

August 16, 2024

To, The Manager, Listing Department, BSE Limited, Phiroze Jeejeebhoy Tower, Dalal Street, Mumbai – 400 001. BSE Scrip Code: 540776	To, The Manager, Listing Department, The National Stock Exchange of India Ltd., Exchange Plaza, 5th Floor, Plot C/1, G Block, Bandra - Kurla Complex, Bandra (E), Mumbai – 400 051. NSE Symbol: 5PAISA
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Dear Sir/Madam,

Sub: Submission of Business Responsibility and Sustainability Report for the Financial Year 2023-24:

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

Pursuant to Regulation 34(2)(f) of the Listing Regulations, we submit herewith Business Responsibility and Sustainability Report for the Financial Year 2023-24 which forms part of the Integrated Annual Report for FY 2023-24.

The same is available on the website of the Company at <https://www.5paisa.com/investor-relations>.

We request you to kindly take the same on record.

Thanking You,
Yours faithfully,

For 5paisa Capital Limited

Namita Godbole
Company Secretary & Compliance Officer
Membership No.: A21056
Email: csteam@5paisa.com

Encl: As above

5paisa Capital Limited

Business Responsibility and Sustainability Report (BRSR)

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN)	L67190MH2007PLC289249
2	Name of the Listed Entity	5paisa Capital Limited
3	Year of incorporation	2007
4	Registered office address	IIFL House, Sun Infotech Park, Road No. 16V, B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane-400604.
5	Corporate address	IIFL House, Sun Infotech Park, Road No. 16V, B-23, MIDC, Thane Industrial Area, Wagle Estate, Thane-400604.
6	E-mail	csteam@5paisa.com
7	Telephone	022-41035000
8	Website	www.5paisa.com
9	Financial year for which reporting is being done	April 01, 2023 – March 31, 2024
10	Name of the Stock Exchange(s) where shares are listed	- National Stock Exchange of India Limited (NSE) - BSE Limited
11	Paid-up Capital	₹ 31,19,09,730/-
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 - Namita Godbole Designation - Company Secretary & Chief Compliance Officer Email ID- csteam@5paisa.com Telephone- 022 41035000
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements taken together)	The disclosures under this report are made on Standalone Basis, unless otherwise specified elsewhere in the report.
14	Name of assurance provider	The Company will undertake the assurance of the BRSR in the year of applicability.
15	Type of assurance obtained	Not Applicable

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	Broking and Financial Services	- Stock Broking, - Financial Advisory, - Brokerage, & - Consultancy Services	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	Stock Broking	66120	99.99%
2	Fund Based Activities & Distribution	66190	0.01%

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	Not Applicable	1	1
International	Not Applicable	-	-

*The Company specializes in providing financial services and does not undertake any manufacturing activities.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	PAN India (28 States & 8 Union Territories)
International (No. of Countries)	-

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

It is a financial services Company and there is no export of financial services. Therefore, there is no contribution from exports to its turnover.

c. A brief on types of customers

The Company is a prominent broking and financial services entity known for its role as an online brokerage firm.

Specializing in providing cost-effective brokerage services, the Company caters to a diverse array of customers within the financial markets. Its clientele includes Young Investors, Non Resident Individuals, Self-employed Professionals, HUF's, Corporates, High Net Worth Individuals (HNI's) and Ultra HNI's who trade in stocks, commodities, mutual funds, bonds etc. through its online platforms.

Moreover, the Company attracts long-term investors looking to build portfolios and access to a wide range of investment options.

Company is supported by robust research credentials and exceptional execution capabilities. Thus, customers rely on the Company to expertly manage their finances through its range of financial products and services, catering to various investment needs and trading preferences.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	548	369	67.34%	179	32.66%
2.	Other than Permanent (E)	330	168	50.91%	162	49.09%
3.	Total employees (D + E)	878	537	61.16%	341	38.84%
WORKERS*						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	0	0	0	0	0
DIFFERENTLY ABLED WORKERS*						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

Business Responsibility and Sustainability Report (BRSR) (Contd.)
21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors (including Independent Directors)*	6	2	33.33%
Key Management Personnel**	4	1	25.00%

* The Company has appointed 2 (Two) Non-Executive Independent Woman Directors, one of whom, currently serves as a Chairperson of the Board.

**The 4 Key Management Personnel includes the Managing Director (also serving as the Chief Executive Officer) and the Whole Time Director (also serving as the Chief Financial Officer), both are part of the Board of Directors; the Company Secretary & Chief Compliance Officer and the Chief Information Security Officer.

22. Turnover rate for permanent employees and workers

	FY 2023-24 Current FY			FY 2022-23 Previous FY			FY 2021-22 Year prior to the Previous FY		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	35%	50%	40%	57%	72%	63%	61%	82%	70%
Permanent Workers*	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

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

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 in column A, participate in the Business Responsibility, Initiatives of the listed entity? (Yes/No)
1	5paisa P2P Limited	Wholly owned Subsidiary	100%	No
2	5paisa Corporate Services Limited (Formerly 5paisa Insurance Brokers Limited)	Wholly owned Subsidiary	100%	No
3	5paisa Trading Limited	Wholly owned Subsidiary	100%	No
4	5paisa International Securities Limited (IFSC)	Wholly owned Subsidiary	100%	No

VI. CSR Details
24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013:

Yes

(ii) Turnover (in ₹)

₹ 39,453 Lakhs

(iii) Net worth (in ₹)

₹ 54,081 Lakhs

Business Responsibility and Sustainability Report (BRSR) (Contd.)
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:

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 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remark
Communities	Yes. The Company collaborates with the community through CSR projects, overseen by a dedicated CSR committee that ensures project success and facilitates community feedback in-person during the CSR activity or via Company's "Contact us" page: https://www.5paisa.com/contact-us	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Shareholder and Investors	Yes. Investors and shareholders have dedicated contact details available on the Company's website for raising their concerns: https://www.5paisa.com/investor-relations/grievance-redressal-information Further the Grievance Redressal policy can be requested by sending an email to csteam@5paisa.com	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Employees	Yes. The Company has implemented a whistleblower policy that allows employees to confidentially report any concerns they may have regarding misconduct, ethical violations or other issues within the Company. https://storage.googleapis.com/5paisa-prod-storage/files/investor_relations/2021-05/whistle-blower-policy.pdf	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Customers	Yes. The Company has an internal customer care policy where customers can report grievances through support@5paisa.com and grievance@5paisa.com Further the Grievance Redressal policy can be requested by sending an email to csteam@5paisa.com	1359	NIL	All Complaints Resolved during the FY 23-24	1256	NIL	All Complaints Resolved during the FY 22-23
Value Chain Partners	Yes. Value Chain Partners can report their concerns through the contact details provided on the Company's Contact Us page: https://www.5paisa.com/contact-us Further the Grievance Redressal policy can be requested by sending an email to csteam@5paisa.com	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Other (please specify)	-	-	-	-	-	-	-

Business Responsibility and Sustainability Report (BRSR) (Contd.)
26. Overview of the entity's material responsible business conduct issues

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:

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.	Data and Customer Privacy	Risk and Opportunity	<p>Risk explained: Protection and security of every customer information in possession of the Company is utmost crucial to avoid data leakage or subsequent misuse.</p> <p>Being a technology driven Company, it relies heavily on its technology infrastructure. As most of the transactions are processed digitally, it increases the chances of cyber threats / information security risks.</p> <p>Opportunity explained: Building a high-performance, state of the art digital infrastructure allows us to deliver lasting value to our customers and secure a competitive edge.</p>	<p>The Company has adopted a strong Information technology and cyber security policy wherein cyber risk and its mitigation are monitored and updated by the Board periodically to ensure mitigation of such risks. The Information Technology Committee of the Board and the Board of Directors review and approve any updates in data and customer privacy related matters.</p> <p>The Company has appointed a Chief Information Security Officer (CISO) who is duly responsible and in charge for the information / data as well as customer privacy and to initiate action plans for any data breaches or related issues. The Company has also put in place various measures for managing data privacy to adapt / mitigate any data and customer privacy related incidences.</p> <p>The Company has initiated measures to update employees, customers and other stakeholders of any potential cyber frauds, data privacy etc. Various informative materials on data and customer privacy are shared periodically over mail, SMS and on social media platforms.</p>	<p>Positive:</p> <ul style="list-style-type: none"> Streamlined multiple manual processes, resulting in significant cost savings Enhanced trust and credibility among all stakeholders, driving improved business performance Bolstered brand reputation and image <p>Negative:</p> <ul style="list-style-type: none"> Reputational risks Data privacy related issues may lead to litigation risks / financial risks Regulatory risk in terms of fines, penalties, etc.
2	Responsible marketing	Risk and Opportunity	<p>Risk explained: Customer acquisition and retention is directly dependent on transparent, comprehensive and clear communication and branding of the products and services.</p> <p>Opportunity explained: Delivering products and services that are relevant, tailored to customer needs and of superior quality is essential for the long term success of our business.</p>	<p>The Company ensures that all its marketing initiatives and communications strictly adhere to all applicable rules / regulations. It is the constant endeavor of the Company to ensure high level of transparency and clarity in all its marketing campaigns and communications.</p>	<p>Positive:</p> <ul style="list-style-type: none"> Steady growth in new customer acquisition Robust financial performance <p>Negative:</p> <ul style="list-style-type: none"> Challenges in customer retention Unsatisfied customer thereby decreasing customer loyalty

