grievances/complaints.

\*\*\*The details of the grievance redressal mechanism for employees and workers are provided in Principle 3, point No. 6

\*\*\*\* The mechanism for customers grievance redressal is provided in Principle 9, point No.1

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

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

S. No.	Material identified issue	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.	Training & Skill Development of employees	Opportunity	Our Learning & Development Team organizes several technical and personality development training for employees to upskill and make them ready for any challenge they face. We also collaborate with our external partners to train our employees on the latest tools and technology.	Not Applicable	NA
2.	Environmental Sustainability	Risk	With Global Warming happening environmental sustainability has become very important for all businesses.	We comply with applicable legal requirements which relate to our environmental aspects. The company prevents pollution, reduces waste and minimizes the consumption of resources. We educate, train and motivate employees to carry out tasks in an environmentally responsible manner and encourage environmental protection among suppliers.	NA

**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.

We have implemented the following policies toward adopting National Guidelines on Responsible Business Conduct (NGRBC):

**Principle P1: Transparency & Accountability**

- Code of Business Conduct and Ethics
- Code of Conduct for Senior Management
- Vigil Mechanism
- Code of Conduct for Prevention of Insider Trading & Fair Disclosure

**Principle P2: Product Responsibility**

- Environment Policy

**Principle P3: Employee Development**

- Code of Business Conduct & Ethics Policy
- Health & Safety Policy

**Principle P4: Stakeholder Engagement**

- Corporate Social Responsibility Policy

**Principle P5: Human Rights**

- Code of Business Conduct & Ethics Policy
- Sexual Harassment Policy
- Modern Slavery Statement

**Principle P6: Environment Principle**

- Environment Policy
- Carbon Reduction Plan

**Principle P7: Policy Advocacy**

- Code of Business Conduct & Ethics Policy

**Principle P8: Inclusive Growth**

- Corporate Social Responsibility Policy

**Principle P9: Customer Value**

- Code of Business Conduct & Ethics Policy
- Data Privacy policy

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link* of the Policies, if available	<a href="https://www.cigniti.com/policies/">https://www.cigniti.com/policies/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Policies have been formulated and implemented by National Guidelines on Responsible Business Conduct, requirements of the Companies Act, 2013, and SEBI regulations. aligned with internationally renowned quality standards and models like ISO 9001:2015, ISO 27000:2013, AS9100D, ISO 13485:2003, ISO 22163:2017(IRIS), TL9000R 5.5, ISO 14001:2015, and CMMI-DEV Version1.3 Level 5.								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> <li>• Employee Attrition Rate to be 28% YTD for the FY 23-24</li> <li>• Female to Male Ratio – 40% by the year 2025</li> <li>• CSAT score to be 3.8 in the FY 23-24</li> </ul>								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ul style="list-style-type: none"> <li>The attrition percentage is showing signs of good retention policies implemented and employee satisfaction. For the last year, Cigniti has seen a significant dip in voluntary attrition which indicates the impact of various employee-friendly policies, wellness workshops, rewards, and recognition, employee experience enhancement, etc. (@24.7% FY'23)</li> <li>Currently, we are at 33% of Female to Male ratio in Cigniti. While we are making efforts to increase diversity at Cigniti, Chairman's vision is to improve the diversity ratio to 40% in the next two years and accordingly have representation from diverse groups in all prominent roles across the organization</li> </ul>								

**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) – <b>CMD Message is at the beginning of the report</b>									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. C. V. Subramanyam, (Chairman & Managing Director)								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>Implementation and oversight of the Business Responsibility Policies and the decision-making on sustainability-related issues are the responsibility of the Business Responsibility and Sustainability Committee of the Board of Directors, which comprises of following members as on March 31, 2023:</p> <p>Mr. C. V. Subramanyam –Chairman                      Mr. Phaneesh Murthy–Member                      Mr. Ram Krishna Agarwal–Member                      Mr. Srinath Batni - Member                      Mr. C. Srikanth - Member</p>								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	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	Yes, The Business Responsibility and Sustainability Committee of the Board / CMD has reviewed the performance against the above policies.									The frequency of review is annual.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances.	Compliance with statutory requirements of relevance to the principles has been carried out by the relevant committees of the Board.									The frequency of review is quarterly.								



