



7th September, 2023

To,
BSE Limited (“BSE”)
Phiroze Jeejeebhoy Towers
Dalal Street,
Mumbai 400 001
BSE Script Code: 543712

To
National Stock Exchange of India Limited (“NSE”)
The Listing Department,
Exchange Plaza, Bandra - Kurla Complex,
Bandra (East), Mumbai – 400051
NSE Symbol: **AHL**

Subject: Business Responsibility and Sustainability Report for the financial year 2022-23

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (“BRSR”) for the financial year 2022-23 which forms an integral part of the Annual Report for the financial year 2022-23.

The BRSR is also available on the website of the Company at www.abansholdings.com.

We request to take the above information on record.

Thanking you,

For Abans Holdings Limited
(Formerly known as Abans Holdings Private Limited)

Abhishek Bansal
Managing Director
DIN: 01445730

Abans Holdings Ltd.

(Formerly known as Abans Holdings Pvt. Ltd.)

Regd. Office: 36, 37, 38A, Floor-3, Nariman Bhavan, Backbay Reclamation, Nariman Point, Mumbai-400021
CIN: U74900MH2009PLC231660 **Tel:** +91 22 61790000 **Fax:** 022 61790010
Email ID: compliance@abansholdings.com **Website:** www.abansholdings.com



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1.	Corporate Identity Number (CIN) of the listed entity	➤	U74900MH2009PLC231660
2.	Name of the listed entity	➤	Abans Holdings Limited (Formerly known as Abans Holdings Private Limited)
3.	Year of incorporation	➤	2009
4.	Registered office address	➤	36, 37, 38A, Floor 3, Nariman Bhavan, Backbay Reclamation, Nariman Point, Mumbai – 400 021
5.	Corporate address	➤	25, Mittal Chambers, 2nd Floor, Barrister Rajni Patel Marg, Nariman Point, Mumbai – 400021
6.	E-mail	➤	compliance@abansholdings.com
7.	Telephone	➤	022 6179 0000
8.	Website	➤	www.abansholdings.com
9.	Financial year for which reporting is being done	➤	2022-23
10.	Name of the Stock Exchange(s) where shares are listed	➤	National Stock Exchange (NSE) and BSE Ltd.
11.	Paid-up capital	➤	INR 10.03 Crs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	➤	Ms. Kruti Shah E-mail: compliance@abansholdings.com Tel No: 022 6179 0000
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)	➤	On a consolidated basis, unless specified otherwise

II. PRODUCTS/SERVICES

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

	Description of main activity	Description of business activity	% of turnover of the entity
1	Financial Services	Agency and Lending business	100

15. Products/services sold by the entity (accounting for 90% of the entity's turnover)

	Product/service	NIC code	% of total turnover contributed
1	Other credit granting, administration of financial markets, Security and commodity contracts brokerage, activities auxiliary to financial service activities n.e.c, management of other investment funds, management consultancy activities	64920/66110/66120/66190/66309/70200	100

III. OPERATIONS

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

Particulars	Number of plants	Number of offices	Total
National	0	10	10
International	0	7	7

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of states)	5
International (No. of countries)	4

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

Not applicable



c. A brief on types of customers

Our Company provides asset management, lending and advisory services to High Net-Worth Individuals (HNIs) & Ultra High Net-Worth Individuals (UHNIs), financial institutions, and corporates (including small and medium enterprise (SME)).



IV. 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)
 EMPLOYEES						
1.	Permanent (D)	112	84	75	28	25
2.	Other than permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	112	84	75	28	25
 WORKERS						
4.	Permanent (F)	N.A.				
5.	Other than permanent (G)					
6.	Total workers (F + G)					

b. Differently abled employees and workers

Sr. no.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
 DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	NIL	NIL	N.A.	NIL	N.A.
2.	Other than permanent (E)					
3.	Total differently abled workers (F + G)					
 DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	N.A.				
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

19. Participation/inclusion/representation of women

	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
 Board of Directors	29	4	13.8
 Key Management-HOD	14	1	7.1
 Personnel	98	27	27.6

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	2022-23 (Turnover rate in current FY)			2021-22 (Turnover rate in previous FY)			2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	32.1	35.7	33.0	27.8	55.2	34.5	47.2	27.6	42.4
Permanent workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)
21. (a) Names of holding/subsidiary/associate companies/joint ventures

This information is given in the Annexure A to the Board's Report.