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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)
3	Risk management	Risk and Opportunity	<p>Risk explained:</p> <p>Potential failure to identify emerging threats, which could leave the organization vulnerable as well as ineffective mitigation strategies that may not adequately protect against known risks. Additionally, non-compliance with regulations poses significant threats, including legal penalties and damage to the company's reputation.</p> <p>Opportunity explained:</p> <p>By enhancing risk detection and response organizations can strengthen their resilience and safeguard against potential threats. Proactive risk management not only protects the business but also offers a competitive edge, positioning the company as a reliable and forward-thinking leader in its industry.</p>	<p>Spaisa upholds strong risk management practices with an active Risk Management Committee, ensuring the company's readiness and resilience in facing emerging risks while adhering to its Risk Management Policy.</p>	<p>Positive:</p> <ul style="list-style-type: none"> Enhanced Regulatory compliances Stable and predictable business Value creation Supports business continuity <p>Negative:</p> <ul style="list-style-type: none"> Missed emerging risks Outdated frameworks Limited Stakeholder involvement
4	Corporate Governance and Ethics	Risk and Opportunity	<p>Risk explained:</p> <p>Maintaining the highest standards of ethics and corporate governance is necessary to gain the trust of the Company's investors and customers.</p> <p>Any risks can undermine stakeholder trust, damage reputation and disrupt business.</p> <p>Opportunity explained:</p> <p>Extensive use of technology to enhance monitoring and compliance efforts by actively engaging with all the concerned stakeholders and incorporating their feedback into ethical policies and practices thus resulting in detailed and transparent reporting practices.</p>	<p>The Company has instituted various policies and measures to constitute a strong corporate governance frameworks as per regulatory guidelines.</p> <p>It has in place a fair, transparent and accountable corporate governance structure across its hierarchy to safeguard the interests of all stakeholders of the Company. There is an effective mechanism, supported by strong policies to supervise the management and oversee the critical functions of the Company. An effective grievance redressal mechanism for customers to address their concerns is also integrated into the Company's policies so as to ensure that every grievance is taken on priority and redressed effectively.</p>	<p>Positive:</p> <ul style="list-style-type: none"> Refined Governance Framework Improved Financial Performance Support in developing Core Business Strategy and decision making process <p>Negative:</p> <ul style="list-style-type: none"> Reputational risks Image/ perception of the institution Dissatisfied customer
5	Regulatory compliance	Risk and Opportunity	<p>Risk explained:</p> <p>Company operates into a highly regulated environment and further being categorized as a Qualified Stock Broker (QSB) needs to adhere to additional compliances thus increasing the risk of non-compliance.</p> <p>Opportunity explained:</p> <p>Fostering positive relationships with regulated bodies by continuously evaluating and improving compliance practices by further adopting measures to automate and streamline compliance processes, in light of evolving regulations.</p>	<p>The Company ensures that there are no delays or discrepancies in complying with applicable regulations. A dedicated team of qualified personnel ensures efficient and timely compliance with all regulations applicable to the Company.</p>	<p>Positive:</p> <ul style="list-style-type: none"> Alignment of Compliance practices with industry standards Resilient to future regulatory changes Timely Risk Prediction in order to navigate through complex regulatory environments <p>Negative:</p> <ul style="list-style-type: none"> Impacts brand image Potential legal penalties and fines

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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)
6	Customer satisfaction	Risk and Opportunity	<p>Risk explained: Catering to a wide variety of customers can lead to lack of understanding of customers needs and preferences thus resulting in decreased customer satisfaction and loyalty.</p> <p>Opportunity explained: Identification and fulfilment of customer needs and expectations is essential for their retention and loyalty thereby contributing to increased revenues. The Company takes constant efforts in enhancing the products and services offered to the clients thereby adding value to their offerings.</p>	Investing organizational resources in customer research, customer surveys and obtaining customer feedback in order to ascertain customer behaviour to gain deeper insights so as to make informed decisions.	<p>Positive:</p> <ul style="list-style-type: none"> • Increase in repeat customer business • Improvement in market share • Better asset quality <p>Negative:</p> <ul style="list-style-type: none"> • Impact on Goodwill • Decline in customer loyalty • Increased complaints and negative feedback
7	Human Resources Initiatives	Risk and Opportunity	<p>Risk explained: Lack of succession planning can result in leadership gaps and operational disruptions.</p> <p>Opportunities explained: Fair recruitment, hiring processes and efforts to build a congenial work environment through structured training / performance appraisal helps in employee retention. The Company takes constant efforts in providing better benefits to its employees which includes monetary as well as non-monetary benefits.</p>	Developing and adopting an effective succession plan for key roles by identifying and grooming potential leaders.	<p>Positive:</p> <ul style="list-style-type: none"> • Better employee retention • Improvement in productivity <p>Negative:</p> <ul style="list-style-type: none"> • High attrition levels • Poor communication causing conflicts
8	Digitalization	Risk and Opportunity	<p>Risk explained: Digitalization can cause temporary disruptions to existing operations and processes. Poorly designed digital interface can lead to user dissatisfaction and low adoption rates.</p> <p>Opportunity explained: Strategic partnerships with fintechs, along with strong in-house digital capabilities have allowed the Company to expand customer base significantly and serve niche segments, because digitalization drives innovation in traditional offerings.</p>	Developing a clear digital transformation strategy with defined goals and budgets by performing cost-benefit analysis in order to ensure financial viability and further focusing on phased rollout, pilot testing and establishing contingency plans to address any issues that may arise during implementation.	<p>Positive:</p> <ul style="list-style-type: none"> • Seamless business operation • Reduced cost • Improved turnover around time <p>Negative:</p> <ul style="list-style-type: none"> • Rapid technological changes • Higher costs

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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)
9	Climate change	Risk and Opportunity	<p>Risk explained: Mitigating climate risks provides opportunities for efficiency, innovation and growth; the Company seeks to reduce carbon footprint in its everyday operations. Climate change has emerged as a significant risk for business.</p> <p>Opportunity explained: We are working towards a shift to renewable energy to reduce our carbon footprint.</p>	The Company has instituted an ESG policy to incorporate ESG factors into its strategy and operations, risk management and governance process and lending portfolio. The ESG policy also aims to communicate the Company's approach of ESG integration to the stakeholders. It continues to identify and act on opportunities to reduce environmental footprint.	<p>Positive:</p> <ul style="list-style-type: none"> Favorable credit ratings Advancing a more sustainable environment <p>Negative</p> <ul style="list-style-type: none"> Significant risks Physical and transition risks
10	Employee health and wellness	Opportunity	Investing in employee health and wellness is essential for enhancing productivity and also ensures their retention and overall job satisfaction.	-	<p>Positive:</p> <ul style="list-style-type: none"> Enhanced loyalty and engagement among employees Increase in productivity
11	Resource management	Opportunity	The Company's focus lies on achieving resource efficiency in terms of energy, water, paper and e-waste, since it does not have any other significant environmental impact.	-	<p>Positive:</p> <ul style="list-style-type: none"> Lower cost and higher productivity Better resource utilization
12	Transparency & Disclosures	Opportunity	Transparency and disclosure helps the Company for establishing stakeholder trust, gaining investor confidence and fostering long-term business success.	-	<p>Positive:</p> <ul style="list-style-type: none"> Effective Stakeholder Engagement Policy
13	Community Engagement	Opportunity	The CSR initiatives are aimed at promoting the development of vulnerable and marginalized sectors along with the benefits towards overall development of community.	The Company works closely with NGO partners to facilitate clear communication and address any issues in its CSR initiatives.	<p>Positive:</p> <ul style="list-style-type: none"> CSR Projects Engagements with Marginalized and Vulnerable groups Increased Brand Image Attracts Investment opportunities

