



August 31, 2023

**Listing Department,
BSE Ltd.,**
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai-400 001
Scrip Code: **532633**

**Listing Department,
National Stock Exchange of India Limited,**
“Exchange Plaza”,
Bandra-Kurla Complex, Bandra (East),
Mumbai-400 051
Symbol: **ALLSEC**

Dear Sir / Madam,

Sub.: Submission of Business Responsibility and Sustainability Report

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we submit herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23.

Kindly take the same on record.

For **Allsec Technologies Limited**

Sripriyadarshini
Company Secretary and Compliance Officer
Encl.: A/a

ALLSEC TECHNOLOGIES LTD.

Regd. Office : 46-C, Velachery Main Road, Velachery, Chennai – 600 042.

Tel.: +91.44.4299 7070 web: www.allsectech.com

Corporate Identity Number : L72300TN1998PLC041033, Email : contactus@allsectech.com



**BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT
FOR THE FINANCIAL YEAR ENDED ON 31 MARCH 2023
(AS PER REGULATION 34(2)(f) OF SEBI (LISTING OBLIGATIONS AND
DISCLOSURE REQUIREMENTS) REGULATIONS, 2015)**

Section A : GENERAL DISCLOSURES

I	Details of the listed entity	
1	Corporate Identity Number (CIN) of the Listed Entity	L72300TN1998PLC041033
2	Name of the Listed Entity	ALLSEC TECHNOLOGIES LIMITED
3	Year of incorporation	1998
4	Registered office address	46C, Velachery Main Road, Velachery, Chennai - 600 042
5	Corporate address	46B, Velachery Main Road, Velachery, Chennai - 600 042
6	E-mail	investorcontact@allsectech.com
7	Telephone	044-4299 7070
8	Website	www.allsectech.com
9	Financial year for which reporting is being done	1 Apr 2022 - 31 Mar 2023
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	₹1523.83 Lakhs
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Naozer Cusrow Dalal Chief Executive Officer 044-4299 7070 investorcontact@allsectech.com
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).	Stand-alone Listed Entity

II	Products / Services		
14	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	Support Services to Organizations	Office Administrative and other business activities including call centres (N6), organizing conventions, collection agencies, packaging activities, etc	54.50%
2	Support Services to Organizations	Placement agencies and HR Management services (N2)	45.50%
15	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	Call Centre Services	82200	54.50%
2	Payroll Processing	78300	45.50%



III	Operations		
16	No. of locations where plants and/or operations/ offices of the entity are situated:		
	Location	No. of plants	No. of offices
	National	-	3
	International	-	-
	Note: The company operates from three locations in India (Chennai, Bengaluru and Noida)		
17	Markets served by the entity		
a	No. of Locations		
	Location	Number	
	National (No. of States)	25	
	International (No. of Countries)	42	
b	What is the contribution of exports as a percentage of the total turnover of the entity?		33%
c	A brief on types of customers		The customers of the company are spread across diverse set of industries including e-commerce Banking, Financial services and Insurance Sectors

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					
	Permanent (D)	4,755	3,003	63.2%	1,752	36.8%
	Other than Permanent (E)	-	-	-	-	-
	Total employees (D + E)	4,755	3,003	63.2%	1,752	36.8%
	Workers					
	Permanent (F)	NA				
	Other than Permanent (G)	NA				
	Total workers (F+ G)	NA				
	Note: The Company operates in the IT enabled services sector and classifies all its staff as "employees". Headcount numbers are reported as at 31st March of the year.					
b	Differently abled Employees and workers:					



