

CMSINFO/2407/004

July 15, 2024

To,
BSE Limited
Listing Department,
1st Floor, PJ Towers, Dalal Street,
Fort, Mumbai – 400 001

National Stock Exchange of India Limited
Exchange Plaza, C-1, Block-G,
Bandra Kurla Complex, Bandra (East),
Mumbai – 400 051

Scrip Code: 543441

Symbol: CMSINFO

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report for the Financial Year 2023-24

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, we are enclosing herewith the Business Responsibility and Sustainability Report for the Financial Year 2023-24, forming part of the Annual Report of the Company for the Financial Year 2023-24.

This is for your information and dissemination.

Thanking you,

Yours faithfully,

For **CMS Info Systems Limited**

Debashis Dey
Company Secretary and Compliance Officer

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

Sr. No.	Particulars	Details																					
1	Corporate Identity Number (CIN) of the Listed Entity	L45200MH2008PLC180479																					
2	Name of the Listed Entity	CMS Info Systems Limited																					
3	Year of incorporation	2008																					
4	Registered office address	T-151, 5 th Floor, Tower No. 10, Railway Station Complex, Sector -11, CBD Belapur, Navi Mumbai - 400 614																					
5	Corporate address	Grand Hyatt Mumbai, Lobby Level, Off Western Express Highway, Santacruz East, Mumbai - 400 055																					
6	E-mail	contact@cms.com																					
7	Telephone	022 - 48897400																					
8	Website	www.cms.com																					
9	Financial year for which reporting is being done	April 1, 2023 to March 31, 2024																					
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) The National Stock Exchange of India Limited (NSE)																					
11	Paid-up Capital	₹ 162,76,22,910																					
12	Contact Person																						
	Name of the Person	Debashis Dey																					
	Telephone	+91 8976781368																					
	Email address	company.secretary@cms.com																					
13	Reporting Boundary																						
	Type of Reporting	Consolidated																					
	If selected consolidated:																						
		<table border="1"> <thead> <tr> <th>Sr.</th> <th>Name of the Subsidiaries/JVs/ Associate Companies</th> <th>CIN</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Securitrans India Private Limited</td> <td>U74999DL1998PTC095012</td> </tr> <tr> <td>2.</td> <td>CMS Securitas Limited</td> <td>U67190DL1999PLC098107</td> </tr> <tr> <td>3.</td> <td>Quality Logistics Services Private Limited</td> <td>U60231MH2015PTC266933</td> </tr> <tr> <td>4.</td> <td>Hemabh Technology Private Limited</td> <td>U72200MH2021PTC373699</td> </tr> <tr> <td>5.</td> <td>CMS Marshall Limited</td> <td>U46711MH2006PLC158878</td> </tr> <tr> <td>6.</td> <td>CMS Info Foundation</td> <td>U88900MH2023NPL399813</td> </tr> </tbody> </table>	Sr.	Name of the Subsidiaries/JVs/ Associate Companies	CIN	1.	Securitrans India Private Limited	U74999DL1998PTC095012	2.	CMS Securitas Limited	U67190DL1999PLC098107	3.	Quality Logistics Services Private Limited	U60231MH2015PTC266933	4.	Hemabh Technology Private Limited	U72200MH2021PTC373699	5.	CMS Marshall Limited	U46711MH2006PLC158878	6.	CMS Info Foundation	U88900MH2023NPL399813
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14	Name of Assurance Provider	Not Applicable																					
15	Type of Assurance obtained	Not Applicable																					

II. Product/Services

16	Details of business activities	Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Cash Management Services	Cash Management Services includes ATM Cash Management Services; Retail Cash Management Solutions; Cash in transit Services for Banks and other related services.	61%
		2.	Managed Services	Managed Services includes Banking automation product deployment and AMC; Brown Label ATMs and other managed services for banks, Software solutions including multi-vendor software and automation solutions and Remote monitoring Technology solutions.	35%
		3.	Card Services	Card Services includes revenue from trading in card and card personalization services	4%

17	Products/ Services sold by the entity	Sr.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Provision of ATM and Cash Management Services	82990	100%
		2.	Banking Automation, Product Deployment, Software solutions including multi-vendor software and automation solutions and Remote Monitoring Technology Solutions		
		3.	Card Services		

III. Operations

18	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	01	258	259
		International	Nil	Nil	Nil
19	Market served by the entity	Locations	Numbers		
	a) No. of Locations	National (No. of States)	All 28 Indian States and five Union Territories		
		International (No. of Countries)	Nil		
	b) What is the contribution of exports as a percentage of the total turnover of the entity?	At present the Company provides services to domestic market only.			
	c) A brief on types of customers	The Company is one of the leading business services company in India providing cash logistics and technology solutions to banks, financial institutions, organized retail, and e-commerce companies in India. We also help retailers to enhance efficiency and productivity by reducing costs across multiple facets of operations.			

IV. Employees

20. Details as at the end of Financial Year 2024

Sr.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a) Employees and Workers (including differently abled)						
Employees						
1	Permanent Employees (A)	8,041	7,581	94%	460	6%
2	Other than Permanent Employees (B)*	Nil	Nil	Nil	Nil	Nil
3	Total Employees (A+B)	8,041	7,581	94%	460	6%
Workers						
4	Permanent (C)	Nil	Nil	Nil	Nil	Nil
5	Other than Permanent (D)*	Nil	Nil	Nil	Nil	Nil
6	Total Workers (C+D)	Nil	Nil	Nil	Nil	Nil
b) Differently abled Employees and Workers						
Employees						
7	Permanent Employees (E)	09	09	100%	Nil	Nil
8	Other than Permanent Employees (F)	Nil	Nil	Nil	Nil	Nil
9	Total Employees (E+F)	09	09	100%	Nil	Nil
Workers						
10	Permanent (G)	Nil	Nil	Nil	Nil	Nil
11	Other than Permanent (H)	Nil	Nil	Nil	Nil	Nil
12	Total Differently Abled Employees (G+H)	Nil	Nil	Nil	Nil	Nil

*The Company is in the service industry accordingly workers hired through third parties on contractual/casual basis for temporary period have not been considered for the reporting year.

21. Participation/Inclusion/Representation of Women

Sr. Category	Total (A)	No. and % of females	
		No. (B)	% (B/A)
1. Board of Directors*	06	02	33.33%
2. Key Management Personnel*	02	Nil	Nil

*Mr. Rajiv Kaul, Executive Vice-Chairman, Whole-time Director and Chief Executive Officer (KMP) is also a member of the Board of Directors and hence his details are considered under Board of Directors category only. Consequently, only Mr. Pankaj Khandelwal, President & Chief Financial Officer (CFO) and Mr. Debashis Dey, Company Secretary and Compliance Officer are considered as KMP for above disclosure.