Business Responsibility and Sustainability Report (BRSR) (Contd.)
SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Company has several policies, including Anti-Corruption Policy, Equal Opportunity Policy, Environment Policy, POSH (Prevention of Sexual Harassment) Policy, Human Rights Policy, Stakeholder Engagement Policy, etc. all of which incorporate the elements of the 9 principles of NGRBC (National Guidelines on Responsible Business Conduct).								
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	The Board of Directors, various functional committees and senior management has approved all statutory policies required under SEBI's Listing Obligations and Disclosure Requirements (LODR) Regulations, 2015, along with several voluntarily adopted policies.								
c. Web Link of the Policies, if available	All Company policies are accessible via:								
	1. The Company website: https://www.5paisa.com/investor-relations								
	2. The internal portal for internal accessibility								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance and Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company is ISO 27001:2013 (Information Security Management System – ISMS) certified								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Foster Inclusivity & Diversity:								
	1. The Company promotes inclusive environment at the workplace and does not treat anybody differently based on their gender, race/caste, religion/beliefs, disability, marital status or any other category and at the same time believes in hiring the right talent based on merit.								
	2. Promote an inclusive workplace culture that embraces diversity in hiring practices, employee development, etc.								
	Implement a Sustainable approach: Integrate sustainable practices into operational processes such as reducing carbon footprint, promoting digital solutions and investing in eco-friendly initiatives.								
	Prioritize Employee Wellbeing: Enhance employee satisfaction and productivity through comprehensive wellness programs, skill-upgradation trainings, mental health support, career development opportunities and work-life balance initiatives.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The commitments, goals and targets set by the Company are currently being pursued.								

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)

As a reasonable financial service provider, the Company has adopted comprehensive approach for Environmental, Social and Governance (ESG) considerations. It is committed to integrating ESG considerations into its core business operations. This commitment is reflected in its proactive approach towards sustainability and responsible corporate citizenship.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

In terms of **Environmental Sustainability**, the Company has transitioned to a fully digital onboarding process, significantly reducing paper consumption and environmental impact. It is dedicated to treating e-waste in an environmentally friendly manner and have initiated tree plantation drives across the premises. Additionally, it actively promote water conservation awareness among employees, emphasizing the importance of sustainable practices in its daily operations.

Social Responsibility is a cornerstone of Company’s corporate philosophy. It prioritize employee wellbeing through inclusive workplace policies, comprehensive wellness programs and continuous skill development opportunities. Its commitment to diversity and inclusion extends to its supplier relationships, where the Company enforce fair labor practices and support ethical sourcing initiatives. Furthermore, the Company engages with local communities through various initiatives that aim to create positive social impacts and foster long-term relationships based on mutual respect and trust.

Underpinning the Company’s commitment to ethical conduct is a robust framework of **Corporate Governance**. It upholds stringent governance standards with a well-defined whistle blower policy and a diverse Board of Directors comprising experienced professionals. Adherence to SEBI regulations and transparent communication with stakeholders are integral to Company’s governance practices, ensuring accountability and maintaining stakeholder trust.

Looking forward, the Company remains steadfast in its commitment to advancing ESG principles across all facets of its operations. By integrating sustainability into its strategic planning and decision-making processes, it aims to create enduring value for its stakeholders while contributing positively to the environment and society at large.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Gourav Munjal - Whole Time Director & CFO, holds the responsibility for overseeing sustainability issues and implementing Business Responsibility policies.
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.	The Company has established an executive-level ESG Committee comprising senior management personnel and Independent Directors to oversee the Company’s social, environmental and governance responsibilities. Annually, the Board of Directors evaluates the Company’s business responsibility performance and the Risk Management Committee evaluates internal and external sustainability risks identified during assessments.

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	The policies are subject to regular assessments according to designated intervals or as required by departmental and business heads, senior management and the Board of Directors. However, mandatory annual reviews occur during board meetings to evaluate policy effectiveness and providing suggestions for possible modifications or enhancements, if any.																	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company has implemented procedures to ensure overall compliance with all relevant regulations.																	

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	All policies and processes are subject to audits / reviews done internally in the Company from time to time.								

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable, as the Company has all the relevant policies that aligns with the 9 Principles of NGRBC.								
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)									

Business Responsibility and Sustainability Report (BRSR) (Contd.)

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	The training provided to the Board of Directors focused primarily on leadership aspects. However, the Company aims to include in-depth training and awareness sessions on BRSR aspects.	100%
Key Managerial Personnel	3	The training provided to Key Managerial Personnel covered essential topics such as the Prevention of Sexual Harassment (POSH), managerial effectiveness and thought leadership, equipping them with vital skills for their roles.	99.98%
Employees other than BoD and KMPs	4	The training provided to employees included SQL Training, Managerial Effectiveness, NISM Training and Thought Leadership, in addition to induction programs covering the Company's policies, POSH, human rights and business ethics.	100%
Workers*	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

Note:

At 5paisa Capital Limited, we view employee training and development as a continuous and cyclical process. We use a range of communication channels, including emails, posters and other internal methods, to present a variety of relevant training topics. The Company also runs periodic awareness campaigns to keep employees informed about key policies, ensuring adherence to the highest standards of ethical conduct.

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. (Note: Appropriate disclosures have been made on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary				
NGRBC Principle	Name of regulatory/ enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine Settlement Compounding Fee	Fines, penalties, etc. was not imposed on the Company or its management during the FY 23-24.			
Non-Monetary				
NGRBC Principle	Name of regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment Punishment	Imprisonment, Punishment etc. was not imposed on the Company or its management during the FY 23-24.			

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Case Details	Name of the regulatory/enforcement agencies/ judicial institutions
	Not Applicable

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

Yes, the Company has implemented a robust Anti-Bribery and Anti-Corruption Policy aimed at ensuring ethical conduct and adherence to anti-bribery laws. This policy underscores the Company's dedication to conducting business with integrity, fairness and transparency across all facets of its operations. It is designed to prevent bribery, corruption and unlawful payments in both commercial and governmental transactions, aligning with applicable state, federal and international regulations.

The policy applies comprehensively to all employees, vendors, subcontractors and business partners involved in the Company's operations. The purpose of the policy is clearly outlined, setting forth responsibilities for observing and upholding anti-bribery and corruption standards within the Company.

The framework of the policy includes stringent procedures for vetting and monitoring associates, contractors and other representatives to prevent any association with dishonest practices. It places responsibility on all employees to adhere to the policy and mandates reporting of any suspected violations through established channels, including the whistleblower mechanism.

Oversight of the policy's implementation, monitoring and review is entrusted to the ESG Team/Human Resources department. They conduct regular audits to evaluate the policy's effectiveness and engage stakeholders for feedback and alignment with evolving regulatory requirements.

Stakeholders interested in accessing the Anti-Bribery and Anti-Corruption Policy or reporting concerns can contact the Company via email at csteam@5paisa.com.

The above comprehensive approach underscores the Company's commitment to transparency, integrity and proactive compliance in all aspects of its operations, reinforcing its reputation as a responsible Company.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers*	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

During both the FY, no disciplinary action has been taken by any law enforcement agency or the charges of bribery/ corruption against any Directors/KMPs/employees.

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	Not Applicable	NIL	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	Not Applicable	NIL	Not Applicable

Complaints have not been received in regard to any instances of conflict of interest for Directors or KMPs during both the FY.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

7. Details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

There have been no cases of corruption or conflicts of interest and no fines/penalties have been levied by any regulatory/ law enforcement agencies or judicial institutions during the FY 23-24, so no corrective actions were required.

8. Number of days of accounts payables (Accounts payable*365) / Cost of goods/ services procured):

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	Not Applicable	Not Applicable

9. Open-ness of business:

Details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	The Company, as a financial services provider, does not engage in purchases from trading houses; therefore, this is not applicable.	
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	The Company, as a financial services provider, does not engage in Sales to dealers/distributors; therefore, this is not applicable.	
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties / Total Sales)	NIL	NIL
	c. Loans & advances (Loans & advances given to related parties / Total Loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total investments made)	100%	55.06%

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:

In FY24, the Company organized around 30 webinars and 24 Options Conventions focused on enhancing product knowledge and familiarizing partners with various processes. During these sessions, partners were strongly advised against sharing any misleading information with end clients. Additionally, they were reminded of the critical importance of adhering to all compliance regulations, particularly when placing trades on behalf of clients and communicating any product-related information. This emphasis on integrity and compliance underscores the Company's commitment to maintaining high standards of transparency and ethical conduct.

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

Yes, the Company has comprehensive processes in place to effectively manage conflicts of interest involving members of the Board. The Company's Code of Conduct on Conflict of Interest outlines clear guidelines and expectations for situations where an officer's personal interests may conflict with those of the Company.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

For instance, if an officer holds a position as a director, senior managerial person or consultant or has ownership or stake in a competing entity, customer or business associate of the Company, it is considered a conflict of interest. Similarly, if the officer or their relatives or associates are involved or plan to enter into any arrangement, collaboration, venture, agreement or transaction with the Company, disclosure is mandatory.

