

Ref. No.: QHTL/Sec/SE/2023-24/29

July 20, 2023

The Manager,  
Corporate Services,  
BSE Limited,  
14th floor, P J Towers, Dalal Street,  
Mumbai – 400 001  
Ref: Security ID: QUICKHEAL  
Security Code: 539678

The Manager,  
Corporate Services,  
National Stock Exchange of India Limited,  
Exchange Plaza, Bandra Kurla Complex,  
Bandra (E), Mumbai – 400 051  
Symbol: QUICKHEAL  
Series : EQ

**Subject: Business Responsibility and Sustainability Report for FY 2022-23**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report ('BRSR') for FY 2022-23. The BRSR forms part of the Annual Report for the Financial Year 2022-23, submitted to the Exchanges vide letter dated July 20, 2023.

This is for your information and records.

Thanking you,

For Quick Heal Technologies Limited



Vinav Agarwal  
Compliance Officer

M.No.: A40751



# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

1. **Corporate Identity Number (CIN) of the listed entity:** L72200MH1995PLC091408
2. **Name of the listed entity:** Quick Heal Technologies Limited
3. **Year of incorporation:** August 07, 1995
4. **Registered office address:** Marvel Edge, Office No. 7010 C & D, 7th Floor, Opposite Neco Garden Society, Viman Nagar, Pune 411014.
5. **Corporate address:** Marvel Edge, Office No. 7010 C & D, 7th Floor, Opposite Neco Garden Society, Viman Nagar, Pune 411014.
6. **E-mail:** [cs@quickheal.co.in](mailto:cs@quickheal.co.in)
7. **Telephone:** +91 20 66813232
8. **Website:** <https://www.quickheal.co.in>
9. **Financial year for which reporting is being done:** April 01, 2022 to March 31, 2023
10. **Name of the Stock Exchange(s) where shares are listed:**
  - BSE Limited (BSE) – BSE Ticker: 539678
  - National Stock Exchange of India Limited (NSE) – NSE Ticker: QUICKHEAL
11. **Paid-up capital:** ₹ 530,738,510/- divided into 5,30,73,851 equity shares of ₹ 10/- each
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
  - Name: Mr. Vinav Agarwal
  - Designation: Compliance Officer
  - Telephone number: 020-66813232
  - E-mail Id: [cs@quickheal.co.in](mailto:cs@quickheal.co.in)
13. **Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together):** The disclosures under this report are made on Standalone basis.

## Products/Services

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

Quick Heal provides IT security solutions to consumers, small businesses, and Government establishments, and corporate houses.

Further details are provided in the Management Discussion and Analysis section of this report.

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

Antivirus software products for retail and enterprise customers.

## Operations

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

Location	Total number of offices
National	22
International	02

### 17. Markets served by the entity:

#### a. Number of locations

Locations	Numbers
National (no. of states)	29
International (no. of countries)	76





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

The contribution of exports as a percentage of the total turnover of the Company is 6%.

**c. A brief on types of customers**

Quick Heal Technologies Limited is one of the leading IT security solutions companies. Each Quick Heal product is designed to simplify IT security management across the length and depth of devices and on multiple platforms. They are customized to suit consumers, small businesses, Government establishments, and corporate houses.

Quick Heal is a smart, easy-to-use and extremely fuss-free product for your everyday protection against IT threats and viruses. That makes the Company one of the most trusted Antivirus brands among retail consumers.

Seqrite is the enterprise arm of Quick Heal. Seqrite's cybersecurity solutions suite enables organizations to secure their endpoints, data, networks, and users across geographies. Seqrite provides cybersecurity services to Corporates, PSUs, Government, and Law Enforcement Agencies.

