

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

- Corporate Identity Number (CIN) of the Listed Entity: **L74899DL1974GOI007227**
- Name of the Listed Entity: **BITES Limited**
- Year of incorporation: **1974**
- Registered office address: **SCOPE Minar, Laxmi Nagar, Delhi - 110092**
- Corporate address: **Shikhar, Plot No. 01, Sector-29, Gurugram-122001, Haryana**
- E-mail: info@rites.com
- Telephone: **+91 1242571666**
- Website: www.rites.com
- Financial year for which reporting is being done: **FY 2021-22 (April 1, 2021 to March 31, 2022)**

- Name of the Stock Exchange(s) where shares are listed: **BSE Limited, National Stock Exchange of India Limited**

- Paid-up Capital: **₹ 240.30 crore**

- 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. Ved Prakash

Designation: Chief People Officer

Telephone Number: +91 124 2571666

E-mail id: vedprakash@rites.com

- 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) : **Standalone Basis**

II. Products/services

- Details of business activities (*accounting for 90% of the turnover*):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Consultancy	Design, engineering consultancy and project management for transport infrastructure sector with focus on railways, urban transport, roads and highways, ports, including land ports, inland waterways, airports etc.	39.57%
2.	Leasing	Leasing, maintenance and rehabilitation of locomotives and other railway rolling stock, including manufacturing of wagons	5.09%
3.	Exports	Export of locomotives and other railway rolling stock, including manufacturing of wagons	37.50%
4.	Turnkey Projects	Turnkey projects for railway workshops, track doubling / tripling/quadruplicating, new/additional railway line, railway electrification, redevelopment of railway stations, institutional buildings, wind, solar and other renewable energy projects with or without equity participation.	17.84%

- Products/Services sold by the entity (*accounting for 90% of the entity's Turnover*):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Design, engineering consultancy and project management for transport infrastructure sector with focus on railways, urban transport, roads and highways, ports, including land ports, inland waterways, airports etc.	71100	39.57%
2.	Leasing, , maintenance and rehabilitation of locomotives and other railway rolling stock, including manufacturing of wagons	49120	5.09%
3.	Export of locomotives and other railway rolling stock, including manufacturing of wagons	46592	37.50%

S. No.	Product/Service	NIC Code	% of total Turnover contributed
4.	Turnkey projects for railway workshops, track doubling /tripling/ quadruplicating, new/additional railway line, railway electrification, redevelopment of railway stations, institutional buildings, wind, solar and other renewable energy projects with or without equity participation.	4210	17.84%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NA	13	13
International	NA	5	5

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States
International (No. of Countries)	13

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

39.57%

RITES achieved highest-ever exports revenue during FY 2021-22

c. A brief on types of customers

Our domestic as well as overseas clients typically are national governments, governmental instrumentalities, large private entities and public sector enterprises. Such governments, governmental agencies and public sector undertakings are engaged in large scale infrastructure planning and development both in India and abroad. We also undertake and execute projects funded by multilateral funding agencies.

We regularly provide our services to some leading public and private sector entities, such as National Thermal Power Corporation Limited, Dedicated Freight Corridor Corporation of India Limited, High Speed Rail Corporation of India Limited, Indian Port Rail Corporation Limited, Steel Authority of India Limited, Delhi Metro Rail Corporation Limited, for Gandhinagar and Ahmedabad Company Limited, Airports Authority of India, the National Highways Authority of India, TATA Steel, Adani Ports, L&T, NALCO, Coal India and we have many International clients like Sri Lanka Railways, CFM Mozambique, Metro Express Limited Mauritius, Bangladesh Railways, among others.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1845	1672	90.62 %	173	9.38 %
2.	Other than Permanent (E)	801	760	94.88%	41	5.12%
3.	Total employees (D + E)	2646	2432	91.91%	214	8.09%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	28	27	96.43%	01	3.57%
2.	Other than Permanent (E)	4	4	100%	-	-
3.	Total differently abled employees (D + E)	32	31	96.87%	01	3.13%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
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	10	1	10%
Key Management Personnel	5	0	0

20. Turnover rate for permanent employees and workers*

(Disclose trends for the past 3 years)

Particulars	FY 2021-22 (Turnover rate in current FY)			FY 2020-21 (Turnover rate in previous FY)			FY 2019-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	7.58%	5.69%	7.40%	7.55%	6.66%	7.47%	6.45%	6.50%	6.45%
Permanent Workers	-	-	-	-	-	-	-	-	-

* Turnover rate includes employees leaving the employment voluntarily or due to dismissal, termination, retirement, or death in service.

V. Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. 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	RITES (Afrika) (Pty) Limited	Subsidiary	100%	Yes
2	REMC Limited	Subsidiary	51%	Yes
3	SAIL-RITES Bengal Wagon Industry Private Limited	Joint Venture	50%	Yes
4	Indian Railway Stations Development Corporation Limited	Joint Venture	24%	Yes

VI. CSR Details

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

(ii) Turnover (in ₹) ₹ 2575 Crores

(iii) Net worth (in ₹) ₹ 2399 Crores

VII. Transparency and Disclosures Compliances

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

Grievance redressal mechanism is in place to address grievances of various stakeholders. Samvedna and Aabhar committees constituted by Management are ensuring proper redressal and disposal of the grievances, requests and suggestions of existing and ex-employees. Also, grievances received through CPGRAM (Centralized Public Grievance Redress And Monitoring) system of Government of India, are attended promptly.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://pgportal.gov.in/	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal
Investors (other than shareholders)	N.A.	Nil	N.A.		Nil	N.A.	
Shareholders	Yes https://scores.gov.in/scores/Welcome.html	61	Nil	SCORES Platform & through email, Jointly managed by RITES and its RTA	105	Nil	SCORES Platform & through email, Jointly managed by RITES and its RTA
Employees and workers	Yes http://reppi-puc2.rites.com:55100/irj/portal https://www.rites.com/Complaint	Nil	N.A.	Serving employees grievances are handle through RITES Employee Self Service Portal, Grievances from retired/ ex-employees are handled through RITES Website	Nil	N.A.	Serving employees grievances are handle through RITES Employee Self Service Portal, Grievances from retired/ ex-employees are handled through RITES Website
Customers	Yes https://pgportal.gov.in/ https://www.rites.com/Complaint	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal
Value Chain Partners	Yes https://pgportal.gov.in/	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal
Other (please specify)	Yes https://pgportal.gov.in/	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal

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

S. 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	Special focus on augmentation of Transport Infrastructure through NIP etc and RITES' position to provide environmentally viable and sustainable Transport Solutions	O	Government Policies and Investment plans provide enhanced opportunities for growth of company's business.		Positive
2	Infrastructure investments in Africa, Latin America, Middle East and South East Asia keeping in view social and environmental balances.	O	RITES having experience of successfully executing varied international projects is poised to gain substantially from infrastructure development in these countries.		Positive
3	Skill/ Knowledge gap w.r.t. requirement for experts having technical acumen matched with orientation for social and environmental solutions	R	There are limited experts available with matching capabilities and the various players in consultancy business are eying for these experts.	Organisation is adopting a flexible policy for engagement of people with required skill set on regular/ contractual/ project-based assignments on case-to-case basis	Negative

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
Policy and management processes										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
c. Web Link of the Policies, if available	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-PDF/3/CSR-SustainabilityPolicyNov21.pdf
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
4. Name of the national and international codes/certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	https://www.rites.com/Upload/upload/misc/Balancesheet/COFE-OF-CONDUCT-Policy.pdf	ISO 9001:2015	ISO: 17020:2012	ISO: 17025:2017	National Accreditation Board for Education and Training (NABET)					