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

Category	FY2023-24			FY2022-23			FY2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	34.31%	41.43%	34.46%	39.3%	36.7%	39.2%	32.8%	34.3%	32.9%
Permanent Workers	NA*	NA*	NA*	NA*	NA*	NA*	NA*	NA*	NA*

*NA - Not Applicable

V. Holding, Subsidiary and Associate Companies (including Joint Ventures)

23. (a) Names of Holding/Subsidiary/Associate Companies/Joint Ventures

Sr. No.	Name of the Holding/Subsidiary/Associate companies/Joint Ventures	Indicate whether it is a Holding/Subsidiary/Associate/or Joint Venture	% of shares held by Listed Entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Securitrans India Private Limited	Wholly owned subsidiary	100%	Yes
2	CMS Securitas Limited	Wholly owned subsidiary	100%	Yes
3	Quality Logistics Services Private Limited	Wholly owned subsidiary	100%	Yes
4	Hemabh Technology Private Limited	Wholly owned subsidiary	100%	Yes
5	CMS Marshall Limited	Step down Wholly owned subsidiary	100%	Yes
6	CMS Info Foundation	Wholly owned subsidiary	100%	Yes

VI. CSR Details

24	a) Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover (in ₹) *	20,468,381,044/-
	Net worth (in ₹) *	18,891,274,621/-

* Standalone figures

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

The particulars of complaints/grievances on the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct received from various stakeholders are as under:

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			FY 2022-23		
		Number of complaints/grievances		Remarks	Number of complaints/grievances		Remarks
		filed during the year	pending resolution at close of the year		filed during the year	pending resolution at close of the year	
Communities	Yes. The Company has established a dedicated investor desk to facilitate clarification of any queries or reporting of any non-compliances and has identified designated personnel to address queries received through emails/ phone. For internal stakeholders, such as employees, the Company has set up Human Resource Management System (HRMS) as the internal employee helpdesk.	Nil	Nil	NA	Nil	Nil	NA
Investors (other than shareholders)	The Company has formulated a Stakeholder Engagement Policy, (available on the website : https://www.cms.com/corporate-governance/index), which incorporates Grievance Redressal Mechanism to redress all stakeholder grievances. The Board of Directors of the Company has also established a Stakeholders Relationship Committee to monitor and investor grievances received from various external investors, including establishing a dedicated email ID: company.secretary@cms.com .	Nil	Nil	NA	Nil	Nil	NA
Shareholders	The Company has also setup a Vigil Mechanism/Whistle-Blower Policy (available at https://www.cms.com/corporate-governance/index), CMS Policy on Prevention of Sexual Harassment at Workplace ('POSH Policy') (available on the Company's Intranet) and CMS Code of Conduct (available at https://www.cms.com/corporate-governance/index) which, <i>inter alia</i> , enables its employees to report any incidents of fraud, embezzlement, violation or sexual harassment etc. to the appropriate Authority.	4	Nil	NA	2	Nil	NA
Employees and workers	Any complaints received under Vigil Mechanism/POSH is investigated by the Vigilance Officer/Internal Complaints Committee (ICC) and appropriate disciplinary/remedial action is taken as may be deemed necessary.	59	Nil	NA	22	Nil	NA
Customers*	Additionally, the Company's Equal Opportunity Policy (available at Company's Intranet) provides guidelines if an employee feels that he or she is being subjected to discrimination, harassment, bullying or victimization. A grievance redressal mechanism has also been instituted where an employee can raise grievances with the local HR representative for appropriate remedial actions.	Nil	Nil	NA	Nil	Nil	NA
Value Chain Partners		Nil	Nil	NA	Nil	Nil	NA

*Excludes service-related queries (not in the nature of grievances), which are part of SLA (Service Line Agreement) with the customers. All the service-related queries are resolved within 24 hours.

Note: The following policies are available on the Company's intranet portal and is accessible by all employees to raise any grievances:

1. POSH Policy
2. Equal Opportunity Policy

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

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Customer Relationship Management	Opportunity	<ul style="list-style-type: none"> Customer Relationship Management includes all steps taken to ensure customer satisfaction and loyalty including engagement, grievance redressal, and feedback mechanisms. Customer Relationship Management tools are in line with Net Promoter Score (NPS), which provides important data that helps to target relevant customer groups, develop specific products, and ensure that it has all relevant information to strengthen customer relationships. 	NA	Positive Implications
Human Capital Development	Opportunity	<ul style="list-style-type: none"> Investing in the knowledge, skills, abilities, and overall potential of individuals within an organization provides better asset integrity. It involves strategies and initiatives aimed at maximizing the value and productivity of human resources. 	NA	Positive implications
Corporate Governance	Opportunity	<ul style="list-style-type: none"> Strong corporate governance is essential for fostering trust, accountability, and sustainable business practices. It supports long-term value creation, protects the interests of stakeholders, and contributes to the overall stability and success of the organization. 	NA	Positive implications
Cyber Security and Data Privacy	Risk	<ul style="list-style-type: none"> Cybersecurity and data privacy risks are significant to the Company due to potential threats and vulnerabilities that can compromise the confidentiality, integrity, and availability of data and information systems. 	The Company has the following risk mitigation approach: <ul style="list-style-type: none"> Strict adherence to Information Security policy along with 27 additional related policies. ISO 27001:2013 Information Security Management System (ISMS) certified Certified with CERTIN for Remote Monitoring System Affiliated with Payment Card Industry Data Security Standard (PCI DSS) 	Negative implications
Occupational Health and Safety	Risk	<ul style="list-style-type: none"> Prioritization of occupational health and safety encourages the Company to create a safe and healthy work environment that protects employees, enhances productivity, and demonstrates a commitment to their well-being. 	The Company has the following risk mitigation approach: <ul style="list-style-type: none"> Internal audits to assess health & safety practices and working conditions Periodic training on fire safety, drills, earthquake preparedness etc. Implementation of Health, Safety and Environment (HSE) Policy and Fire Safety Policy 	Negative implications

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Supply Chain Risk Management	Risk	<ul style="list-style-type: none"> Due to the nature of the business, a resilient supply chain ensures continuous functionality. 	The Company has the following risk mitigation approach: <ul style="list-style-type: none"> Adherence to Suppliers' Code of Conduct Periodic Value Chain assessment on the grounds of human rights. Prioritization of ethical procurement practices and sustainable sourcing. Certified by Restriction of Hazardous Substances Directive (ROHS) for compliant procurement. 	Negative implications
Stakeholder Engagement	Opportunity	<ul style="list-style-type: none"> Stakeholder engagement fosters trust and builds collaborative relationships, which are crucial for informed decision-making and long-term strategic success. It also enhances transparency and accountability, thereby improving the organization’s reputation and potentially leading to increased support and loyalty from stakeholders. 	NA	Positive implications
Risk & Crisis Management	Risk	<ul style="list-style-type: none"> Effective risk and crisis management is vital for long-term financial planning and organizational flexibility. Evaluating ESG and climate related risks on the business and its stakeholders is vital in order to operate smoothly. 	The Company proactively identifies and assesses exposures to physical risks like severe weather and transition risks due to environmental and social factors and creating ability to mitigate such risks.	Positive implications
Operational Eco-efficiency	Opportunity	<ul style="list-style-type: none"> Operational eco-efficiency will enhance competitiveness in terms of cost reductions, risk management and reduces environmental liabilities. This will also attract environmentally conscious customers and investors. 	NA	Positive Implications