CSR details




22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: CSR provisions are not applicable to Abans Holdings Ltd. ('AHL').
- Turnover (in INR): 133.25 Lakhs (on standalone basis)
 - Net worth (in INR): 11,133.01 Lakhs (on standalone basis)

VI. 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 was received	Grievance redressal mechanism in place (Yes/No)	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	(If yes, then provide a weblink to the grievance redress policy)	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
 Communities	No	NIL	NIL	N.A.	NIL	NIL	N.A.
 Investors (other than shareholders)	No	NIL	NIL	N.A.	NIL	NIL	N.A.
 Shareholders	Yes, our Company offers a structured approach to address any concerns or grievances raised by the shareholders. Purva Sharegistry (India) Pvt. Ltd. has been designated as the Share Transfer Registrars/ Agents, responsible for handling shareholder questions, demands, and complaints. The same can be reviewed on the following web-link- http://www.scores.gov.in/	NIL	NIL	N.A.	NIL	NIL	N.A.



Stakeholder group from whom complaint was received	Grievance redressal mechanism in place (Yes/No)	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	(If yes, then provide a weblink to the grievance redress policy)	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints with pending resolution at the close of the year	Remarks
 Employees and workers	Yes, the whistleblower mechanism of our Company is open to all employees, offering various avenues to express concerns using methods like e-mail or the submission of written complaints. These communication pathways effectively tackle any grievances that may arise through the utilisation of the whistleblower Mechanism. The whistler-blower mechanism can be accessed on the following web-link- https://abansholdings.com/pdf/Policy-on-Whistle-Blower-Mechanism.pdf .	NIL	NIL	N.A.	NIL	NIL	N.A.
 Customers	Yes, customers can raise their complaints by sending an email to compliance@abansholdings.com	NIL	NIL	N.A.	NIL	NIL	N.A.
 Value chain partners	No	NIL	NIL	N.A.	NIL	NIL	N.A.

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, and 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	Changes in Government policies	Risk	The ever-evolving regulatory landscape, marked by frequent policy revisions, volatile interest rates, and changing tax structures, demand a continuous reassessment and adjustment of our business strategies. Thereby, effectively navigating these external dynamics to cultivate growth amidst the persistent waves of change remains crucial for our success.	Our diverse portfolio grants us the ability to recalibrate operations in tandem with evolving Government regulations. With a global reach, we have the ability to pivot our focus across markets as necessary, thus mitigating risks arising from policy alterations in any single country.	Neutral
2	Ethics and governance	Opportunity	Establishing strong corporate governance is essential for achieving organisational goals, as any potential risks could undermine stakeholder trust, damage the organisation’s reputation, and disrupt our operations.	We advocate for and prioritise whistleblowing to promptly uncover potential statutory non-compliance and reputational risks, This approach facilitates proactive risk mitigation upholding ethical practices and effective governance.	Positive Ethical conduct and good governance practices can lead to increased profitability, growth opportunities, investor confidence, customer loyalty, and long-term business sustainability.
3	Increasing financial literacy	Opportunity	Educating India’s citizens on smart investing will expand our addressable market by dispelling conventional notions of just saving money. Promoting access to financial education allows us to attract more customers, demonstrate our commitment to inclusion, and ultimately contribute to broader economic prosperity.	We are committed to providing educational resources and advice to help individuals understand the benefits of building wealth through long-term, diversified investing. By promoting smart saving habits and elucidating non-conventional instruments, our goal is to steer mind-sets beyond mere saving and move toward wealth generation.	Positive Enhancing financial literacy opens avenues to amplify client wealth, establish connections between businesses and broader customer segments, and effectively cross-sell complementary services, thereby augmenting our revenue streams.



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)
4	Digitisation	Opportunity	The escalating demand for digital transactions is driven by factors such as accessible internet, widespread smartphone adoption, and wider adoption of Aadhar - India's biometric identity card. This steady surge offers us a substantial opportunity to foster growth.	We have consistently prioritised technological investments, fostering a strong digital infrastructure. This approach minimises reliance on paper transactions and communications, showcasing our proactive stance in adapting to and mitigating the risks associated with digitisation.	Positive Boosting cost-efficiency and customer service.
5	Data security and customer privacy	Risk	Enforcing stringent system security enhances customer trust, guarantees regulatory compliance, and safeguards our reputation. Amid our swift digitalisation of services, upholding contemporary data protection and privacy measures is imperative for reaping the complete advantages of technology while sidestepping potential pitfalls.	We have instituted a comprehensive Information Security Management System to strengthen our systems and safeguard data, mitigating potential financial repercussions. This mirrors our approach in tackling and mitigating risks concerning data security and customer privacy.	Negative Any data breach can have the potential to harm our Company's reputation and result in litigation and financial risks.
6	Corporate governance	Opportunity	Upholding strong corporate governance, ethics, and transparency is fundamental to managing risk and safeguarding our reputation. Through consistent displays of accountability, compliance, and integrity in our disclosures, we cultivate stakeholder trust and goodwill. This reputation for ethical leadership strengthens our competitive standing, inspires investor confidence, fosters regulatory relationships, and enhances our ability to attract top talent.	We are dedicated to adhering to regulatory reviews and complying with requirements set by the Board, among others. We ensure that compliance and succession plans, along with necessary discussions and notes, are presented at regular intervals as mandated.	Positive Transparent governance helps build stakeholder confidence.
7	Customer satisfaction	Opportunity	Providing positive experiences with our financial products and services is pivotal for customer retention, safeguarding our reputation, and fostering sustainable growth.	Through the establishment of robust platforms for swift identification and prioritised resolution of customer grievances, coupled with regular customer satisfaction surveys, we adeptly tailor our offerings and services to meet evolving client needs. This emphasis on understanding and fulfilling customer requirements enables us to deliver timely solutions, retain our valued client base.	Positive Cultivating deep customer satisfaction fosters brand loyalty and reduces churn, enabling smoother wealth management experiences that strengthen our reputation and customer retention.

