

# **Share India Securities Limited**

(CIN: L67120GJ1994PLC115132) Member: NSE, BSE, MCX, & NCDEX Depository Participant with CDSL

SEBI Registered Research Analyst & Portfolio Manager

**September 03, 2024** 

To,

Department of Corporate Services BSE Limited P J Towers, Dalal Street, Fort, Mumbai - 400001

Scrip Code: 540725

To,

The Listing Department National Stock Exchange of India Limited

Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra (E),

Mumbai - 400051

**SYMBOL: SHAREINDIA** 

Sub: Submission of Business Responsibility and Sustainability Report for the financial year 2023-24

Dear Sir,

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report for the financial year 2023-24, which also forms part of the Annual Report of the Company for the aforesaid financial year.

Please take the same on your records.

Thanking you,s

Yours faithfully,

For Share India Securities Limited

Vikas Aggarwal Company Secretary & Compliance Officer M. No. F5512



# **Business Responsibility & Sustainability Report**

## **SECTION A: GENERAL DISCLOSURES**

## I. Details of the listed entity

Sr.	Particulars	Financial Year 2023-2024
No.		
1.	Corporate Identity Number (CIN) of the Listed Entity	L67120GJ1994PLC115132
2.	Name of the Listed Entity	Share India Securities Limited
3.	Year of incorporation	12/07/1994
4.	Registered office address	Unit no. 615 and 616, 6th Floor, X-Change Plaza, Dalal
		Street Commercial Co-operative Society Limited, Road 5E,
		Block 53, Zone 5, Gift City, Gandhi Nagar, Gujarat-382355
5.	Corporate address	A-15, Sector-64, Noida, Gautam Buddha Nagar, Uttar
		Pradesh-201301
6.	E-mail	secretarial@shareindia.com
7.	Telephone	0120-4910000
8.	Website	www.shareindia.com
9.	Financial year for which reporting is being done	April 01, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited & National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 41,92,07,190/-
12.	Name and contact details (telephone, email address) of	Mr. Vikas Aggarwal, Company Secretary and Compliance
	the person who may be contacted in case of any queries	Officer
	on the BRSR report	Contact Details: 0120-4910004
		Email ID: vikas_cs@shareindia.com
13.	Reporting boundary - Are the disclosures under this report	Standalone Basis
	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).	
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

## II. Products/services

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

Sr.	Description of	Description of Business Activity	% of Turnover
No.	Main Activity		of the entity
1.	Financial Service	Stock Broking & Depository services and distribution of financial	13.50%
		products	
2.	Financial Service	Trading in Securities	77.65%

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

Sr.	Product/Service	NIC Code	% of total Turnover
No.			contributed
1.	Trading in securities	64990	77.65%
2.	Stock Broking Services (Securities, Commodities Brokerage and Currency	66120	13.50%
	Derivatives Services), Depository Services and Distribution of financial products.		

# 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	0	121	121
International	0	0	0

<sup>\*</sup> The Company is in the business of providing financial services and does not undertake manufacturing activity. Hence, the Company does not have any plant.

## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	16
International (No. of Countries)	0

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

0%

### c. A brief on types of customers

Share India has established itself as a significant player in the financial services industry, especially in Algotrading solutions. The wide range of services, from retail to institutional broking, depository services, and wealth management, indicates a comprehensive approach to meeting the diverse needs of your clientele. Our emphasis on transparency, honesty, and customer-centricity is commendable and likely contributes to the trust we've earned from our clients over the years. Serving a broad spectrum of clients, including banks, mutual funds, high net worth individuals and retail investors, demonstrates the versatility and adaptability of our services. With over three decades of experience and a focus on continual improvement, we are well-positioned to continue our growth trajectory and contribute to the financial landscape of India and beyond.

#### IV. Employees

#### 20. Details as at the end of Financial Year:

## a. Employees and workers (including differently abled):

Sr.	Particulars	Total	M	lale	Fer	male
No.		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
EMP	LOYEES					
1	Permanent (D)	3718	3095	83.24%	623	16.76%
2	Other than Permanent (E)	0	0	0	0	0
3	Total employees (D + E)	3718	3095	83.24%	623	16.76%
WOF	RKERS					
4	Permanent (F)					
5	Other than Permanent (G)			Not Applicab	le	
6	Total workers (F + G)	<del></del>				

### b. Differently abled Employees and workers:

Sr.	Particulars	Total	Male		Female	
No.		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
DIFF	ERENTLY ABLED EMPLOYEES					
1	Permanent (D)	22	19	86.36%	3	13.64%
2	Other than Permanent (E)	0	0	0	0	0
3	Total differently abled employees (D + E)	22	19	86.36%	3	13.64%
DIFF	ERENTLY ABLED WORKERS					
4	Permanent (F)					
5	Other than Permanent (G)			Not Applicab	le	
6	Total differently abled workers (F + G)					

<sup>\*</sup>Due to nature of our business, we are not required to employ worker category staff

## 21. Participation/Inclusion/Representation of women

	Total	No. and percer	ntage of Females
	(A)	No. (B)	% (B / A)
Board of Directors	18	3	16.67%
Key Management Personnel*	2	0	0

<sup>\*</sup>Details given for KMPs, who are not directors



## 22. Turnover rate for permanent employees and workers

	FY 2023-24		FY 2022-23			FY 2021-22			
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	41.23%	18.40%	37.08%	49.41%	38.02%	46.56%	12.56%	15.69%	13.62%
Permanent Workers				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 (A)	Indicate whether holding/ subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/No)
1.	Share India Capital Services Private Limited	Subsidiary	100%	Yes
2.	Share India Fincap Private Limited	Subsidiary	100%	Yes
3.	Share India Global Pte Limited	Subsidiary	100%	Yes
4.	Share India Smile Foundation	Subsidiary	100%	Yes
5.	Share India Insurance Brokers Private Limited	Subsidiary	94.34%	Yes
6.	Share India Securities (IFSC) Private Limited	Subsidiary	100%	Yes
7.	Total Securities (IFSC) Private Limited	Subsidiary	100%	Yes
8.	Share India AlgoPlus Private Limited (formerly known	Subsidiary	100%	Yes
	as Total Commodities (India) Private Limited)			
9.	Algowire Trading Technologies Private Limited	Subsidiary	51.00%	Yes
10.	uTrade Solutions Private Limited	Subsidiary	63.50%	Yes

<sup>1.</sup> During the year under review, Share India Insurance Brokers Private Limited has ceased to be Wholly-owned Subsidiary of the Company w.e.f. December 02, 2023.

### VI. CSR Details

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

a.	Turnover (in ₹)	11,19,01,11,152.87
b.	Net worth (in ₹)	13,01,66,64,183.29

## 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	Grievance Redressal		FY 2023-24		i	Y 2022-23	
group from whom complaint is received	(Yes/No)* t (If Yes, provide	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes, we have Community Grievance Redressal Policy, which can be accessed at https://www.shareindia.com/wp-content/uploads/data/uploads/Investor_Relations_Files/IRFile_Name_1700729941.pdf	0	0	N.A.	0	0	N.A.
Investors (other than shareholders)	Yes, we have Whistle Blower Policy, which can be accessed at https://www.shareindia.com/ wp-content/uploads/data/uploads/ Investor_Relations_Files/IRFile_ Name_1686225825.pdf	1	0	N.A.	0	0	N.A.