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Adoption of 'Transforming to GREEN' concept								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	<p>In support of the 'Green Initiative' measure, RITES has taken various steps for harnessing green energy through the use of renewable energy sources and to list a few are: 1) Installed Roof-top Solar Power Plants at i) its office buildings (Shikhar & Srijan) in Gurugram ii) One of the platforms in Sahibabad Railway Station & iii) One of the platforms in Sahibabad Railway Station 2) Installed Wind Power Plants (through its subsidiary company- REMC Ltd) in Rajasthan, Tamil Nadu & Maharashtra for Railways, besides suggesting/undertaking various energy conservation measures through energy efficiency studies and their implementation for various Clients, RITES Offices & various Zonal Railways in the country.</p> <p>The Company has disseminated Annual Reports in electronic mode to the shareholders who have registered their e-mail addresses either with the Registrar and Transfer Agents or with the Depositories. The initiative is aimed at minimising the impact on the planet and supporting carbon neutrality.</p> <p>RITES Ltd has also adopted several environment-friendly initiatives to realise its endeavour of 'Transforming to Green'. The company continues to adapt and innovate its strategy to reflect its ambition of 'Shaping Tomorrow's Mobility' that is sustainable and connected. Some among them include promotion of mobility solutions that emphasize sustainable performance, decarbonisation and digitally-enabled efficiency; adoption of innovative systems that underpin the transition to a low-carbon future, in line with India's target of achieving net-zero emission by 2070; and development of green transport infrastructure.</p> <p>All these steps have resulted into the conservation of energy to RITES as well as its Clients through savings in their electricity bills (due to reduced electricity consumption) besides reduction in their carbon emissions.</p>								
Governance, leadership and oversight									
7. Statement by director responsible for the highest ESG related challenges	The organization has sincere concerns regarding ESG and is making all out efforts directly and through clients (incorporating the provisions in our feasibility reports encouraging our clients to take necessary actions) to mitigate ESG related challenges								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)	<p>Chief People Officer</p> <p>Telephone Number: +91 124 2571666</p> <p>E-mail id: vedprakash@rites.com</p>								
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.	<p>Yes</p> <p>Board of Directors cumulatively take decisions on sustainability related issues.</p>								

10. Details of Review of NGRBCs by the Company:

	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Performance against above policies and follow up action	Yes									Regularly							
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Board periodically reviews the compliance of all the principles and rectification on non-compliances (If any).									Periodically								

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.

	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Yes, various regulatory bodies, auditors and agencies evaluate these policies from time to time.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
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.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
It is planned to be done in the next financial year (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Any other reason (please specify)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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.

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

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	3	All	50
Key Managerial Personnel	6	All	50
Employees other than BoD and KMPs	167	All	50
Workers	N.A.	N.A.	N.A.

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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	N.A.	N.A.
Settlement	Nil	Nil	Nil	N.A.	N.A.
Compounding Fee	Nil	Nil	Nil	N.A.	N.A.

Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil		N.A.	N.A.
Punishment	Nil	Nil		N.A.	N.A.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
N.A.	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. Yes, <https://www.rites.com/VigilanceCorner/Whistleblowerpolicy>, Integrity Pact
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

Name	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	N.A.	N.A.

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

Member	FY 2021-22 (Current Financial Year)		FY 2020-21 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Nil	Nil	Nil

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

N.A.

Leadership Indicators

- Awareness programmes conducted for value chain partners on any of the principles during the financial year:
During various interactions with value chain partners emphasis is laid on these principles. However structured awareness programmes on these Principles are yet to be conducted.
- Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board?
Yes, MBP-1 is received from all Directors at the first meeting of the Board in every financial year; or whenever there is any change in the disclosures already made, then at the first meeting held after such change.

PRINCIPLE 2 Businesses should provide goods and services in a manner that is sustainable and safe

Essential Indicators

- 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.

Segment	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	0	0	N.A.
Capex	0	0.0014%	Investment in Startup was made with a view to use resources considering energy storage technologies such as hydrogen fuel cells

- Does the entity have procedures in place for sustainable sourcing?
Yes, as per Standard Tender Document the Contractor shall maintain ecological balance by preventing deforestation, water pollution and defacing of natural landscape. The Contractor shall so conduct his construction operations as to prevent any avoidable destruction, scarring or defacing of natural surroundings in the vicinity of work. For more details, please refer <https://www.rites.com/RitesGCC>
 - If yes, what percentage of inputs were sourced sustainably?
100%
- 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.
N.A., the company is not a producer of any product and is engaged in design, engineering consultancy and project management for the transport infrastructure sector.
- 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.
N.A., the company is not a producer of any product and is engaged in design, engineering consultancy and project management for the transport infrastructure sector. So, Extended Producer Responsibility (EPR) is not applicable to the entity's activities.