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)
8	Human capital development	Risk & opportunity	<p>A comprehensive talent management system that effectively recruits, develops, rewards, and retains high-performing employees with strong leadership potential provides the foundation for an empowered, skilled workforce that can drive organisational success.</p> <p>Investing in the growth of our human capital enables us to attract and retain top-tier talent, nurture leaders across all levels, optimise employee capabilities and performance, and propel our Company towards higher levels of achievement.</p>	<p>We invest in employee growth via training programmes, competitive rewards, and a positive work environment. This approach attracts, develops and retains top talent, maximising human capital capabilities crucial for our success.</p>	<p>Positive</p> <p>Employee satisfaction promotes efficiency and cultivates a positive work environment.</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

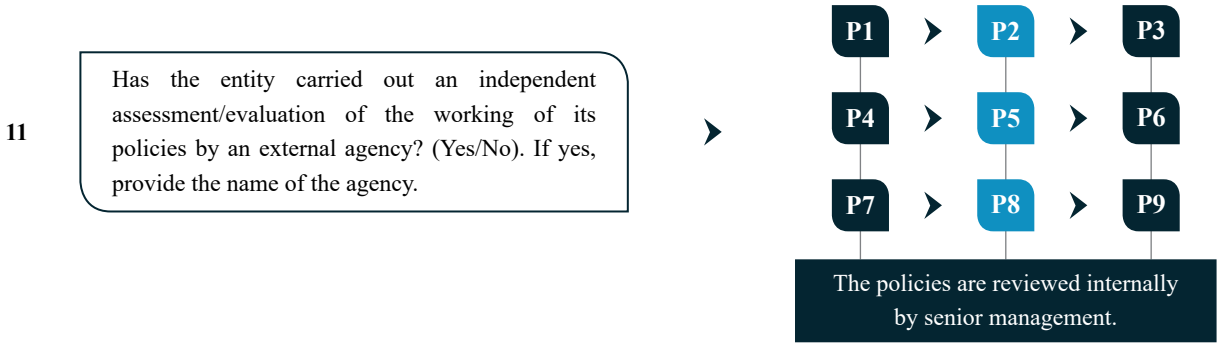
Sr. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Weblink of the policies, if available	https://abansholdings.com/corporate-policies.html								
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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.	NIL								



Sr. no.	Disclosure questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.									
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.									
	Governance, leadership and oversight									
7	Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure). Conducting business responsibly and sustainably is a crucial priority for our Company. At Abans Holdings, we actively collaborate with all stakeholders to identify and rectify significant ESG concerns. In this realm, our focus areas include ethical business conduct, transparent customer service, corporate governance, risk management, human capital development, community engagement, and environmental impact. Over the course of the year gone by, we have actively pursued a series of impactful measures. These encompass the reinforcement of our adoption of a comprehensive Code of Conduct across the organisation, the strengthening of robust business ethics, the cultivation of a resilient risk culture, the digitisation of our operations, the successful introduction of innovative products, strategic investments in cutting-edge cybersecurity, a steadfast dedication to employee well-being, rigorous monitoring of resource consumption, and the establishment of tangible targets for reducing electricity and paper consumption. These concerted initiatives collectively underscore our commitment to fostering sustainable and responsible practices that resonate throughout our organisation. With our commitment, we navigate complexities, forge collaborations, and drive meaningful change. Our pursuit of ESG excellence is embedded in our core, affirming our role as a positive force for a sustainable future.									
8	Details of the highest authority responsible for implementing and overseeing the Business Responsibility policy(ies).									
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.									

10 Details of review of NGRBCs by the Company:

Subject for review	Indicate whether the 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 the above policies and follow-up action	The Board of Directors and its committees convene regularly to assess our Company’s performance across various dimensions, including the relevant extent of adherence to the NGRBC Principles.									Regularly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Our Company adheres to pertinent statutory obligations related to the principle and takes measures to address any instances of non-compliance.									Quarterly								



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





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 categorised as ‘Essential’ and ‘Leadership’. While the essential indicators are expected to be disclosed by every entity mandated to file this report, the leadership indicators may be voluntarily disclosed by entities that aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.