<sup>2.</sup> Total Securities Overseas Limited, which was the Wholly-owned Subsidiary of the Company, has been liquidated and currently it is under the process of winding up.

<sup>3.</sup> Silverleaf Securities Research Private Limited, a subsidiary of the Company, has been incorporated with the Registrar of Companies, Gujarat, on July 03, 2024.

Stakeholder			FY 2023-24		Ī	FY 2022-23	
group from whom complaint is received	Mechanism in Place (Yes/No)* (If Yes, provide web-link of grievance redressal mechanism)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Shareholders	Yes, we have Whistle Blower Policy, which can be accessed at https://www.shareindia.com/ wp-content/uploads/data/uploads/ Investor_Relations_Files/IRFile_ Name_1686225825.pdf	17	0	N.A.	15	1	N.A.
Employees and workers	Yes, grievance redressal mechanism is available on the intranet to employees. Also, employees can raise their grievances through Company's Whistle Blower Policy & Vigil Mechanism at https://www.shareindia.com/wp-content/uploads/data/uploads/Investor_Relations_Files/IRFile_Name_1686225825.pdf	0	0	N.A.	0	0	N.A.
Customers	Yes, we have Community Grievance Redressal Policy, which can be accessed at https://www.shareindia.com/ wp-content/uploads/data/uploads/ Investor_Relations_Files/IRFile_ Name_1700729941.pdf	1	0	N.A.	1	1	Complaint resolved on April 25, 2023
Value Chain Partners	Yes, we have Whistle Blower Policy, which can be accessed at https://www.shareindia.com/ wp-content/uploads/data/uploads/ Investor_Relations_Files/IRFile_ Name_1686225825.pdf	0	0	N.A.	0	0	N.A.
Others	Yes, they can also reach us at our customer care number.	0	0	N.A.	0	0	N.A.

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

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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Innovation and Digitization	Opportunity	Innovation keeps businesses relevant and stays ahead of the competition. It allows them to add help in adding value to the industry and meeting customers' needs. The demand for and acceptance of digitization is growing due to smart phone penetration and availability of low cost internet data across the global access and including rural areas.	Not Applicable	Positive The Company believes that innovation will pave the way for its steady growth, and digitization will lead to the conduct of business in an environment friendly and cost-effective manner.



Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Community and Social Impact	Opportunity	Share India is always committed to spreading goodness to the community by engaging with communities and helping them through various activities and events, for e.g., women returnship program, Yearly blood donation camps, plantation drives, donation drives with NGOs, etc. Donating for social causes which the Company supports, develops a culture of 'giving back' to the society	Not Applicable	Positive By carrying out the activities aimed at helping the community, we increase our visibility and create a sense of belonging in the community. These activities not only improve our corporate goodwill and social reputation but also resonate with community sentiments and aspirations, which will help in our sustainable growth in the longer run
3	Human Capital and Talent Management	Opportunity	Human Capital is one of the key strategic and imperative resource for the Company, and it is very important for the Company to attract and retain talent so that the business strategies of the Company are executed in a proper and timely manner.	Not Applicable	Positive Human Capital and Talent Management enables Share India to maintain its competitive advantage and ensures that the Company has the appropriate skill set to execute the business strategy. These actions attract and retain talent, motivate employees, improve their well-being, enhance productivity and foster business innovation
4	Data Security & Customer Privacy	Risk	based on the amount of personal data they collect, their exposure to evolving or increasing privacy regulations, their vulnerability to potential data breaches, and their data protection systems.  Share India relies on its technology infrastructure. As the majority of transactions are processed digitally, which involves cyber/ information security risk. To protect its businesses, customers, infrastructure and internal users from security threats, it is critical for Share India to focus on data privacy and cyber security by implementing measures	information technology/ cyber security risk which set forth limits, mitigation strategies and internal controls. Cyber Security and Cyber Resilience Policy are in place for protecting the organization's cyberspace against cyber-attacks, threats and vulnerabilities. The Company is continuously working upon enhancing data privacy and cyber security to improve security posture. Also, all the activities and IT systems of the Company are	A breach of data security or customer privacy may expose us to reputational risk, litigation risk and also regulatory risk in the form of disciplinary action,

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)
5	Transparency in Product & Service Offerings	Risk	Transparency in product and service offerings is crucial for an online trading platform. It builds trust among clients, promotes fair and informed decision-making, and fosters a level playing field. Transparent disclosure of fees, charges and terms helps clients understand the true costs of investing. Clear information about investment options, risks, and performance enables clients to make well-informed choices. Additionally, transparent reporting on execution quality and order handling practices ensures fairness and minimizes conflicts of interest. Ultimately, transparency enhances the platform's reputation, attracts and retains clients, and contributes to a healthy and trustworthy trading environment.	ensure Share India's objectives in operating as a transparent organization. The Company aims at inculcating appropriate procedures and actions are in place in case any	Negative  Non-transparency in product and service offerings may cause loss of reputation and customers of the Company thereby adversely impacting businesses of the Company. It may further lead to regulatory issues resulting in restrictions on the business of the Company.

# **SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

Sr. No.	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Policy and management processe	s								
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
С	Web Link of the Policies, if available	https://v	porate pol vww.share npany are	eindia.com	n/static/inv	vestor-pol	icies.aspx	k. Some o	f the polic	
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, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.				No	t Applicab	ole			



Sr.	Disclosu	re Quest	ions	P1	P2	P3	P4	P5	P6	P7	P8	P9
No.												
_	0 '6			1 41 01				c: 1				

timelines, if any.

Specific commitments, goals and At Share India, we have made specific goals related to Environmental, Social, and targets set by the entity with defined Governance (ESG). These goals serve as our strategy to deliver & perform consistently so that long term value can be created. Some of the issues that we wish to tackle in the near future are into the domains of waste management, fostering community upliftment, increased awareness of ESG Principles among our stakeholders and adoption of inclusivity of employees from diverse backgrounds & categories.

Performance of the entity against targets along-with reasons in case the same are not met.

Share India is dedicated to upholding its commitments, goals, and targets. the specific commitments, goals and We have taken steps towards achieving our ESG Goals as described below:

# Waste Management:

In order to prevent food waste, we have launched initiatives that reduce food wastage and create awareness campaigns in our office(s). Further the Company has started the empanelment of recycling vendors for safe disposal of paper, plastic and e-waste generated within the organization as per authorities' guidelines.

#### **Community Upliftment:**

Under its CSR arm, the company has supported marginalized group in providing healthcare facilities, vocational trainings, empowering women through various development initiatives and supporting differently-abled people through training and placements.

#### Increased awareness of ESG Principles among our stakeholders:

The Company organizes various awareness program such as Mental Health Day, World Kindness Day, and International Day for the Elimination of Violence against Women, Cyber security awareness and more.