**Employees****18. Details as at the end of financial year:****a. Employees and workers (including differently-abled):**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1,043	860	82.45%	183	17.54%
2.	Other than permanent (E)	60	43	71.66%	17	28.33%
3.	<b>Total employees (D + E)</b>	1,103	903	81.86%	200	18.13%
<b>WORKERS*</b>						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	<b>Total workers (F + G)</b>	NA	NA	NA	NA	NA

\* There are no workers in the employment of the Company

**Differently-abled employees and workers:**

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY-ABLED EMPLOYEES</b>						
1.	Permanent (D)	NA	NA	NA	NA	NA
2.	Other than permanent (E)	NA	NA	NA	NA	NA
3.	<b>Total differently-abled employees (D + E)</b>	NA	NA	NA	NA	NA

**19. Participation/inclusion/representation of women:**

	Total (A)	No. and percentage of females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.28%
Key Management Personnel	4	0	0

**20. Turnover rate for permanent employees and workers:**

	2022-23 (Voluntary attrition rate in current FY)	2021-22 (Voluntary attrition in previous FY)	2020-21 (Voluntary attrition in the year prior to the previous FY)
<b>Employees</b>	27.60%	29.46%	20.34%



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

**Holding, Subsidiary and Associate Companies (including Joint Ventures)****21. (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	Quick Heal Technologies Japan K.K*	Subsidiary	100	No
2	Quick Heal Technologies America Inc.	Subsidiary	100	No
3	Seqrite Technologies Dubai DMCC	Subsidiary	100	No

\* Quick Heal Technologies Japan KK got de-registered w.e.f. October 7, 2022

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

- (i) Yes, CSR is applicable to the Company
- (ii) Turnover: ₹ 278.11 Crores
- (iii) Net Worth: ₹ 397.59 Crores

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism In Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	2022-23			2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	<b>Yes.</b>	0	0	NA	0	0	NA
Investors (other than shareholders)	<a href="https://www.quickheal.co.in/documents/investors/policies/whistleblower-policy-&amp;-vigil-mechanism.pdf">https://www.quickheal.co.in/documents/investors/policies/whistleblower-policy-&amp;-vigil-mechanism.pdf</a>	0	0	NA	0	0	NA
Shareholders		1	0	NA	0	0	NA
Employees		0	0	NA	2	2	All cases received were investigate ad closed
Customers		3,14,390	11	4 resolved on Apr 23 7 WIP with respective stakeholders	6,81,624	0	NA
Value chain partners		17,128	0	NA	9451	0	NA
Others (please specify)		0	0	NA	0	0	NA

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

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

Nil





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

**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.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	N	Y	Y	Y	N	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	N	Y	Y	Y	N	N	Y	Y
c. Web Link of the Policies, if available	Y	N	Y	Y	Y	N	N	Y	Y
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	N	N	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Y	N	Y	Y	Y	N	N	Y	Y
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Governance, leadership and oversight**

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements ( <i>listed entity has flexibility regarding the placement of this disclosure</i> )	NA								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The Board of Directors of the Company and Stakeholders Relationship Committee is responsible for implementation and oversight of the Business Responsibility policies.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Stakeholders Relationship Committee of the Board of Directors of the Company is responsible for decision making on sustainability-related issues.								

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director /Committee of the Board/ Any other Committee					Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)												
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against Above policies and follow up action	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
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.	No																	



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	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

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as ‘Essential’ and ‘Leadership’. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally, and ethically responsible.

<b>PRINCIPLE 1:</b> Business should conduct and govern itself with ethics, transparency and accountability	<b>PRINCIPLE 2:</b> Business should provide goods and services that are safe and contribute to sustainability throughout their lifecycle	<b>PRINCIPLE 3:</b> Business should promote the well-being of all employee.
<b>PRINCIPLE 4:</b> Business should respect the interests of, and be responsive towards, all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	<b>PRINCIPLE 5:</b> Business should respect and promote human rights	<b>PRINCIPLE 6:</b> Business should respect, protect and make efforts to restore environment
<b>PRINCIPLE 7:</b> Business, when engaged in influencing public and regulatory policy/policies, should do so in a responsible manner	<b>PRINCIPLE 8:</b> Business should support inclusive growth and equitable development	<b>PRINCIPLE 9:</b> Business should engage with and provide value to their customers and consumers in a responsible manner