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 no of training and awareness programmes held	Topics/principals covered under the training and impact	% age of persons in respective category covered by the awareness programme
 Board of Directors	2	<ul style="list-style-type: none"> Code of Conduct POSH Corporate governance & its amendments 	65%
 Key Managerial Personnel	4	These trainings have raised awareness on ethics, appropriate workplace conduct, and good governance practices. As a result, employees have understood laws, policies, and standards and a compliant, equitable culture has been developed. Overall, the trainings led to more transparent, and accountable operations across the organisation.	75%
 Employees other than BOD & KMPs	4		80%
 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 (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):

Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (in ₹)	Brief of the case	Has an appeal been preferred (Yes/No)
 Penalty/fine			NIL		
 Settlement					
 Compounding Fee					

Non-monetary			
NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred (Yes/No)
<p>Imprisonment</p>		NIL	
<p>Punishment</p>			

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	➤	N.A.
Name of the regulatory/enforcement agencies/judicial institutions	➤	N.A.

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.

No, we do not have a specific Anti-Bribery and Anti-Corruption (ABAC) policy in place. However, reflecting our zero-tolerance approach, we adhere to all regulations and conduct business fairly and with integrity. We discourage unethical practices like bribery and maintain a strict no-corruption stance.

Our Company is committed to professional, equitable dealings with unwavering integrity. Comprehensive guidelines are established to deter unethical conduct, accompanied by clearly defined repercussions. Robust control measures effectively help prevent bribery and corruption. Associates are encouraged to report oversights. Any ABAC violations are promptly reported to management.

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

	2022-23 (Current financial year)	2021-22 (Previous financial year)
Directors	NIL	NIL
KMPs		
Employees		
Workers	N.A.	

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

	2022-23 (Current financial year)	2021-22 (Previous financial year)
Number of complaints received in relation to issues of Conflict of interest of the Directors	NIL	NIL
Number of complaints received in relation to issues of Conflict of interest of the KMPS		

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

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.

	2022-23	2021-22	Details of improvements in environmental and social impacts
R&D Capex			Given that our Company predominantly operates in the financial services space, the applicability of the aforementioned information is mainly confined to capital expenditures related to information technology. We remain dedicated to consistently identifying and addressing opportunities to reduce our environmental impact by investing in eco-friendly electric equipment.

93

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

As our Company's focus is solely on providing financial solutions to our customers, sustainable sourcing is not applicable to our business. Nevertheless, we prioritise energy conservation by extensively utilising technology to minimise its paper and electricity consumption. Additionally, our Company is mindfully reducing its resource consumption by adopting energy-efficient equipment across all our offices.

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

Not applicable

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.

Given the nature of the business, our Company's influence on these factors remains constrained. However, we are acutely aware of the imperative to handle waste in an environmentally responsible manner. In pursuit of these goals, our Company actively promotes the concept of reusing and recycling whenever feasible. Moreover, we collaborate with certified e-waste handlers to ensure the proper disposal of electronic waste.

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

No. Given the nature of business, EPR is not applicable to our Company's activities.



Principle

3



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

Essential Indicators

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

Category	% of Employee covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
 Permanent employees											
Male	84	84	100	84	100	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	28	28	100	28	100	28	100				
Total	112	112	100	112	100	28	100				
 Other than permanent employees											
Male	N.A.										
Female	N.A.										
Total	N.A.										

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
 Permanent workers											
Male	N.A.										
Female	N.A.										
Total	N.A.										
 Other than permanent workers											
Male	N.A.										
Female	N.A.										
Total	N.A.										

2. Details of retirement benefits, for current financial year and previous financial year

Benefits	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with 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 authority (Y/N/N.A.)
PF	100%	N.A.	Y	100%	N.A.	Y
Gratuity	100%		Y	100%		Y
ESI	NIL		N.A.	NIL		N.A.
Others – please specify	N.A.			N.A.		

Note: Data specific to India. All employees are covered under PF and gratuity from their date of joining.

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. Our Company has elevators, a ramp facility, and all the required equipment to support employees and visitors with disabilities.

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.