#### **Employee Diversity:**

In order to increase the female workforce percentage, Share India has started "Women Returnship Programs". Also, the Company has launched "Program Equal Steps" for training and hiring deaf and hard of hearing people to build an empowered inclusive community.

## Governance, leadership and oversight

#### 7 Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements

"Sustainability isn't just a commitment, it's our compass for responsible action, guiding us towards a future where Environmental, Social and Governance principles converge for lasting positive impact".

As an Environmental, Social, and Governance (ESG) Head overseeing Business Responsibility and Sustainability initiatives at Share India, I'm proud to share our journey in addressing ESG challenges. In a rapidly evolving landscape, we have encountered numerous obstacles, but also seized opportunities to make meaningful changes.

Our commitment to transparency and accountability motivates us to do regular assessment to be able to improve our performance. We have a team of dedicated individuals which works on ESG activities in the Company. The team meets at regular intervals to track the progress of our ESG activities, deviation thereof and take corrective action where necessary. This process helps us to identify our areas of improvement, prepare a road map to achieve our goals and also to set a new target for ESG related developments. However, our work is far from complete.

We recognize the need for ongoing innovation and collaboration to address complex societal and environmental challenges. Looking ahead, we remain steadfast in our dedication to advancing sustainability, driving positive social impact and upholding the highest standards of corporate governance.

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

Business Responsibility and Sustainability Reporting Committee

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

#### If Yes please provide details

Yes, the Company has a Business Responsibility and Sustainability Reporting Committee to monitor various aspects of social, environmental, and governance.

## 10 Details of Review of NGRBCs by the Company

	Sub	ject for Review	Direc							aken by er Comi	
			P1	P2	P3	P4	P5	P6	P7	P8	P9
	a.	Performance against above policies and follow up action			C	ommitt	ee of t	he Bo	ard*		
		Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances			C	ommitt	ee of t	he Bo	ard*		
11	ass	the entity carried out independent essment/evaluation of the working of its cies by an external agency? (Yes/No).	No, however all the policies and procedures are subject to audits/reviews done internally in the Company from time to time								
	If ye	s, provide name of the agency.				Not Ap	plicabl	е			
12.	If a	answer to question (1) above is "No" i.e. P1 all Principles are covered by a policy, sons to be stated:	P2	P3	3 P	4 F	P5	P6	P7	P8	P9
	a.	The entity does not consider the Principles material to its business (Yes/No)									
	b.	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
	C.	The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not Applicable								
	d.	It is planned to be done in the next financial year (Yes/No)									
	e.	Any other reason (please specify)									

# 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	5	Nature of Industry, Role and Responsibility, Business Model	55.05%
Directors		of the company.	
		Physical and Virtual Meetings processes	
		SEBI (Prohibition of Insider Trading) Regulations, 2015	
		Corporate Social Responsibility under the Companies Act, 2013	
		Business Responsibility and Sustainability Reporting and its Principles	
Key Managerial	5	Nature of Industry, Role and Responsibility, Business Model	100.00%
Personnel		of the company.	
		Conducting Physical and Virtual Meetings processes	
		SEBI (Prohibition of Insider Trading) Regulations, 2015	
		Corporate Social Responsibility under the Companies Act, 2013	
		Business Responsibility and Sustainability Reporting and its Principles	
Employees other	33	The Employees were trained & made aware on various Wellness	28.04%
than BOD and		& Safety Programs, Human Rights issues, Digital Security &	
KMPs		Governance related issues.	
Workers		Not Applicable	



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

		Monetary			
	NGRBC Principle	Name of the regulatory/ enforcement agencies/judicial institutions	Amount (In INR) (For Monetary Cases only)	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

		Non Monetary		
	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.

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

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/No) If Yes, Provide details in brief and if available Provide a web link to the policy

Yes, the Company has an Anti-Corruption and Bribery policy and the same can be accessed at https://www.shareindia.com/wp-content/uploads/data/uploads/Investor\_Relations\_Files/IRFile\_Name\_1694416675.pdf, the policy is applicable to all employees, Directors, and other stakeholders of the Company and states zero tolerance towards any form of bribery and corruption.

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	FY 2022-23
Directors		
KMPs		NIII
Employees Workers		Nil
Workers	-	

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

Case Details	FY 20	23-24	FY 2022-23	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of	NIL	NIII	NIII	NIII
Conflict of Interest of the Directors	INIL	NIL	NIL	NIL
Number of complaints received in relation to issues of	NIII	NIII	NIII	N.III
Conflict of Interest of the KMPs	NIL	NIL	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.

Not Applicable

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

Particular	FY 2023-24	FY 2022-23
Number of days of accounts payables	29.65	26.40

#### 9. Open-ness 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:

Parameters		Metrics	FY 2023-24	FY 2022-23
Concentration of	a.	Purchases from trading houses as % of	Nil	Nil
Purchases		total purchases	INII	IVII
	b.	Number of trading houses where	Nil	Nil
		purchases are made from	INII	INII
	C.	Purchases from top 10 trading houses as %	Nil	Nil
		of total purchases from trading houses	INII	INII
Concentration of	a.	Sales to dealers/distributors as % of total	Nil	Nil
Sales		sales	INII	INII
	b.	Number of dealers/distributors to whom	NIII	NIII
		sales are made	Nil	Nil
	C.	Sales to top 10 dealers /distributors as % of	Nil	Nil
		total sales to dealers/distributors	INII	INII
Share of RPTs in	a.	Purchases (Purchases with related parties/	Nil	Nil
		Total Purchases)	INII	INII
	b.	Sales (Sales to related parties/Total Sales)	0.50%	0.27%
	C.	Loans & advances (Loans & advances given	0.000/	100.000/
		to related parties/Total loans & advances)	8.60%	100.00%
	d.	Investments (Investments in related parties/	00.100/	00.040/
		total investments made)	28.18%	88.84%

#### LEADERSHIP INDICATORS

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

Total number of awareness programmes held	Topics/principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Awareness Programme about Business Responsibility and Sustainability Reporting and Its Principle	72.37%

## 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 processes in place to manage conflict of Interest of Board Members. The Company has a policy of Conflict of Interest, applicable on the Board of Directors and Employees of the Company and relevant associated persons with respect to all interactions with the clients.

The Company has instituted a robust framework to effectively manage conflicts of interest, encompassing various procedures and controls. Firstly, we have implemented stringent process to prevent or regulate the exchange of information in activities posing a risk of conflict, thus safeguarding the interests of our clients. Secondly, measures are in place to prevent any undue influence over the execution of capital market services, ensuring the impartiality and integrity of our operations. Additionally, our organization maintains Chinese walls to restrict the flow of sensitive information, coupled with physical departmental separation and information sharing solely on a "Need to Know Basis." Furthermore, employees are obligated to exhibit fairness and transparency in all dealings on behalf of the company, refraining from accepting personal gifts or hospitality from business associates. Moreover, the appointment of Independent Internal Auditors ensures the continual maintenance and effectiveness of our systems and controls, with direct reporting to the Board of Directors. Compliance with personal account dealing requirements is ensured through approval from the Compliance Team, governed by specific codes of conduct. Access to electronic data is regulated to prevent the dissemination of unauthenticated news, minimizing the risk of conflicts arising from misinformation. Employees are governed by a comprehensive internal code of conduct, which includes restrictions on dealing in securities and maintaining client confidentiality, ensuring adherence to high standards of integrity. Oversight by the Compliance Team ensures the appropriateness of internal controls, with shared responsibility between the Board of Directors and the Compliance Team for policy maintenance. Any potential conflict of interest is promptly reported to the head of the Compliance Team for determination, with disclosure to clients when necessary to manage conflicts transparently.