S. No.	Particulars	Total (A)	Male		Female		
			No. (B)	% (B/A)	No. (C)	% (C/A)	
	Differently-abled Employees						
	Permanent (D)	2	1	50%	1	50%	
	Other than Permanent (E)	-	-	-	-	-	
	Total employees (D + E)	2	1	50%	1	50%	
	Differently-abled Workers						
	Permanent (F)	NA	NA		NA		
	Other than Permanent (G)	NA	NA		NA		
	Total workers (F + G)						
	Note: There are wheel chairs and elevators facilities to meet out the obligation of those category of employee at any point in time.						
19	Participation/Inclusion/Representation of women (As at 31st Mar 2023)						
	No. and percentage of Females						
			Total (A)	No. (B)	% (B / A)		
	Board of Directors		6	1	16.67%		
	Key Management Personnel		3	1	33.33%		
20	Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)						
	Category	FY (2022-23) (April-March) (Turnover rate in current FY)			FY (2021-22) (April-March) (Turnover rate in year prior to previous FY)		
		Male	Female	Total	Male	Female	Total
	Permanent Employees	27.0%	30.0%	57.0%	31.0%	28.0%	59.0%
	Permanent Workers	NA	NA	NA	NA	NA	NA
	Category	FY (2020-21) (April-March) (Turnover rate in year prior to previous FY)			Note: Turnover is calculated as resignees during the Financial year / (Opening head count + Closing Head count) /2		
		Male	Female	Total			
	Permanent Employees	54.0%	37.0%	91.0%			
	Permanent Workers	NA	NA	NA			
V	Holding, Subsidiary and Associate Companies (including joint ventures)						
21a	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.	Conneqt Business Solutions Limited	Holding Company		-	No		
2.	Allsectech Manila Inc	Subsidiary		100%	No		
3.	Allsectech Inc	Subsidiary		100%	No		
	Note: All information provided is for the standalone entity and no group level data is included for the purposes of this report.						



VI	CSR Details	
22		
a	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
b	Turnover (in ₹Lakh)	27,907
c	Net worth (in ₹Lakh)	17,802

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:							
S. No.	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		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	The company has an internal mechanism in place to monitor the implementation of the CSR projects. An external agency implements these projects and carries out a project impact assessment on periodic basis.					
	Investors (other than shareholders)	Not Applicable. The company has no borrowings and has only shareholders which includes individuals as well as entities.					
Stakeholder group from whom complaint is received:							
	Shareholders	45	-	Complaints received related to the Scheme of Amalgamation and were resolved	11	-	-
	Employees and workers	Yes. The Company has various policies in place that facilitates employees to express their free views and grievances including under POSH and Whistle Blower mechanisms. Town Halls chaired by the CEO, management team and their direct reportees encourage open conversations and feedback. The Company has an employee engagement platform "AskHR" where all employees can raise their concerns and improvement suggestions which are addressed promptly.					
	Customers	Yes. The Company has regular meetings at different levels with key customers for understanding their requirements, feedback and suggestions. The Company also carries out customer satisfaction service on a periodic basis. Project management reports are reviewed by the leadership at set intervals.					
	Value Chain Partners	NA	NA	NA	NA	NA	NA
	Other (please specify)	NA	NA	NA	NA	NA	NA



24	Overview of the entity's material responsible business conduct issues				
	Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.				
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)
	Human Capital	Risk and Opportunity	<p>Opportunity: Human Capital is one of the key strategic imperative for the Company and we consistently invest in the growth & development and alignment of employees to the Company growth strategy. Risk: Market demand for skilled talent is high and hence we are continuously investing in skilling newer employees to make them business ready and at the same time automating and streamlining processes is of vital importance.</p>	<p>Allsec has a meritocratic, transparent and equal opportunity culture. We provide growth & development opportunities to high performing employees ahead of time. The company has strong people practices and focuses on their health by conducting vaccination camps, dental camps, eye check-ups and normal health check-ups for employees.</p> <p>We have invested in hiring key and critical talent to accelerate digital and fair product & process offerings to our customers. We deeply invest in initiatives to promote learning & development, performance support, career growth, engagement, diversity and inclusion at the workplace. We have a robust grievance redressal mechanism to address employee concerns. We measure employee alignment at regular intervals to take corrective actions, as required.</p>	<p>Positive: Retention of key talent through various human resources proposition increases productivity.</p> <p>Negative: High attrition possibilities leads to wage inflation and loss in continuity.</p>



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)
	Privacy & Data Security	Risk and Opportunity	<p>Risk: Privacy and Data Security is becoming a major risk due to increasing digitisation and more so in wake of pandemic where the number of digital users grew exponentially.</p> <p>Opportunity: Having a robust information security structure (software, expert manpower and operational practices) helps us reduce cyber threats and ensure privacy, data security for all our stakeholders' privileged information thereby also facilitating business expansion.</p>	<p>The Company has policies with respect to information technology/ cyber security risk which set forth limits, mitigation strategies and internal controls.</p> <p>Information Security Management Policy and Cyber Security and Cyber Resilience Policy are in place for protecting the organisation's cyberspace against cyber-attacks, threats and vulnerabilities.</p> <p>The Company has a Personal Data Protection Standard which aims to create a responsible culture of data protection within Allsec and increase employee awareness of data protection, acceptable data handling practices and applicable requirements in relation to Personal Data.</p>	<p>Positive: Easier business process automation, increased trust and credibility of stakeholders, improved data management and protected brand reputation.</p> <p>Negative : Breach of Privacy and Data Security</p>