PRINCIPLE 1

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% Age of persons in respective category covered by the awareness programmes
Board of Directors & Key Managerial Personnel	5 (as a part of Board Meetings)	Updates and awareness related to regulatory changes are conducted for the Board of Directors and Key Managerial Personnel. Topics covered includes: a. Corporate Governance b. Companies Act c. SEBI Listing Regulations	100%
Employees other than BoD and KMPs	595	Skill upgradation	55.60%



**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

2. **Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

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 Code of Conduct complies with the legal requirements of applicable laws and regulations. Link of the policy: [https://www.quickheal.co.in/documents/company\\_policies/Company\\_Code\\_of\\_Conduct.pdf](https://www.quickheal.co.in/documents/company_policies/Company_Code_of_Conduct.pdf)

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

There have been no cases involving disciplinary action taken by any law enforcement agency for the charges of bribery / corruption against directors / KMP / employees / workers that have been brought to the Company's attention.

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

None

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

**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	% Age of the value chain partners covered (by value of the business done with such partners) under the awareness programmes
424	Cyber Security	50%

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

Yes. The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals.

**PRINCIPLE 2****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.**

	Current Financial Year (2022-23)	Previous Financial Year (2021-22)	Details of Improvements in environmental and social impacts
R&D	121.31	89.75	Quick Heal's investment in R&D have resulted in protection of society from cyberattacks and also resulted in creation of employment in the society.

2. a. **Does the entity have procedures in place for sustainable sourcing?**

Yes, the Company has a Procurement Policy in place which considers sustainability, financial viability of the suppliers, quality of good and services, while procuring any material/sourcing any parts/ engaging in any service engagements.

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

100%



**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)**

- 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.**

Quick Heal is an IT security solutions provider company and does not manufacture any products hence this question is not applicable to the Company's operations. The Company has installed water aerators to optimize the water consumption at all taps. This helped the Company to save water to a large extent.

- 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.**

Yes, <https://www.quickheal.co.in/documents/quickheal-coe-epr-v1-0.pdf>

**Leadership Indicators**

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

Not applicable since the nature of the Company's products do not require such assessment.

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

Since the Company is not the manufacturer of the products but only the developer, the product does not have any significant social and environment impact. Further, certain product packing contains paper and polycarbonate material.

Paper material is disposed of responsibly, and polycarbonate material is recycled by local scrap vendors.

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

Not Applicable

- 4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:**

Not Applicable

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

Not Applicable

**PRINCIPLE 3**

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	860	860	100%	849	100%	NA	NA	860	100%	NA	NA
Female	183	183	100%	176	100%	183	100%	NA	NA	NA	NA
<b>Total</b>	1,043	1,043	100%	1,025	100%	183	100%	860	100%	NA	NA
<b>Other than permanent employees</b>											
Male	43	43	100%	43	100%	NA	NA	NA	NA	NA	NA
Female	17	17	100%	17	100%	17	100%	NA	NA	NA	NA
<b>Total</b>	60	60	100%	60	100%	17	100%	NA	NA	NA	NA





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

## 2. Details of retirement benefits, for current FY and previous FY:

Benefits	2022-23			2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the Authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.99%	NA	Y	99.99%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	1.25%	NA	Y	1.25%	NA	Y
Others - please specify	NA	NA	NA	NA	NA	NA

## 3. Accessibility of workplaces

**Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, all offices are accessible to differently-abled employees.

## 4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, the Company follows principle of equal opportunity for everyone. The link of the policy is [https://www.quickheal.co.in/documents/company\\_policies/Company\\_Code\\_of\\_Conduct.pdf](https://www.quickheal.co.in/documents/company_policies/Company_Code_of_Conduct.pdf).