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
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The policies formulated and implemented by the Company are in line with the applicable local laws and corporate guidelines which are approved by the Board.									
c. Web-Link of the Policies, if available	https://www.cms.com/corporate-governance/index								
2 Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
The Company has translated the policies into procedures wherever required.									
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Company has adopted Stakeholder Engagement Policy and Vendor & Supplier Code of Conduct that extend to its value chain partners. A copy of the above Policies is available at https://www.cms.com/corporate-governance/index								
4 Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The national and international codes/certifications/labels/standards, adopted by the Company and mapped across all NGRBC Principles and are as follows: <ul style="list-style-type: none"> • ISO 27001:2013 Information Security Management System (ISMS) • ISO 9001:2015 Quality Management System (QMS) • BS-VI Certification in compliance with Ministry of Home Affairs (MHA) and RBI Guidelines • Restriction of Hazardous Substances Directive (ROHS) certification compliant procurement • CERTIN Certification for Remote Monitoring system • Payment Card Industry Data Security Standard (PCI DSS) certification • MasterCard and VISA certification • National Payment Corporation of India (NPCI): RuPay certification 								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Our strategic pillars and focus areas are:</p> <p>Leadership with accountability : Strengthen Corporate governance Ensure Cybersecurity & data privacy Enhance Brand and reputation</p> <p>Empowered workforce: Build an inclusive workforce Human Capital Development Ensure Occupational Health and safety</p> <p>Environmental Stewardship: Improve Operational Eco efficiency Ensure Environmental compliance Enhance digital enablement</p> <p>Collaborative stakeholder Relationship: Focus on Corporate Social Responsibility & Financial Inclusion Strengthen Sustainable Supply Chain Effective customer relationship management</p>								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The progress on commitments is as follows: <ul style="list-style-type: none"> • No complaints received on Data privacy & Cybersecurity • No data breaches in the audit period • All offices were assessed for health and safety aspects • Compliant with all applicable environmental law/regulations/guidelines in India • All concerned employees trained on cybersecurity • Providing services to 97% districts of India • ALGO AIoT monitoring being installed to achieve significant Energy reduction in bank ATMs. • -13% Procurement through Micro, Small and Medium Enterprises (MSME) vendors • 35000+ training hours for employee skill upgradation • The Company conducts annual assessments across its plants and offices on health and safety • Introduced more trainings across behavioral and technical skills 								

Governance, Leadership and Oversight

7	At CMS, we are integrating Environmental, Social and Governance (ESG) considerations into every aspect of our operations, particularly emphasizing our pursuit of climate change mitigation, social accountability, and adherence to the highest standards. We recognize that our success is intricately linked to the well-being of the planet, society, and our stakeholders, and we are dedicated to creating long-term value for all. We have also taken measures to integrate ESG practices while our decision-making process and operations. Our strategic growth initiatives will consider ESG aspects into developing new products or services and exploring new opportunities.	
	We have made significant strides in integrating efficient energy management across our operations, reducing our carbon footprint, and driving innovations that contribute to environmental sustainability. We believe that our employees are at the heart of our business, and we strive to nurture a productive work environment that promotes diversity, focuses on skill and career development, and gives top priority to their well-being. We have also emphasised our approach towards engaging with our stakeholders, valuing their perspectives, addressing their grievances, and building long-term relationships.	
	We uphold the highest standards of governance and have established a robust ESG governance structure to oversee our ESG practices. We firmly believe in safeguarding the privacy rights of all stakeholders. As digitalisation is on the rise, we have begun our path towards digital transformation in our operations, working on minimising our exposure to cyber threats and safeguarding our critical information systems.	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility Policy (ies).	Name: Mr. Rajiv Kaul Designation: Executive Vice Chairman, Whole-time Director & CEO Telephone Number: 022-48897400 E-mail ID: company.secretary@cms.com
9	Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability related issues? (Yes/No). If yes, provide details.	Yes. The Company has a Committee for Corporate Social Responsibility (CSR). The Company proposes to expand the scope of the CSR Committee to include ESG and sustainability matters.

10. Details of Review of NGRBCs by the Company :	P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee	The Board of Directors review the performance of the Company against the NGRBC principles at least once on an Annual basis.								
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company has been complying with the statutory requirements and there have been no instances of non-compliance of NGRBC Principles.								
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.	The implementation and compliance with the policies are evaluated internally from time-to time and appropriate steps are taken as and when required and reviewed by the Company's statutory auditors. No major deviation was observed during the previous year								

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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programs
Board of Directors	2	Board awareness programs covering topics as mentioned in the NGRBC principles	100%
Key Management Personnel	2		100%
Employees other than BODs & KMPs	263	Trainings accredited by CCA, Technical, Behavioral, Wellness, Health & Safety, CSR, POSH, Fire Mock Drills etc.	100%
Workers	NA	NA	NA

The Company conducts awareness programs on its Code of Conduct which covers various topics i.e Anti-Money Laundering, Conflict-of-Interest, Confidentiality, Human Rights, Labour and social standards, Sexual Harassment, Environment Protection, Occupational Health and Safety (OHS), Information Security etc.

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format.

The Company has not been levied a Monetary or Non-Monetary penalty/fine/settlement amount/compounding fee/imprisonment/punishment that is material in nature on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the Company's website.

a) Monetary

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b) Non-Monetary

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

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.

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's anti-corruption/anti-bribery forms a part of its Code of Conduct, which is applicable to all stakeholders and is publicly available on its website [www.cms.com](https://www.cms.com/corporate-governance/index) and can be accessed using the link <https://www.cms.com/corporate-governance/index>. Principles of anti-bribery and anti-corruption is also emphasized in the Code of Conduct for Board of Directors and Key Management Personnel which is also available on the website of the Company and can be accessed here: <https://www.cms.com/corporate-governance/index>

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

There have been no charges of bribery/corruption filed against Directors, KMPs and Employees of the Company as detailed below:

Category	FY 2023-24	FY 2022-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

Topic	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	The Company's Code of Conduct: https://www.cms.com/corporate-governance/index addresses situations involving conflict-of-interest.	Nil	The Company's Code of Conduct: https://www.cms.com/corporate-governance/index addresses situations involving conflict-of-interest.
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil		Nil	

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

Since there were no cases hence no corrective action was required.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	115 days	82 days

9. Openness of Business

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a) Purchases from trading houses as % of total purchases	NIL	NIL
	b) Number of trading houses where purchases are made from	NA	NA
	c) Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sales	a) Sales to dealers/distributors as % of total sales	NIL	NIL
	b) Number of dealers/distributors to whom sales are made	NA	NA
	c) Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	NA	NA
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 and Advances (Loans & advances given to related parties/Total loans & advances)	Nil	Nil
	d) Investments (Investments in related parties/Total Investments made)	Nil	Nil

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.