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.

Yes, the evaluation of the working of its policies has been done internally.

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

-----Not Applicable, as all Principles are covered by one or more policies-----

**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 leading indicators may be voluntarily disclosed by entities that 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	1	All Principles	100%
Key Managerial Personnel	1	All Principles	100%
Employees other than BoD and KMPs	Multiple Training Programs	Employees have been given training on Principle 1 and other Principle as applicable to their respective functional area	92%
Workers			

The employees of the company undergo various training programs on various topics. Board and KMPs are apprised about the changing requirements from time to time in the Board meeting and Management meetings. A structured training program on the nine principles of Responsible Business conduct will be done during FY 2023-24.

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 based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

<b>Monetary</b>				
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	No fines / penalties /punishment/ award/ compounding fees/ settlement amount has been paid by the entity or by the directors / KMPs.			
Settlement				
Compounding fee				

<b>Non-Monetary</b>			
NGRBC Principle	Name of the regulatory/enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	No Non-Monetary imprisonment or punishment has been imposed on the entity or on the directors / KMPs.		

No such fines/penalties/punishment/ award/ compounding fees/ settlement amounts are paid in proceedings either by the entity or by directors / KMPs.

- 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.

<b>Case Details</b>	<b>Name of the regulatory/enforcement agencies/judicial institutions</b>
Not applicable as no fine, penalties etc. has been paid by the company	

Not applicable as no fines/penalties/punishment/ award/ compounding fees/ settlement amount has been paid by the company.

- 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.

Cigniti's Code of Business Conduct and Ethics policy provides detailed guidance on the business ethics, values, policies, and procedures to prevent bribery in all the activities and business dealings of Cigniti Technologies Ltd. It sets forth the policy of zero tolerance of bribery applicable to the organization and its subsidiaries who have an obligation to have adequate procedures for monitoring, detecting, preventing, and punishing any violations of the Anti-bribery laws and other anti-corruption laws. Policies are accessible at <https://www.cigniti.com/policies/>.

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

	<b>FY22-23</b>	<b>FY21-22</b>
Directors	No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors / KMPs/ Employees.	
<b>KMPs</b>		
<b>Employees</b>		
<b>Workers</b>		

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		No complaint was received about conflict of interest of the Directors, KMPs, or any other employee.		
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.

Not applicable as no fines/penalties/punishment/ award/ compounding fees/ settlement amount has been paid by the company.

**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.

Segment	Current Financial Year 2022-23	Previous Financial Year 2021-22	Details of improvements in environmental and social impacts
R & D			
Capex		Not Applicable	

The company provides technical services and is not in the business of producing any product with environmental impact. However, Cigniti is committed to protecting the environment of the Earth and related resources. To minimize environmental impacts concerning Cigniti’s services and activities, we:

- Comply with applicable legal requirements and other requirements which relate to its environmental aspects.
- Prevent pollution, reduce waste, and minimize the consumption of resources.
- Educate, train, and motivate employees to carry out tasks in an environmentally responsible manner.
- Encourage environmental protection among suppliers.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)  
 b. If yes, what percentage of inputs were sourced sustainably?

Not applicable considering that the sourcing of materials is not a significant part of the company’s operations.

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

Not applicable given the nature of the business of the company

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

Extended Producer Responsibility (EPR) does not apply to the entity’s activities.