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

Essential Indicators

- 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)
Permanent employees											
Male	1672	1672	100	1672	100	-	0	1672	100	1672	100
Female	173	173	100	173	100	173	100	0	0	173	100
Total	1845	1845	100	1845	100	173	100	1672	100	1845	100
Other than Permanent employees											
Male	760	760	100	760	100	-	0	760	100	760	100
Female	41	41	100	41	100	41	100	-	0	41	100
Total	801	801	100	801	100	41	100	760	100	801	100

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

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.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other than Permanent workers											
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Benefits	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	N.A.	Y	100%	N.A.	Y
Gratuity	100%	N.A.	Y	100%	N.A.	Y
ESI						
Others – please specify						

3. Accessibility of workplaces

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

Yes. The premises/ offices of the entity 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 entity follows government guidelines in this behalf.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	N.A.	N.A.
Female	100%	100%	N.A.	N.A.
Total	100%	100%	N.A.	N.A.

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	N.A.
Other than Permanent Workers	N.A.
Permanent Employees	Yes*
Other than Permanent Employees	Yes*

*A scheme known as CONCERT (consultative Council for Enhancement of Rapport and Team Work) under which the employees of the Company are actively involved in decision making on vital issues like their service conditions and important organizational matters. Moreover, management has constituted two committees for RITES serving and ex-employees named Samvedna committee and Aabhar Committee.

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

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	1845	1202	65.15	1919	1299	67.70
- Male	1672	1070	64	1740	1161	66.70
- Female	173	132	76.30	179	138	77.10
Total Permanent Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
- Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
- Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

8. Details of training given to employees and workers:

Category	FY 2021-22 Current Financial Year					FY 2020-21 (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	1672	407	24.34	816	48.80	1740	520	29.89	1409	80.98
Female	173	34	19.65	85	49.13	179	50	27.93	156	87.15
Total	1845	441	23.90	901	48.83	1919	570	29.70	1565	81.55
Workers										
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1672	1672	100	1740	1740	100
Female	173	173	100	179	179	100
Total	1845	1845	100	1919	1919	100
Workers						
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

Performance Management System in RITES is carried out through online PMS tool using Employee Self Service (ESS). The robust and transparent system captures performance data of all regular employees across levels and facilitates timely completion of filling of APARs using system checks

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?

Yes, RITES has implemented occupational health and safety management system, for providing facilities of indoor medical treatment to its employees and their dependent family members, the company has taken group medical insurance policy. Additionally, annual health checkup is carried for all Executives.

Programmes were also organized in the areas of physical and mental health, amongst others.

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

Most common work-related hazards include occupational stress, fatigue, violence, harassment, road traffic injuries, electric shock, fire, slips, falls, etc. These risks are identified through regular inspection and monitoring at workplace including through our vendors/contractors.

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

Yes, Majority of work is conducted on client site and as a pre requisite of executing the work, the related hazards are being reported and mitigated both by processes adopted by client and our company.

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

Yes, benefits such as personal healthcare (regular medical check-ups), medical treatment expenses and availability of doctors in office premises are being provided.

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

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

*There were no work-related fatalities in FY 2021-22 and FY 2020-21

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

As a responsible corporate citizen, RITES Ltd has always risen to the needs of the nation and society. It has taken various preventive measures and implemented all government and administrative directives and WHO guidelines. It is doing all it can do to ensure the well-being of its employees and the community as well as those associated with it.

To combat with the pandemic various safety measures were taken by the company such as a Covid Help Group was created to support employees/former employees in getting medical assistance (from medicines to admission to hospital), a Covid-19 isolation facility equipped with first-line assistance was set up for RITES employees. The facility provided medical support to employees who were asymptomatic or mildly Covid-19 positive. The patients at these isolation centres were also provided with e-consultation from the empanelled doctors. Besides, the company purchased oxygen concentrators to provide immediate medical relief to the sick employees and their family members till the time admission to hospital was arranged. Vaccination is a very important intervention.

RITES organized Covid-19 vaccination drives for the employees and their family members. Also, the reimbursement of expenses on the account of vaccination has been permitted to the employees who have undergone vaccination in other hospitals.