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*	FY 2022-23	Details of improvements in environmental and social impacts
1	R&D	0	0	-
2	Capex	0	0	-

<sup>\*</sup>The Company is primarily into financial services including stock broking and distribution, hence, the relevance of the above is largely restricted to capital expenditure incurred by the Company towards information technology.

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

Share India Securities Limited is committed to sustainable sourcing practices, and actively encourages its vendors to adhere to ethical standards that benefit society. To this end, we have implemented a practice of distributing our 'supplier code of conduct' to all our vendors, urging their active participation in fostering a sustainable and responsible business ecosystem within the economy.

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

The Company has sourced 23.38% input material sustainably.

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	Not Applicable
(c)	Hazardous waste	Not Applicable
(d)	other waste	

4. a Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No):

Not Applicable

b If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?

Not Applicable

c If not, provide steps taken to address the same

Not Applicable

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:

				% o	f employee	es covered	l by				
Category	Total (A)	Health in	nsurance	Accident	insurance	e 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)
				P	ermanent	employees	S				
Male	3095	517	16.67%	344	11.11%	NA	NA	3095	100%	3095	100%
Female	623	118	18.94%	51	8.19%	623	100%	NA	NA	623	100%
Total	3718	635	17.07%	395	10.62%	623	16.76%	3095	83.24%	3718	100%
				Other t	than perma	nent emp	loyees				
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

<sup>\*\*</sup>Note: Day Care benefits are arranged as per employee requirements.

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

	% of employees covered by										
Category	Total (A)	Health in	nsurance	Accident	insurance	Maternity benefits		Paternity Benefits		Day Care facilitie	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
					Permanen	t workers					
Male											
Female		Not Applicable									
Total											
				Other	r than pern	nanent wo	rkers				
Male											
Female		Not Applicable									
Total											

# 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*	0.016%	0.0098%

<sup>\*</sup> Besides the initiatives for which the Company incurred the costs as quantified in this table, the Company organized several other events for well-being of its employees, like yoga classes, health checkups, blood donation camps, etc., where no charges or commercials were involved.

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

Benefits		FY 2023-24			FY 2022-23	
	No. of	No. of	Deducted and	No. of	No. of	Deducted and
	employees	workers	deposited	employees	workers	deposited
	covered	covered as	with the	covered	covered as	with the
	as a % of total	a % of total	authority	as a % of total	a % of total	authority
	employees	workers	(Y/N/N.A.)	employees	workers	(Y/N/N.A.)
PF	28.59%	N.A.	Yes	22.54%	N.A.	Yes
Gratuity	100%*	N.A.	N.A.	87.85%	N.A.	N.A.
ESI	9.49%	N.A.	Yes	7.71%	N.A.	Yes
Others  – please specify	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

<sup>\*</sup>eligible employees are covered.

# 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?

The infrastructure of SISL has been duly constructed keeping in mind the maximum accessibility to differently abled employees. Well maintained elevators connect all the floors making it convenient for the differently abled employees to move within the facility. Also, ramp facility is available to ensure smooth movement.

## If not, whether any steps are being taken by the entity in this regard.

Not Applicable

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?

Yes, the Company has adopted Equal Employment Opportunity and Non-Discrimination Policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and provides a framework which is committed towards the empowerment of persons with disabilities.

#### If so, provide a web-link to the policy.

The Policy can be accessed at https://www.shareindia.com/wp-content/uploads/data/uploads/Investor\_Relations\_Files/IRFile\_Name\_1687348586.pdf



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

Gender	Permanent E	imployees*	Permanent Workers			
	Return to work rate Retention Rate		Return to work rate	Retention Rate		
Male						
Female		Not Applicable				
Total						

<sup>\*</sup>There is no employee who has availed Parental leave during FY 2023-24

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 Applicab	le
Other than Permanent Workers	Not Applicable	9
Permanent Employees	Yes	The Company has a culture where employees can freely raise and discuss issues concerning themselves with their Superiors, Business Leaders or Human Resource (HR) Head.
		Share India works hard to create a culture that is fair, unbiased & safe for all the employees. All the policies & procedures are transparently communicated to all the employees.
		To address the employee grievances, Share India has Grievance Redressal Policy which guides the employees on the grievance redressal process. Our Grievance Redressal Policy can be viewed at https://www.shareindia.com/wp-content/uploads/2024/05/Grievance-Redressal-Policy.pdf.
		The Company has an active Prevention of Sexual Harassment (POSH) Policy serving as a mechanism for its employees to report grievances related to sexual harassment. It is well covered under the Grievance Policy.
		The Company has a Whistle Blower Policy. This Policy covers malpractices and events which have taken place/ suspected to take place within the organization in related domains. The purpose of this mechanism is to provide a framework to promote responsible and secure whistleblowing. It protects Stakeholders/ Directors/Employees wishing to raise a concern about serious irregularities within the Company.
		Our Whistle Blower policy can be viewed a https://www.shareindia.com/wp-content/uploads/data/uploads/Investor_Relations_Files/IRFile_Name_1686225825.pdf
Other than	Not Applicable	9
Permanent Employees		

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

Category		FY 2023-24			FY 2022-23	
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union(D)	% (D/C)
Total Permanent Employees	3718	0	0%	2306	0	0%
Male	3095	0	0%	1812	0	0%
Female	623	0	0%	494	0	0%
Total Permanent Workers						
Male Female			Not App	licable		

## 8. Details of training given to employees and workers:

Category	Total	FY 2023-24			Total		FY 20	022-23		
	(A)	On Heal	th and	Oı	า	(D)	On Heal	th and	On Skill Upgradation	
		Safety Mo	easures	Skill Upgi	radation		Safety Measures			
		No (B)	% (B/A)	No (C)	% (C/A)		No (E)	% (E/D)	No (F)	% (F/D)
Employee	s									
Male	3095	3095	100%	50	1.62%	1812	181	9.99%	373	20.58%
Female	623	623	100%	10	1.61%	494	59	11.94%	131	26.52%
Total	3718	3718	100%	60	1.61%	2306	240	10.41%	504	21.86%
Workers										
Male										
Female	Not Applicable									
Total										

#### 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	3095	506	16.35%	1812	263	14.51%	
Female	623	114	18.30%	494	51	10.32%	
Total	3718	620	16.68%	2306	314	13.62%	
Workers							
Male							
Female	Not Applicable						
Total	_						