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

Gender	Permanent employees	
	Return to workrate	Retention rate
Male	100%	100%
Female	100%	100%
<b>Total</b>	100%	100%

## 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, give details of the mechanism)
<b>Permanent employees</b>	Yes, Whistle-Blower Policy & SART
<b>Other than permanent employees</b>	Yes, Whistle-Blower Policy

The Company is committed to providing a safe and conducive work environment to all of its employees and associates. Transparency and openness are organizational values that are practiced across all levels. Employees are encouraged to share their concerns with their Reporting Manager or members of senior management. Employees can reach out independently to the Human Resource Function if they so choose to. The Company has an open-door approach, wherein any employee, irrespective of hierarchy, has access to senior management. In addition, the Company's whistle-blower policy allows all its employees to report any kind of suspected or actual misconduct in the organization in an anonymous manner. Stakeholders other than permanent employees of the Company can raise their grievances via e-mail to the concerned person/management.

The Company's mechanisms include the Suspicious Activity Reporting Tool (SART), which allows employees to report all their grievances on the SART Portal. This tool allows employees to maintain their confidentiality and also ensures that there are independent and unbiased investigations done for all reported grievances.

The Company has formulated a Policy on Prevention of Sexual Harassment at Workplace for the prevention, prohibition, and redressal of sexual harassment at workplace and an Internal Complaints Committee has also been set up to redress any such complaints received. The Company periodically conducts sessions for employees across the organization to build awareness about the Policy and the provisions of the Sexual Harassment of Women at workplace (Prevention, Prohibition and Redressal) Act, 2013.



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

	2022-23			2021-22		
	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)
<b>Total permanent employees</b>	Nil	Nil	Nil	Nil	Nil	Nil
- Male	Nil	Nil	Nil	Nil	Nil	Nil
- Female	Nil	Nil	Nil	Nil	Nil	Nil

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

Category	2022-23					2021-22				
	Total (A)	On health and safety measures		On skill upgradation		Total (D)	On Health and safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	860			727	84.53%	818			497	60.76%
Female	183	*		156	85.24%	168	*		98	40.48%
<b>Total</b>	1,043			883	84.65%	986			595	60.34%

\* The Company provides regular training on Health & Safety to all its employees. The Company aims to provide the highest quality training and minimizing workplace accidents, without focusing on the number of hours spent in the training.

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

Category	2022-23			2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	860	743	86.39%	818	661	80.81%
Female	183	153	83.61%	168	135	80.36%
<b>Total</b>	1,043	896	85.91%	986	796	80.73%

## 10. Health and safety management system:

- Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system?  
No
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?  
No
- Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)  
Not Applicable
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)  
No





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

Safety Incident/Number	Category	2022-23	2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
Total recordable work-related injuries		Nil	Nil
No. of fatalities		Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)		Nil	Nil

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

Access to the Company premises is controlled by an Access control system & physical security guards are available at all entry/exit points. The premises are under CCTV surveillance. Which ensures the security of premises & employees.

The Company installed Fire safety equipment like fire extinguishers, fire hydrant & sprinkler system, smoke detectors, and FM200.

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

	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	0	0	-	0	0	-
Health & safety	0	0	-	0	0	-

## 14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	4 office premises assessed by ISO auditor (during ISO9001, ISO20001, ISO27001 audit)
Working conditions	0

## 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 &amp; safety practices and working conditions.

Incident management process is in place to track & take corrective action. No incident reported during 2021-22, 2022-23.

## Leadership Indicators

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

Yes

## 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 obtain necessary documents from partners to ensure timely deduction and deposit of statutory dues.

## 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 members have been placed in suitable Employment	
	2022-23	2021-22	2022-23	2021-22
Employees	0	0	0	0

## 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



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

**5. Details on assessment of value chain partners.**

The Company is not conducting any such activity.