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)
	Regulatory Compliance	Risk	Regulatory risk relates to a potential change in laws and regulations.	<p>Allsec has a 3 pronged approach to mitigate the regulatory compliance risk -</p> <p>a. Legal & Liability concerns - actively managed to cover regulatory and contractual obligations and risks</p> <p>b. Data security - Allsec ensures to implement the latest protections against data breaches and other risks</p> <p>c. Reputation - Allsec recognizes that any breach, or receiving a fine for non-compliance, can dent the reputation that the company has worked hard to build over the past 2 decades. This realization means active management and adequate protections.</p>	Negative: Diluting our focus will negatively impact our customers about doing business with us.
	Community & Social Impact	Opportunity	Opportunity: Corporate Social Responsibility (CSR) has been a long-standing commitment at Allsec Tech. Our company's objective is to support meaningful socio-economic sustainable development and enable a larger number of people to participate and benefit in country's economic progress. The Company has articulated its CSR philosophy as supporting the cause of skill-development training for creating livelihood opportunities.	NA	Positive: Supporting the CSR activities helps us to create a meaningful impact for the communities we interact and impact.

Note: The discussion on material risks in this report is supplemental to the discussion in MD&A. The investor may please read these in conjunction.

**Section B: MANAGEMENT AND PROCESS DISCLOSURES**

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

	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1	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
	Has the policy been approved by the Board? (Yes/No)	Yes. The policies are periodically reviewed by the Leadership Team and where appropriate, have been approved by the Board.								
	Web Link of the Policies, if available	https://www.allsectech.com/investor-information/								
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)	NA	NA	NA	NA	NA	NA	NA	NA	NA
4	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company has adopted ISO 9001:2015, Quality Management System certification for Chennai facility and ISO 27001:2013, Information security management system certification for all Allsec's facilities in Chennai, Bengaluru and Noida. The policies confirm to the regulatory requirements where such regulations exist. No specific national standards are applicable for the policies framed.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	See note below								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	See note below								
<p>Note to: The Company, as an ongoing process has put in place, ethical behaviours in all its operations functions and processes including compliance with all applicable laws adherence to the best practices and principles. It has always been ensured by the Company that, energy efficient and low carbon process and technologies are deployed to minimise the adverse environmental and social impacts, best practices are deployed in general and E-waste management so as to maintain hygienic and healthy workplace, preservation of confidentiality of data with adequate framework and policies laid down in the system including educating the employees on the data privacy and relevant regulatory laws, equal opportunity not only in recruitment but also through-out the course of employment, taking care of well-being of the employees by providing periodic skill developments opportunities, humane and secured workplace which are free from harassments with adequate mechanism for grievance redressal.</p>										
Governance, leadership and oversight										
	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer MD&A section in the Annual report.								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Naozer Cusrow Dalal Chief Executive Officer								



	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, our Board of Directors review and approve strategic directions and initiatives, and take cognizance of issues, forces, and risks that define and drive the Company's long-term performance. The Board members actively discuss various ESG initiatives of the Company and encourage the leadership team to go beyond regulatory requirements. The Board of Directors constituted a Board level CSR Committee, with two non-executive directors and one independent director in the Committee. The Committee in turn, delegates the project level CSR implementation to Careworks Foundation (Implementing agency).									
10	Details of Review of NGRBCs by the Company:										
	Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									
		P1	P2	P3	P4	P5	P6	P7	P8	P9	
	Performance against above policies and follow up action	The Board of Directors, Board level Committees and the leadership team meet periodically to evaluate the operational performance on various aspects including NGRBC principles.									
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company complies with all applicable laws and regulations in force through a strict monitoring of all mandatory requirements. The Chief Compliance Officer of the Company, through a systematic and diligent compliance process provides a one stop view to the management on the regulatory compliances and controls mechanism. Periodical audits by the internal auditor, statutory auditor and the secretarial auditor offer compliance comfort to the duly constituted audit committee. Exceptional issues are periodically placed for Board level discussion.									
	Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
		P1	P2	P3	P4	P5	P6	P7	P8	P9	
	Performance against above policies and follow up action	Refer above									
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Refer above									
11	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No external agency assessment was carried out during the year. However internal reviews and assessments happen periodically and stringently for all areas including those covered by NGRBC.									
12	If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated, as below:										
	Question	P1	P2	P3	P4	P5	P6	P7	P8	P9	
	The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA	
	The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA	