Type	FY 2023-24	FY 2022-23	Details of improvement in social and environmental aspects
Research & Development (R&D)			Not Available*
Capital Expenditure (CAPEX)	50%	35%	<p>Purchase of new environment friendly vehicles</p> <ol style="list-style-type: none"> Engines compliant with BS-VI norms will reduce nearly 25% of Nitrogen Oxide (NOx) emission in petrol vehicles and a substantial 70% in diesel vehicles. Technological upgrades have been made with extensive field tests in Indian driving conditions. The newly acquired vehicle engines have an advanced exhaust and increased durability. The BS-VI compliant engine ensures compliance with more stringent limits on Non-Methane Hydrocarbon (NMHC) emissions. The vehicles also features On-Board Diagnostics (OBD) systems which facilitates monitoring pollution levels. Real Driving Emission (RDE) in the Vehicles aids in checking emission in real-world conditions and not just testing conditions. The new BS-VI compliant vehicles also come with Diesel Particulate Filter (DPF) and the Selective Catalytic Reduction (SCR) which will now enable monitoring the emission levels (not present in the earlier BS-VI vehicles). <p>Deployment of remote monitoring sites</p> <p>The Company has also initiated installation of sensor devices for energy/power management</p>

*The Company is engaged in the service industry and hence is not associated with specific infrastructure related with Research and Development (R&D). The Company is in the process of utilizing innovative technologies and ways to minimise its environmental and social impacts of processes on an ongoing basis.

2. a) Does the entity have procedures in place for sustainable sourcing?
Yes. The Company has put in place necessary procedures including a 'Vendor & Supplier Code of Conduct' which prioritizes sustainable sourcing wherever practicable.

b) If yes, what percentage of inputs were sourced sustainably?
Presently not available. The Company prioritizes ethical sourcing from suppliers and outsourcing services providers that adhere to environmental and social laws, standards, regulations, and compliances.

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

Product	Process to safely reclaim the product
a) Plastics (including packaging)	The Company is yet to scale up its manufacturing business, which forms an insignificant part of the Company's overall operations, hence safe reclamation of manufactured products for reusing, recycling and disposing at the end of life for plastics (including packaging) is not practicable at this stage
b) E-Waste	<p>The Company has tied -up with a registered e-waste recycler for collection of all the e-waste across PAN India and the e-waste recycler disposes the same at their plant. Customers are explained about the process of disposal and awareness is provided about nearest drop point available to drop the e-waste and also about the incentive that are being offered to them against their end-of-life product.</p> <p>If any customer wants to handover the material from their doorsteps, the Company either uses its logistics team or the e-waste recycler is instructed to collect items and channelize the same to his e-waste plant for final processing.</p> <ul style="list-style-type: none"> Users submit non-working/non-repairable IT/electronic items to IT/Admin department at branch locations. The IT team inspects the IT related items and Admin inspects non-IT electronic items for confirmation of non-repairability/non-usability of material. Post inspection, the team prepares a list of disposable items and gets necessary approvals from IT Manager/Admin Head for initiating the disposal process. Post approvals, the list is shared with the E-Waste partner for inviting proposal. The proposal received is shared with the Finance Head for commercial approval. Post the approval, the disposable material is handed over to the e-waste recycler and E-Waste Disposal certificate is received.

Further details about e-waste management is detailed in the Company's E-Waste Management Guidelines: <https://www.cms.com/index> and E-Waste Disposal Policy (available on the intranet portal).

Product	Process to safely reclaim the product
c) Hazardous Waste	The Company does not generate any hazardous waste.
d) Other Waste	The Company is yet to scale up its manufacturing business, which forms an insignificant part of the Company's overall operations, hence safe reclamation of other non-hazardous wastes not practicable at this stage.

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.

At present, Extended Producer Responsibility (EPR) is not applicable to the Company's business activities

PRINCIPLE 3 : BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	7581	7581	100%	7581	100%	NA	NA	7581	100%	Nil	Nil
Female	460	460	100%	460	100%	460	100%	NA	NA	Nil	Nil
Total	8041	8041	100%	8041	100%	460	6%	7581	94%	Nil	Nil
Other than Permanent Employees											
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

*Report on employees/workers hired through third parties (on their roles) for temporary/contractual/casual assignments are not considered for the reporting year.

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
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

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.33%	0.34%

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

Sr. Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1. PF	100%	NA	Y	100%	NA	Y
2. Gratuity	100%	NA	Y	100%	NA	Y
3. ESI*	100%	NA	Y	100%	NA	Y

* The above represent benefits provided to all the employees who are eligible/have opted for the said retirement benefits.

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.

CMS strongly believes in the principles of Non-Discrimination and Equal Opportunity and has taken several steps to comply with the requirements specified under the Rights of Persons with Disability Act, 2016 (RPwD Act) and the Rights of Persons with Disability Rules, 2017 (RPwD Rules), across its sites and locations, including accessibility measures in compliance and alignment to the accessibility mandate of the RPwD Act and (RPwD Rules), to enable persons with disabilities to effectively discharge their duties at the establishment.

Further, measures to improve accessibility of the offices of the Company are underway.

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.

The Company has an Equal Opportunity Policy. The same is available internally on the intranet portal and the Notice Board of the Company at all locations to facilitate easy accessibility by all employees. Equal and fair treatment is ensured for all employees of the Company.

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	100%	86%	NA	NA
Female	100%	80%	NA	NA
Total	100%	84%	NA	NA

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	NA
Other than Permanent Workers	NA	NA
Permanent Employees	Yes	The Company has established a dedicated line to facilitate clarification of any queries or reporting of any non-compliances, and has appointed dedicated personnel across its key locations to address queries received through emails. In addition, the Company has implemented a Human Resource Management System (HRMS) as an internal employee helpdesk. The Company has also setup a Vigil Mechanism/Whistle-Blower Policy (available at https://www.cms.com/corporate-governance/index) CMS Policy on Prevention of Sexual Harassment at Workplace ('POSH Policy') (available on the Company's Intranet) and CMS Code of Conduct (available at https://www.cms.com/corporate-governance/index) which, <i>inter alia</i> , enables the concerned employees to report any incidents of fraud, embezzlement, violation or sexual harassment to the appropriate authority. Any complaints received under Vigil Mechanism/POSH is investigated by the Vigilance Officer/Internal Complaints Committee (ICC) and appropriate disciplinary/remedial action is taken as may be deemed necessary. Additionally, the Company's Equal Opportunity Policy provides, if an employee feels that he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise grievances with the local HR representative for appropriate remedial actions.
Other than Permanent Employees	NA	NA

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

Category	FY 2023-24			FY 2022-23		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	7581	1657	22%	7525	1673	22%
Female	460	16	3%	389	14	4%
Total	8041	1673	21%	7914	1687	21%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	7581	7581	100%	6292	83%	7525	7525	100%	1976	26%
Female	460	460	100%	306	67%	389	389	100%	83	21%
Total	8041	8041	100%	6598	82%	7914	7914	100%	2059	26%
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

The Company engages with its employees on a regular basis to educate them on the Health and Safety measures and creates awareness amongst them about the prevalent health hazards. Health briefing and safety measures are identified based on the nature of jobs, which may have a significant impact on the work environment or may pose occupational health and safety risks.

