

July 20, 2024

National Stock Exchange of India Ltd.,
Exchange Plaza, 5th Floor,
Plot No:C/1, G Block,
Bandra Kurla Complex, Bandra (E),
Mumbai – 400 051.
Scrip: RAMCOSYS

BSE Ltd.,
Corporate Relationship Department,
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai – 400 001.
Scrip: 532370

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report FY 2023-24

Please find enclosed the Business Responsibility and Sustainability Report FY 2023-24.

The aforesaid intimation is also being hosted on the website of the Company www.ramco.com.

Kindly take on record the same.

Thanking you,
For **RAMCO SYSTEMS LIMITED**

**VIJAYARAGHAVAN NE
COMPANY SECRETARY**

Encl: As above

Ramco Systems Limited

Corporate Office: 64, Sardar Patel Road, Taramani, Chennai 600 113, Tamilnadu, India.
Tel: +91 44 2235 4510 / 6653 4000, Fax: +91 44 2235 5704 | CIN : L72300TN1997PLC037550

Registered Office: 47, P.S.K. Nagar, Rajapalayam 626 108, Tamilnadu, India.

Global Offices: India | Singapore | Malaysia | Indonesia | HongKong | China | Vietnam | Macau | Japan | Philippines | Australia |
New Zealand | UAE | Saudi Arabia | USA | Canada | United Kingdom | Germany | Switzerland | Spain | Sudan | South Africa

www.ramco.com

Business Responsibility and Sustainability Report

(Business Responsibility and Sustainability Reporting (BRSR) is the practice of companies disclosing information about their environmental, social, and governance (ESG) performance. It goes beyond financial reporting to provide stakeholders with a comprehensive view of a Company's non-financial impacts and contributions to sustainable development. BRSR covers topics such as environmental impact, social responsibility and governance practices, aiming to promote transparency and accountability.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L72300TN1997PLC037550
2.	Name of the Listed Entity	Ramco Systems Limited
3.	Year of incorporation	February 19, 1997
4.	Registered office address	No. 47, P.S.K Nagar, Rajapalayam – 626 108
5.	Corporate address	No. 64, Sardar Patel Road, Taramani, Chennai 600 113
6.	E-mail	investorrelations@ramco.com
7.	Telephone	044 2235 4510
8.	Website	www.ramco.com
9.	Financial year (FY) for which reporting is being done	April 01, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	Rs.354,551,100/-
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Vijayaraghavan N E, Company Secretary & Compliance Officer Investorrelations@ramco.com 044-2235 4510
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).	Standalone Basis
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

II. Products/services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Information and Communication	Computer programming, consultancy and related activities	100%



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

Sr. No.	Product/Service	NIC Code	% of total Turnover Contributed
1.	Writing, modifying, testing of computer program to meet the needs of a particular client excluding web page designing	62011	99.98%
2.	Providing software support and maintenance to the clients	62013	0.01%
3.	Data processing, hosting and related activities; Data processing activities including report writing	63111	0.01%

Note: Company is in the business of development and sale of Enterprise Resource Planning (ERP) software and providing related software services, including hosting and manage payroll services. The Company considers it as only one operating segment i.e. Software Solutions & Services. However, the break up given above is only to facilitate inputting the data for the purpose of filing in XBRL format.

III. Operations

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

Location	Number of plants	Number of offices	Total
 National	NA	6	6
 International	NA	5	5

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	4
International (No. of Countries)	21*

*No of countries include locations where the Company has direct presence and presence through subsidiaries.

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

62.51%

c. A brief on types of customers

Ramco empowers organizations to embrace digital transformation through its innovative enterprise solutions. Our customer base primarily consists of business-to-business (B2B) entities. We provide cloud and mobile-based enterprise software in the following space:

1. Global Payroll & HR
2. Enterprise Resource Planning (ERP) to address the niche requirements for asset-heavy industries, Facilities Management and Logistics Service Providers
3. Maintenance & Engineering (M&E) and Maintenance, Repair and Overhaul (MRO) for Aviation, catering to the specific requirements of Airlines, MROs, Defense, Heli operators, and major Urban Air Mobility companies (including Electric Vertical Take-off and Landing (eVTOL), Drones/Unmanned Aircraft Systems (UAS))

IV. Employees

20. Details as at the end of FY:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)



EMPLOYEES

1	Permanent (D)	1,767	1,113	62.9%	654	37.0%
2	Other than Permanent (E)	86	47	54.6%	39	45.4%
3	Total employees (D + E)	1,853	1,160	62.6%	693	37.4%

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)



WORKERS

4	Permanent (F)	NA				
5	Other than Permanent (G)					
6	Total workers (F + G)					

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)



DIFFERENTLY ABLED EMPLOYEES

1	Permanent (D)	4	4	100%	-	-
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D + E)	4	4	100%	-	-



DIFFERENTLY ABLED WORKERS

4	Permanent (F)	NA				
5	Other than Permanent (E)					
6	Total differently abled workers (F + G)					

21. Participation/Inclusion/Representation of women

Particular	Total	No. and % of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	10*	1	10%
Key Management Personnel	4	-	-

*Includes Mr. M M Venkatachalam and Mr. R S Agarwal who retired on March 31, 2024, after completing their term of two consecutive five years each in office.