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

**Essential Indicators**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	2,451	2451	100%	2451	100%	NA	NA	2451	100%	-	-
Female	1,133	1133	100%	1133	100%	1133	100%	NA	NA	-	-
<b>Total</b>	<b>3,584</b>	<b>3,584</b>	<b>100%</b>	<b>3,584</b>	<b>100%</b>	<b>1133</b>	<b>100%</b>	<b>2451</b>	<b>100%</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent employees</b>											
Male	240	-	-	-	-	-	-	-	-	-	-
Female	125	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>365</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

The following initiatives are driven across the organization for all types of employees:

- At Cigniti, 45+ weekly mailers under the banner Wednesday Wellness focus on the holistic well-being of an employee spanning physical and mental health tips.
  - Organized 4 in-person wellness camps like Eye Screening, General Health check-ups, Weight management, and Zumba.
  - Conducted 37+ Wellness Webinars covering topics like Ergonomics, Chair exercises, Child health, monkeypox, Covid safety series 3.0, and many more
  - 3 exclusive wellness sessions organized and facilitated by renowned doctors on topics like Re-wire your Brain by Dr Jayanthi, Invest in your Health by Dr Kiran, and Mental Wellness by Dr Drishanth.
  - Cigniti has appointed an in-house fitness consultant Radhika Vemuri for the well-being of employees. Radhika is currently conducting 5th batch of online Yoga sessions for our employees.
  - Identified volunteers interested in nominating for the ERT team and sufficiently trained on the same.
  - POSH (Prevention of Sexual Harassment) awareness mailers are actively sent to employees while regular rollout of surveys provides the level of training and awareness amongst employees.
  - To keep the workplace safe from any kind of sexual harassment, POSH training which is a video and an assessment thereafter has been made mandatory for every employee within Cigniti.
- b. Details of measures for the well-being of workers:  
Not Applicable

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

Benefits	FY 2022-23		FY 2021-22		No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	No. of employees covered as a % of total Employees	No. of workers covered as a % of total workers		
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	.001%	.001%	Y	.001%	.001%	Y
Other – Medical Insurance	100%	100%	Y	100%	100%	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.

Yes, the office is accessible for persons 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, the Company has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. (This is part of [Cigniti Code of Business Conduct and Ethics](#))

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

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	90%	100%
Female	88%	90%
<b>Total</b>	<b>89.4%</b>	<b>95%</b>

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	The grievance redressal mechanism is available in the Code of Business Conduct & Ethics Policy.
Other than Permanent Workers	
Permanent Employees	Employees can report any suspected violation of the law or company policies or any complaint using the email id- reach2resolve@cigniti.com  When a concern is raised, the identity and the information provided is shared only on a 'need-to-know' basis to address the concern, as required by law or otherwise, with the consent of the complainant. Employees may choose to remain anonymous when raising a concern (in which case they should advise this at the time concern is raised).  We do not tolerate and take appropriate action against violations of the code, whether perpetrated by employees or by people outside the company. All reports are taken seriously and are investigated in depth.
Other than Permanent Employees	

7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:  
We do not have any employee association recognized by management.

8. Details of training given to employees and workers:

Category	FY 2022-23				FY 2021-22					
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	1204	83	7%	1121	93%	2021	165	8%	528	26%
Female	701	62	9%	639	91%	976	72	7%	698	72%
<b>Total</b>	<b>1905</b>	<b>145</b>	<b>8%</b>	<b>1760</b>	<b>92%</b>	<b>2997</b>	<b>237</b>	<b>8%</b>	<b>1226</b>	<b>41%</b>

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

Category	FY 2022-23			FY 2021-22		
	Total Employees	Total Performance Review done	%	Total Employees	Total Performance Review done	%
Male	2451	2190	89%	2021	1955	97%
Female	1133	1124	99%	976	935	96%
<b>Total</b>	<b>3584</b>	<b>3,314</b>	<b>92%</b>	<b>2,997</b>	<b>2,890</b>	<b>96%</b>

10. Health and safety management system:

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

Yes, the health and safety management systems cover all employees and visitors. The Company has policies/procedures through which the safety of employees and company property is ensured. First aid kits are provided on all floors of reception. Wheelchairs are placed on floors. An ambulance is being arranged by the BMS team for the campus. Sick Rooms are available for employees.