At Abans Holdings, we have maintained a steadfast focus on creating a workplace culture that champions diversity and inclusion, with a zero-tolerance approach towards any form of discrimination. We have developed a robust employee engagement policy that not only nurtures a highly motivated workforce but also ensures their retention. We place paramount importance on creating a conducive environment that nurtures equality and diversity at all levels.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NIL		N.A.	
Female				
Total				

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	<p>Our Company has an open-door policy, ensuring that every employee, regardless of their hierarchical standing, enjoys direct access to business heads and senior management. Additionally, our Company has in place, a robust internal grievance mechanism, enabling employees to voice their concerns anonymously. These concerns are thoroughly investigated by the HR team, leading to appropriate actions being taken.</p> <p>Additionally, a Whistle-Blower Policy has been developed to empower employees and Directors to report instances of unethical conduct, including confirmed or suspected fraud, or breaches of our Company’s Code of Business Conduct and Ethics Policy. This framework underscores our dedication to fostering transparency and accountability throughout the organisation.</p>
Other than permanent workers	
Permanent employees	
Other than permanent employees	

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

Category	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	Total employees/workers in the respective category	No. of employees/workers in the respective category who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in the respective category	No. of employees/workers in the respective category who are part of association(s) or Union(D)	% (D/C)
Total permanent employees	Employees do not have a representative union or association.					
Male						
Female						
Total permanent workers						
Male						
Female						

8. Details of training given to employees and workers:

Category	2022-23 (Current financial year)					2021-22 (Previous financial year)				
	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)
Employees										
Male	84	NIL	N.A.	34	40%	90	70	78%	NIL	N.A.
Female	28			17	61%	29	21	72%		
Total	112			51	46%	119	91	76%		

Category	2022-23 (Current financial year)				2021-22 (Previous financial year)					
	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)
Workers										
Male	N.A.				N.A.					
Female										
Total										

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

Category	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	84	84	100	90	90	100
Female	28	28	100	29	29	100
Total	112	112	100	119	119	100
Workers						
Male	N.A.			N.A.		
Female						
Total						

10. Health and safety management system:

- a) **Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage such system?**

As a financial service company, Abans Holdings' operations pose minimal occupational hazards. Employee well-being is of paramount importance. To this end, we offer comprehensive healthcare services and regular wellness workshops. Our commitment to safety extends to fire safety training, evacuation drills, the provision of sanitisers. In essence, our Company actively nurtures the holistic well-being of our employees, encompassing their physical, mental, and emotional health.

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

While the probability of hazard risks remains low, our Company acknowledges the significance of an ongoing hazard identification process. Employees in roles involving customer and vendor interactions hold the responsibility of identifying potential hazards during field operations. While this is not presently a primary concern, regular checks are conducted by the administration team to assess potential hazards to life and property.

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

Not applicable. As a financial services firm, our Company does not have workers as defined by SEBI's BRSR guidance.

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

Yes. Abans Holdings provides full group mediclaim, health insurance and personal accident coverage to all employees.

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

Safety incident/number	Category	2022-23 (Current financial year)	2021-22 (Previous financial year)
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	Employees	N.A.	N.A.
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		
	Workers		
High-consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

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

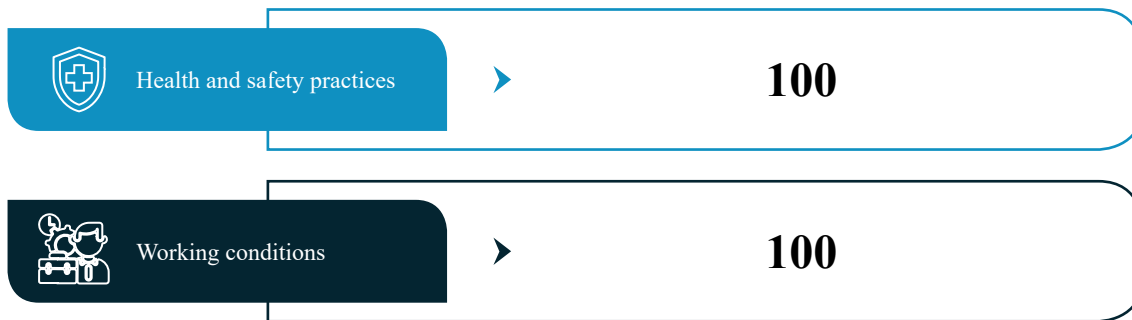
At Abans Holdings, we ensure a safe and healthy workplace by providing optimal conditions for employees. Workspaces feature air conditioning, 8 fire extinguishers, smoke detectors, safe drinking water and routine maintenance of electrical equipment. Through annual mock fire drills, employees are trained on emergency evacuation procedures, promoting emergency preparedness. Overall, we have implemented various measures that foster a productive environment, from comfortable facilities to regular safety training.

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

	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
 Working conditions	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
 Health & safety	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

14. Assessments for the year:

**% of your plants and offices that were assessed
(by entity or statutory authorities or third parties)**



Note: The assessment has been carried out internally by our HR team.

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

Principle

4

Businesses should respect the interests of and be responsive to all their stakeholders.