Note: Mr. Abinav Ramasubramaniam Raja, Whole Time Director, is included both under Board of Directors & Key Management Personnel category.

22. Turnover rate for permanent employees and workers

Particular	FY 2023-24			FY 2022-23			FY 2021-22		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26.03%	32.88%	28.57%	36.03%	36.75%	36.31%	39.57%	38.12%	38.99%
Permanent Workers	NA								

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

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

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures	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.	Ramco Systems Corporation 100 Overlook Center, 2nd Floor, Princeton, NJ 08540	Subsidiary	98%	No
2.	Ramco Systems Limited Dorfplatz 3, CH – 4418, Reigoldswil Switzerland	Subsidiary	100%	No
3.	Ramco Systems Pte. Ltd. 79 Anson Road, #15-04/05, Singapore – 079906	Subsidiary	100%	No
4.	Ramco Systems Sdn. Bhd. 3B-5-3, Block 3B, Level 5 Plaza Sentral, Jalan Stesen Sentral 5, Kuala Lumpur – 50470 Malaysia	Subsidiary	100%	No
5.	RSL Enterprise Solutions (Pty) Ltd. 2nd Floor, Suite 56 & 03, 102 Stephen Dlamini Road. Musgrave, Durban- 4001	Subsidiary	100%	No
6.	Ramco Systems Canada Inc. 1111 West Georgia Street, 20th Floor, Suite 2019, Vancouver, BC – V6E 4G2, Canada	Subsidiary of Sl. No. 1	100% held by Sl. No.1	No
7.	Ramco Systems FZ-LLC. Suite No.210, 2nd Floor, BT Building, EIB 04, Dubai Internet City, PO Box: 500189, Dubai – U.A.E.	Subsidiary	100%	No
8.	R S L Software Co. Ltd. House number 306, Second Floor, Block 21, Riyadh, Khartoum, Sudan	Subsidiary	100%	No
9.	Ramco Systems Australia Pty Ltd. Level 17, 60, City Road, Southbank, Melbourne, VIC 3006, Australia	Subsidiary	100%	No
10.	Ramco System Inc. 17th Floor, BDO Equitable Tower, 8751 Paseo de Roxas Makati, (Pty.), 1227 Metro Manila, Philippines	Subsidiary	100%	No
11.	Ramco Systems (Shanghai) Co. Ltd. Room 214, Building 4, No. 110-120, Guangling 4th Road, Hongkou District, Shanghai.	Subsidiary	100%	No






Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures	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)
12.	PT Ramco Systems Indonesia The Executive Center, Suite 28 at Level 30, South Tower, Sampoerna Strategic Square, Jl. Jend. Sudirman Kav. 45-46, South Jakarta 12930, Indonesia	Subsidiary	100%	No
13.	Ramco System Vietnam Company Limited Room 24, 16th Floor, Saigon Tower, 29 Le Duan Boulevard, District 1, Ho Chi Minh City	Subsidiary	100%	No
14.	Ramco Systems Macau Limited Block G, 14th Floor, China Plaza, No. 762-804 Avenida da Praia Grande, Macao	Subsidiary of Sl. No.3	100% held by Sl. No.3	No
15.	Ramco Software Japan Limited 3-2-5-704, Ebisu, Shibuya-ku, Tokyo.	Subsidiary	100%	No
16.	Ramco Systems Defence and Security Incorporated 545 E John Carpenter FWY, Suite 900, Irving TX-75062	Subsidiary of Sl. No. 1	100% held by Sl. No.1	No
17.	CityWorks (Pty.) Ltd. No 5, Walnut Road, 3rd Floor, SmartXchange Building, Durban-4001, South Africa	Associate of Sl. No.5	30% held by Sl. No. 5	No
18.	Ramco Middle East for Information Technology Hamad Tower, 4th Floor, King Fahd Branch Road, Al Olaya, Riyadh 12212, Kingdom of Saudi Arabia	Subsidiary	100%	No
19.	Ramco System LLC. Office 223 Desk 01 and 03, 2nd Floor, Regus Building, D Ring Road, Old Air, Regus Business Centre, No. 65, Doha, Qatar	Subsidiary	100%	No
20.	Ramco System Korea Company Limited #6036, 584, Gangnam-daero, Gangnam-gu, Seoul, Korea	Subsidiary	100%	No



VI. CSR Details

24. (i)	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	No
(ii)	Turnover (in Rs. Mln.)	2,741.77
(iii)	Net worth (in Rs. Mln.)	7,564.16

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) *	FY 2023-24			FY 2022-23		
		Current FY			Previous FY		
		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	Yes	-	-	An email can be written to wecare@ramco.com and the matters shall be taken care of from there.	-	-	-
 Investors (other than shareholders)	Yes	-	-	An email can be sent to Investorrelations@ramco.com and the designated official for assisting and handling Investor and Shareholder grievances will handle the same.	-	-	-
 Shareholders	Yes	-	-	An email can be sent to Investorrelations@ramco.com and the designated official for assisting and handling Investor and Shareholder grievances will handle the same.	1	-	-
 Employees and workers	Yes	-	-	An email can be written to respective HR Heads and the matters shall be taken care of from there.	-	-	-
 Customers	Yes	2	1	The Company has an online tracking system to track all technical consumer issues during the lifecycle of the contract/ agreement with the Company. An escalation mechanism is set up to track all technical consumer issues.	-	-	-