### 10. Health and safety management system

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

## If Yes, the Coverage of such systems

The Company has clear guidelines to ensure safety of employees and visitors. Various measures taken to implement the occupational health and safety management system, are as below:

- Share India regularly trains its employees on safety protocols by conducting training on fire safety and emergency evacuation drills which equips personnel to respond to any fire or emergency situations that can occur in the premises. There are regular inspections of electrical appliances and fire extinguishers, panels, DG and other related apparatus. Branches are also assessed regularly on the safety measures and it is ensured that all are compliant with safety parameters and working conditions.
- 2. Share India being a service sector company, employees are prone to stress and various lifestyle medical issues. In order to avoid this, regular internal communications and alerts to employees are shared and various awareness sessions on health and safety related aspects are conducted
- 3. Emergency exit evacuation plans are displayed in all the working floors of the office
- 4. Emergency contact information of police, hospitals, and fire departments are boldly displayed for easy access to all the employees.
- 5. Employees are encouraged to maintain high standards of personal and public hygiene stringently at all offices.
- 6. We ensure that our premises are kept in hygienic conditions as per the guidelines issued by various local authorities.
- 7. Office premises, especially public utility areas such as washrooms are thoroughly disinfected on a frequent basis.

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

At Share India, we assess activities in our workspace to identify potential health and safety risks and we ensure that adequate measures are taken to mitigate these hazards and communicate the same to the employees.



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

Not Applicable

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

Yes, At Share India, employees have access to non-occupational medical and healthcare services as part of their employee wellness programs at the workplace. These services are aimed at promoting employee health, wellness, and productivity. Some of the non-occupational medical and healthcare services that Share India offers to employees are:

- Preventive health checkups,
- Wellness Programs and Webinars,
- Workshops
- Yoga Sessions.

### 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	Employees	NIL	NIL
hours worked)	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	N.A.	N.A.
No. of fatalities	Employees	NIL	NIL
	Workers	N.A.	N.A.
High-consequence work-related injury or ill health	Employees	NIL	NIL
(excluding fatalities)	Workers	N.A.	N.A.

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

At Share India, various measures are taken to ensure safe and healthy workplace. The Company has clear guidelines to ensure safety of employees and visitors. Regular trainings are held for its employees on safety protocols by conducting training on fire safety and emergency evacuation drills which equips personnel to respond to any fire or emergency situations that can occur in the premises.

There are regular inspections of electrical appliances and fire extinguishers, panels, lifts, DG and other related apparatus. Branches are also assessed regularly on the safety measures and are ensured that all are compliant with safety parameters. Share India being a service sector company, its employees are prone to stress and various lifestyle medical issues. In order to avoid this, regular internal communications and alerts to employees are shared and various awareness sessions on health and safety related aspects are conducted.

Emergency Exit Evacuation plans are displayed in all the working floors of the office. Emergency contact information of Police, Hospitals, and Fire departments are boldly displayed at office locations for easy access.

Employees are encouraged to maintain high standards of personal and public hygiene stringently at all offices. We ensure that our premises are kept in hygienic conditions as per the guidelines issued by various local authorities. Office premises, especially public utility areas such as washrooms are thoroughly disinfected on a frequent basis.

## 13. 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
Working Conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health & Safety	NIL	NIL	NIL	NIL	NIL	NIL

## 14. Assessment for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)		
Health and safety practices	16%*		
Working Conditions	16%*		

<sup>\*</sup>The Company has been able to assess only around 16% of the branches till the date of this Report with regard to Health & Safety and Working Conditions. The assessment of the remaining branches is still underway.

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

Not Applicable

### **LEADERSHIP INDICATORS**

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

(A) E	Employees (Y/N)	Yes
(B) V	Vorkers (Y/N)	N.A.

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 takes proactive steps to ensure that statutory dues have been deducted and deposited by the value chain partners. The Company has established regular assessment process which is conducted diligently with value chain partners.

3. Provide the 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 are 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 member have been placed in suitable employment		
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23	
Employees	0	0	0	0	
Workers	N.A.	N.A.	N.A.	N.A.	

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)

No. However, during the course of employment, the company offers employees opportunities to enhance their skills through domain-specific, skill-focused, and leadership training programs. With the help of such training, most employees are skilled and are employable upon retirement /job loss due to any reason.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	92.29%
Working Conditions	92.29%

6. Provide 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.

There were no cases where corrective actions were required to be taken.



### 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.

For any online share market trading and investing platform company like ours, identifying stakeholders and actively engaging with them is crucial for long-term success and is essential for building trust and delivering value, thereby sustaining a competitive edge.

Share India identifies and prioritizes its stakeholders based on their level of impact and interest in the Company's operations. The Company engages with its stakeholders, understands their concerns, establishes a clear purpose and scope of engagement. Share India acknowledges its responsibility and is transparent about the impact of their policies, decisions, product & services and associated operations on the stakeholders and takes steps to mitigate any negative impacts.

The stakeholder identification process for Share India involves identifying:

- Internal stakeholders Employees, Management, Shareholders
- Industry stakeholders Stock Exchanges, Clearing Corporations, Depositories
- Customers and users Institutional and Corporate Clients, FPIs, HNIs, Retail Investors
- Business partners Authorized Persons, Franchisee & Distribution Partners besides software and hardware vendors
- Community and public stakeholders Local communities
- Government and Regulatory Bodies.

The next step includes analyzing their influence, impact, and dependence on the Company, prioritizing their engagement, and developing effective communication strategies to meet their needs and expectations. Regular evaluation and adaptation of strategies ensure ongoing stakeholder management and relationship building. A proactive and inclusive stakeholder identification process is an ongoing effort that requires continuous evaluation, adaptation, and a commitment to meeting the evolving needs of stakeholders in the ever-changing landscape of online share market trading and investing.

# 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> <li>Intranet page for employee communication</li> <li>Management-employee Town Hall meets</li> <li>Awareness sessions (Offline/ Webinar)</li> <li>Senior leaders' communication/talk Regular review meetings</li> </ul>	Regularly	<ol> <li>Employee Feedback and Grievances Redressal</li> <li>Employees Engagement (Fun at work/ motivation)</li> <li>Learning, Skill Development Program.</li> <li>Employee well-being</li> <li>Diverse, open, non-discriminatory and safe working environment</li> <li>Reward, recognition, and appreciation for performance</li> <li>Creating Awareness among employees on various important &amp; critical issues.</li> </ol>
Shareholders	NO	<ul> <li>General Meetings</li> <li>Stock Exchange Communication</li> <li>Disclosure tools, including Annual Reports, Sustainability Reports and Investor Presentations</li> <li>Email</li> <li>Complaints and grievance management</li> </ul>	Regularly	<ol> <li>Distributions of Corporate Benefits</li> <li>To answer investor queries</li> <li>Present business performance highlights to investors</li> <li>Transparent reporting and disclosures.</li> <li>Ethical business practices and good corporate governance</li> </ol>