Under these circumstances, the Company expects officers to:

- Avoid dealings involving conflicts of interest whenever possible.
- Disclose the existence and nature of the conflict to the appropriate authorities:
- Directors are required to disclose to the Board.
- Other officers should disclose to the Chairman and Managing Director.
- Provide all relevant facts regarding the transaction that could influence a decision about whether to proceed.
- Seek approval from the Board or CMD before proceeding with any transaction that involves a conflict of interest.

These measures are designed to ensure transparency, uphold integrity and prevent any decisions that could compromise the Company's best interests. By adhering to these stringent guidelines, the Company mitigates risks associated with conflicts of interest and maintains trust among stakeholders in its governance practices.

The Company's "Code of Conduct" is accessible at:

https://storage.googleapis.com/5paisa-prod-storage/files/investor_relations/2022-04/5paisa-code-of-conduct_0.pdf

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.**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	-	-	The Company has not spent on capital investments towards improvements in environmental and social impacts. However, it remains committed to supporting environmental and social initiatives whenever feasible and appropriate.
Capex	-	-	

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

No, 5paisa Capital Limited is engaged in the financial services sector and as such the consumption of resources is limited to running of operations sourcing of inputs is not relevant to our core activities. However, the Company has implemented robust procedures for sustainable sourcing, as outlined in its internal "Sustainable Supply Chain and Responsible Sourcing Policy". This policy ensures that the Company conducts its business in a legal, ethical and socially responsible manner. It also requires suppliers to adhere strictly to sustainability commitments and standards, including compliance with laws, fair labor practices, diversity and inclusion, prohibition of child and forced labor, non-discrimination, health and safety standards and environmental protection.

Breaches of the policy may result in corrective actions, including termination of the supplier relationship. The policy also promotes transparency and accountability through whistle-blowing mechanisms for reporting misconduct.

Suppliers receive orientation on the policy during onboarding and agree to its terms through contractual agreements. The policy reinforces its commitment to sustainable and ethical practices throughout its supply chain.

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

As the Company operates in the broking and financial services sector, sustainable sourcing is currently limited to its 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):**

As a financial services provider, the use of plastic is minimal. However, the Company has initiated efforts to protect the environment by substituting traditional plastic bags with biodegradable alternatives. We use 100% bio-degradable plastic garbage bags to collect and dispose off dry and wet wastes.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

b. E-waste:

The Company adheres to e-waste regulations, ensuring that all electronic waste is collected and disposed of exclusively through authorized scrap collectors and vendors. Accordingly, all scrap electronic assets like Computers, Tablets, Printers, Scanners, Servers, Batteries, etc. are disposed off through such registered scrap collectors and vendors.

c. Hazardous waste:

Considering that the company is involved in providing financial services, therefore this does not apply to the Company.

d. Other waste:

All other waste is collected and properly managed through collaboration with local waste management authorities.

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.

As the Company is Stock broker, providing financial services, Extended Producer Responsibility (EPR) is not applicable to the Company.

LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details:

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
NA	NA	NA	NA	NA	NA

The Company does not engage in manufacturing any products and therefore the above requirement does not apply.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products/ services, as identified in the Life Cycle Perspective/ Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Name of Product/ Service	Description of the risk/ concern	Action Taken
NA	NA	NA

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
	Current Financial Year	Previous Financial Year
NA	NA	NA

The Company does not engage in manufacturing any products and therefore the above requirement does not apply.

4. Details of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed:

	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

The Company does not engage in manufacturing any products and therefore the above requirement does not apply.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
NA	NA

Business Responsibility and Sustainability Report (BRSR) (Contd.)

The Company does not engage in manufacturing any products and therefore the above requirement does not apply.

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

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	369	369	100%	369	100%	0	0%	369	100%	0	0%
Female	179	179	100%	179	100%	179	100%	0	0%	0	0%
Total	548	548	100%	548	100%	179	33%	369	67%	0	0%
Other than permanent employees											
Male	168	168	100%	168	100%	0	0%	168	100%	0	0%
Female	162	162	100%	162	100%	162	100%	0	0%	0	0%
Total	330	330	100%	330	100%	162	49%	168	51%	0	0%

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

Category	Total (A)	% of workers covered by*									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

Note:

The company believes that the wellbeing of the employees extends beyond the workplace, therefore in addition to providing a safe and supportive work environment, the Company covers an extra mile to ensure the same.

Acknowledging the varied needs of our workforce, particularly women, the Company provides a variety of supportive policies. These encompass maternity leave, adoption leave and compassionate leave for pregnancy-related medical reasons. We recognize the importance of helping women achieve a balance between their professional and personal lives at different stages.

Company promotes a healthy life style thus reflecting the Company's commitment to the overall well-being and development of its employees which contributes to a supportive and inclusive workplace culture.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent):

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.16%	0.16%

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	77.7%	NA	Yes	86%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	3.46%	NA	Yes	21%	NA	Yes
Others-Please Specify	-	-	-	-	-	-

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

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 Company ensures accessibility for differently abled employees in compliance with the Rights of Persons with Disabilities Act, 2016. Although there are currently no differently abled employees, the premises are equipped with elevators and ramps to facilitate accessibility. Specifically, both ramps and elevators are available for differently abled individuals, contributing to an inclusive environment. Additionally, the office spaces feature voice-enabled lifts, ramps at restroom entrances and appropriate signage, fostering a supportive ecosystem for all individuals.

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 established an Equal Opportunity Policy aimed at cultivating an inclusive and fair workplace environment for all employees, including those with disabilities. This policy ensures that every individual, regardless of race, caste, religion, gender, age, disability or any other characteristic, has equitable access to employment opportunities based solely on their qualifications and abilities.

Central to the policy is the commitment to non-discrimination, prohibiting bias or harassment and fostering a culture of mutual respect among employees. Recruitment and selection processes are rigorously conducted through transparent methods that emphasize merit and job-related criteria, ensuring fair treatment throughout.

Additionally, the policy mandates the provision of reasonable accommodations to enable employees with disabilities to perform their duties effectively, without imposing undue burden on the Company. Regular training sessions are conducted to raise awareness about diversity and inclusion, reinforcing the Company's dedication to equal opportunities.

An effective grievance mechanism is also in place to promptly address any discrimination complaints, maintaining confidentiality and support for employees. Dedicated Monitoring Officers oversee policy implementation across all Company offices, ensuring compliance and reporting any issues to appropriate authorities. The policy's accessibility is ensured through internal portal and new-hire induction programs, with regular reviews and updates managed by the ESG or HR teams in collaboration with the Board of Directors.

Overall, the Equal Opportunity Policy reflects the Company's commitment to fostering a supportive and respectful workplace culture where every employee can thrive based on their skills and contributions.

Individuals interested in accessing the Equal Opportunity Policy can contact the Company via email at csteam@5paisa.com.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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	0%	0%	NA	NA
Female	100%	85%	NA	NA
Total	100%	85%	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

None of the Male employees took Paternal Leave during the FY 23-24.

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	Not Applicable. Being a stock broker, providing financial services, the Company does not have any workers employed at its office.
Other than Permanent workers	Not Applicable. Being a stock broker, providing financial services, the Company does not have any workers employed at its office.
Permanent employees	Yes, the Company maintains a comprehensive grievance redressal mechanism to address concerns from various categories of employees, supported by specific policies like Prevention of Sexual Harassment (POSH), Human Rights and others. The Company ensures that all employees, regardless of their role or level, have accessible channels to report grievances confidentially and without fear of retaliation.
Other than Permanent employees	Employees can report grievances through designated channels such as dedicated email addresses, internal communication platforms or directly to HR representatives. The Company emphasizes transparency and fairness in handling grievances, ensuring thorough investigations and appropriate actions based on established policies and legal frameworks. Regular training programs educate employees about their rights, available grievance procedures and the importance of maintaining a respectful workplace environment. Moreover, the Company regularly reviews and updates its grievance mechanisms to align with evolving regulatory requirements and best practices in the financial services industry.
	By fostering an inclusive and supportive workplace culture through effective grievance redressal mechanisms, the Company demonstrates its commitment to maintaining a conducive work environment where all employees can thrive professionally and feel valued.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	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	548	0	0%	541	0	0%
Male	369	0	0%	336	0	0%
Female	179	0	0%	205	0	0%
Total Permanent workers*	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

Note:

5paisa Capital Limited does not have an employee association but acknowledges and honors employees' right to form associations. The Company encourages open dialogue and direct engagement between management and staff, fostering a supportive and positive workplace.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

8. Details of training given to employees and workers:

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and Safety measures		On skills up gradation		Total (D)	On Health and Safety measures		On skills up gradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-
Workers*										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

The Company is committed to enhancing employee effectiveness through ongoing learning and development programs. Throughout the year, we have offered a variety of skill-building opportunities tailored to different roles and levels within the Company.