Question	P1	P2	P3	P4	P5	P6	P7	P8	P9
It is planned to be done in the next financial year (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

Section C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

P1 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	% of persons in respective category covered by the awareness programmes	
Board of Directors	4	The Company has familiarised the Board of Directors on topics like ESG, human rights, code of business conduct, digital privacy through various initiation programmes.	100%	
Key Managerial Personnel	4	All Principles covered.	100%	
Employees other than BoD and KMPs	3	All mandatory training modules applicable for the KMPs are applicable to all the employees of the Company.	96%	
Workers	NA			



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 Requirements) Regulations, 2015 and as disclosed on the entity's website.					
Monetary						
	Category	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	P1	Stock Exchanges - BSE & National Stock Exchange of India Limited	631,680	Constitution of Nomination and Remuneration Committee as per SEBI (LODR) Regulations, 2015 (Non Compliance Under Regulation 19(1))	No
	Settlement	-	-	-	-	-
	Compounding fee	-	-	-	-	-
Non-Monetary						
	Category	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
	Imprisonment	-	-	-	-	-
	Punishment	-	-	-	-	-
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				
	-	-				
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. Policy: https://www.allsectech.com/wp-content/uploads/2020/03/Anti-Bribery-Allsec.pdf				
5	Number of Directors / KMPs /employees / workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption	-				



	Category	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Directors	-		-	
	KMPs	-		-	
	Employees	-		-	
	Workers	-		-	
6	Details of complaints with regard to conflict of interest				
	Category	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
		Number	Remarks	Number	Remarks
	Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
	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.	NA	NA	NA	NA

LEADERSHIP INDICATORS

1	Awareness programmes conducted for value chain partners on any of the Principles during the financial year:		
	Total number of awareness programmes held	Topics / principles covered under the training	% of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	5 programmes	School Enhancement Program, Health & Wellbeing	100%
2	Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.	Yes, the Company has a well formulated Code of Business conduct. This Code, among other good practices, also includes avoidance of actual or potential conflicts of interest. https://www.allsectech.com/wp-content/uploads/2018/04/Policies_CodeOfConduct.pdf	100%



P2 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.			
	Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvements in environmental and social impacts
	R&D	-	-	-
	CapEx	-	-	-
2	Does the entity have procedures in place for sustainable sourcing? (Yes/No)	No	No	No
	If yes, what percentage of inputs were sourced sustainably?	-	-	-
Note: The Company is in the business of IT enabled services. Primary business revolves around human capital. Hence, sustainable packaging and sourcing practices are not applicable.				
3	Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for :			
	Plastics (including packaging)	The plastic waste is collected, segregated, and transported to Local Government agencies/ for processing and disposal.		
	E-waste	Handling E-waste is crucial not only from security point of view, but also from the environment standpoint. Computers, monitors, computer accessories, printers, projectors, and other such hardware that are under-utilized or have reached the end of useful life are managed by the Company's waste recycling program that also includes handover to original supplier or to certified disposal vendors.		
	Hazardous waste	There is no Hazardous waste generation owing to the nature of business.		
	Other waste	NA		
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.	NA		