**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.**

Not Applicable

**PRINCIPLE 4:**

**Essential Indicators**

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

Stakeholders play an integral role in the Company’s journey, and it recognizes the need to partner with them and understand their concerns to deliver the ambitious targets which it has set for itself as a part of the organizational vision. The Company aims to understand the requirements of its stakeholders and attempt to respond to them through various initiatives and programs. The Company’s process of stakeholder engagement involves identifying key internal and external stakeholders, followed by analyzing the impact of each stakeholder group on its business and vice versa. Based on the exercise carried out, the Company prioritized its key stakeholders to understand their expectations and concerns. Through regular interactions with the Company’s stakeholders across various channels, it has been able to strengthen its relationships and enhance its organizational strategy. The Company has identified the key stakeholder groups, and each stakeholder continues to contribute in their own way to creating shared value.

**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
Partners	Yes	Email	Continuous	<ul style="list-style-type: none"> <li>Stronger partnerships</li> <li>Demand sustainability</li> <li>Credit worthiness</li> <li>Ethical behavior</li> <li>Fair business practices</li> <li>Governance</li> </ul>
Customers	Yes	Email	Continuous	<ul style="list-style-type: none"> <li>Understanding client, industry, and business challenges</li> <li>Identifying opportunities to improve Quick Heal’s service and products for cross-selling</li> <li>Deciding on investments and capabilities required to fulfill demand</li> <li>Understanding client’s data privacy and security requirements</li> </ul>
Investors	Yes	Email	Continuous	<ul style="list-style-type: none"> <li>Educating the investor community about Quick Heal’s value creation model and business strategy for the long-term</li> </ul>





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

Stakeholder group	Whether identified as vulnerable & marginalized group (Yes/No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), Other	Frequency of engagement (annually/ half yearly/ quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
				<ul style="list-style-type: none"> <li>Helping investors voice their concerns regarding company policies, reporting, and strategy, among others.</li> <li>Understanding shareholder expectations</li> </ul>
Employees	Yes	Email	Continuous	Career management and growth prospects <ul style="list-style-type: none"> <li>Learning opportunities</li> <li>Compensation structure</li> <li>Building a safety culture and inculcating safe work practices among employees</li> <li>Ongoing desire for more flexible working hours</li> <li>Improving diversity and inclusion</li> </ul>

## 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.

Website Link: <https://www.quickheal.co.in/documents/investors/policies/stakeholder-relationship-committee-charter.pdf>

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity. [Not Applicable]

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

Website Link: <https://www.quickheal.co.in/documents/investors/policies/Vulnerability-Disclosure-Policy.pdf>

## PRINCIPLE 5

## 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	2022-23			2021-22		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (C)	No. of employees covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1043	480	46.02%	986	443	44.93%
Other than permanent	60	25	41.67%	84	30	35.71%
<b>Total employees</b>	<b>1103</b>	<b>505</b>	<b>45.78%</b>	<b>1070</b>	<b>473</b>	<b>44.21%</b>



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

All employees and contractors have been paid more than the minimum wage in accordance with the laws.

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

Refer annexure C of the Board Report

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
<b>Board of Directors (BoD)</b>	5	₹ 12,00,000	1	0
<b>Key Managerial Personnel</b>	4	₹ 1,57,50,000	0	0
<b>Employees other than BoD and KMP</b>	856	₹ 9,38,775	183	₹ 9,00,000

**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?**

Yes, the Company has POSH committee, Ethics Committee, Whistle Blower and SART to address human rights impact or issues caused or contributed to by the business.

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

The Company has mechanisms, including the Suspicious Activity Reporting Tool (SART), which allows employees to report all their grievances on the SART Portal. This tool allows employees to maintain their confidentiality and also ensures that there are independent and unbiased investigations done for all reported grievances. In addition, we also have the Whistle-blower policy in place, which allows everyone to report any malpractices observed directly to the Board of Directors. The Company also has an Internal Complaints Committee in place that ensures that all cases are treated fairly by doing a thorough investigation without any prejudice.