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) *	FY 2023-24			FY 2022-23		
		Current FY			Previous FY		
		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
 Value Chain Partners	Yes	-	-	-	-	-	-
 Other (Communities)	Yes	-	-	An email can be sent to COCcompliance@ramco.com and the designated official for assisting and handling Employee grievances will handle the same.	-	-	-

* Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)

<https://www.ramco.com/investor-relations/corporate-governance/policies-and-codes>

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

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Energy Management	Risk	Even if they are not directly producing items, the software and IT industries require energy to operate their equipment and facilities. As a result, a Company's decisions regarding how much energy it consumes and where it originates from can influence how well it works and how dangerous its operations are.	At Ramco, we focus on energy efficiency and the transition to renewable energy sources. This not only reduces carbon emissions but also lowers our operational costs. It's all part of our aim to become carbon neutral, and we're taking deliberate steps to minimize both our total and specific energy consumption.	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Climate Change	Risk	Climate change events, such as rising sea levels and harsher storms, pose physical hazards. They also introduce transitional issues, such as the need for additional renewable energy. These developments have the potential to have an impact on enterprises. Hence, it's critical to identify and mitigate these risks.	Ramco aims to achieve Net Zero and develop technology-driven solutions to help our customers address climate-related concerns.	Negative
3.	Diversity, Equity and Inclusion	Opportunity	When a Company's workforce is diverse and inclusive, it demonstrates that employees are respected and treated properly. Furthermore, having more diversity and inclusion allows businesses to advocate for marginalized groups, resulting in a positive reputation in the community.	-	Positive
4.	Human Rights	Risk	Companies that embrace human rights demonstrate their commitment to developing long-term, constructive connections with everyone affected by their operations, including consumers, communities, employees, and investors. This means they care about the individuals they interact with and strive for mutual benefit.	Ramco has a robust Human Capital Management (HCM) tool to enhance their HR procedures. This tool facilitates more effective competency planning and staffing.	Negative
5.	Digital Talent Empowerment	Opportunity	Empowering digital talent at work is vital because it provides people with new skills and chances to participate effectively, resulting in increased engagement and performance.	-	Positive
6.	Talent Acquisition, Development & Retention	Risk	A Company's high worker retention rates indicate that its rules and practices are effective. In contrast, a high attrition rate implies low employee satisfaction, which may concern investors. Taking care of employee well-being can enhance morale while lowering the costs of hiring and training new employees.	Ramco's fundamental goal is to create a motivated workforce that will improve corporate performance. We rely on talented people to meet client needs, maintain business sustainability, and drive future growth.	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7.	Education and Skill Development	Opportunity	Employee reskilling enables businesses to stay up with changing technological needs and continue growth. It produces a workforce that is adaptable, fast to learn, and ready to take on new duties as required by the firm.	-	Positive
8.	Customer Relations	Risk	Customer satisfaction is critical to business success because it indicates how well a Company meets or exceeds customer expectations. A negative customer experience can cost a firm a customer and damage its reputation, resulting in reduced sales and revenue.	Our success is dependent on establishing trust with clients. Ramco works year-round to develop customer relationships. We have dedicated customer service and quality teams to provide the highest possible level of client satisfaction.	Negative
9.	Risk Management	Risk	To stay ahead in a fast-moving market, we must be prepared to face unforeseen obstacles. Inefficient risk management practices could often result in fines from regulators, lost revenue from loss of customers, increased cost due to higher employee turnover, or lower stock values from a damaged reputation.	By implementing a robust enterprise risk management strategy, we manage both financial and non-financial risks while maintaining our competitive advantage in the market.	Negative
10.	Business Ethics and Compliance	Risk	An area of concern in corporate ethics is how issues such as fraud, executive misconduct, unethical practices, money laundering, and antitrust violations are handled by organizations. Ethics infractions can result in police investigations, large fines, settlements, and reputational damage.	Compliance with the laws of the respective country and areas in which we operate are critical to protecting business interest.	Negative
11.	Data Privacy and Security	Risk	Companies are evaluated based on extent of personal data collected, their compliance with privacy regulations, the risk of data breaches, and the measures to protect data.	Ramco uses data protection practices to keep customer data safe. Ramco has an ISO 27001 certified process in place.	Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
12.	Corporate Governance	Risk	Companies are evaluated on important governance metrics such as ownership, Board compensation, accounting, ethics, and tax transparency. This examination also investigates how Company governance and ethical policies affect shareholders and other investors.	Ramco Systems has strong corporate governance measures to reduce reputational and legal concerns. This aligns the Company's interests with those of its stakeholders, which contributes to our long-term purpose.	Negative
13.	Innovation	Opportunity	Innovative firms keep ahead of the competition and maintain relevance. They add value to their industry, answer client wants, and grow their market share.	-	Positive

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1. a	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. b	Has the policy been approved by the Board? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. c	Web Link of the Policies, if available	https://www.ramco.com/investor-relations/corporate-governance/policies-and-codes								
2.	Whether the entity has translated the policy into procedures. (Yes / No/ NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	No
4.	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	ISO 9001: 2015 & ISO 20000-1:2018	-	-	-	-	-	-	ISO 27001 :2013*

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Ramco is dedicated to delivering cutting-edge enterprise solutions that drive organizational transformation. Our focus on customer delight together with our commitment to innovation and fostering a culture of excellence sets us apart in the marketplace. As an organization, we have already implemented numerous best practices recommended by NGRBC. We have adopted BRSR reporting and conducted initial stages of materiality assessment, we aim to establish well-defined objectives and targets in the upcoming reporting period.								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA								

* Valid upto May 2024, recertification is under process.