The Company conducts various health and safety awareness campaigns. These include fire drills, Consultation programmes by Doctors, training on POSH etc.

To address diverse learning needs, we have created interactive videos which are available on Moneyversity, allowing employees from all levels to develop their skills at their convenience.

The Company have also conducted in-person Grooming workshops for sales teams to improve their professional appearance and communication skills, particularly for engaging with high-net-worth clients.

The Company's skill upgradation programme consists of induction, regulatory, conduct and compliance, domain specific, behavioural and leadership development programs conducted through instructor-led trainings and e-learning modules.

For new joiners, the Company organize induction programs, providing an overview of the Company's policies including health and safety measures relevant to their employment. Additionally, the Company conducts on the job sessions to upgrade employees' skills in response to new advancements within their operations.

These initiatives underscore our dedication to the comprehensive development and well-being of our employees, equipping them with the skills and knowledge to excel both personally and professionally.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	537	537	100%	336	336	100%
Female	341	341	100%	205	205	100%
Total	878	878	100%	541	541	100%
Workers*						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

Note:

The Organization emphasizes the professional growth and career development of our employees through a systematic performance appraisal process. This process, established by the Company, guarantees that all eligible employees are evaluated to measure their performance and advancement.

Your Company believes in offering variety of paths to an individual to grow and excel within the organisation in order to reach their full potential thus ensuring individual and organizational growth.

Business Responsibility and Sustainability Report (BRSR) (Contd.)
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?

The Company does not have a formal Occupational Health and Safety (OHS) management system in place currently, however, it recognizes the inherent low-risk nature of its operations. The Company has prioritized employee well-being and safety by implementing necessary health and safety measures.

These include installing essential systems like fire safety equipment, wheelchairs, stretchers and basic first aid kits at accessible locations within its premises.

The Company also conducts regular fire safety and emergency preparedness training, alongside implementing CCTV monitoring and access control systems for physical and electronic security. Emergency/disaster management drills, including fire-fighting drills are conducted periodically across all offices.

Additionally, the Company has arrangements of medical professionals for emergency medical support, ensuring employee health needs are promptly addressed. Hygienic workplaces with safe drinking water, proper ventilations and clean restrooms are the measures further contribute to maintaining a healthy and secure environment for all employees.

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, as a provider of financial services, operates in an environment where work-related hazards are inherently lower compared to industries involved in manufacturing or heavy operations.

However, the Company has established manuals and procedures to address environmental aspects and health and safety risks within its facilities. These include measures to manage utilities, maintain indoor air quality, ensure elevator safety and implement fire safety procedures.

The Company also emphasizes the use of personal protective equipment and clear signage to enhance safety standards. Periodic risk assessments are conducted to identify potential hazards associated with service provision and operational activities.

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

Given the nature of the business operations, the Company does not employ workers in the traditional sense. However, the employees have access to designated channels within the office premises to report any identified risks or hazards. This ensures that all concerns related to safety can be promptly addressed and mitigated as necessary.

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

Yes, the employees have access to non-occupational medical and healthcare services through various provisions. The Company maintains first aid boxes stocked with essential medicines to address immediate health concerns. Additionally, the office facility is equipped with access to doctors who are available to assist all employees within the building, ensuring that medical attention is readily accessible when needed. These measures are part of the Company's commitment to supporting the health and well-being of its workforce beyond occupational health considerations.

11. Details of safety related incidents:

Safety Incident/Number	Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers*	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers*	NA	NA
No. of fatalities	Employees	0	0
	Workers*	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers*	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

The Company is committed to cultivating a safe and healthy workplace environment for its employees, emphasizing continuous training, education and adherence to best practices to uphold overall well-being and psychological safety. Its health and safety protocols are well-established with regular safety drills conducted quarterly to reinforce these practices. It prioritizes the availability of medical facilities and maintain fully stocked first-aid kits to ensure immediate medical assistance for any injuries or emergencies that may arise. In addition, it offers wellness sessions such as Zumba, yoga and meditation to encourage work-life balance and enhance employee well-being.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Health & Safety	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable

14. Assessments for the year:

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

Basic internal checks are conducted to ensure a healthy and safe workplace environment. Given that the Company operates in the financial services sector, the working conditions do not entail physical risks that are typically associated with manufacturing industries.

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.

None of such risks/ concerns identified during the FY 23-24.

LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)

(A) Employees: Yes, the Company offers life insurance coverage.

(B) Workers: Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

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

The Company prioritizes adherence to statutory requirements across its value chain. This encompasses ensuring that vendors promptly deduct and remit necessary statutory dues like GST on time. The Company rigorously cross-reference GST payments made by vendors through the GST system to ensure compliance.

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

	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	NA	NA	NA	NA
Workers	NA	NA	NA	NA

Business Responsibility and Sustainability Report (BRSR) (Contd.)
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)

The Company offers continuous opportunities for employees to enhance their skills through specialized training, skill development and leadership programs. These initiatives ensure that employees remain up-to date with the latest trends and maintain a high level of employability.

5. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Health & Safety practices	NIL
Working Conditions	NIL

The Company has not yet conducted an evaluation of its value chain partners. However, it expects them to comply with the clauses included in its contracts and adhere to the safety norms prescribed by the relevant authorities concerning workforce safety.

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

Not Applicable

PRINCIPLE 4 - Businesses should respect the interests of and be responsive to all its stakeholders
ESSENTIAL INDICATORS
1. Describe the processes for identifying key stakeholder groups of the entity.

To effectively identify key stakeholder groups, the Company has its Stakeholder Engagement Policy. It begins by defining stakeholders broadly as individuals, groups or organizations impacted by its activities. This includes internal stakeholders such as employees and management as well as external stakeholders like customers, clients, investors, shareholders, regulatory bodies, business associates, media and social organizations. Stakeholder mapping involves categorizing these groups based on their influence, level of interest and impact on the Company. Engagement strategies are then tailored to each group, utilizing various channels such as direct communications, surveys, feedback mechanisms, meetings, portals, social media and industry forums.

The Stakeholders Relationship Committee conducts regular reviews of the stakeholder engagement policy, ensuring its alignment with Company strategy and relevance in dynamic stakeholder landscapes. Amendments or updates to the policy are communicated to the Board of Directors for approval. Stakeholder insights gathered through these engagements are integrated into strategic decision-making processes, enabling the identification of opportunities and risks associated with stakeholder expectations. Comprehensive documentation and reporting on engagement activities further support transparency and accountability, facilitating ongoing improvements based on stakeholder feedback. This systematic approach ensures that the Company maintains proactive and meaningful relationships with its stakeholders, fostering trust and supporting sustainable business practices.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other)	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<ul style="list-style-type: none"> • Review meets • Town hall meetings • Learning and development initiatives • Reward and recognition programmes • Newsletters and portals • Discussions with senior leaders • Engagement initiatives 	Frequently or as and when required	Information about Important Advances in the Company, Performance review, Benefits Structure, Career Development and Growth Opportunities, Skills Upgradation Programmes, Rewards & Recognition, Employee engagement activities etc.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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 & Clients	No	<ul style="list-style-type: none"> Corporate website Toll-free number Digital platforms Social media Customer/client relationship managers Customer/client satisfaction surveys Media campaigns and advertising Knowledge seminars and events 	Frequently or as and when required	Delivery of Service, Resolving their grievances, Addressing their Queries, Feedback Surveys, Introducing new service/feature, etc.
Business Associates, Dealers & Vendors	No	<ul style="list-style-type: none"> One-to-one meeting with the top management Product/process trainings for new and old partners Conferences and Forums Written communications Engagement portal 	Monthly/ Quarterly/ Annually	Quality of Product/ Service, On-time Deliveries, Timely Payments, Contract Commercials & Terms, Statutory Compliances, Maintaining Relationships etc.
Regulatory Bodies	No	<ul style="list-style-type: none"> Industry associations/ Forums Corporate Presentations/ Reports Written Communications One-to-one meetings 	As and when required	Policy & Regulatory Matters, Filing of Returns, Reports Submissions, Amendments & Approvals, Assessment Results, Guidelines/ Circulars of added regulations, Ethical Practices etc.
Banks	No	<ul style="list-style-type: none"> Corporate Communication Written Communications 	Frequently or as and when required	Statutory Compliance & Overall Transactions
Shareholders, Investors and Members	No	<ul style="list-style-type: none"> Annual General Meetings Conferences Investor meets, Conference calls Annual Reports Investor Presentations Website Press/ Media Releases 	Frequently or as and when required	Company's Financial & Non-financial Performance, Expectations & Complaints of Shareholders/ Investors, Market Growth, Major developments, Governance, ethics & transparency etc.
Media & Social Organization	No	<ul style="list-style-type: none"> Press conferences Meetings Written communication 	As and when required	New Developments & Additions of Services, Mandatory Announcements, etc.
Communities	Yes	<ul style="list-style-type: none"> CSR initiatives Empowerment programs 	Monthly/ Quarterly/ Annually	CSR Initiatives, Social impact Programmes, Company operations, Grievances & Complaints Management, Well-being of Society, etc.