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

	2022-23			2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual harassment	0	0	0	0	0	0
discrimination at workplace	0	0	0	0	0	0
Child labor	0	0	0	0	0	0
Forced labor/involuntary labor	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights-related issues	0	0	0	0	0	0

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

Internal Committee's established to deal with harassment, and any complaint will be dealt with in secrecy under the rules established by law.

**8. Do human rights requirements form part of your business agreements and contracts?**

No

**9. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	0
Forced labor/involuntary labor	0
Sexual harassment	0
Discrimination at workplace	0
Wages	0
Others – please specify	0





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

Nil

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

No

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

No

**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

**4. Details on assessment of value chain partners:**

Not Applicable

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

Parameter	2022-23	2021-22
Total electricity consumption (A)	22,13,888 units	25,04,257 units
Total fuel consumption (B) DG set units	53,579 units	52,405 units
Energy consumption through other sources (C) Solar	51,375 units	59,286 units
Total energy consumption (A+B+C)	23,18,842 units	26,15,948 units
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	8337.86 GJ/₹ Crores	7659.05 GJ/₹ Crores
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (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

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

Parameter	2022-23	2021-22
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water (corporation or building management)	7,983	2,047
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,983	2,047
Total volume of water consumption (in kilolitres)	7,983	2,047
Water intensity per rupee of turnover (Water consumed / turnover)	28.70 KI/₹ Crores	5.99 KI/₹ Crores
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

Not Applicable

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

Parameter	Please specify unit	2022-23	2021-22
NOx	g/kW-hr	3.0	3.1
SOx	g/kW-hr	3.0	3.0
Particulate matter (PM)	g/kW-hr	0.1	0.1
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others –please specify	NA	NA	NA

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

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

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

NO

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

Parameter	2022-23	2021-22
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	4.9	1.1
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
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)	NA	NA
Total (A+B + C + D + E + F + G+ H)	4.9	1.1

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

Category of waste	2022-23	2021-22
(i) Recycled	4.9	1.1
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
<b>Total</b>	4.9	1.1





## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

Parameter	2022-23	2021-22
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
Category of waste	NA	NA
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
<b>Total</b>	NA	NA

**9. 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.**

Quick Heal, being an IT security solutions provider organization, does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of its processes. The Company has offices and facility operations, and waste is generated from the auxiliary processes used to run these facilities. Based on the nature of services, Quick Heal's facilities mostly generate electronic, electrical, and municipal solid waste, and generate very less hazardous waste and do not use toxic chemicals. Potentially hazardous and regulated wastes, such as lead-acid batteries and waste lube oil are generated in relatively smaller proportions and disposed of through Government-approved recyclers as per regulations. E-waste is disposed of at Government-approved e-waste recyclers.

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

Not Applicable

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

Not Applicable

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

Yes, Quick Heal has complied with applicable environmental law/regulations / guidelines applicable in India.

**Leadership Indicators**

**1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:**

Parameter	2022-23	2021-22
From renewable sources		
Total electricity consumption (A)	51,375	56,542
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumed from renewable sources (A+B+C)	51,375	56,542
From non-renewable sources		
Total electricity consumption (D) (Electricity + DG)	22,13,888	25,63,574
Total fuel consumption (E) (Only for DG)	4,540	4,385
Energy consumption through other sources (F)	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	22,13,888	25,63,574



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

Parameter	2022-23	2021-22
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
- No treatment	NA	NA
- With treatment – please specify level of Treatment (STP by building management)	7,983	2,047
<b>(ii) To Groundwater</b>	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
<b>(iii) To Seawater</b>	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
<b>(iv) Sent to third-parties</b>	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
<b>(v) Others</b>	NA	NA
- No treatment		
- With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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

Not Applicable

## 4. Please provide details of total Scope 3 emissions &amp; its intensity, in the following format:

Parameter	Unit	2022-23	2021-22
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

## 5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct &amp; indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not Applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Use of Solar power	Installed 45Kw solar plat at R&D center located at Shivajinagar office, Pune	Generating approx. 60,000 units of electricity per year

## 7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Yes, Quick Heal has a well-defined business continuity plan/Disaster recovery plan in place. The objective is to ensure the sustenance of business operations during different types of business interruptions / major disruptions & disasters, which may impact all critical activities like, development, delivery & support to customers, IT services, facility, and people.