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)

Dear Stakeholders,

As Ramco Systems Limited's commitment to embracing Environmental, Social, and Governance (ESG) practices for driving sustainable growth leads into the second year, our dedication to addressing ESG-related challenges and delivering maximum value to our stakeholders has been inspiring. We recognize the value of ethical business practices and their influence on our stakeholders and the world at large.

In continuing with this initiative, Ramco has implemented a variety of sustainable business practices that promote social responsibility and environmental care. We have taken proactive measures to install energy-efficient office equipment, encourage our staff to use sustainable means of transportation, and manage waste responsibly by recycling outdated electronic equipment. We think that even tiny efforts can create a huge positive influence on the environment.

With our emphasis on an Employee-Centric culture, we take pride in creating an inclusive and diverse work environment that prioritizes employee development, well-being, and diversity. We understand that our broad personnel pool provides distinct views and contributes to our overall performance. Ramco values and respects the diversity of its workforce and is committed to providing equal opportunities for all.

Ramco's Board and Management are committed to upholding responsible governance, integrity, and ethical conduct at all levels. We believe that robust governance processes are critical for achieving peak performance and establishing confidence with our stakeholders.

Moving forward, Ramco will continue to make a constructive contribution to ecological balance, societal development, and governance standards. We have successfully embarked on our ESG journey and remain committed to ensuring a sustainable future for future generations.

Thank you for your on-going support and confidence in Ramco Systems Limited.

P R Venketrama Raja

Director

Ramco Systems Limited

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

Mr. P R Venketrama Raja

DIN:00331406

Chairman of the Board is a Non-Executive Non-Independent Director and Promoter

Mr. Raghuveer Sandesh Bilagi, Chief Operating Officer Business Responsibility Head

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

If Yes please provide details

CSR Committee consists of:

1. Mr. P R Venketrama Raja
(Chairman/Non-Executive Non-Independent Director)
2. Justice P P S Janarthana Raja (Retd.)
(Member/Non-Executive Independent Director)
3. Mr. Sankar Krishnan
(Member/Non-Executive Non-Independent Director)

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								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	Performance against above policies and follow up action	Committee of the Board								
b.	Description of other Committee for performance against above policies and follow up action	NIL								
c.	Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Committee of the Board								
d.	Description of other Committee for compliance with statutory requirements of relevance to the principles and rectification	NIL								
	Subject for Review	Frequency (Annually / Half yearly /Quarterly/ Any other-please specify)								
		P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	Performance against above policies and follow up action	Annually								
b.	Description of other Committee for performance against above policies and follow up action	NIL								
c.	Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Annually								
d.	Description of other Committee for compliance with statutory requirements of relevance to the principles and rectification	NIL								
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).	No	Yes	No	No	No	No	No	No	Yes
	If yes, provide name of the agency.	-	ISO 9001: 2015 & ISO 20000-1:2018 is certified by TUV Rheinland	-	-	-	-	-	-	ISO/ IEC 27001:2013 is certified by TUV Rheinland.

12.	If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:	P1	P2	P3	P4	P5	P6	P7	P8	P9
	The entity does not consider the principles material to its business (Yes/No)					NA				
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)					NA				
	The entity does not have the financial or/human and technical resources available for the task (Yes/No)					NA				
	It is planned to be done in the next FY (Yes/No)					NA				
	Any other reason (please specify)					NA				

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

(This principle focuses on the importance of ethical conduct and transparency in business operations. Companies should follow ethical business practices and adhere to high standards of integrity. They should also be transparent about their activities, operations, and financial reporting, as well as be accountable for their actions)

Essential Indicators

1. Percentage coverage by training and awareness programs on any of the principles during the FY:

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programs
Board of Directors	4	Recent statutory pronouncements and business updates	100%
Key Managerial Personnel	5	Recent statutory pronouncements, business updates, Compliance updates - ESG and BRSR awareness sessions.	100%
Employees other than BOD and KMPs	900	Behavioral, Functional, Certifications, Leadership, Process and Technical Trainings	92%
Workers		NA	

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 FY, in the following format

Monetary

Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In Rs.) (For Monetary Cases only)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine			NA		
Settlement					
Compounding fee					

Non Monetary

Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment			There were no fines/ penalties/punishment/ award/ compounding fees/ settlement fees which were paid during the year.	

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/ No)

Yes

If Yes, provide details in brief

The Company has an Anti-Corruption and an Anti-Bribery statement which is stated in the Company Code of Conduct (COC).

All employees of the Company need to comply with all applicable national and international anti-corruption Laws and Regulations and the Company is committed to the prevention, deterrence, and detection of fraud, bribery, and all other corrupt business practices.