Also, preventive steps such as Work-From-Home Policy, staggered working hours, mandatory temperature screening at entrances, compulsory wearing of face masks/covers, use of Aarogya Setu app, health and travel declaration by employees, regular sanitisation and fumigation etc. were undertaken to contain the spread of the virus.

To help the country tide over the oxygen crisis amid the second wave of the pandemic, RITES sanctioned funds for a medical oxygen plant with a bottling facility to be set up/implemented by North-Western Railway, Jaipur. In addition, it also contributed for setting up a 15 ICU-bedded facility at Central Hospital by Northern Railway to meet the healthcare needs of those suffering from Covid.

The company is ensuring clean and healthy work environment by regular cleaning, periodic sanitization.

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

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	N.A.	Nil	Nil	N.A.
Health & Safety	Nil	Nil	N.A.	Nil	Nil	N.A.

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	An internal committee has been set up to assess the health and safety practices and working conditions at office premises
Working Conditions	

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

Our activities at most of the client place are being assessed by third parties as engaged by respective clients from time to time

Leadership Indicators

1. 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)

Yes, the company being a consulting organization helps its employees to develop skills to facilitate continued employability

2. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Performance of value chain partners on these issues is assessed during the execution of contract
Working Conditions	

3. 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.

Necessary action is taken in case of non-compliance of standard tender document. considering inbuilt preventive measures of our existing policy, no significant risk concerned has been assessed

PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

RITES has a wide range of stakeholders to effectively recognize their requirements and expectations. Based on its experience, the management of the company through its various activities identify the entities who are affected by our activity or entities affecting our business.

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
Shareholders	No	Annual General Meeting, email, social media, press release	Annual, Quarterly, Regular	Providing guidance on future prospects of the company and Understanding Shareholders expectations
Investors and Analysts	No	Investor Meet, Analyst Meet, email, Exhibitions, social media, press release	Annual, Quarterly, Regular	Engagement with investors to brief on financial performance of the company and clarifying on their observations, providing guidance to the investors during the meeting
Customers/ Clients	No	Personal Meetings and virtual communications, social media, email, website, SMS, Advertisement, Exhibitions, press release	Continuous	Understanding client requirement and feedback and creating awareness about varied service profiles/ segments
Employees	No	ESS Portal, Management Communication, Periodic employees meet, email, Video Conferences, one-on-one counselling, social media, press release	Continuous	Employee engagement, Career Management, Employee feedbacks, suggestions, reviews and grievance redressal
Vendor/ Contractor	No	Vendor Meet, email, calls, vendor events, social media, press release	Continuous	Vendor engagement, their feedback suggestions reviews and grievance redressal
Communities	Yes	CSR activities, social media, Site visits, press release	Continuous	Sustainable Development
Regulators	No	Conferences, Seminars, Surveys, Website, social media	Continuous	Ensure Compliance and providing inputs for policy development to various authorities

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.

RITES endeavours to understand the stakeholder expectations through a structured engagement process and communication strategy and leverages this understanding for their betterment. As a part of the Project Management process, feedback is taken from the implementing agency with respect to milestones achieved and the overall impact created in the society. The emphasis during the project lifecycle is to create a participatory approach, instill self-reliance for the stakeholders and thus, take the community forward. Many of the projects have been covered by digital media, highlighting the overall benefits accrued to the community.

The company periodically briefs the board about feedback received from stakeholders.

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.

As per the inputs provided by stakeholders in meetings and various forums, policies are being framed and modified by the company.

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

No such concern has been received or observed during the year.

PRINCIPLE 5 Businesses should respect and promote human rights
Essential Indicators

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

Category	FY 2021-22 Current Financial Year			FY 2020-21 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	1845	219	11.86	1919	681	35.48
Other permanent	801	6	0.75	825	49	5.94
Total Employees	2646	225	8.50	2744	730	26.60
Workers						
Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total Employees	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Category	FY 2021-22 Current Financial Year					FY 2020-21 (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										
Male	1672	NIL	N.A.	1672	100	1740	NIL	N.A.	1740	100
Female	173	NIL	N.A.	173	100	179	NIL	N.A.	179	100
Other than Permanent										
Male	760	NIL	N.A.	760	100	788	NIL	N.A.	788	100
Female	41	NIL	N.A.	41	100	37	NIL	N.A.	37	100
Workers										
Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	3	63,19,714	-	-
Key Managerial Personnel	4	60,23,150	-	-
Employees other than BoD and KMP	2370	19,17,600	213	19,17,600
Workers	N.A	N.A	N.A	N.A