The Company, on an ongoing basis, also identifies employees, as per the business requirements, for upgradation of skills to ensure that they can cater to their updated job requirements.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)*	% (B/A)	Total (C)	No. (D)*	% (D/C)
Employees						
Male	7581	5433	72%	7525	4257	57%
Female	460	222	48%	389	209	54%
Total	8041	5655	70%	7914	4466	57%
Workers						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

* Annual Performance and Career Development review is not conducted for Employees who are yet to complete their 'probation period' and those who have tendered their resignation and are serving their 'Notice Period' at the time of this annual exercise. Other than that above Annual Performance and Career Development Review was conducted for 100% of the remaining Employees.

The Company carries out performance and career development reviews on a yearly basis during the performance appraisal cycle. The employees are evaluated as per their eligibility criteria based on their joining date and job position and thereafter as per the ratings and comments by the reporting manager development arch is formulated for each employee.

10. Health and safety management system:

a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes, as per Health, Safety and Environment (HSE) Policy, the Company integrates the environmental, health and safety program into its business. The Company has also taken various measures for Safety Management Actions including the following: <ul style="list-style-type: none"> Hands-on training on evacuation during emergency Briefing on Fire safety and demonstration and Hands-on training of use of Fire extinguisher Inspection of Fire Extinguishers on a regular basis Refilling of Fire Extinguishers at regular intervals Monthly Inspection of Detectors/sensors at regular intervals.
What is the coverage of such system?	CMS Health & Safety initiatives covers the nature of work environment and the impact it has on the health, including ergonomic health impact, communicable diseases, fire safety and commute/business travel safety. CMS encourages participative approach to mitigate occupational health, safety and environment risks. Standard operating norms have been put in place to ensure all our offices and cash vans operates under safe working conditions.
b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Through its Health and Safety initiatives, the Company strives to identify work-related hazards, assesses risks and implements appropriate mitigation measures. Assessment of work related hazards and risks is the key dimension of CMS' Health & Safety Initiatives and is a part of its Standard Operating Processes. Development in external and internal processes such as socio political disturbances, natural disasters, resource disruptions and health issues are monitored and evaluated regularly to strengthen the existing Health and Safety mechanism. Office infrastructures are designed and undergoes periodic maintenance to minimise ergonomic and communicable health issues. Being in a service industry, the workplaces are deemed to be non-hazardous and safe in nature. However, due to the inherent nature of the business, CMS' Cash Vaults and Cash Vans are constantly under special security arrangement against potential external threats and embezzlements. Through its Fire Safety Policy, the Company conducts awareness sessions to identify and addresses work-related hazards with respect to fire safety including common workplace fire hazards like flammable liquids, mismanaged stores, smoking buds, cords, wires and tripping hazards alongside earthquake safety and preparedness.
c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes. Any employee can report any work-related hazards to their respective site HR representatives and also through the Company's Human Resource Management System. Appropriate measures are taken to mitigate such reported hazards. However, being in a service industry, the workplaces are inherently non-hazardous in nature.
d) Do the employees/worker of the entity have access to non-occupational medical and healthcare services? Yes/No	Yes. The Company has tied up with a specialist service provider to give preferred services to all CMS employees under its Connect & Heal app - Alyve Health, that offers 24/7 online consultation, Diagnostics and Health Risk Assessment and also discounted medicines. All CMS employees can register on this App and raise their health concerns, which is then attended to by an expert medical professional. In addition, the Company has tied up with an Insurer to provide a Group Term Life Insurance Policy and a Medclaim policy to address the non-occupational medical and healthcare needs of its employees. Employees are educated about these policies during the induction and these policies are made available on the Company's intranet for ready reference.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	1.90	0.49
	Workers	NA	NA
Total recordable work-related injuries *	Employees	43	11
	Workers	NA	NA
No. of fatalities *	Employees	3	1
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

* All reported injuries and fatalities occurred due to road accidents outside the office premises, while the concerned employees were on official duty.

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

The Company has a robust framework for ensuring a safe & healthy environment for the workforce. The Company takes abundant precautionary measures to avoid any safety related incidents and is continuously evaluating possible technical and logistical solutions to reduce work related injuries and fatalities.

The Company routinely conducts health & safety audits to comprehensively assess health & safety practices and working conditions.

Through its Fire Safety Policy, which is available on the intranet portal and is accessible by all employees, the following measures are taken:

- Conduct regular fire safety awareness sessions to address the following:
 - Disseminate facts and understanding with regards to fire and its associated safety.
 - Identify, address, and reduce fire-related risks in the workplace.
 - Disseminate fire emergency procedures, building evacuation plan, plan and conduct fire drills for facilities.
 - Disseminate medical emergency procedures for both ambulance and non-ambulance emergencies.
 - Correct and safe selection and usage of fire extinguishers.
 - Identify special situations or individuals in the workplace that may require an emergency response rather than a standard response.
- Ensure earthquake preparedness that includes the following:
 - Disseminate earthquake emergency procedures, building evacuation plan and procedures and earthquake safety drills.
 - Disseminate medical emergency procedures
- Disseminate guidelines on incidents of theft of personal property, harassment, or personal assault.

Further, the Company takes the following measures to ensure a safe and healthy workplace:

- Comply with all applicable environment and safety laws, rules, and regulations as responsible business conduct.
- Set Health & Safety targets and goals annually to measure Health and Safety performance, strive to achieve superior results and continually improve.
- Identify work-related hazards, assess risks, and implement appropriate controls.
- Provide education and training to the Company's employees to ensure the knowledge, skills, and understanding to perform their responsibilities and duties at the highest level.
- Routinely review and verify performance with audits, evaluations and other quality assurance and quality control methods.
- Empower and expect employees and contractors to promptly report non-compliance or unsafe conditions and to take immediate action to prevent injuries or accidents.
- Provide relevant safety and health information to contractors and require them to provide proper training towards safe, environmentally sound execution of the work assigned to them.

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

Topic	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	The Company conducts internal audits to assess and address complaints.	Nil	Nil	The Company conducts internal audits to assess and address complaints.
Health & Safety	Nil	Nil		Nil	Nil	

14. Assessments for the year:

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

The Company conducts internal audits to assess health & safety practices and working conditions.