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

Engagement with stakeholders is a continuous process, integral to the ongoing business activities of the Company. This engagement is primarily managed by responsible business functions with senior executives participating as needed. The Company ensures transparent communication and provides access to relevant information regarding decisions

Business Responsibility and Sustainability Report (BRSR) (Contd.)

that impact stakeholders, balancing this with the need to protect confidential competitive plans and information, within regulatory constraints. Regular updates on developments stemming from stakeholder engagements are provided to the Board of Directors (BoD), who offer their guidance and inputs on these matters.

2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, stakeholder consultation is integral to the Company's approach in identifying and managing environmental and social topics. Recognizing its ongoing learning phase on evolving issues, the Company actively engages with consultants and experts to better understand stakeholder expectations. This collaborative effort informs the development of environmental strategies focused on energy efficiency, waste management and carbon footprint reduction. Similarly, inputs from stakeholders and CSR experts guide the Company's social responsibility initiatives, ensuring they address local community needs effectively. Continuous engagement with stakeholders and experts helps the Company stay informed about emerging trends and regulatory changes, facilitating proactive adjustments in policies and activities to meet evolving expectations and enhance sustainability practices.

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

The Company is dedicated to supporting vulnerable and marginalized stakeholder groups through its robust CSR initiatives. The Company, through IIFL Foundation, undertakes need based projects to promote all-round wellness and development of our communities. These efforts focus on providing educational opportunities, healthcare support and economic empowerment to underprivileged individuals. The Company offers scholarships, vocational training and educational sponsorships to enhance opportunities for disadvantaged youth. In healthcare, the Company funds medical camps and promotes health awareness among marginalized communities. Additionally, it empowers these groups economically through skill development workshops and support for small businesses. By addressing these concerns comprehensively, the Company aims to foster social inclusion and sustainable development, ensuring its CSR efforts have a positive and lasting impact on society's most vulnerable members.

PRINCIPLE 5 - Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-
Workers*						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Workers	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

The Company is committed to ensuring that human rights are upheld across all its operations, with a firm stance against discrimination of any kind, including race, colour, gender, language, religion, political beliefs, national or social origin, property, birth or other status.

To support this commitment, we have developed a detailed Human Rights Policy, which is communicated to employees through internal networks and emails, ensuring widespread awareness and understanding.

Moreover, we emphasize the importance of preventing sexual harassment in the workplace by mandating training programs for all employees. This initiative reflects our dedication to creating a safe and respectful work environment for all individuals.

Further, the Company organize induction programs for new joiners, providing an overview of the Company's policies, including the application of human rights norms.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

Category	FY 2023-24 Current Financial Year					FY 2022-23 Previous Financial Year				
	Total (A)	On Health and Safety measures		On skills up gradation		Total (D)	On Health and Safety measures		On skills up gradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	369	0	0%	369	100%	336	0	0%	336	100%
Female	179	0	0%	179	100%	205	0	0%	205	100%
Other than permanent										
Male	168	0	0%	168	100%	0	0	0%	0	0%
Female	162	0	0%	162	100%	0	0	0%	0	0%
Workers*										
Permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than permanent										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

*Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

3. Details of remuneration/ salary/ wages

a. Median remuneration/ wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	3	₹ 518.90 Lakhs	0	0
Key Managerial Personnel**	1	₹ 33.81 Lakhs	1	₹ 65.53 Lakhs
Employees other than BoD and KMP	505	₹ 3.88 Lakhs	315	₹ 2.32 Lakhs
Workers***	NA	NA	NA	NA

*The Board of Directors includes the Managing Director (also serving as Chief Executive Officer) and the Whole Time Director (also serving as Chief Financial Officer). It also includes a former Whole Time Director (who previously served as Chief Executive Officer but has left the Company). Independent Directors are excluded here, as they receive sitting fees rather than remuneration.

**Key Management Personnel includes the Chief Information Security Officer and the Compliance Officer.

***Being a stock broker, providing financial services, the Company does not have any workers employed at its office.

b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	22.10%	21.98%

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. According to the Company's Human Rights Policy, the Head of Human Resources is responsible for addressing any human rights issues that may arise.

Additionally, a dedicated email address is available for submitting complaints related to the Policy on Prevention of Sexual Harassment at the Workplace. This ensures that employees have a confidential and accessible way to report concerns.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

An Internal Complaints Committee has been established under this policy to manage and resolve complaints. This committee is responsible for ensuring that issues related to workplace sexual harassment are handled fairly and promptly.

These steps reflect our dedication to maintaining human rights principles and ensuring a safe and respectful environment for all employees.

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

The Company is committed to upholding a robust Human Rights and POSH (Prevention of Sexual Harassment) policy framework aimed at fostering a safe, respectful and inclusive workplace environment.

The Company's Human Rights policy underscores its dedication to respecting and protecting the fundamental rights of all individuals associated with the Company, regardless of their role or position. This policy guides the Company's efforts to promote equality, non-discrimination and ethical conduct across all aspects of its operations.

Additionally, the Company's POSH policy aligns with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, ensuring that every employee has the right to work in an environment free from all forms of harassment. The Internal Committee (IC), mandated by the POSH policy, plays a pivotal role in addressing complaints promptly and impartially. Composed of diverse members, including senior-level women and representatives from NGOs, the IC conducts fair inquiries into complaints of sexual harassment, respecting principles of natural justice. Our Whistle-blower Policy provides a robust mechanism for stakeholders, including employees to report any unethical or illegal activities. Employees are encouraged to raise concerns about misconduct either by email or in person.

The Company prioritize awareness and training, regularly conducting workshops to educate employees about their rights and responsibilities under these policies. Confidentiality is paramount throughout the grievance redressal process to safeguard the identities of complainants and witnesses. By monitoring compliance and conducting regular audits, the Company reinforce its commitment to maintaining high standards of ethical conduct and ensuring a supportive workplace culture where every individual feels valued and respected.

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Discrimination at workplace	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Child Labour	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Forced Labour/ Involuntary Labour	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Wages	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Other human rights related issues	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable

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

Safety Incident/Number	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

In cases where discrimination and harassment is involved, the Company ensures robust mechanisms to prevent adverse consequences to the complainant through its Grievance Redressal Policy, Prevention of Sexual Harassment at Workplace Policy, Whistle Blower Policy and Human Rights Policy.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

These Policies provides a secure framework for employees to report instances of unethical or improper conduct without fear of retaliation. It mandates that no unfair treatment, such as discrimination, harassment or victimization, be inflicted upon the complainant for raising a protected disclosure in good faith. The policy explicitly condemns any form of retaliation, including threats, intimidation, disciplinary actions, demotion or discrimination.

Under this policy, the identity of the complainant is kept confidential and steps are taken to minimize any difficulties they may face as a result of their disclosure. If the complainant is required to provide evidence in disciplinary proceedings, the Company ensures they receive appropriate support and guidance throughout the process. The policy also extends protection to any employee assisting in the investigation, maintaining confidentiality and safeguarding against any adverse consequences.

Moreover, the Human Rights Policy reinforces these protections by fostering a work environment where all individuals are treated with dignity and respect. It upholds principles of equality, non-discrimination and ethical behavior, ensuring that all employees can work in an atmosphere free from harassment or discrimination of any kind. Together, these policies underscore the Company’s commitment to maintaining a workplace culture that values transparency, fairness and the well-being of its employees.

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

Yes, human rights requirements are incorporated into certain business agreements and contracts, wherever relevant.

10. 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	-

Basic internal checks are conducted to ensure a healthy and safe workplace environment. Given that the Company operates in the financial services sector, the working conditions do not entail physical risks that are typically associated with manufacturing industries.

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

None of such risk/ concerns were identified during the FY 23-24.

LEADERSHIP INDICATORS

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

The Company did not receive any grievances or complaints related to human rights violations during the FY 23-24, therefore no modifications or introductions were made to the business processes.

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

The Company’s human rights due diligence primarily includes the integration of human rights related questions in its annual Great Place to Work surveys. These surveys are designed to assess various aspects of the workplace environment, including employees’ perceptions and experiences related to human rights issues. By incorporating these questions, the Company seek to gather insights that inform its efforts in fostering a respectful and supportive workplace aligned with human rights principles.