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
Customer & Users	NO	Email, SMS, newspaper advertisement, notice board, website, Media release.	Regularly	<ol> <li>Customer satisfaction measurement and relationship management</li> <li>Media campaigns, advertising, road / reverse road shows</li> <li>Special engagement services for senior citizens and women</li> <li>Dedicated Relationship Managers</li> <li>Training to Customers on how to use our softwares</li> <li>Seamless customer service</li> <li>Fair and responsive grievance redressal mechanism</li> </ol>
Government and Regulatory Bodies	NO	Meetings with key regulatory bodies, Written communications, Presentations, Industry associations.	Regularly	<ol> <li>Compliance with all applicable laws, rules and regulations</li> <li>Inputs for ease of doing business and regulatory reforms.</li> <li>Adopting and following sustainable business practices</li> <li>Providing required assistance w.r.t. regulatory inspections and queries.</li> <li>Representations and regulatory filings</li> </ol>
Community and Public Stakeholders	YES	Emails, physical meetings, website and other digital platform	Regularly	Social Upliftment, environment protections, & regenerations, empowering youth from rural communities, enhancing healthcare support to rural communities.
Value Chain Partners	NO	In-person meetings, emails, performance discussions, Channel partner meets, workshops and conferences	Regularly	<ol> <li>Helps to increase reach and enhance business</li> <li>To enhance the access and understanding of relevant and financial products and services of the Company.</li> <li>Redress the query/issue faced by the Business Partners</li> <li>Encouraging E-Invoicing (to save paper)</li> </ol>

#### **LEADERSHIP INDICATORS**

1. Provide 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.

Share India has adopted a proactive approach to engage with its stakeholders by developing an online platform available on its website for addressing concerns and feedback. This move demonstrates a commitment to transparency and also streamlines the communication process between the Company and its stakeholders. By evaluating the concerns received and taking appropriate actions, Share India has enhanced trust and foster better relationships with their stakeholders.

Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No).

Yes

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.

Inputs from various stakeholders, if any, are incorporated across environmental, social and economic initiatives to make the process more transparent and impactful.

Our initiatives across financial literacy and skill development across Bihar, Punjab are driven by these insightful inputs

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

The Company identifies the disadvantaged, vulnerable and marginalised stakeholders on an ongoing basis. Any new proposed project or expansion is mapped by engaging the concerned stakeholders proactively, specifically via Corporate Social Responsibility activities.



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	3718	3718	100%	2306	240	10.41%	
Other than permanent	0	0	0	0	0	0	
Total Employees	3718	3718	100%	2306	240	10.41%	
Workers							
Permanent							
Other than permanent	-		Not App	olicable			
Total Workers	-						

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

Category	Total		FY 202	3-24		Total (D)	FY 2022-23			
	(A)		Equal to Minimum Wage		More than Minimum Wage		Equa Minimun		More Minimun	
		No (B)	% (B/A)	No (C)	% (C/A)	_	No (E)	% (E/D)	No (F)	% (F/D)
				E	Employees					
Permanent										
Male	3095	84	2.71%	3011	97.28%	1812	78	4.30%	1734	95.69%
Female	623	20	3.21%	603	96.79%	494	8	1.61%	486	98.38%
Total	3718	104	2.79%	3614	97.20%	2306	86	3.73%	2220	96.27%
Other than	Permane	ent								
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0
					Workers					
Permanent										
Male										
Female	_				Not Ap	plicable	Э			
Total	_									
Other than	Permane	ent								
Male										
Female	_				Not Ap	plicable	Э			
Total	_									

### 3. Details of remuneration/salary/wages

### a. Median remuneration / wages:

		Male	F	emale
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	17	1,19,000	3	17,500
Key Managerial Personnel*	2	20,44,900	0	0
Employees other than BoD and KMP**	3,095	3,75,001	623	4,58,976
Workers	N.A.	N.A.	N.A.	N.A.

<sup>\*</sup>Details given only for KMPs who are not Directors.

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

	FY 2023-24*	FY 2022-23
Gross wages paid to females as % of total wages	20.30%	20.26%

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

Yes, the Human Resources Department assumes responsibility for managing the organization's human resources function. The department head is tasked with overseeing and resolving any human rights issues arising from the business's operations. Individuals affected by such concerns are encouraged to communicate their grievances to the department via email at hr@ shareindia.co.in. The department is committed to addressing and mitigating any human rights impacts attributed to the business, ensuring a transparent and accountable process for resolution.

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

Share India acknowledges the human rights of all individuals and values the dignity of every person affiliated with it, including employees, customers, business correspondents, and vendors. To ensure the protection of these rights, the Company has established a comprehensive Human Rights Policy and Whistleblower Policy & Vigil Mechanism. These frameworks are designed to address and investigate any grievances raised by stakeholders, providing a mechanism for individuals to report concerns related to human rights violations or any unethical behavior within the Company's operations. The policies underscore the Company's commitment to upholding human rights principles and fostering a culture of accountability and transparency. The Whistle Blower Policy & Vigil Mechanism can be accessed at https://www.shareindia.com/wp-content/uploads/data/uploads/Investor\_Relations\_Files/IRFile\_Name\_1686225825.pdf.

Human Rights Policy can be accessed at https://www.shareindia.com/wp-content/uploads/2024/05/Human-Right-Policy.pdf

#### 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	Remark	Filed during the year	Pending resolution at the end of year	Remark
Sexual Harassment	NIL	NIL	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

<sup>\*\*</sup> Includes details of employees who have resigned during the FY 2023-24.



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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment of Women at	0	0
Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	U	
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

The Company is deeply committed to fostering an environment of equality and inclusivity, rejecting all forms of discrimination or harassment based on various attributes such as race, sex, nationality, ethnicity, religion, age, disability, sexual orientation, gender identity, political opinion, medical condition, or language, as protected by relevant laws.

Furthermore, the Company has implemented a comprehensive policy to prevent sexual harassment of women in the workplace, in accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. The Company has established an Internal Complaints Committee (ICC) responsible for investigating complaints related to sexual harassment. Regular sensitization sessions, including workshops, group meetings, online training modules, and awareness programs, are conducted to educate employees about preventing sexual harassment in the workplace. These initiatives underscore Share India's unwavering commitment to creating a safe and respectful work environment where every individual is valued and treated with dignity and respect, aligning with legal requirements and fostering a culture of equality and mutual respect.

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

Yes, Human rights considerations are integrated into the Company's business agreements and contracts where applicable. The Company ensures that its agreements and contracts do not include any clauses that violate human rights. This commitment underscores the Company's dedication to upholding ethical principles and respecting human rights in all aspects of its operations, aligning with international standards and legal obligations.

## 10. Assessments for the year:

	% of your plants and offices that were assessed
	(by entity or statutory authorities or third parties)*
Child labour	40%
Forced/involuntary labour	40%
Sexual harassment	40%
Discrimination at workplace	40%
Wages	40%
Others – please specify	40%

<sup>\*</sup> The assessments are still under process.