P3 Businesses should respect and promote the well-being of all employees, including those in their value chains							
ESSENTIAL INDICATORS							
1a	Details of measures for the well-being of employees:						
	Category	% of employees covered by					
		Total (A)	Health insurance		Accident insurance		
			Number (B)	% (B / A)	Number (C)	% (C / A)	
	Permanent Employees						
	Male	3,003	3,003	100%	3,003	100%	
	Female	1,752	1,752	100%	1,752	100%	
	Total	4,755	4,755	100%	4,755	100%	
	Other than Permanent Employees						
	Male	NA	NA	NA	NA	NA	
	Female	NA	NA	NA	NA	NA	
	Total	NA	NA	NA	NA	NA	
1b	Details of measures for the well-being of workers: Not Applicable						
	Category	% of employees covered by					
		Total (A)	Health insurance		Accident insurance		
			Number (B)	% (B / A)	Number (C)	% (C / A)	
	Permanent Workers						
	Male						
	Female						
	Total						
	Other than Permanent Workers						
	Male						
	Female						
	Total						
2	Details of retirement benefits, for Current and Previous FY						
	Benefits	FY (2022-23) (Current Financial Year)			FY (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 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%	NA	Y	100%	NA	Y
	Gratuity	100%	NA	Y	100%	NA	Y
	ESI	62%	NA	Y	60%	NA	Y
	Others - please specify						
	Note: Employees who have completed 5 years are eligible for Gratuity as per Company policy. However, their enrolment in the scheme is considered for the calculation of the above numbers.						



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.	Offices have been provided with lift, wheelchair facilities, audio announcements and digital facilities to facilitate equal access to the workspaces.
4	Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.	The company is an equal opportunity employer and supports employment as a means of community development.

5	Return to work and Retention rates of permanent employees and workers that took parental leave.				
	Gender	Permanent employees		Permanent workers	
		Retention rate	Return to work rate	Retention rate	Return to work rate
	Male	NA	NA	NA	NA
	Female	98%	98%	NA	NA
	Total			NA	NA
	Note: Maternity benefits are extended to all eligible employees. The Company does not have a paternity leave policy.				

6	Is there a mechanism available to receive and redress grievances for the following categories of employees and workers? If yes, give details of the mechanism in brief	
	Category	Yes/No (If Yes, then give details of the mechanism in brief)
	Permanent Workers	NA
	Other than Permanent Workers	NA
	Permanent Employees	<p>Yes. The Company has various policies in place that facilitates employees to express their free views and grievances including under POSH and Whistle Blower mechanisms. Town Halls chaired by the CEO, management team and their direct reportees encourage open conversations and feedback. The company has an employee engagement platform "AskHR" where all employees can raise their concerns and improvement suggestions which are addressed promptly. Please refer to the below policies:</p> <p>https://www.allsectech.com/wp-content/uploads/2022/07/HEALTH-SAFETY-ENVIRONMENTAL-CONSERVATION-POLICY.pdf</p> <p>https://www.allsectech.com/wp-content/uploads/2018/04/Policies_PolicyOnDiversity.pdf</p> <p>https://www.allsectech.com/wp-content/uploads/2022/05/Whistle-Blower-Policy.pdf</p>
	Other than Permanent Employees	NA



7 Membership of employees and worker in association(s) or Unions recognised by the listed entity: Not Applicable							
Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (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	-	-	-	-	-	-	
Male	-	-	-	-	-	-	
Female	-	-	-	-	-	-	
Total Permanent Workers	-	-	-	-	-	-	
Male	-	-	-	-	-	-	
Female	-	-	-	-	-	-	
Note: The Company does not have any worker union. The Company and the Leadership recognise the employees' rights to freedom of association and as a matter of policy, does not discourage collective bargain.							

8 Details of training given to employees and workers:						
Category	FY (April 2022 – March 2023) (Current Financial Year)					
	Total (A)	On Health and safety measures		On Skill upgradation		
		No. (B)	% (B / A)	No. (C)	% (C / A)	
Employees						
Male	3003	3003	100%	3003	100%	
Female	1752	1752	100%	1752	100%	
Total	4755	4755	100%	4755	100%	
Workers						
Male	NA	NA	NA	NA	NA	
Female	NA	NA	NA	NA	NA	
Total	NA	NA	NA	NA	NA	



	Category	FY(April 2021 - March 2022) (Previous Financial Year)				
		Total (D)	On Health and safety measures		On Skill upgradation	
			No. (E)	% (E / D)	No. (F)	% (F / D)
	Employees					
	Male	2416	2416	100%	2416	100%
	Female	1487	1487	100%	1487	100%
	Total	3903	3903	100%	3903	100%
	Workers					
	Male	NA	NA	NA	NA	NA
	Female	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA
<p>Note: The Company has a process of assigning health, safety and welfare trainings to employees on a cyclical calendar basis. This meets the objective of covering all the Company's employees over a period of time.</p> <p>The core business segments of the company are call centre and payroll processing, wherein process specific technical skill plays vital role. Hence, structured skillset training is the prerequisite in onboarding of resources. Further, any amendments or changes in the regulatory and other business changes including the changes at the client's business regulations impacting the process, are duly updated through periodic structured training programs uniformly across the operations. This process is well-entrenched within the Company's operations teams.</p>						