ERT Team at the office are trained at the office by the external team for:

- Taking appropriate personal protective measures.
- Advising employees in the area of any potential threat and/or initiate evacuation procedures when required.
- Restrict access to the incident scene or affected area and surrounding area as the situation demands.
- Take any other steps necessary to minimize any threat to the health and safety of the employees.
- Request medical assistance, if necessary, or perform Basic Life support (BLS) activities.
- Evaluate the severity, potential impact, safety concerns, and response requirements based on the initial information provided by the first person on-scene.
- Communicate and provide incident updates to company management, as appropriate.

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

Not directly applicable, given the nature of the business.

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

Not directly applicable, given the nature of the business.

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

Yes, all employees of the Company have access to non-occupational medical and healthcare services. The below policies have been formulated for the betterment of all employees:

- Group Personal Accident Policy
- Mediclaim Insurance Policy
- Group Term Life Insurance Policy

The Company regularly conducts health awareness sessions for employees.

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

No recordable safety-related incidents have occurred during the FY 2022-23.

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

As explained under point no.10 above

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-
Sexual Harassment	2	-	Complaints have been resolved	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour / Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Any other type of complaint	-	-	-	-	-	-

All the queries of employees are responded to by the HR function promptly.

14. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Health and safety practices	All the offices were assessed for health, safety, and working condition as part of the business operating processes.
Working Conditions	

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

Not Applicable as no significant risks/concerns arise from assessments of health & safety practices and working conditions

**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.

Cigniti Technologies Limited acknowledges its responsibility towards society and supports inclusive growth and equitable development of all its stakeholders. We strongly believe in growing together responsibly leading to the success of our business. We aim at balancing the needs and address the concerns of our stakeholders and endeavor to take into consideration the impact it has on the environment, society, and the community.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Customer Meetings, Customer Feedback, Website, Product Catalogues,	Ongoing	Customer Satisfaction, Product Quality,
Employees	No	Notice Boards, Website, Employee Survey feedback, Annual Performance Review, Meetings, Trainings	Ongoing	Working conditions, employee performance, Employee Satisfaction
Community, NGOs	Yes	Corporate Social Responsibility engagements, Meeting with community representative	Ongoing	The welfare of the community,
Investors & Shareholders & Analysts	No	AGM, Investor meets, Investor Grievance redressal mechanism	Ongoing	Business Strategies and Performance
Regulatory Bodies	No	Compliance Reports	Ongoing	Compliance with the Law of the land

**PRINCIPLE 5 Businesses should respect and promote human rights****Essential Indicators**

We abide by the spirit of the Fundamental Rights and Directive Principles of State Policy of the Indian Constitution which acts as our guiding framework for promoting human rights. We strictly adhere to the human rights laws and guidelines of the International Bill of Human Rights. Cigniti Technologies has also published a Modern Slavery Statement on the corporate website, which outlines the steps that the company has taken to ensure that there is no modern slavery in our business and supply chains. In addition to ensuring compliance with the applicable laws, this demonstrates Cigniti's commitment to transparent business practices and commitment to the protection of workers' rights.



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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	3584	1281	36%	2890	1813	63%
Other than permanent	365	65	18%	107	101	94%
<b>Total Employees</b>	<b>3949</b>	<b>1,346</b>	<b>34%</b>	<b>2997</b>	<b>1914</b>	<b>64%</b>

2. Details of minimum wages paid to employees and workers, 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)
<b>Employees</b>										
<b>Permanent</b>										
Male	2,451	-	-	2451	100%	1955	-	-	1955	100%
Female	1,133	-	-	1133	100%	935	-	-	935	100%
<b>Other than Permanent</b>										
Male	240	-	-	240	100%	66	1	2%	65	98%
Female	125	-	-	125	100%	41	0	0%	41	100%

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

	Number	Male		Female	
		Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category	Number
Board of Directors (BoD)	6	724.80 lakhs	1	Nil as no remuneration drawn	
Key Managerial Personnel	2	174.70	1	27.36 lakhs	
Employees other than BoD and KMP	2604	9.60 lakhs	1284	7.97 Lakhs	

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

Yes, the Chief Human Resource Officer is the focal point for addressing human rights impacts or issues caused or contributed to by the business.