If Yes, provide a web link to the policy, if available -Web link anti-corruption or anti bribery policy is place

<https://www.ramco.com/investor-relations/corporate-governance/policies-and-codes>

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

Particular	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	

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

Case Details	FY 2023-24		FY 2022-23	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

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 were no such cases/ issues during the year where taking corrective action was required.

8. Number of days of accounts payables in the following format:

Particular	FY 2023-24	FY 2022-23
Number of days of accounts payables*	47	50

* Trade payable (excluding accrued expenses and dues to subsidiaries).

9. Openness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Nil	Nil
	b. Number of dealers / distributors to whom sales are made	Nil	Nil
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Nil	Nil
Share of RPTs in	a. Purchases (Purchases & services with related parties / Total purchases & services)	20.28%	28.89%
	b. Sales (Sales to related parties / Total Sales)	53.93%	44.96%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	Nil	90.42%
	d. Investments	100%	97.51%

LEADERSHIP INDICATORS

2. Does the entity have processes in place to avoid/ manage conflict of interests involving Members of the Board? (Yes/ No)

Yes

If Yes, provide details of the same.



Yes, all the Directors provide annual declaration to adherence to code of conduct covering conflict of interest. Code of Conduct.

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

(This principle highlights the importance of sustainable and safe production practices. Companies should strive to minimize the environmental impact of their activities and ensure that their products and services are safe for consumers and the environment.)

Essential Indicator

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.

Sr. No.	Particular	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
1	 R&D	30.20%	44.25%	These investments enables software product development which in turn help the customers to attain their sustainability goals.
2	 Capex	1.90%	2.64%	Capital investments in infrastructure, including energy efficiency and other environmental initiatives.

Note: Total Capex in PPE and Intangibles assets (other than R&D).

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

No

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

0%

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, 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.

For safely reclaiming the products for reusing, recycling and disposing at the end of life, we have a disposal system which fall under the E-waste category. Servers, Network, Storage, Desktops and laptops, which have become obsolete or which are declared as end of life by the manufacturer are the candidates meant for E-waste. These assets are either replaced or disposed through certified E-waste disposal partners that are retained for records.

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

No

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

(This principle emphasizes the importance of employee well-being. Companies should provide safe and healthy working conditions, fair wages, and opportunities for career development to all employees in their value chains, including suppliers, contractors, and temporary workers.)

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	1,113	1,113	100%	1,113	100%	NA	NA	1,113	100%	0	0%
Female	654	654	100%	654	100%	654	100%	NA	NA	0	0%
Total	1,767	1,767	100%	1,767	100%	654	100%	1,113	100%	0	0%
Other than permanent employees											
Male	47	0	0%	0	0%	NA	NA	0*	0%	0	0%
Female	39	0	0%	0	0%	0*	0%	NA	NA	0	0%
Total	86	0	0%	0	0%	0	0%	0	0%	0	0%

*Other than permanent employees are recruited for a limited period of time. During their tenure with the Company, no persons have availed the maternity & paternity leave.

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	NA										
Female	NA										
Total	NA										
Other than permanent Workers											
Male	NA										
Female	NA										
Total	NA										

1. c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the Company	1.53%	1.49%

Note: Staff welfare expenses are considered. Salaries & wages excluded.

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%		Yes	100%		Yes
ESI*	0 %		NA	0%		NA
Others – please specify**	100%		Yes	100%		Yes

*None of the employees are eligible for coverage under ESI.



** In addition to the above, the Company has Superannuation Scheme and National Pension Scheme, the participation in which, by the employees is optional and voluntary.

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?	Yes, the Company's premises are generally friendly to all disabled visitors and employees. The Company periodically reviews the requirements and takes necessary initiatives for improvement.
If not, whether any steps are being taken by the entity in this regard.	NA

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?	Yes
If so, provide a web-link to the policy.	Yes, its mentioned in the handbook as well as BRSR Policy.

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

Gender	 Permanent Employees		 Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	96.15%	89%	NA	
Female	73.86%	88%		
Total	82.00%	88.50%		

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.

Category	Yes/No	If yes, then give details of the mechanism in brief
Permanent Workers		NA
Other than Permanent Workers		
Permanent Employees	Yes	The Anti-corruption and Anti-bribery policy mentions the employee grievance redressal mechanism, which states that any Company personnel should raise their concern directly to the Chief Human Resource Officer (CHRO) or shall be contacted via email at COCcompliance@ramco.com .
Other than Permanent Employees		

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

Category	FY 2023-24			FY 2022-23		
	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						
Male	1,113	NIL	0%	1,146	NIL	0%
Female	654	NIL	0%	766	NIL	0%
Total Permanent Workers						
Male	NA					
Female	NA					

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)*	On Health and Safety Measures		On Skill Upgradation	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (C / D)
Employees										
Male	1,113	305	27.40%	1,113	100%	1,146	311	27%	1,146	100%
Female	654	302	30.88%	654	100%	766	298	38%	766	100%
Total	1,767	507	58.30%	1,767	100%	1,912	609	32%	1,912	100%
*The actual number of employees trained, including those resigned, is greater than the total number of employees.										
Workers										
Male	NA									
Female	NA									
Total	NA									

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
Employees						
Male	1,113	1,069	96.0%	1,146	1,053	91.8%
Female	654	618	94.5%	766	724	94.5%
Total	1,767	1,687	95.5%	1,912	1,777	92.9%
Workers						
Male	NA					
Female	NA					
Total	NA					

10. Health and safety management system

a. Whether an occupational health and safety (OHS) management system has been implemented by the entity? (Yes/ No)

Yes

If Yes, the Coverage such systems?