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, the Company ensures accessibility for differently abled visitors in compliance with the Rights of Persons with Disabilities Act, 2016. The Company premises are equipped with elevators and ramps to facilitate accessibility. Specifically, both ramps and elevators are available for differently abled individuals, contributing to an inclusive environment. Additionally, the office spaces feature voice-enabled lifts, ramps at restroom entrances and appropriate signage, fostering a supportive ecosystem for all individuals.

Business Responsibility and Sustainability Report (BRSR) (Contd.)
4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	NIL
Discrimination at workplace	NIL
Child Labour	NIL
Forced Labour/Involuntary Labour	NIL
Wages	NIL
Others – please specify	-

The Company has not yet conducted an evaluation of its value chain partners. However, it expects them to comply with the clauses included in its contracts and adhere to the human rights aspects prescribed in the policies and by the applicable relevant authorities.

5. Details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 4 above.

Not Applicable, since there was no assessment conducted.

PRINCIPLE 6 - Businesses should respect and make efforts to protect and restore the environment
ESSENTIAL INDICATORS
1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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) – Kilojoules	6908674286	6579257143
Total fuel consumption (E) – Kilojoules	636762700	677337847
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F) – Kilojoules	7545436986	7256594990
Total energy consumed (A+B+C+D+E+F) – Kilojoules	7545436986	7256594990
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations) – Kilojoules per rupee of turnover	1.91251	2.14832
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity* (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)	38.67101	43.43902
Energy intensity in terms of physical output** – Kilojoules per employee	8593892	13413299
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*The revenue from operations has been recalibrated using the latest PPP conversion factor published by the World Bank for India in 2022, which stands at 20.22.

**The physical output for calculation purpose is considered as the total number of employees in respective FY.

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.

The Company has not undertaken any independent assessment/ assurance of the environmental data.

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, whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, the remedial action taken, if any.

The Company does not engage in manufacturing any products and therefore the above requirement does not apply.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

3. Details of the following disclosures related to water:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater (Bore well) - Litres	23146000	23025000
(iii) Third party water - Litres	3445000	3671000
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	26591000	26696000
Total volume of water consumption - in Litres	26591000	26696000
Water intensity per rupee of turnover (Total water consumption/ Revenue from operations) – Litres per rupee of turnover	0.00674	0.00790
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total water consumption/ Revenue from operations adjusted for PPP)	0.13628	0.15981
Water intensity in terms of physical output** – Litres per employee	30286	49346
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*The revenue from operations has been recalibrated using the latest PPP conversion factor published by the World Bank for India in 2022, which stands at 20.22.

**The physical output for calculation purpose is considered as the total number of employees in respective FY.

**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.**

The Company has not undertaken any independent assessment/ assurance of the environmental data.

4. Details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(v) Others*		
- No treatment	26591000	26696000
- With treatment (level of treatment)	-	-
Total water discharged (in kilolitres)	26591000	26696000

*The water discharged from the office is directed to the local sewer.

**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.**

The Company has not undertaken any independent assessment/ assurance of the environmental data.

Business Responsibility and Sustainability Report (BRSR) (Contd.)
5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, details of its coverage and implementation.

No, the entity has not implemented a mechanism for zero liquid discharge as it is not applicable to the Company. However, it has incorporated water conservation measures such as installing water taps with sprinkler water output instead of normal taps and raising awareness among employees to save water and avoid wastage.

6. Details of air emissions (other than GHG emissions) by the entity:

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Nox	-	NA	NA
Sox	-	NA	NA
Particulate matter (PM)	-	NA	NA
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA
Others – please specify	-	-	-

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.

The Company does not engage in manufacturing any products and therefore the above requirement does not apply.

7. Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 2 emissions - in Metric Tonnes	Metric tonnes of CO ₂ equivalent	1418.003	1356.003
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) - <i>Metric Tonnes per rupee of turnover</i>	-	3.59416	4.01446
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)	-	7.26739	8.11723
Total Scope 1 and Scope 2 emission intensity in terms of physical output** – <i>Metric Tonnes per employee</i>	-	1.61504	2.50648
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

*The revenue from operations has been recalibrated using the latest PPP conversion factor published by the World Bank for India in 2022, which stands at 20.22.

**The physical output for calculation purpose is considered as the total number of employees in respective FY.

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.

The Company has not undertaken any independent assessment/ assurance of the environmental data.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

The Company is not indulging in any manufacturing activity that could result in release of direct GHG emissions, however, it has implemented several initiatives aimed at enhancing environmental sustainability and reducing greenhouse gas emissions. This includes energy conservation efforts like installing capacitors and TFT (Thin Film Transistor) monitors to save power, LED lighting, automatic shutdown of idle monitors and sensor-based lighting in common areas. Employee education and awareness programs further reinforce these efforts, emphasizing the importance of conserving electricity and natural resources throughout the Company.

9. Details related to waste management by the entity:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B) - In Nos	231	45
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E) - In Nos	2	-
Radioactive waste (F)	-	-
Other Hazardous waste. if any. (G)	-	-
Other Non-hazardous waste generated (H). if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A + B + C + D + E + F + G + H) - In Nos	233	45
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations) - Nos per rupee of turnover	5.90576	1.33223
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)* (Total waste generated/ Revenue from operations adjusted for PPP)	1.19414	2.69377
Waste intensity in terms of physical output** - Nos per employee	0.26537	0.08317
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 tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

E-waste and battery waste generated by the Company are sent to authorised scrap dealers.

*The revenue from operations has been recalibrated using the latest PPP conversion factor published by the World Bank for India in 2022, which stands at 20.22.

**The physical output for calculation purpose is considered as the total number of employees in respective FY.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

The waste generated at the Company premises is collected by authorized scrap vendors or disposed of by waste collectors stationed at office locations

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.

The Company has not undertaken any independent assessment/ assurance of the environmental data.

10. The waste management practices adopted in your establishments. The strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in products and processes and the practices adopted to manage such wastes.

The Company prioritizes sustainable waste management practices across its office premises. This includes reducing plastic waste by eliminating plastic stationery and promoting the use of environmentally friendly materials like reusable bottles. Additionally, it utilize 100% biodegradable plastic garbage bags for efficient waste collection and disposal. Its efforts extend to minimizing paper consumption through digital processes, including fully digitized customer on-boarding and electronic documentation. E-waste management is also integral, ensuring responsible disposal through registered vendors for items such as computers, servers and batteries. These initiatives underscore the Company's commitment to minimizing environmental impact and promoting sustainable business practices.

As the Company is in financial services sector, there is no usage of hazardous & toxic chemicals.

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?

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.
NIL	NIL	NIL	NIL

None of the sites/ offices of the Company fall in/ around ecologically sensitive areas.

12. 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
NIL	NIL	NIL	NIL	NIL	NIL

13. 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 and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances:

Sr. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NIL	NIL	NIL	NIL	NIL

Business Responsibility and Sustainability Report (BRSR) (Contd.)

LEADERSHIP INDICATORS

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

For each facility/ plant located in areas of water stress:

(i) **Name of the area**

NA

(ii) **Nature of operations**

NA

Being a stock broker, providing financial services, the Company do not consume or discharge huge amount of water.

(iii) **Water withdrawal, consumption and discharge:**

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/ desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed/ turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(iii) Into Seawater		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(iv) Sent to third parties		
- No treatment	-	-
- With treatment (level of treatment)	-	-
(v) Others		
- No treatment	-	-
- With treatment (level of treatment)	-	-
Total water discharged (in kilolitres)	-	-

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.

Not Applicable

Business Responsibility and Sustainability Report (BRSR) (Contd.)
2. Details of total Scope 3 emissions & its intensity:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 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.**

Not Applicable

3. With respect to the ecologically sensitive areas reported at Question 11 of ESSENTIAL INDICATORS above, details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

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

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, along with summary)	Outcome of the initiative
1.	Green Power Procurement	Green Power Procurement has been made for the Company's Registered Office	Lower reliance on traditional energy sources thus minimising carbon footprint
2.	Use of energy efficient LED's	Office is equipped with LED Lights	Decrease in energy consumption thus contributing to sustainability efforts undertaken by the Company
3.	Water Conservation	Installing sensor-based taps to help reduce fresh water consumption	These systems help in reducing overall consumption
4.	Effective Disposal of Sanitary Napkins	The Company ensures effective disposal of Sanitary Napkins	Fostering ecological stewardship and enhancing community health

5. Does the entity have a business continuity and disaster management plan?

Yes, the Company has a comprehensive Business Continuity Management System (BCMS) in place, ensuring preparedness for major service disruptions. The Business Continuity Management System (BCMS) is meticulously structured to anticipate and manage a diverse array of potential disruptions that could impact Company's operations.