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

The Company encourages active involvement of its employees on reporting any non-compliances or unsafe conditions. Immediate action is taken to prevent injuries or accidents and to implement a mitigation plan to avoid future recurrences.

PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

ESSENTIAL INDICATORS

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

The Company identifies and categorizes its valued stakeholders as internal or external on the basis of the nature of their association with the Company.

The Company has identified internal stakeholder groups or individuals as those who work directly with the Company that includes employees and contractual support staff.

The Company has identified external stakeholder groups or individuals as those who are outside the Company and are affected in some way by the business decisions, that includes investors, regulators, value chain partners, customers, community & public at large, service providers, suppliers, vendors, media and government agencies & local authorities.

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 and contractual support staff	No	<ul style="list-style-type: none"> Regular, direct communication between managers, teams and individuals. Face-to-face, written, digital and broadcast communications, culture and engagement surveys that include emails and intra-departmental communications. Group recognition functions organized by Human Resource Department 	<ul style="list-style-type: none"> Ongoing and daily engagement at all levels as required by staff. 	<ul style="list-style-type: none"> Proper coordination
Investors (Shareholders)	No	<ul style="list-style-type: none"> Annual General Meetings Extraordinary General Meetings as and when called for. Investor/Analyst Meet/briefings for year end and /or quarterly results, announcements. Investor group meetings Individual meetings with financial media, shareholders and analysts. 	<ul style="list-style-type: none"> On a formal basis, after publishing quarterly, half-yearly and yearly results. On <i>ad hoc</i> basis and as requested by the financial media, investment analysts, and investors. 	<ul style="list-style-type: none"> To brief on business operations of the Company. Explanation/clarifications on financial results/material information available in the public domain.

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
Regulators	No	<ul style="list-style-type: none"> Interaction with various regulatory forums, meetings between regulators and management team including one-on-one discussions with various executive officials at prudential meetings as well as onsite meetings. 	<ul style="list-style-type: none"> As per the timelines provided/ allowed by the concerned Regulator/its officials. 	<ul style="list-style-type: none"> To facilitate effective and necessary compliance
Value chain partners	No	<ul style="list-style-type: none"> One-on-one interaction and meetings to discuss mutual expectations and for finalization of commercials and other ancillary requirements. 	<ul style="list-style-type: none"> Regular interaction with value chain partners on need basis 	<ul style="list-style-type: none"> To ensure sourcing of materials at competitive pricing
Customers	No	<ul style="list-style-type: none"> Interactions through sales agents, customer relationship managers, regional heads, senior management, and other alternate channels. Formal written correspondence, emails and telephonic conversation. 	<ul style="list-style-type: none"> Ongoing interaction which is dependent on customer needs and identified sales, service or guidance opportunities. 	<ul style="list-style-type: none"> Collaboration and better engagement
Community & public at large	Yes (Disadvantaged, Vulnerable and Marginalized communities who are beneficiaries of CSR initiatives)	<ul style="list-style-type: none"> Community building and engagement exercises through CSR channel partners and public engagement activities conducted by the Company. 	<ul style="list-style-type: none"> Ongoing - to create partnerships that serve to facilitate our sustainability activities and with channel partners including CSR activities. 	<ul style="list-style-type: none"> Positive impact assessment through beneficiaries
Service Providers, Suppliers and Vendors	No (Suppliers and vendors are selected as per MHA and RBI guidelines for compliance of provision of cash vans)	<ul style="list-style-type: none"> One-on-one negotiations and meetings for finalization follow up, and after sales service. 	<ul style="list-style-type: none"> Ongoing or as and when required or dictated by performance contracts and/or agreements. 	<ul style="list-style-type: none"> To ensure that materials and services are procured at competitive pricing.
Media	No	<ul style="list-style-type: none"> Interviews with key business Heads on relevant matters. Ongoing telephone and email interaction regarding media enquiries. 	<ul style="list-style-type: none"> Ongoing interactions in response to business related media enquiries as and when required. Regular interactions to share information and respond to media queries. 	<ul style="list-style-type: none"> Better brand and reputation management.
Government Agencies & Local Authorities	No	<ul style="list-style-type: none"> Various engagements with national, state and local level and participation in industry and sector forums. 	<ul style="list-style-type: none"> As per the applicable timelines or as and when deemed necessary. 	<ul style="list-style-type: none"> To facilitate public advocacy/representation.

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, in the following format:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	8041	8041	100%	7914	7914	100%
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total	8041	8041	100%	7914	7914	100%
Workers						
Permanent	Nil	Nil	Nil	Nil	Nil	Nil
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

The Company engages on a regular basis with employees to educate them on the Health and Safety measures and create awareness amongst them on the applicable human rights law. The Company also sends regular updates through emailers on the applicable laws and any amendment(s) thereto.

2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	7581	487	6%	7094	94%	7525	938	12%	6587	88%
Female	460	5	1%	455	99%	389	35	9%	354	91%
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
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

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

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in million)	Number	Median remuneration/salary/wages of respective category (₹ in million)
Board of Directors (BoD)*	4	2.50	2	2.50
Key Managerial Personnel (KMP)*	2	118.13	Nil	Nil
Employees other than BoD and KMP	7578	0.21	460	0.24
Workers	Nil	NA	Nil	NA

*Mr. Rajiv Kaul, Executive Vice-Chairman, Whole-time Director and Chief Executive Officer (KMP) is also a member of the Board of Directors and hence included in Board of Directors category. Therefore, only remuneration of Mr. Pankaj Khandelwal, President & Chief Financial Officer (CFO) and Mr. Debashis Dey, Company Secretary and Compliance Officer are considered for above disclosure.

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

	FY 2023-24	FY 2022-23
Employee Gross wages paid to females as % of total wages	5.62%	6.61%

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, as per the Company's Vigil Mechanism, protected disclosures on any human rights violation may be submitted by the concerned employee to the Vigilance Officer of the Company and in deserving cases, to the Chairman of the Audit Committee. The contact details of the concerned officials are mentioned in the Company's policy, which is available on the website of the Company www.cms.com and can be accessed here: <https://www.cms.com/corporate-governance/index>.

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

The Company's Vigil Mechanism and Whistle-Blower Policy incorporates mechanism to adequately safeguard employees and Directors from any victimization on raising of concerns of any violations of human rights issues. The employees of the Company have the right/option to report their concerns/grievances to the Vigilance Officer and/or to the Chairperson of the Audit Committee. The Company ensures confidentiality of such reported violations and assures protection against any discriminatory practices against such reporting employee.

As per the Company's Equal Opportunity Policy, if an employee feels that he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise the same with the local HR representative.

Further, pursuant to the Company's POSH Policy, an aggrieved person may make a written complaint to the Chairperson of the Internal Complaints Committee (ICC) of the Company.

On receipt of any such grievances, the matter is thoroughly investigated by the concerned Company Officials and appropriate disciplinary/remedial actions is taken as may be deemed appropriate.