Note:

- Data is specific to employees posted in India only (as on 31st March,2022).
 - Experts, Consultants and Contract Employees are excluded.
 - Directors/KMPs to whom remuneration has been given only for part of the year have not been considered for computing Median Remuneration.
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, all the issues related to Human Rights can be directly addressed to Chief People Officer
5. Describe the internal mechanisms in place to redress grievances related to human rights issues.
- All the grievances related to human rights can be lodged at <https://www.rites.com/GrievanceComplaints>
6. Number of Complaints on the following made by employees and workers:

Benefits	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	1	Proceedings completed and enquiry report submitted	1	1	
Discrimination at workplace	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Child Labour	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Forced Labour/ Involuntary Labour	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Wages	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other human rights related issues	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

All the complainants reporting discrimination and harassment issues are reassured that any retaliation will be dealt with sensitively and will be subject to disciplinary action. Complaint mechanism is confidential to avoid any adverse impact or retaliation towards the complainant.

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

Yes

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	RITES internally monitors all its offices for assessments pertaining to these issues.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

There were no significant risks/concerns arising from human rights assessment.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.
2. The business processes are designed in compliance of government guidelines/directives which address all human rights issues.
 Details of the scope and coverage of any Human rights due-diligence conducted.
 Scope and coverage of human rights due diligence is as per the extant guidelines issued by government from time to time.
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:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The contractual provisions facilitate assessment of value chain partners on these parameters.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

There were no significant risks/concerns arising from human rights assessment.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**Essential Indicators**

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total electricity consumption (A)	16674.25	17353.11
Total fuel consumption (B)	790.77	1387.89
Energy consumption through other sources (C)	200.86	142.67
Total energy consumption (A+B+C)	17665.88	18883.67
Energy intensity per rupee of turnover (Total energy consumption/ turnover)	6.63 Gj/₹Cr	9.69 Gj/₹Cr
Energy intensity (optional) – the relevant metric may be selected by the entity		

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

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	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water	28360	22934
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	28360	22934
Total volume of water consumption (in kilolitres)	21537	16590
Water intensity per rupee of turnover (Water consumed / turnover)	8.09 kl/Rs. crore	8.52 kl/Rs. crore
Water intensity (optional) – the relevant metric may be selected by the entity		

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

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

No

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

Parameter	Please specify unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
NOx	kg	1369	1164
SOx	kg	78	67
Particulate matter (PM)	kg	168	143
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, name of the external agency.

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

Parameter	Unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (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	3297	2803
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	4465	4773
Total Scope 1 and Scope 2 emissions per rupee of turnover	teCo ₂ /Rs. crore	2.92	3.89
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

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	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)		
E-waste (B)	5.17	3.78
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)	0.15	0.11
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)	5.32	3.89

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

Category of waste	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
(i) Recycled		
(ii) Re-used		
(iii) Other recovery operations	5.32	3.89
Total	5.32	3.89

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

Category of waste	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations	5.32	3.89
Total	5.32	3.89

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

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.

RITES being a consultancy organization, there is no major waste generation in the business process.

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: No

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.
	NIL		

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: As consultancy organization, RITES undertakes EIA studies for various infrastructure projects of clients.

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

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

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

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.

Seven (7)

- 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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
2	Confederation of Indian Industries (CII)	National
3	Standing Conference on Public Enterprises (SCOPE)	National
4	Federation of Indian Export Organisation (FIEO)	National
5	Engineering Export Promotion Council (EEPC), Ministry of Commerce, Govt. of India	National
6	Consulting Engineers Association of India	National
7	Projects Exports Promotion Council (PEPC)	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.

There has been no anti-competitive conduct by the company and there are no adverse orders received from any regulators.