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

Considering the nature of business as of now we don't have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business.

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	-	Complaints have been resolved	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights-related issues	-	-	-	-	-	-

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. The Code of Business Conduct & Ethics and Whistle Blower Policy provide the mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.

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

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	

All the assessments have been done by the entity during the operations of the business.

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 as no significant risks/concerns arise from the assessments at Question 9 above.

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

**Essential Indicators**

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	6192 GJ	4156 GJ
Total fuel consumption (B)	694 GJ	617 GJ
Energy consumption through other sources (C)		
<b>Total energy consumption (A+B+C)</b>	6886 GJ	4773 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	9.9 GJ/Crores of Turnover	10.5 GJ/Crores of Turnover
Energy intensity (optional) – the relevant metric may be selected by the entity		

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

N. No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

No, the Company is not covered under the Performance, Achieve, and Trade (PAT) Scheme of the Government of India

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water	6692 KL	4677 KL
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	6692 KL	4677 KL
<b>Total volume of water consumption (in kilolitres)</b>	6692 KL	4677 KL
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	9.61 KL / Crores of Turnover	10.27 KL / Crores of Turnover
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		

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

N. No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

Not applicable. Water is recycled as per the practices of the office building maintenance agencies.

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

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

Air emissions (other than GHG emissions) by the entity are insignificant and not being tracked.

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

Parameter	Unit	FY 2022-23	FY 2021-22
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	51.5	45.7
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1358.8	912
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO <sub>2</sub> Equivalent / Crores of Turnover	2.0	2.1
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

N. No independent assessment/ evaluation/assurance has been carried out by an external agency

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. Energy Consumption is the main source of Green House Gas emissions for the company. Cigniti is committed to protecting the environment of the Earth and related resources.

To minimize environmental impacts concerning Cigniti's services and activities, we:

- Comply with the applicable legal requirements concerning the environment.
- Prevent pollution, reduce waste, and minimize the consumption of resources.
- Educate, train, and motivate employees to carry out tasks in an environmentally responsible manner.
- Encourage environmental protection among suppliers
- Perform regular performance reviews to ensure that environmental objectives are met.
- Implemented a travel embargo and promoted e-meetings and networking, which
- Reduced travel emissions.
- Sourced renewable electricity for our buildings
- Commencing a rolling program of capital upgrades to our offices (e.g., installing LEDs; and decarbonizing our heating systems)
- Invested in digital technology and the development of a 'Sustainable Delivery Framework' to help us reduce project-related travel emissions
- Implemented a sapling plantation drive called Cignitree, where more than 100 saplings were planted by Cignitians
- Appointed Midhun Pingili (Senior Director – Marketing) as Sustainability Officer, who will look after Environment, Social, and Governance initiatives including Sustainability.

In the future, we are planning to implement further measures such as:

- Raising awareness through campaigns, roadshows, and awareness programs
- Developing new practices, processes, and carbon offset initiatives
- We will continue to host green building premises
- Commencing a rolling program of capital upgrades to our offices (e.g., installing LEDs; and decarbonizing our heating systems)

- Procuring 5-star rated equipment to reduce power consumption
- Investing in certified, market solutions for emissions, which we cannot eliminate
- Progressing towards Social Value Quality Mark Level 2 which includes a pledge on environmental sustainability

We will continue to create projects around the above themes of recycling and renewable electricity, business travel emissions reduction, greenhouse building optimization, and efficient operations. We will also ensure wider sustainability decisions in our business operations, empower our associates to lead by example, and convene ecosystems that will enable us to reduce carbon emissions across the locations where we operate.