Essential Indicators

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

The pivotal role of key stakeholders whose impact on company operations and performance is instrumental in creating value. These stakeholders play a vital role in shaping business objectives and monitoring their progress. As a provider of financial services, our stakeholder landscape is diverse and multifaceted. Our Company is dedicated to cultivating robust relationships with stakeholder groups that contribute value to our enterprise. In alignment with this commitment, the identified key stakeholders encompass employees, clients/customers, shareholders and regulatory bodies.

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 & marginalised group (Yes/ No)	Channels of communication (Email, SMS, newspaper, pamphlets, advertisement, community meetings, notice board, website), other	Frequency of engagement (annually/ half yearly/ quarterly/ others – please specify)	Purpose and scope of engagement, including key topics and concerns raised during such engagement
 Customers	No	Emails, calls, website, one-to-one meetings	Ongoing and regular	We proactively engage with customers to gain insights into their priorities, encompassing areas such as business performance, offering tailored financial products, competitive interest rates, seamless Omni-channel access, secure transactions, and effective grievance redressal.

Stakeholder group	Whether identified as vulnerable & marginalised 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
 Shareholders/ investors	No	Investor meets, calls, Email, website	Annually, quarterly and on need-basis	Our Company maintains consistent engagement with shareholders and investors, actively seeking their input on subjects such as ethical business practices, corporate governance, sustainable performance, and transparent reporting. Shareholders express the significance of these matters through various platforms, annual general meetings, investor relations channels, and disclosure documents.
 Employees	No	Town-halls, Email, one-on-one meetings, calls, website, engagement activities	Ongoing	We regularly engage with employees to gain insights into their priorities, which include areas such as training and development opportunities, equitable and fair compensation, performance recognition, The establishment of diverse and safe workplace, and promoting a healthy work-life balance. Employees communicate their perspectives through various channels including town hall meetings and one-on-one discussions, thus providing valuable feedback to our Company on these topics.
 Regulatory authorities	No	Email, meetings, website, one-on-one meetings	Need-basis	We proactively engage with regulatory authorities to deliberate on subjects such as legal and regulatory adherence, ethical business conduct, and avenues for collaboration. These discussions occur through industry consultations, regulatory filings, compliance evaluations, and participation in working groups. These initiatives provide our Company with valuable insights and input from regulatory authorities, enriching our understanding of these crucial areas.

Principle

5

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

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 (Current financial year)			2021-22 (Previous financial year)		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	112	95	85%	119	87	73%
Other than permanent	NIL	NIL	N.A.	NIL	NIL	N.A.
Total employees	112	95	85%	119	87	73%
Workers						
Permanent	N.A.			N.A.		
Other than permanent	N.A.			N.A.		
Total workers	N.A.			N.A.		

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

Category	2022-23 (Current financial year)					2021-22 (Previous financial year)				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	112	NIL	N.A.	112	100	119	NIL	N.A.	119	100
Male	84			84	100	90			90	100
Female	28			28	100	29			29	100
Other than permanent	N.A.					N.A.				
Male	N.A.					N.A.				
Female	N.A.					N.A.				
Workers										
Permanent	N.A.					N.A.				
Male	N.A.					N.A.				
Female	N.A.					N.A.				
Other than permanent	N.A.					N.A.				
Male	N.A.					N.A.				
Female	N.A.					N.A.				

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

	Male		Female	
	Number	Median remuneration/salary/wages of the respective category	Number	Median remuneration/salary/wages of the respective category
Board of Directors (BoD)*	25	N.A.	4	N.A.
Key Managerial Personnel	13	INR 2,79,093/-	1	INR 1,16,122/-
Employees other than BoD and KMP	71	INR 64,310/-	27	INR 74,726/-
Workers	N.A.	N.A.	N.A.	N.A.

* Directors are taking salaries as KMPs or employees

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. Our HR team is the focal point responsible for addressing human rights issues.

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

Upholding human rights is core to Abans Holdings’ values and operations. Our Company strives to support, protect, and promote human rights through fair, ethical business and employment practices. Our Company has zero tolerance for child labour, slavery, forced labour, or any physical, sexual, psychological, or verbal abuse.

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

	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual harassment	NIL	N.A.	N.A.	NIL	N.A.	N.A.
Discrimination at workplace	NIL	N.A.	N.A.	NIL	N.A.	N.A.

	2022-23 (Current financial year)			2021-22 (Previous financial year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
 Child labour	NIL	N.A.	N.A.	NIL	N.A.	N.A.
 Forced labour/involuntary labour	NIL	N.A.	N.A.	NIL	N.A.	N.A.
 Wages	NIL	N.A.	N.A.	NIL	N.A.	N.A.
 Other human rights-related issues	NIL	N.A.	N.A.	NIL	N.A.	N.A.