# 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 cases where corrective actions were required to be taken.

#### **LEADERSHIP INDICATORS**

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

Not Applicable

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

At Share India, our utmost endeavor is to embed human rights in all aspects of our business. Human Rights due diligence is essential for businesses to manage potential human rights impacts. Our human rights due diligence process includes the following:

- Assessing our business units & branches for any human rights irregularities & impacts
- Integrating findings into our business process (if need be)
- Sensitizing our business partners & employees about human rights issues.

Please refer to our Human Rights Policy at https://www.shareindia.com/wp-content/uploads/2024/05/Human-Right-Policy.pdf.

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

Yes

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	92.29%
Discrimination at workplace	92.29%
Child Labour	92.29%
Forced Labour/Involuntary Labour	92.29%
Wages	92.29%
Others - please specify	-

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

Not Applicable

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 renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	3,704.61 GJ	2,293.37 GJ
Total fuel consumption (E)	2,029.88 GJ	2,896.06 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	5,734.49 GJ	5,189.43 GJ
Total energy consumed (A+B+C+D+E+F)	5,734.49 GJ	5,189.43 GJ
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations) (in lacs)	0.051	0.0633
Energy intensity per rupee of turnover adjusted for Purchasing Power		
Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP) (in lacs)	1.03	1.28
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/evaluation/assurance haby an external agency? (Y/N)	as been carried out	No
If yes, name of the external agency	Not App	olicable

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)

No, Share India Securities Limited does not have any sites/facilities/offices which are identified as designated consumers under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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.

Not Applicable



## 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 kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	43,510	27,093
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	43,510	27,093
Total volume of water consumption (in kilolitres)	43,510	27,093
Water intensity per rupee of turnover (Total water consumption / Revenue froperations) (in lacs)	om 0.38	0.33
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (Pf (Total water consumption/Revenue from operations adjusted for PPP) (in la	1.82	6.68
Water intensity in terms of physical output	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/evaluation/assurance	e has been carried out	No
by an external agency? (Y/N)		No
If yes, name of the external agency.  Not Applicable		
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<sup>\*</sup>Water withdrawn includes water from bottled water consumed and water used. The water used is calculated based on the National Building Code 2016.

## 4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(ii) To Groundwater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iii) To Seawater		
No treatment	0	0
With treatment – please specify level of treatment	0	0
(iv) Sent to third-parties		
No treatment	43,510	27,093
With treatment – please specify level of treatment	0	0
(v) Others		
No treatment	0	0
With treatment – please specify level of treatment	0	0
Total water discharged (in kilolitres)	43,510	27,093
Note: Indicate if any independent assessment/evaluation/assuran by an external agency? (Y/N)	ce has been carried out	No
If yes, name of the external agency.	Not Ap	plicable

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

Share India Securities Limited is in the business of providing financial services. Considering the nature of business, Zero Liquid Discharge Treatment does not apply to the Company.

## If yes, provide details of its coverage and implementation.

Not Applicable

<sup>\*\*</sup>Last year's figures have been updated as per the National Building Code 2016.

## 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	NA	0	0
SOx	NA	0	0
Particulate matter (PM)	NA	0	0
Persistent organic pollutants (POP)	NA	0	0
Volatile organic compounds (VOC)	NA	0	0
Hazardous air pollutants (HAP)	NA	0	0
Others – please specify	NA	0	0
Note: Indicate if any independent assessr by an external agency? (Y/N)	ment/ evaluation/assurance h	as been carried out	No
If yes, name of the external agency.		Not Ap	plicable

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

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	118.17	171.08
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	736.81	516.01
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations) (in lacs)		0.0076	0.0083
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP) (in lacs)		0.15	0.17
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-
Note: Indicate if any independent assessment/evalues by an external agency? (Y/N)	ation/assurance h	as been carried out	No
If yes, name of the external agency.	Not App	olicable	

## 8. Does the entity have any project related to reducing Green House Gas emission?

Share India Securities Limited does not have any project aimed at lowering Green House Gas Emissions. As an internet trading platform, the company's emission is minimal, making it inappropriate for focusing on greenhouse gas. However, the company has taken a number of efforts, including offering pool buses to Employees for transportation to reduce Greenhouse Gas Emissions.

# If Yes, then provide details.

Not Applicable



### 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 tonnes)		
Plastic waste (A)	0.144	0
E-waste (B)	0.61	0.35
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0.03	0.58
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). (Please specify, if any). (Break-up by composition i.e. by materials relevant to the sector)		
Paper Waste	0.34	2.48
Dry waste	3.80	0
Wet Waste	3.73	0
Combined dry and wet waste	2.84	0
Total (A+B + C + D + E + F + G + H)	11.49	3.41
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) (in lacs)	0.0001	0.00004
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (in lacs)	0.0021	0.0008
Waste intensity in terms of physical output	NA	NA
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-

<sup>\*</sup>The difference in the value is due to the waste categories considered this year which were not recorded last year.

# For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

Cat	egory of waste	FY 2023-24	FY 2022-23
(i)	Recycled	0.04	0
(ii)	Re-used	0	0
(iii)	Other recovery operations	0	0.58
Tot	al	0.04	0.58

# For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste		FY 2023-24	FY 2022-23
(i) Incineration		0	0
(ii) Landfilling		0	0
(iii) Other disposal operations		11.45	0
Total		11.45	0
Note: Indicate if any independent assessment/evaluation/assurance has been carried out			No

by an external agency? (Y/N) If yes, name of the external agency. **Not Applicable** 

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

Share India Securities Limited is currently implementing a sustainable waste management system. E-waste and stationary trash, including electronic gadgets and paper, account for most of the waste generated. We dispose of E-waste and paper garbage by selling it to third-party sellers. Due to the nature of our business, there are no dangerous or harmful substances produced or generated.

Here are some key strategies for effective waste management in office settings:

Paper Waste: Paper waste management involves implementing activities to reduce the generation of paper waste, maximize paper recycling, and responsibly dispose of paper waste that cannot be recycled. We have implemented strong measures for digitizing processes to reduce the need of paper. Further, minimizing the usage of paper across offices is an ongoing activity such as access based printing, default printing on both sides of the paper etc. Employees are encouraged to adopt digital/online mediums to reduce paper consumption. At Share India, we have a comprehensive paper recycling program that includes collecting, sorting, and recycling paper waste generated in the workplace. Furthermore, we have also implemented recycling of paper waste through registered vendors/partners, which recycles the paper as per proper waste disposal mechanism to reduce the impact on the environment of paper consumption.

Plastic Waste: Managing plastic waste in offices is crucial for reducing environmental pollution and promoting Sustainability. We have minimized the use of plastic in our office. We also encourage our staff to avoid using plastic items, look for the substitutes and also initiated recycling of plastic waste through registered vendors/partners.

Electronic Waste (E-waste) Recycling: Our E-waste broadly includes old computers, monitors, printers, servers, scanners, UPSs, batteries, air conditioners, etc. Our Company's IT team and admin officials are making efforts for optimum utilization.

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

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
		Not App	licable	

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
		N 1 1	Applicable		

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).

**Not Applicable** 

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

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		
	Not Applicable					



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

#### **ESSENTIAL INDICATORS**

Number of affiliations with trade and industry chambers/associations.