Particulars of all complaints received under the whistle-blower mechanism/POSH along with actions taken thereon is also reported to the Audit Committee/Board on a quarterly basis.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment*	3	Nil	NA	1	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labor	Nil	Nil	NA	Nil	Nil	NA
Forced Labor/Involuntary Labor	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

* The complaints pertains to the subsidiary companies of the Company. The complaints were resolved after investigation by the Internal Complaints Committee (ICC) and disciplinary action were taken based on the findings.

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)*	3	1
Complaints on POSH as a % of female employees/workers	0.65%	0.26%
Complaints on POSH upheld	3	1

* The complaints pertain to the subsidiary companies of the Company. The complaints were resolved after investigation by the Internal Complaints Committee (ICC) and disciplinary action were taken based on the findings.

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

The Company's Vigil Mechanism and Whistle-Blower Policy adequately safeguards and protects complainants from any victimization on raising concerns of any violations of human rights issues. Complainants have the right/option to directly report their concerns/grievances to the Chairperson of the Audit Committee. The Company ensures confidentiality of such reports of violations and assures protection against any discriminatory practices against such complainant. There is an Internal Complaints Committee (ICC) constituted by the Company to address complaints and prevent adverse consequences to the complainant in discrimination and harassment cases.

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

Yes. Compliance with Human Rights requirements forms a part of the standard Vendor & Supplier Code of Conduct.

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	-

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

There were no significant risks/concerns identified from the assessments conducted for child labour, forced/involuntary labour, sexual harassment, discrimination at workplace and wages.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

ESSENTIAL INDICATORS

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

Parameter	FY 2023-24	FY 2022-23
From Renewal Sources		
Total electricity consumption (A) (GJ)	Nil	Nil
Total fuel consumption (B) (GJ)	Nil	Nil
Energy consumption through other sources (GJ)	Nil	Nil
Total energy consumption (A+B+C) (GJ)	Nil	Nil
From Non Renewal Sources		
Total electricity consumption (D)	78,522	70,219
Total fuel consumption (E)	412,156	372,756
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	490,678	442,975
Total energy consumed (A+B+C+D+E+F)	490,678	442,975
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million ₹)	0.000024	0.000030
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	0.00050	0.00053
Energy intensity in terms of physical output	121.46	111.95
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

The manufacturing unit of the Company is in its nascent stage and is not energy intensive. The Company does not own any captive power generating units and directly procures power from the state energy grid for normal office operations.

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 carried out any independent assessment/evaluation/assurance by an external agency.

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

No, the Company does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. Hence, no targets have been set under the PAT scheme.

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kiloliters)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater/desalinated water	NA	NA
(v) Others (Rainwater storage)	NA	NA
Total volume of water withdrawal (in kilo liters) (i + ii + iii + iv + v)	NA	NA
Total volume of water consumption (in kilo liters)	NA	NA
Water intensity per rupee of turnover (Water consumed/turnover) (kl per crore ₹ of revenue)	NA	NA
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	NA	NA
Water intensity in terms of physical output	NA	NA
Water intensity (optional)	-	-

*NA: Not Applicable

Note: The Company does not engage in manufacturing or any water-intensive processes. The Company utilizes water only for routine office purposes which is negligible.

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 carried out any independent assessment/evaluation/assurance by an external agency.

4. Provide the following details related to water discharged:

Parameters	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	NA	NA
- No treatment	NA	NA
- With treatment - please specify level of treatment	NA	NA
(ii) To Ground Water		
- No treatment	NA	NA
- With treatment - please specify level of treatment	NA	NA
(iii) To Sea Water		
- No treatment	NA	NA
- With treatment - please specify level of treatment	NA	NA
(iv) Sent to third parties		
- No treatment	NA	NA
- With treatment - please specify level of treatment	NA	NA
(v) Others		
- No treatment	NA	NA
- With treatment - please specify level of treatment	NA	NA
Total water discharged (in kiloliters)	NA	NA

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 carried out any independent assessment/evaluation/assurance by an external agency.

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

Since there is negligible usage of water by the Company, it has not implemented a mechanism for Zero Liquid Discharge.

Wastewater generated by the Company's offices from domestic purposes and discharged through municipal wastewater discharge system.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	mg/m ³	NA	NA
SOx	mg/m ³	NA	NA
Particulate matter (PM)	mg/m ³	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	mg/m ³	NA	NA
Others - please specify	PPM	NA	NA

The Company has initiated the process for Stack Emissions monitoring of Diesel Generators (DG) owned by the Company.

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 carried out any independent assessment/evaluation/assurance by an external agency.

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

Parameter	Unit	FY2023-24 (Current Financial Year)	FY2022-23 (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)	tCO ₂ e	30,092.18	27,133.40
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	15,617.17	13,965.87
Total of Scope 1 emissions + Scope 2 emissions	tCO ₂ e	45,709.35	41,099.27
Total Scope 1 and Scope 2 Emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations) (in millions)	tCO ₂ e	0.0000020	0.0000021
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for purchase power parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)		0.000046	0.000049
Total Scope 1 and Scope 2 emission intensity in terms of physical output		11.31	11.39

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 carried out any independent assessment/evaluation/assurance by an external agency.

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

The Company has taken the following initiatives to address Green House Gas (GHG) emissions reduction:

- The Company utilizes BS-VI certified security vans to facilitate transportation of cash as "Cash Carry Vans" on account of providing cash management services and is compliant with the Ministry of Home Affairs (MHA) and the Reserve Bank of India (RBI).
- The Company utilizes Vision AI Solution to reduce and monitor the energy consumption of AC and its facilities. The use of motion sensors and relays result in optimization of energy used, subsequently reducing GHG emissions.
- The Company is planning to introduce a green fleet with vehicles in 10-15 cities by shifting from Diesel to CNG and integrating the same in the overall cash management services. Hence by transitioning to clean fuels, the Company is planning to reduce its Scope 3 GHG Emissions.
- Additionally, the Company has installed sensor-based light switches in workstations and washroom areas and replaced all CFL lighting with LEDs in offices to reduce energy consumption, subsequently reducing GHG emissions.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tons)		
Plastic waste (A)	24.46	17.87
E-waste (B)*	0.18	Not Available
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	48	NA
Battery waste (E)*	Not Available	Not Available
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	Not Available	Not Available
Total (A+B + C + D + E + F + G+ H)	72.64	17.87
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations)	0.003 MT	0.0009 MT
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	0.073	0.021
Waste intensity in terms of physical output	0.018	0.004
Waste intensity (optional) - the relevant metric may be selected by the entity	-	-