The Company attaches importance to OHS measures. Health & safety aspects are integrated into the corporate governance structure. We conduct wellness camps, have Employee Assistance Program (EAP) for our employees. We conduct fire drill and hygiene and sanitation are maintained and administered by Admin function

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

The Company encourages its employees to report any work-related hazards to Admin and/or HR departments, on periodic basis and the department will take immediate steps to ensure it is well taken care of.

c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks? (Yes/ No)

Yes

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

Yes, the employees are covered by a comprehensive health insurance benefit including coverage of pre-existing ailments that provides access to healthcare.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	NA	NA
Total recordable work-related injuries	Employees	-	-
	Workers	NA	NA
No. of fatalities	Employees	-	-
	Workers	NA	NA
High-consequence work-related injury or ill health (excluding fatalities)	Employees	-	-
	Workers	NA	NA

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

The Company conducts regular fire and safety drills, and has stationed fire wardens on every floor. Prescribed temperatures are maintained. Strict sanitation standards are adhered to ensure a clean workplace. The Company encourages employees to report any incidents or near-misses, so that these can be prevented as this information helps to identify areas where improvements can be made to prevent similar incidents in the future.

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

Particulars	FY 2023-24			FY 2022-23		
	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	-	-	-	-	-	-

14. Assessment for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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

There were no such cases in the FY where corrective action was required to be taken.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N)	Yes
(B) Workers (Y/N)	NA

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No/ NA)

No

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders.

(This principle highlights the importance of stakeholder engagement. Companies should consider the interests and perspectives of all stakeholders, including shareholders, employees, customers, suppliers, and the communities in which they operate. They should also be responsive to stakeholder concerns and feedback.)

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity.

Our stakeholder identification process involves recognizing and analyzing individuals or groups that impacts the Company, by its operations, and have a significant influence on the Company's success. This includes stakeholders such as customers, employees, investors, suppliers, regulatory authorities, local communities, and the environment. The Company assesses the impact it has on its stakeholders, such as providing innovative IT solutions, creating employment opportunities, fostering digital inclusion, and promoting responsible data management aligned with the Sustainable Development Goals (SDGs). This stakeholder-centric approach enables the Company to address their needs and concerns while working towards a sustainable future.

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	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employee	No	Email, SMS, Meetings, Website, social media, Circulars, etc.	Regular	Regular employee engagement including training and awareness, concern and queries, performance appraisals etc.
Customers	No	Email, SMS, Meetings, Website, Business interactions, Advertisement	Regular	Information about the product, hearing and resolving concerns and questions

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Annual General Meeting, Investors Meet, Email, Website, Newspaper, Stock Exchange Filings, Letters etc.	Periodic	Performance of the Company and major highlights of the year and upcoming year
Suppliers & Vendors	No	Email, SMS, Business Meetings	Regular	Compliance, service quality, deadlines and due dates, concerns and queries
Government & Regulatory bodies	No	Email, Meetings, Website, Annual Report, Stock Exchange Filings, Industry Body Representations	As and when required	Periodic compliances
Local communities	May be (in some cases)	Onsite Community Meetings, Direct engagement through project teams	Regular	CSR Project Implementation and Success

PRINCIPLE 5 Businesses should respect and promote human rights.

(This principle focuses on the importance of human rights. Companies should respect and promote human rights, including the rights to freedom of expression, association, and privacy. They should also prevent and address human rights violations in their operations and value chains.)

Essential Indicators

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

Benefits	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)



Employees

Permanent	1,765	45	2.54%	1,912	100	5%
Other than permanent	86	0	0%	158	NA	NA
Total Employees	1,853	45	2.42%	2,070	100	4.8%



Workers

Permanent	NA
Other than permanent	
Total Workers	

2. Details of minimum wages paid to employees and workers

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	1,113	0	0%	1,113	100%	1,146	0	0%	1,146	100%
Female	654	0	0%	654	100%	766	0	0%	766	100%
Total	1,767	0	0%	1,767	100%	1,912	0	0%	1,912	100%
Other than Permanent										
Male	47	0	0%	47	100%	89	0	0%	89	100%
Female	39	0	0%	39	100%	69	0	0%	69	100%
Total	86	0	0%	86	100%	158	0	0%	158	100%
Workers										
Permanent										
Male	NA									
Female	NA									
Total	NA									
Other than Permanent										
Male	NA									
Female	NA									
Total	NA									

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

Particular	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	10	300,000	1	300,000
Key Managerial Personnel	4	6,521,392	-	-
Employees other than BoD and KMP	1,113	1,227,934	654	675,134
Workers	NA			

Note: BOD comprises all Directors including Independent Directors. While calculating the median, the sitting fees paid to Non-Executive Directors and the remuneration & sitting fees paid to the Executive Director are considered. Mr. Abinav Ramasubramaniam Raja, Whole Time Director is covered under both, Board of Directors and KMP.