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National/International)
1.	Commodity Participants Association of India (CPAI)	National
2.	Association of National Exchanges Members of India (ANMI)	National
3	Association of Portfolio Managers in India (APMI)	National
4.	BSE Brokers' Forum (BBF)	National

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

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

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.

### **ESSENTIAL INDICATORS**

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Not Applicable					

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

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

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

Share India Securities Limited is committed to provide a productive and conducive environment where grievances are dealt and handled with utmost fair, transparent, unbiased and solution-oriented approach. Share India Securities Limited recognizes its responsibility to address the suggestions, complaints, as well as grievances, if any, of the community.

Any community member or any other stakeholder can raise their concern or grievances in writing or by sending an email to support@shareindia.com stating complete details of the issue faced along with his/her name, contact details as well as latest communication address.

The designated person will make best of his/her efforts to address the grievance within a period of 2 (two) weeks and will intimate to the stakeholder/community member, who has raised grievances. Once the grievance is addressed and the issue is resolved, the designated person will submit a grievance closure form to Compliance Department. If the person, who has lodged the grievance is not satisfied with the resolution, he/she can use the escalation matrix w.r.t. his grievance. The Community Grievance Policy of the Company can be accessed at https://www.shareindia.com/wp-content/uploads/ data/uploads/Investor\_Relations\_Files/IRFile\_Name\_1700729941.pdf

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	0.88%	0.90%
Directly from within India	99.61%	99.95%

## 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

Locations	FY 2023-24	FY 2022-23
Rural	1.58%	0
Semi-urban	5.71%	0
Urban	25.03%	0
Metropolitan	67.69%	100%

#### **LEADERSHIP INDICATORS**

### **Details of beneficiaries of CSR Projects:**

Sr. No.	CSR Project	No. of persons benefitted	% of beneficiaries from vulnerable and	
		from CSR Projects	marginalized groups	
1.	Los Amigos Society Project School Development	700	100%	
2.	Skill Development Programme and transportation facilities for	77	100%	
	economically weaker section women Students by Hindu Kanya College		10076	
3.	Primary Education to underprivileged Children by Shatakshi Education	651	100%	
	& Welfare Trust		10070	
4.	Online Education Programme Deaf Kids by Orjet Foundation	71	100%	
5.	Project Shiksha ki Kiran - Educational goods support to Unprivileged	750	100%	
	Students (Run by Share India Smile Foundation)		100%	
6.	Mission IAS*	4	100%	
7.	Gyan Chetna Educational Society	250	100%	

<sup>\*</sup> The project was started in February 2024.

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

## **ESSENTIAL INDICATORS**

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

In order to ensure that customer grievances are addressed promptly and effectively, Share India has framed an Investor Grievances Redressal Policy.

The client can lodge their respective complaints in any of the modes viz., physical letters, fax, personal visits, by calling us on our support number 1800 203 0303 or sending us e-mail to support@shareindia.com or investors@shareindia.com, as per their convenience.

Further, clients' complaints are also received through SCORES, Regulatory authorities, Stock/Commodity exchanges. On receipt of clients' complaints, the support/complaint management teams in-turn address the query, issue and provide appropriate resolution to the clients. All our customers are also empowered to reopen the cases if the original resolution is deemed incomplete or if the clients have further related queries. Clients also have access to an escalation matrix if they wish to escalate any matter. The Grievance Redressal Policy can be accessed at https://www.shareindia.com/wp-content/ uploads/data/uploads/Investor\_Relations\_Files/IRFile\_Name\_1687500716.pdf

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	N.A.
Safe and responsible usage	100%
Recycling and/or safe disposal	N.A.



Number of consumer complaints in respect of the following:

	FY 2	2023-24	Remark	FY 2022-23		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	4	0	Resolved	NIL	NIL	NIL
Delivery of essential	NIL	NIL	NIL	NIL	NIL	NIL
services						
Restrictive Trade	NIL	NIL	NIL	NIL	NIL	NIL
Practices						
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other	1	0	Resolved	1	1	Complaint
						resolved on
						April 25, 2023

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

	Number	Reason for recall		
Voluntary recalls	Not /	Not Applicable		
ced recalls Not Applicable				

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

Yes, the Company has framed policies with respect to cyber security risk which set forth limits, mitigation strategies and internal controls. Cyber Security and Cyber Resilience Policy are in place for protecting the organization's cyberspace against cyber-attacks, threats and vulnerabilities.

### If available, provide a web link of the policy

https://www.shareindia.com/wp-content/uploads/data/uploads/Investor\_Relations\_Files/IRFile\_Name\_1686721261.pdf.

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

No penalties/regulatory action has been levied or taken on the above-mentioned parameters.

- Provide the following information relating to data breaches
  - Number of instances of data breaches

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

Impact, if any, of the data breaches

NA

#### **LEADERSHIP INDICATORS**

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

The entity has its own website www.shareindia.com. This is an interactive website that contains/displays all the information on the product and services offered by the entity.

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

Share India is providing stock broking and other financial services. It undertakes an elaborate and comprehensive programme on informing consumers about safe and responsible usage of our product and services. The company uses various digital mediums, i.e., YouTube, Facebook, Instagram, etc., to educate investors. Share India is also conducting Investors Awareness Programmes in various tier 2 and tier 3 cities on a regular basis

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

As a responsible Company that caters to the retail customers in the financial services space, it is incumbent upon the Company to inform its customers about any risk of disruption/discontinuation of services. The Company used its modern and sophisticated customer relationship management (CRM) cell for the same.

The Company also extensively uses the service of WhatsApp messages and chat bots to make customers aware of any disruption that may arise because of any unforeseen disruption. It is pertinent to mention that our regulators (SEBI/RBI/IRDA) also mandate us to have a robust mechanism in place to inform our customers in an unlikely event of any disruption/discontinuation of our service that includes providing each of our consumer a copy of relevant Risk Disclosure document.

# 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/NA)

Yes

Date: August 21, 2024

Place: Noida

#### a. If yes, provide details in brief.

Yes, The Company displays information regarding its services on its website, www.shareindia.com. Apart from that it physically displays the complete information on the products and names of the senior persons with their names, contact numbers and email ids in all its branches spread all over India. If the local laws require us to do anything further, i.e., displaying sign boards etc. in the local language the Company follows the same and adheres to the local guidelines.

It is imperative that the Company keeps conducting customer satisfaction surveys as it is in the interest of the Company to keep enhancing its level of service for the end user.

b. 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)

As explained in point no 2 above, Share India keeps conducting regular investor awareness seminars from time to time. These seminars not only help us in increasing our reach and customer base but also help us to get the ground feedback on our current services and help us to improve further. In the year 2023-2024, we have conducted such surveys/seminars at various locations including Bhiwani, Meerut, Noida, Delhi, Ghaziabad, Surat, Goa, Rajkot, and Mumbai, etc.

On behalf of the Board of Directors
For **Share India Securities Limited** 

Sd/-

**Parveen Gupta** 

Chairman & Managing Director

DIN: 00013926

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