Parameter	FY 2023-24	FY 2022-23
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
For each category of waste generated, total waste recovered by nature of recovery method (in metric tons)		
Category of waste: Plastic waste (A)		
(i) Recycled	0.17	Nil
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
Total	0.17	Nil
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste: Plastic waste (A)		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	24.29	17.87
Total	24.29	17.87
For each category of waste generated, total waste recovered by nature of recovery method (in metric tons)		
Category of waste: E-waste (B)		
(i) Recycled	Nil	NA
(ii) Re-used	Nil	NA
(iii) Other recovery operations	Nil	NA
Total	Nil	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste: E-waste (B)		
(i) Incineration	Nil	NA
(ii) Landfilling	Nil	NA
(iii) Other disposal operations	0.18	NA
Total	0.18	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tons)		
Category of waste: Construction and demolition waste (D)		
(i) Recycled	Nil	NA
(ii) Re-used	Nil	NA
(iii) Other recovery operations	Nil	NA
Total	Nil	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste: Construction and demolition waste (D)		
(i) Incineration	Nil	NA
(ii) Landfilling	Nil	NA
(iii) Other disposal operations	48	NA
Total	48	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tons)		
Category of waste: Battery waste (E)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste: Battery waste (E)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

Parameter	FY 2023-24	FY 2022-23
For each category of waste generated, total waste recovered by nature of recovery method (in metric tons)		
Category of waste: Other Non-hazardous waste generated (H)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste: Other Non-hazardous waste generated (H)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

Note: NA = Not Applicable

The Company does not engage in manufacturing and hence there is no hazardous waste, bio-medical waste and radioactive waste from its activities.

*With respect to Battery waste, the Company returns all batteries and its associated waste to the Original Equipment Manufacturers (OEMs). Hence, the responsibility of tracking and monitoring its associated recycling/disposal lies with the OEMs.

*With respect to E-waste, the Company disposes the same through authorized e-waste vendors.

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 carried out any independent assessment/evaluation/assurance by an external agency.

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

Being a good corporate citizen, the Company understands its responsibility towards environment and has the following approach towards waste management:

- Being compliant with the applicable waste management laws including e-waste regulations under E-waste (Management) Rules of 2016.
- Strategically intends to reuse and extend the life of its IT and electronic devices to best utilize IT and office infrastructure and reduce wastage.
- Ensuring that all wet and dry waste generated are segregated and disposed through municipal waste collectors.

The Company, through its E-Waste Management Guidelines: <https://www.cms.com/index> and E-Waste Disposal Policy, which is available on the intranet portal, improves the environmental impact of its e-waste by considering their impact at end-of-life/entire lifecycle, from cradle-to-grave through the following process:

- Users submit non-working/non-repairable IT/electronic items to IT/Admin department at branch locations.
- The IT team inspects the IT items and Admin team inspects non-IT electronic items for confirmation of non-repairability/non-usability of material.
- Post inspection, the team prepares a list of disposable items and gets necessary approvals from IT Manager/Admin Head for initiating the disposal process.
- Post approvals, the list is shared with E-Waste partner for inviting proposal.
- The proposal received is shared with the Finance Head for commercial approval.
- Post the approval, the disposable material is handed over to the e-waste recycler and E-Waste Disposal certificate is received.

The manufacturing business of the Company is in its nascent stage, hence there is no usage of hazardous and toxic chemicals in processes.

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

The Company does not have operations/offices in/around any ecologically sensitive areas (ESAs) or ecologically fragile areas (EFAs).

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

Environmental Impact Assessments of projects is not applicable to the Company for FY 2023-24.

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

Sr.	Specify the law/regulation/guidelines which was not complied with	Provide details of Non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes. The Company is compliant with all applicable environmental law/regulations/guidelines in India and rules thereunder. There were no non-compliances during the reporting year.

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 has four affiliations with 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.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National/International)
1.	Cash Logistics Association (CLA)	National
2.	Confederation of ATM Industry (CATMI)	National
3.	Currency Cycle Association (CCA)	National
4.	The Monitoring Association	International

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

None. The Company is committed to conducting its business solely on the basis of free and fair competition and strictly complies with all applicable laws.

Name of Authority	Brief of the case	Corrective action taken
NA	NA	NA

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)	Resulted communicated in public domain	Relevant Web-Link
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Social Impact Assessments (SIA) of projects is not applicable to the Company for the reporting year.

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

Sr.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
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None. The Company does not facilitate any project which can lead to the displacement of people and would require Rehabilitation and Resettlement (R&R).

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

As a part of CSR initiatives, CMS engages with community by way of its volunteers and employees. Other than direct feedback, the Company's grievance redressal mechanism also incorporates mechanism for acceptance of grievances from the community.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/Small producers *	13%	16%
Sourced directly from within India	83%	91%

*includes services

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

Location	FY 2023-24	FY 2022-23
Rural	0.18%	0.20%
Semi-Urban	7.38%	7.07%
Urban	24.47%	17.40%
Metropolitan	67.97%	75.33%

(Categorized as per RBI Classification System - rural/semi-urban/urban/metropolitan)

*Report based on employee mapping done at Branch level.

PRINCIPLE 9: BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN RESPONSIBLE MANNER

ESSENTIAL INDICATORS

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

The Company employs electronic communications (such as email) as its primary communication channel for addressing any customer complaints, and strives to provide responses within a 24-hour turnaround time. Additionally, CMS conducts monthly meetings with its key customers to capture and address their feedback. In addition to this ongoing feedback mechanism, CMS conducts an annual Net Promoter Score ('NPS') survey to gather a summary on the feedback and ratings from its customers.

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

The Company does not engage in significant manufacturing. Hence, there are no Environment and Social parameters relevant to the product.

The Company engages with an authorized e-waste recycler to facilitate safe recycling/disposal of e-waste in a safe and responsible manner.

3. Number of consumer complaints

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising				Nil	Nil	NA
Cybersecurity	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others	Nil	Nil	NA	Nil	Nil	NA

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

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

The Company engages in the provision of services to other businesses. Hence, there are no instances of product recalls on account of safety issues.

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

Yes. The Company has a comprehensive policy structure to address cyber security and risks related to data privacy by protecting personal information including sensitive personal data or information of individuals collected, received, possessed, stored, dealt with or handled by the Company through its Privacy Policy: <https://www.cms.com/index>.

The Company's Information Security Policy, which is available on the intranet portal and is accessible to all its employees, covers additional policies as follows:

- Information Classification Policy
- Access Control Policy
- Data Security Encryption Policy
- Data Retention Retrieval and Media Disposal Policy
- Change Management Policy
- Password Management Policy
- Network Security Policy
- Firewall Updates Policy
- Audit Logging and Monitoring Policy
- Patch Management Policy
- Malicious Code Policy
- Application Development Policy
- Vulnerability Management Policy
- Physical Access Control Policy
- Remote Access Policy
- Risk Assessment Methodology
- Third Party Management Policy
- Roles and responsibilities Policy
- Device Backup Policies
- Privileges and Restrictions Policy
- Incident Management Policy

- Technology Usage Policy
- Clear Desk & Screen and Mobile Computing Policy
- Email Policy
- Acceptable Usage Policy
- Mobile Device Policy

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

None. There are no 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 services for the reporting year.

7. Provide the following information relating to data breaches:

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