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

Parameter	FY 2022-23	FY 2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)		
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
Category of waste	Considering the nature of the business the waste generation is not significant and is disposed of responsibly by the building maintenance agency.	
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations		
Total		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Category of waste	Considering the nature of the business the waste generation is not significant and is disposed of responsibly by the building maintenance agency.	
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
<b>Total</b>		

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

N. No independent assessment/ evaluation/assurance has been carried out by an external agency

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

Our waste management approach is based on the philosophy of Reduce, Reuse, and Recycle. We seek to uphold our ambition of zero waste to landfills. We follow a process of waste segregation at the source through which the entire volume is treated or disposed of in line with applicable legislative requirements.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	None of our offices are in/around ecologically sensitive areas.		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
The operations of the company are not covered by the 2006 notification on Environmental Impact Assessment.					

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	Yes, the company is compliant with all applicable environmental laws / regulations / guidelines in India.			

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	National Association of Software and Service Companies	National
2.	Indo-American Chambers of Commerce	National / International
3.	National HRD Network	National
4.	Society of Cyberabad Security Council	State
5.	HYSEA	State
6.	All India Management Association	National

- 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. **Not Applicable**

Name of authority	Brief of the case	Corrective action taken
Not applicable as no adverse orders from regulatory authorities have been received related to anticompetitive conduct by the entity.		

**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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No requirement of Social Impact Assessments (SIA) of projects was applicable to the company in the current FY 2022-23.

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

S. No.	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)
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There was no project involving R&R during the FY 2022-23.

- Describe the mechanisms to receive and redress grievances of the community.  
Considering the nature of the business, any concern/ grievance from the community is dealt with by respective departments on a case-to-case basis. No complaints/concerns have been raised by community during the FY22-23 and FY21-22.
- Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	We are consciously incorporating sustainable and local sourcing in our supply chain as far as possible	
Sourced directly from within the district and neighbouring districts		

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

**Essential Indicators**

The company is committed to creating and delivering engineering services and solutions that exceed customer expectations and enhance the level of business profitability. We consistently strive forth to ensure higher customer satisfaction through our efforts in product innovation, R&D activities, and ensuring an enhanced life cycle of the product.

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.  
We interact with our clients regularly and across multiple platforms. We believe in continuous improvement of our services to customers worldwide and conduct Customer Satisfaction Survey every year to measure the level of satisfaction of the customer and to capture customer feedback on various parameters to Improve internal processes based on the needs and expectations of the customers.

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about: **Not Applicable**

	As a percentage to total turnover
Environmental and social parameters relevant to the product Safe and responsible usage Recycling and/or safe disposal	This is not relevant considering the nature of the business of the Company.
Environmental and social parameters relevant to the product Safe and responsible usage Recycling and/or safe disposal	
Environmental and social parameters relevant to the product Safe and responsible usage Recycling and/or safe disposal	

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy			No complaints from customers were received during the last 2 years. The company is committed to creating and delivering engineering services and solutions that exceed customer expectations and enhance the level of business profitability of clients through our efforts in product innovation, R&D activities, and effective quality management systems.			
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

	Number	Reasons for recall
Voluntary recalls		Not Applicable
Forced recalls		

This is not relevant considering the nature of the business of the Company.

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

Yes, the company has a data privacy policy. We acknowledge the needs of the client in protecting their personal and confidential data during their dealing with us. Cigniti's privacy policy strives to protect its data and clients' intellectual property and provide seamless services in the areas of consulting, software product development, and software testing. We accomplish this by addressing the following objectives:

- Maintaining the confidentiality, integrity, and availability of sensitive information in the company with minimal to no disruptions
- Proactively initiating business continuity practices to minimize system failures and interruptions to business

We have multi-level security implemented to sustain IT compliance.

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.

No regulatory action has ever been done regarding advertising, essential services, cyber security, data privacy or product recalls.