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

We are committed towards creating and maintaining a workplace that treats each one of us with dignity, respect, acceptance and mutual trust. We have Prevention of Sexual Harassment Policy in place which enables us to provide a safe working environment to one and all in accordance with 'Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013' of India. We uphold the highest levels of commitment to ensuring a secure working environment that is devoid of harassment. Our Company considers sexual harassment at the workplace to be serious misconduct. Appropriate disciplinary measures, in accordance with our Company policies and relevant legal statutes, will be taken in response to such behavior. Our zero-tolerance stance underscores our commitment to fostering a workplace characterised by respect and professionalism, safeguarding the well-being of our employees.

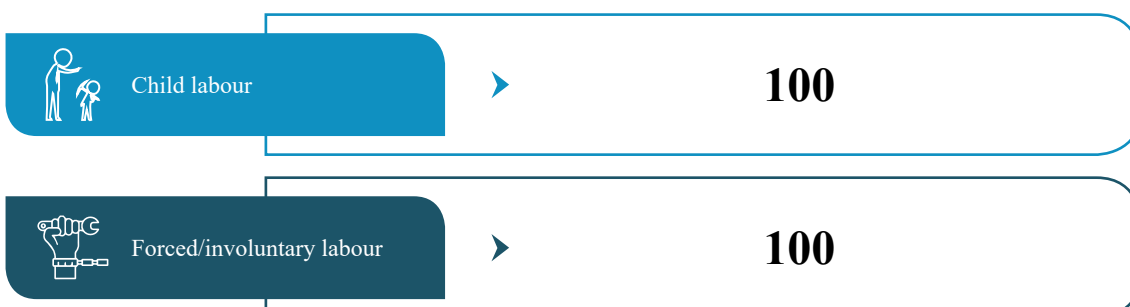
The policy can be review on the following web-link: <https://abansholdings.com/pdf/Prevention-of-Sexual-Harassment-Policy.pdf>.

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

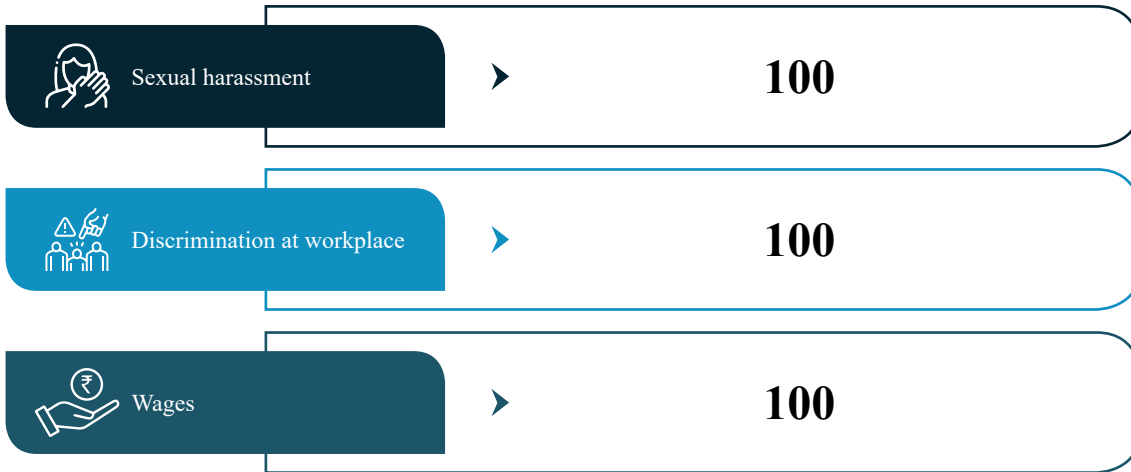
Yes

9. Assessments for the year:

% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)



% of your plants and offices that were assessed (by the entity or statutory authorities or third parties)



10. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 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	2022-23 (Current financial year)	2021-22 (Previous financial year)
Total electricity consumption (A) (in GJ)	516.8	506.3
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	NIL	NIL
Total energy consumption (A+B+C) (in GJ)	516.8	506.3
Energy intensity per rupee of turnover (Total energy consumption in GJ/INR turnover in Crores)	0.4	0.8
Energy intensity (optional) – the relevant metric may be selected by the entity	N.A.	N.A.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency

No

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.

Not applicable

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

Parameter	2022-23 (Current financial year)	2021-22 (Previous financial year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third-party water	1,344.0	1,428.0
(iv) Seawater/desalinated water	NIL	NIL
(v) Others	NIL	NIL
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,344.0	1,428.0
Total volume of water consumption (in kilolitres)	1,344.0	1,428.0
Water intensity per rupee of turnover (Water consumed in KL/INR turnover in Crores)	1.2	2.2
Water intensity (optional) – the entity may select the relevant metric	N.A.	N.A.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency- No

Note: Water consumption data is calculated on assumption for most offices, which are leased and lack separate water billing. We have assumed 50 litres of water usage per employee for 240 working days.