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	29%	31%

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, the ESG Committee is responsible for addressing Human Rights impacts or issues caused or contributed by the business. An email can be written to esg@ramco.com.

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

Ramco Systems encourages the reporting of any suspicions or incidents related to modern slavery/human rights. We have established confidential reporting channels and mechanisms to ensure that individuals feel safe and supported when reporting

concerns. We will thoroughly investigated the reports and take appropriate actions in response to any substantiated findings of modern slavery. We will cooperate with relevant authorities and support victims as appropriate. Ramco provides multiple reporting channels for our employees, consultants, suppliers, and business partners. All our stakeholders are encouraged to raise concerns, and report modern slavery/human rights violation incidences (likely or occurred) through following channels:

- a. Raise a concern with supervisor or Ramco contact
- b. Reach out to head of ESG via the following channels:
 - i. In writing by email to esg@ramco.com (this option does not allow for anonymous reporting)
 - ii. People may also send an anonymous message by mail, addressed to Head of ESG

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

Particulars	FY 2023-24			FY 2022-23		
	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	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labor	-	-	-	-	-	-
Forced Labor/Involuntary Labor	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
Complaints on POSH as a % of female employees / workers	-	-
Complaints on POSH upheld	-	-

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

Confidentiality: The complainant's privacy and confidentiality is protected during the process. counselling, time off, or reassignment to a different department or location if necessary.

Disciplinary Actions: If the complaint is substantiated, appropriate disciplinary actions against the accused party is taken. This may include reprimands, suspension, or termination.

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

Yes

10. Assessments for the year:

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

*Assessments done through Grievance redressal mechanism in respect of other than human rights related issues.

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

There were no such cases/issues arising from the assessments where taking corrective action was required.

Leadership Indicators

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

The workplace culture is inclusive, the Company revisits the policies on a regular basis based on performance reviews to ensure that fair and unbiased practices are followed. Various trainings such as Prevention of Sexual harassment and discrimination at workplace are also held at the workplace to ensure awareness is created which contributes to an inclusive workplace culture.

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

NA

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016? (Yes/No)

Yes. The Company's premises are generally friendly to all disabled visitors and employees. The Company periodically reviews the requirements and takes necessary initiatives for improvement.

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

(This principle emphasizes the importance of environmental stewardship. Companies should minimize their impact on the environment, conserve natural resources, and promote environmental sustainability. They should also take steps to restore and rehabilitate degraded ecosystems.)

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	10,062	10,046
Total fuel consumption (E)	670.76	540.12
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	10,732.76	10,585.65
Total energy consumed (A+B+C+D+E+F)	10,732.76	10,585.65
Energy intensity per rupee of turnover (In Lakhs) (Total energy consumed / Revenue from operations)	0.3914	0.4272
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (In Lakhs)	8.955	9.773
Energy intensity in terms of physical output	NA	NA
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?		No
If yes, name of the external agency.		NA

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? (Yes/No).

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.

The Company does not have any sites/ facilities/ offices which are identified as designated consumers 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 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	10,434	9,274
(iv) Seawater / desalinated water	-	-
(v) Others (drinking water)	357	363.26
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	10,791	9,637.26
Total volume of water consumption (in kiloliters)	10,791	9,637.26
Water intensity per rupee of turnover (In Lakhs) (Total water consumption / Revenue from operations)	0.3935	0.3889
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (In Lakhs)	9.005	8.8978
Water intensity in terms of physical output	NA	NA
Water 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? (Yes/No)		No
If yes, name of the external agency.	NA	

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iii) To Seawater		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
No treatment	-	-
With treatment – please specify level of treatment	-	-
(v) Others		
No treatment	-	-
With treatment – please specify level of treatment	-	-
Total water discharged (in kiloliters)	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No
If yes, name of the external agency.	NA	

5. Has the entity implemented a mechanism for Zero Liquid Discharge?

No, considering the nature of the business, Zero Liquid Discharge Treatment does not apply to the Company.

If yes, provide details of its coverage and implementation.

NA

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	Parts per Min. by volume	-	-
SOx	Parts per Min. by volume	-	-
Particulate matter (PM)	Microgram per cubic metre	-	-
Persistent organic pollutants (POP)	Microgram per cubic metre	-	-
Volatile organic compounds (VOC)	Microgram per cubic metre	-	-
Hazardous air pollutants (HAP)	Microgram per cubic metre	-	-
Others – please specify	-	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)			No
If yes, name of the external agency.			NA

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	42.06	33.74
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tons of CO2 equivalent	2,001.22	2,260.24
Total Scope 1 and Scope 2 emissions per rupee of turnover (In Lakhs) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.0745	0.0926
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) (In Lakhs)		1.705	2.117
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
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)			No
If yes, name of the external agency.			NA

8. Does the entity have any project related to reducing Green House Gas emission? (Yes/ No)

NA

If Yes, then provide details.