This comprehensive framework encompasses preparedness for natural disasters such as earthquakes and floods, ensuring employee safety and minimizing operational downtime. It also addresses technological failures with robust IT recovery strategies to swiftly restore critical data and services. Human factors are carefully considered with protocols in place to mitigate disruptions caused by human error or deliberate actions.

The BCMS further includes specific provisions for managing disruptions during health crises like pandemics, prioritizing both operational continuity and employee well-being. Supply chain disruptions are proactively managed to ensure uninterrupted service delivery to customers, while stringent adherence to regulatory and legal requirements safeguards against compliance risks.

Effective communication strategies during crises uphold the Company's reputation and maintain stakeholder confidence. Financial impacts are also mitigated through proactive measures aimed at minimizing losses and facilitating swift recovery.

The Company's BCMS thus stands as a robust framework that not only focuses on immediate response and recovery but also emphasizes proactive resilience-building measures to uphold business continuity under varying uncertain scenarios.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

6. Any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

NIL

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

The Company has not yet conducted an evaluation of its value chain partners. However, it expects them to comply with the clauses included in its contracts and follow the sustainable practices as required and prescribed by the applicable relevant authorities.

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.

The Company is member of 1 (one) trade and industry chambers/ associations.

- 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)
1	Association of Mutual Funds in India (AMFI)	National

2. 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
NIL	NIL	NIL

There were no such matter related to anti-competitive conduct by the entity were reported during the FY 23-24.

LEADERSHIP INDICATORS

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

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
1	Penalties considering the intent of the Member and any procedural or technical errors	Emailers to the Stock Exchanges	No	NA	NA
2	Most Important Terms & Conditions (MITC)	Representations to the Stock Exchanges	No	NA	NA

Business Responsibility and Sustainability Report (BRSR) (Contd.)
PRINCIPLE 8 - Businesses should promote inclusive growth and equitable development
ESSENTIAL INDICATORS
1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA

2. Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by the entity:

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 INR)
NA	NA	NA	NA	NA	NA	NA

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

The Company actively engages with the community through its CSR initiatives, managed by a dedicated CSR Committee. This Committee oversees the successful implementation of CSR projects and ensures that community feedback is integrated into the initiatives. Community members can raise their concerns or provide feedback in person during CSR activities or through the Company's "Contact Us" page at <https://www.5paisa.com/contact-us>. This mechanism allows for transparent communication and effective redressal of community grievances, fostering a collaborative approach to community development.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	NA	NA
Directly from within India	NA	NA

As the Company operate in the financial services sector and do not engage in manufacturing activities, there is no input of materials for production.

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

Location	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	0 %	0 %
Semi-urban	0 %	0 %
Urban	9.02 %	6.34 %
Metropolitan	90.98 %	93.66 %

Business Responsibility and Sustainability Report (BRSR) (Contd.)

LEADERSHIP INDICATORS

1. Details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
NA	NA

2. 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 INR)
1.	Rajasthan	Sirohi	₹ 67,20,000/-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/No)

(b) From which marginalized/ vulnerable groups do you procure?

(c) What percentage of total procurement (by value) does it constitute?

Considering the nature of the business operations, the Company's procurement needs are relatively limited. However, its CSR policy prioritizes sourcing materials from suppliers within vulnerable and marginalized groups, particularly in collaboration with the IIFL Foundation during CSR project implementations.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes/ No)	Basis of calculating benefit share
NIL	NIL	NIL	NIL	NIL

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
NA	NA	NA

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.	Sakhiyo ki baadi – (Building foundational literacy among females from marginalised communities of Rajasthan, through flagship programme 'Sakhiyon ki Baadi', with 75 learning centres in Sirohi district)	-	-

Given the nature of the CSR projects, accurately quantifying the exact number of beneficiaries is challenging. However, the Company has ensured that these projects are designed to benefit marginalized and vulnerable groups, addressing their specific needs and contributing to their well-being.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

ESSENTIAL INDICATORS

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.

The mechanisms in place to receive and respond to consumer complaints and feedback at the Company are comprehensive and aimed at ensuring customer satisfaction and compliance with regulatory standards. The Company has established a dedicated Customer Care Policy that covers the detailed approach adopted by the Company to resolve the grievances or concerns of its customers.

To facilitate effective grievance redressal, the Company has implemented a swift and accessible mechanism. Customers can lodge their grievances through designated channels such as sending an email on support@5paisa.com and grievance@5paisa.com. These channels ensure that complaints are promptly addressed and provide guidance on escalating issues if customers are not satisfied with the initial response.

Furthermore, the Company conducts regular customer awareness programs to keep customers informed about its products and services. Feedback collection is actively encouraged through feedback forms circulated among customers and available on the Company's website. This ensures continuous improvement based on customer inputs.

In terms of compliance and data privacy, the Company adheres to regulatory requirements and protects customer data through consent mechanisms and cyber-security measures.

Overall, the Company's Customer Care Policy underscores its commitment to ethical customer relations, regulatory compliance and continuous improvement through structured feedback mechanisms and proactive customer engagement initiatives.

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

	As a Percentage of total Turnover
Environmental and social parameters relevant to the product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

As the Company is a financial service provider, it does not manufacture products in the traditional sense. Hence, the above is not applicable to it.

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

	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Advertising	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Cyber-security	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Delivery of essential services	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Restrictive Trade Practices	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Unfair Trade Practices	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable
Other	NIL	NIL	Not Applicable	NIL	NIL	Not Applicable

Business Responsibility and Sustainability Report (BRSR) (Contd.)

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

	Number	Reasons 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) If available, provide a web-link of the policy.

Yes. The Company maintains a comprehensive Information & Cyber Security Policy designed to mitigate cyber security risks and uphold data privacy standards effectively. The policy covers critical domains such as Physical and Environmental Security, Equipment Security, Business Continuity Management and Incident and Crisis Management. It mandates stringent controls to prevent unauthorized access to sensitive areas and protect against environmental threats like fire and natural disasters. Guidelines for secure equipment placement and maintenance ensure resilience against disruptions to utilities like power and telecommunications. Business Continuity Management is integrated with information security, emphasizing the need for business impact analyses and the implementation of contingency plans to ensure uninterrupted operations during crises.

The policy further outlines robust Incident and Crisis Management protocols, including procedures for detecting, reporting and responding to security incidents. It establishes clear roles and responsibilities for incident response teams and emphasizes continual improvement through post-incident analysis. Compliance with legal, regulatory and contractual requirements is a cornerstone, covering areas such as intellectual property rights, data privacy and cryptographic controls. Regular reviews of security controls, third-party risk assessments and performance metrics ensure ongoing effectiveness in managing cyber security risks. Although this policy is marked as internal and confidential, it serves as a foundational document guiding the Company's commitment to maintaining high standards of information security and protecting sensitive data.

The Cyber-Security Policy can be accessible by sending an email at csteam@5paisa.com.

6. 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.

There were no issues relating to advertising and delivery of the services occurred during the FY 23-24.

7. Information relating to data breaches:

a. Number of instances of data breaches

During the FY 23-24, the Company did not experience any instances of data breaches. However, as a precautionary measure, the Company has implemented tools such as network firewalls, endpoint encryption, web application firewalls, dark web monitoring, etc. to safeguard data from potential security risks.

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

NIL

c. Impact, if any, of the data breaches

Not Applicable

LEADERSHIP INDICATORS

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

The information on various services of the Company is available on:

- Company's Website – www.5paisa.com
- Social Media Platforms – Instagram, LinkedIn, Twitter (Now "X"), Facebook

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

To ensure customers are informed and educated about safe and responsible service use, several proactive measures are implemented:

- Continuous updates are provided on Company's website to keep customers informed.

Business Responsibility and Sustainability Report (BRSR) (Contd.)

- b) Regular communication through E-mails, SMS and notifications is sent to customers to reinforce important information.
- c) Flash and pop-up messages modes are strategically used to deliver timely reminders and alerts to customers.

These efforts collectively aim to enhance customer awareness and promote secure practices when utilizing the services.

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

Customers are promptly notified about any potential disruption or discontinuation of essential services through various communication channels:

- a) Call Centre;
- b) Updates on the Company website;
- c) Email and SMS notifications;
- d) Information disseminated from the Company's registered office.

These channels ensure that customers receive timely and comprehensive information regarding service continuity and any potential disruptions, enabling them to stay informed and prepared.

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

Yes. As a financial services provider, the Company ensure that service information provided on Company's website is updated beyond the requirements mandated by local laws.

Further, in every written reply to a client's concern, a feedback link is included for rating the company's services. For verbal inquiries, calls are directed to an interactive voice response (IVR) system, where clients can provide a service rating at the end of the call.