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

No. We, being a financial service company, do not have any kind of discharge as no manufacturing process is involved.

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

Parameter	Please specify unit	2022-23 (Current financial year)	2021-22 (Previous financial year)
NOx	N.A.	NIL	NIL
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency - No

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

Parameter	Unit	2022-23 (Current financial year)	2021-22 (Previous financial year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	NIL	NIL
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	100.3	98.2
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent per INR of turnover in Crores	0.1	0.2
Total Scope 1 and Scope 2 emission intensity (optional) – the entity may select the relevant metric	N.A.	N.A.	N.A.

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency

No

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

We are undertaking proactive steps to shift towards sustainable methods of conducting business across our operations. These include the expansion of digital infrastructure to facilitate paperless electronic transactions, leading to the reduction of unnecessary paper reports whenever feasible. At the same time, we are also promoting other waste reduction measures, along with the initiation of various other endeavours aimed at minimising our environmental footprint.

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

Operating in the financial services sector, we generate very little waste from our core business operations. We employ waste minimisation and recycling practices to reduce our environmental impact. Any residual by-products are handled and disposed of responsibly. We intend to monitor waste generation through tracking metrics, working towards additional reductions going forward. We encourage our employees to minimise waste through awareness sessions focussed on reducing usage, reusing materials, and recycling programmes. We aim to instill environmental responsibility at all levels of the organisation.

Parameter	2022-23 (Current financial year)	2021-22 (Previous financial year)
Total waste generated (in metric tonnes)	NIL	NIL
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other hazardous waste. Please specify, if any. (G)		
Other non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)		

Parameter	2022-23 (Current financial year)	2021-22 (Previous financial year)
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	NIL	NIL
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling		
(iii) Other disposal operations		
Total		

Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, the name of the external agency

No

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.

Given the nature of our business, we do not use any hazardous or toxic chemicals.

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:

S. 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.
Our Company does not have any offices in ecologically sensitive areas.			

11. 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 an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
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, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. no.	Specify the law/regulation/guidelines which were 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

1. a. **Number of affiliations with trade and industry chambers/associations.**
Two
- b. **List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.**

Sr. no.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	FICCI - Federation of Indian Chambers of Commerce & Industries	National
2.	PHD chamber of commerce & Industry	National

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

Name of authority	Brief of the case	Corrective action taken
N.A.		

Principle 8 Businesses should promote inclusive growth and equitable development.

Essential Indicators

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

Name and brief details of the project	SIA notification no.	Date of notification	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/No)	Relevant weblink
N.A.					

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

Name of the 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)
N.A.					

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

Given the nature of our Company's business, this is not applicable.

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

	2022-23 (Current financial year)	2021-22 (Previous financial year)
Directly sourced from MSMEs/small producers	N.A.	N.A.
Sourced directly from within the district and neighbouring districts		

Principle

9

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

Essential Indicators

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

At Abans Holdings, timely and effective grievance redressal is a priority. Our Company analyses root causes to continuously improve experiences. We are committed to resolving issues quickly and learning from feedback.

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

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

3. Number of consumer complaints in respect of the following

	2022-23 (Current financial year)		Remarks	2021-22 (Previous financial year)		Remarks
	Received during the year	Pending resolution at the end of the year		Received during the year	Pending resolution at the end of the year	
Data privacy	NIL	NIL	In the regular course of business, our Company receives and resolves all queries in a timely manner.	NIL	NIL	N.A.
Advertising						
Cybersecurity						
Delivery of essential services						
Restrictive trade practices						
Other						

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		N.A.

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

Yes. We have a policy on cybersecurity and data privacy which is placed on the internal employee portal. We conduct a thorough evaluation through a comprehensive multi-pronged risk identification approach, utilising methods like inquiries, inspections, and data analysis. This helps to address potential cyber, data, and other operational risks. This proactive approach demonstrates our Company’s commitment to maintaining a secure operational environment.

We have also established a range of measures to safeguard data privacy and security. These include the implementation of policies, such as the Preservation of Documents Policy and third-party backups. Additionally, our Company’s Risk Management Policy acknowledges the significance of cybersecurity and data privacy as pivotal operational risks.

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

No cyber-attacks have been reported during the year, and therefore, no corrective measures have been undertaken by our Company.

Leadership Indicators

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

Information related to products and other services is available on our Company’s website at: www.abansholdings.com

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

Our Company complies with all disclosure requirements related to our products and services.

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

Clients are apprised about any potential risk through emails & virtual meetings in case of any foreseeable disruption for various reasons.



- 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)**

At Abans Holdings, we value transparency with clients and provide all relevant details. We communicate about services through SMS, email, and other platforms. Additionally, service-related information is available on our Company's website.

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

- a. Number of instances of data breaches alongwith impact**

No data breaches were reported during 2022-23.

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

Not applicable