9 Details of performance and career development reviews of employees and worker:							
	Category	FY (April 2022 - March 2023) (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
		Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
	Employees						
	Male	3003	3003	100%	2416	2416	100%
	Female	1752	1752	100%	1487	1487	100%
	Total	4755	4755	100%	3903	3903	100%
	Workers						
	Male	NA	NA	NA	NA	NA	NA
	Female	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA
<p>Note: Employee Appraisal process is cyclical at the Company and factors their job-grades, date of joining, tenure within the Company, skill level, market cycles and other key information.</p>							



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. The Company, being an IT enabled services provider does not engage itself in manufacturing processes that pose occupational health/safety hazards or risks.
b	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>The Company provides its employees a safe and hygienic workplace environment free from any potential threat. Air and noise pollution are complied with applicable laws. Smoke detectors and firefighting equipment are situated in common areas and are easily accessible by trained users. Nature friendly chemicals are used for housekeeping activities. The Company encourages minimal paper use and recycles its paper wherever practical.</p> <p>The company has ensured effective and suitable ventilation and temperature monitoring for all enclosed workspaces. Every workstation has suitable and sufficient lighting, and maintenance work is done periodically. All workspaces are maintained clean and waste materials are disposed responsibly.</p> <p>The company's Emergency Response Team (ERT) is adequately trained to safely evacuate people in the event of fire hazards. The Company is also an ISO 9001:2015 and 27001:2013 certified organisation for quality management and IS management respectively. As part of this, we have processes to take care of working environment, which is secured, risk-free and also with required comfort. Egs.: Temperature/AC monitoring, environmental controls, equipment maintenance/safety, etc.. All these measures support our system for occupational health and safety management system.</p> <p>Policy reference: https://www.allsectech.com/wp-content/uploads/2022/07/HEALTH-SAFETY-ENVIRONMENTAL-CONSERVATION-POLICY.pdf</p>
c	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Yes
d	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. The Company has contracted with a medical Doctor (MBBS, MD) as duty medical officer who is available for regular consultations to all employees. Further, there is a first-aid centre that is available for any emergency care. Monthly medical lectures on topics related to overall health and mental wellbeing are regularly conducted.



11 Details of safety related incidents, in the following format:							
	Safety Incident/ Number	Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year	
	Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)		-			-	
	Total recordable work- related injuries		-			-	
	No. of fatalities		-			-	
	High consequence work- related injury or ill-health (excluding fatalities)		-			-	
	Note: The Company is in the IT enabled services sector where there is no significant occupational injury risk in the operating premises. The company ensures effectiveness of internal health and safety systems on a periodic basis.						
12	Describe the measures taken by the entity to ensure a safe and healthy workplace.	The Company has installed an adequate number of fire extinguishers and smoke detectors for fire safety. Designated fire exits are strategically located in all floors. Adequate CCTV coverage throughout the office spaces ensures personnel safety. Decibel meters are regularly used to check and control ambient noise on floors. Noise cancelling headsets are provided to all employees in the call-centres to ensure a comfortable work environment. Temperature monitoring is done on an hourly basis throughout the day. All employees are trained in fire safety and fire drill is conducted annually.					
13 Number of Complaints on the following made by employees and workers:							
	Category	FY 2022-23 Current Financial Year			FY 2021-22 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	-	-	NA	-	-	NA
	Health & Safety	-	-	NA	-	-	NA
	Note: The Company has an open culture that encourages constant feedback in a transparent manner which are handled proactively and results in a healthy working relationship.						
14 Assessments for the year:							
	Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)					
	Health & Safety Practices	-					
	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.	NA
<p>Note: The company did not undertake any external assessment focusing on the NGRBC principles during the year. However, proactive measures are constantly made to ensure good health and safety practices and safe working conditions.</p>		

P4 Businesses should respect the interests of and be responsive to all its stakeholders

ESSENTIAL INDICATORS		
1	Describe the processes for identifying key stakeholder groups of the entity.	The Company is committed to be a responsible corporate citizen and adheres to high standards of corporate governance. The company has established and continues to refine structured processes to identify and prioritise key stakeholder groups. The processes ensure a fine balance of interest of the diverse stakeholder groups in all strategic decision making. This helps the company to respond adequately and appropriately on Environment, Social and Governance issues.