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

No adverse impact



**BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)****9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.**

Not applicable

**PRINCIPLE 7****Essential Indicators****1. Number of affiliations with trade and industry chambers/ associations.****The Company is a member of:**

1. Data Security Council of India
2. Computers and Media Dealers Association

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Data Security Council of India	National
2	Computers and Media Dealers Association	Maharashtra

**3. 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.**

There is no anti-competitive behavior, abuse of a dominant position, or unfair trade practices cases pending against the Company.

**Leadership Indicators****4. Details of public policy positions advocated by the entity:**

The Company does not have a separate policy on 'advocacy'.

**PRINCIPLE 8****Essential Indicators****1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not Applicable

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

Not Applicable

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

The Committee looks into the grievances of the Shareholders related to the transfer of shares, payment of dividends, and non-receipt of the annual report and recommends measures for expeditious and effective investor service, among others.

The Whistle-Blower Policy (WBP) provides for the establishment of a Vigil Mechanism for directors and employees to report genuine concerns or grievances.

Website Link: <https://www.quickheal.co.in/documents/investors/policies/whistleblower-policy-&-vigil-mechanism.pdf>

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

Not Applicable

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

Not Applicable



## BUSINESS RESPONSIBILITY &amp; SUSTAINABILITY REPORT (Contd.)

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

Sr. No	State	Aspirational District	Amount spent (In ₹)
1	Assam	Barpeta	₹ 21,50,354/-
2	Rajasthan	Sirohi	₹ 21,28,300/-
3	Chhattisgarh	Korba	₹ 21,50,364/-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)  
 (b) From which marginalized /vulnerable groups do you procure?  
 (c) What percentage of total procurement (by value) does it constitute?

No

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: No
5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Earn learn	7.48 Lakhs	70%
2	Street play	1,36,312 500+ shows	50%
3	Cyber security awareness Goa & Kerala	22900+ students 580 parents	
4	Arogya Yan	2.5 Lakhs	100%
5	Arogyam mansampada	11,630 students 322 teachers 20 Parents	80%

## PRINCIPLE 9

## Essential Indicators

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

Website link: <https://www.quickheal.co.in/support>

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

Not Applicable

3. Number of consumer complaints in respect of the following

	2022-23		Remarks	2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy/ advertising/ cyber security	6082	5793	Out of 6082 requesters, 289 confirmed their consent for deleting their data. For the remaining requests, as there was no response from the users, the tickets were marked as closed. Consequently, no data was deleted for these users	428	376	376 users gave no response when we asked them to reply for their consent to delete data. We deleted data of 52 users which gave consent to delete data





## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

**5. Details of instances of product recalls on account of safety issues:**

Not Applicable

**6. 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.

<https://www.quickheal.co.in/privacy-policy>

**7. 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.**

Nil

### Leadership Indicators

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

<https://www.quickheal.co.in/home-users>

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

Yes. <https://www.quickheal.co.in/documents/master-eula/qh-india-master-eula.pdf>

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

Yes. <https://www.quickheal.co.in/eol-announcement>

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

Yes. The Company carries out a consumer satisfaction survey on a periodic basis and compares the various parameters across multiple dimensions through peer comparison and its membership in the various chambers of commerce.

**5. Provide the following information relating to data breaches:**

**a) Number of instances of data breaches along-with impact**

Nil

**b) Percentage of data breaches involving personally identifiable information of customers**

Not Applicable