NA

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tons)		
Plastic waste (A)	0.08	0.16
E-waste (B)*	5.22	2.72
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	2.12	-
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)	-	-
Newspaper & paper Waste	0.26	0.28
Waste paper, Tissue & other related Waste etc.	11.85	9.50
Total (A+B + C + D + E + F + G + H)	19.45	12.66
Waste intensity per rupee of turnover turnover (In Lakhs) (Total waste generated / Revenue from operations)	0.0007	0.0001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (In Lakhs)	0.0119	0.0029
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste	FY 2023-24	FY 2022-23
(i) Recycled	7.34	1.34
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	7.34	1.34
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste	FY 2023-24	FY 2022-23
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	12.18	0.441
Total	12.18	0.441
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)		No
If yes, name of the external agency.		NA

*Certain category of waste is not disposed.

10. 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.

We have established an E-waste disposal system that allows us to properly reclaim goods for reuse, recycling, and disposal at the end of life. Servers, networks, storage, desktops, and laptops that have become obsolete or have been designated end of life by the manufacturer are eligible for E-waste. These assets are either replaced or disposed through certified E-waste disposal partners that are retained for records. Additionally, we do not deal with hazardous or toxic chemicals in our products.

11. 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:

Sr. 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.
NA				

12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current FY:

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
NA					

13. Is the entity compliant with the applicable Environmental Laws/ 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/NA).

Yes

If not, provide details of all such non-compliances, in the following format:

Specify the Law/Regulation/ Guidelines which was not complied with*	Provide details of the non- compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NA			

*The Company is compliant with the applicable Environmental Laws/Regulations/ Guidelines in India. As a result, there were no fines/ penalties or actions taken by regulatory agencies such as pollution control boards or courts where taking corrective action was required.

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

(This principle highlights the importance of responsible advocacy. Companies should engage in policy advocacy in a responsible and transparent manner, and avoid engaging in activities that could undermine the public interest or the democratic process.)

Essential Indicators

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

7

- 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.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/ International)
1.	Australian Payroll Association (APA), Australia	National
2.	Global Payroll Association (GPA), United Kingdom	National
3.	Global Payroll Management Institute (GPMI), United States of America	National
4.	National Association of Software and Service Companies (NASSCOM), India	National
5.	American Chamber of Commerce (AMCHAM), Singapore	National

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

Name of authority	Brief of the case	Corrective action taken
-		

Note: There were no cases/ issues related to anti-competitive conduct in the FY 2023-24 where taking corrective action was required.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

(This principle emphasizes the importance of promoting inclusive and equitable economic development. Companies should create economic opportunities for all, including disadvantaged and marginalized groups. They should also contribute to the development of local communities and support social and economic empowerment.)

Essential Indicators

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

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
-					

Note: There were no projects undertaken by the Company as it is not mandatory to conduct Social Impact Assessments.

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

Sr. 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 Rs.)
NA						

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

An email can be written to wecare@ramco.com and the related Committee (Corporate Social Responsibility Committee) shall take care of the matter from there.

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

Particular	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	10.85%	15.51%
Directly from within India	69.39%	64.86%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Particular	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

(Place to be categorized as per RBI Classification System - rural /semi-urban/urban/metropolitan)

Leadership Indicators

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr. No.	State	Aspirational District	Amount spent (In Rs.)
1.	Tamilnadu	Villupuram	9,000,000
2.	Tamilnadu	Cuddalore	2,000,000
3.	Tamilnadu	Kallakurichi	1,000,000
4.	Puducherry	Puducherry	2.430,000
5.	Tamilnadu	Virudhunagar	1,600,000

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Conservation of Tropical Dry Evergreen Forest	Due to the nature of the project, we cannot arrive at direct beneficiary figures for this projects.	100%
2.	Master plan for Rajapalayam Township	We cannot arrive at direct beneficiary figures for these projects as it directly or indirectly benefits the population residing in the Rajapalayam town and also ensures Zero carbon emission and ecological restoration.	
3.	Development of Sanjeevimalai Eco park		

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

(This principle highlights the importance of responsible consumer engagement. Companies should provide safe, high-quality products and services, and ensure that they are marketed and sold ethically and responsibly. They should also be transparent about their products and services, and provide consumers with the information they need to make informed choices.)

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
 - The Company has a track system, an online tracking system to track all technical consumer issues during the lifecycle of the contract/ agreement with the Company.
 - An escalation mechanism is set up to track all technical consumer issues.
 - The reports of technical issues raised and responded are shared with the customers.
- Turnover of products and/ services as a % of turnover from all products/service that carry information about

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

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

Particular	FY 2023-24		Remark	FY 2022-23		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	2	1	-	-	-	-

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

Particular	Number	Reason for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No)

Yes

If available, provide a web link of the policy

We have a policy and framework in place. Additionally, we are ISO 27001 :2013 certified. <https://www.ramco.com/privacypolicy>.

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 such cases have occurred requiring taking any corrective actions on advertising, delivering of essential services, cyber security and data privacy, re-occurrence of instances of product recalls, penalties or actions taken by regulatory authorities on safety of products / services.

7. Provide the following information relating to data breaches

- Number of instances of data breaches along-with impact : Nil
- Percentage of data breaches involving personally identifiable information of customers : Nil
- Impact, if any, of the data breaches: Nil

Leadership Indicator

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

<https://www.ramco.com/investor-relations/disclosure-of-events/announcements>

Note: Amongst the prescribed Leadership Indicators, the Company has provided details only for selected indicators.