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.
Not applicable – we have no SIA notification. However, need based social impact assessments are done for various infrastructure projects.
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:
As part of our consultancy reports, RITES provides plans for Rehabilitation and Resettlement (R&R) of affected families.
3. Describe the mechanisms to receive and redress grievances of the community.
Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal.
Further, complaints can also be made at the RITES website: <https://www.rites.com/Complaint>
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:
The company, being in service industry there is no major procurement of input material as we do not manufacture any products, however, the Company has always encouraged local suppliers to participate in its tendering process and also promote them through training and hand holding programs. Our continued pursuit in this direction has seen improved participation of small local players and socio-economic development of communities in and around operational locations. The Company has taken necessary steps for implementation of the public procurement policy for procurement from MSMEs. Necessary provisions have been incorporated in all tenders for materials and services. In general, 20% of the requirement has been reserved for eligible MSMEs in line with MSMEs guidelines in the supply and service tenders. The company has been extensively following the guidelines of Government on procurement through GeM and provisions are also made in tenders to promote “Make in India” directives of the Government of India.

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):

Details of negative social impact identified	Corrective action taken
-N.A.-	

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

S. No.	State	Aspirational District	Amount spent (In INR) (₹ Lakh)
1.	Rajasthan	Baran & Sirhoi	9.45
2.	Tripura	Dhalai	2.93
3.	Jharkhand	East Singhbhum	7.36
4.	Haryana	Mewat	219.56
5.	Uttarakhand	Udham Singh Nagar	9.74
6.	Jharkhand	Khunti & Gumla	29.53

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No)
Yes
- (b) From which marginalized /vulnerable groups do you procure?
Being a CPSE, we follow the extant guidelines by government for procurement from marginalized/vulnerable groups.
4. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved
No adverse order has been passed against the company.
5. Details of beneficiaries of CSR Projects:
Company conducts CSR in the areas of Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation, making available safe drinking water, promoting education, promoting gender equality, empowering women, setting up homes and hostels for women and orphans, Nursing environmental sustainability, ecological balance but number of beneficiaries are difficult to ascertain and dynamic.

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.

Any concerns related to the product/ services by any of our consumers are addressed immediately through CPGRAM PG Portal and CPGRAM Appeal Portal and through email. The Company interacts on regular basis with its B2B customers with respect to timely delivery of quality parameters within the project milestones.

As per standard practices followed by the company, a Project Coordinator is assigned in each project for addressing all consumer related issues.

As part of ISO a client feedback form is also taken from customers.

https://ritesinsp.com/RBS/Client_Feedback_Form.aspx

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

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

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

Member	FY 2021-22 (Current Financial Year)		Remarks	FY 2020-21 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	Nil	Nil	Nil	Nil	Nil	Nil

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

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

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

Yes

https://www.rites.com/Public/Theme1/assets/pdf/Rites_ISMS_Manual.pdf

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

Not applicable

Leadership Indicators

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

<https://www.rites.com/>

www.facebook.com/officialritesLtd

<https://twitter.com/RITESLIMITED>

<https://www.instagram.com/accounts/login/?next=/ritesLtdindia/>

<https://www.kooapp.com/profile/RITESLtd>

<https://www.linkedin.com/in/rites-ltd-990ab4155/>

email- info@rites.com.

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

Our consultancy reports also cover safety aspects, as RITES does not have any major products and/or services that can entail safety issues or usage abuse. However, for our product, rolling stock, we provide a manual having detailed hand holding training to educate the consumers about safe and responsible usage.

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

Since RITES is engaged in design, engineering consultancy and project management for the transport infrastructure sector. The company is not engaged in provision of essential services.

4. a. 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.

Not Applicable, as RITES does not have any products where display of product information is mandated under any law. However, the only product of the company supplied is rolling stock which displays information for its safe operation.

- b. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, as a part of quality management system, regular feedback from clients is taken on various parameters and the clients satisfaction index is measured and reviewed at the highest management level.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact

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

RITES did not have any data breach incidents in FY 2021-22.

Note: As per the communications of the stock exchanges, the XBRL filing of BRSR is mandatory if the BRSR is presented alongwith the Annual Report. Some answers in the XBRL filing will be Zero/No/100% in place of NA/Blank in this report to maintain the intent of this report.