2 List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.					
S. No.	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
1	Employees	No	Email, notice board, performance appraisal reviews.	Regular	Career growth, skill development, fair remuneration, safe workplace, employee satisfaction, great place to work.
2	Customer	No	Email, website, project review meetings	Regular	Service delivery, customer satisfaction.
3	Shareholder	No	Email, website, newspaper ads	Annual General Meeting/ Need based EGM	Return on capital employed and total shareholder value.
4	Community	Yes	Community meetings	Periodic and need based	Health, education, and skill development



P5	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 2022-23 Current Financial Year			FY 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	4755	4497	94.57%	3903	3498	89.62%
	Other than permanent	NA	NA	NA	NA	NA	NA
	Total	4755	4497	94.57%	3903	3498	89.62%
	Workers						
	Permanent	NA	NA	NA	NA	NA	NA
	Other than permanent	NA	NA	NA	NA	NA	NA
	Total	NA	NA	NA	NA	NA	NA
2	Details of minimum wages paid to employees and workers, in the following format:						
	Category	FY 2022-23 Current Financial Year					
		Total (A)	Equal to Minimum Wage		More than Minimum Wage		
			No.(B)	% (B /A)	No.(C)	% (C /A)	
	Employees						
	Permanent						
	Male	3003	-	-	3003	100%	
	Female	1752	-	-	1752	100%	
	Other	NA	NA	NA	NA	NA	
	Other than Permanent						
	Male	NA	NA	NA	NA	NA	
	Female	NA	NA	NA	NA	NA	
	Other	NA	NA	NA	NA	NA	
	Workers						
	Permanent						
	Male	NA	NA	NA	NA	NA	
	Female	NA	NA	NA	NA	NA	
	Other	NA	NA	NA	NA	NA	
	Other than Permanent						
	Male	NA	NA	NA	NA	NA	
	Female	NA	NA	NA	NA	NA	
	Other	NA	NA	NA	NA	NA	



	Category	FY 2021-22 Previous Financial Year				
		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
			No. (E)	% (E/D)	No.(F)	% (F /D)
	Employees					
	Permanent					
	Male	2416	-	-	2416	100%
	Female	1487	-	-	1487	100%
	Other	NA	NA	NA	NA	NA
	Other than Permanent					
	Male	NA	NA	NA	NA	NA
	Female	NA	NA	NA	NA	NA
	Other	NA	NA	NA	NA	NA
	Workers					
	Permanent					
	Male	NA	NA	NA	NA	NA
	Female	NA	NA	NA	NA	NA
	Other	NA	NA	NA	NA	NA
	Other than Permanent					
	Male	NA	NA	NA	NA	NA
	Female	NA	NA	NA	NA	NA
	Other	NA	NA	NA	NA	NA

3	Details of remuneration/salary/wages, in the following format:				
	Category	Male		Female	
		Number	Median remuneration/ salary/ wages of respective category (₹ Lakhs)	Number	Median remuneration/ salary/ wages of respective category (₹ Lakhs)
	Board of Directors (BoD)	2	10.62	1	8.37
	Key Managerial Personnel	4	36.78	1	9.54
	Employees other than BoD and KMP	3001	2.28	1751	1.95
	Workers	NA	NA	NA	NA
	Note: Remuneration numbers quoted considers employees who may have worked for a part of the year.				
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.	



5	Describe the internal mechanisms in place to redress grievances related to human rights issues.	The Company has various policies in place to facilitate employees to express their free views and grievances including under POSH and Whistle Blower mechanisms. Town Halls chaired by the CEO, management team and their direct reportees encourage open conversations and feedback. The company has an employee engagement platform "AskHR" where all employees can raise their concerns and improvement suggestions which are addressed promptly. Also refer P3 Pt. 6 above.
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6	Number of Complaints on the following made by employees and workers:						
	Category	FY 2022-2023 Current Financial Year			FY 2021-2022 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	-	-	NA	2	0	Resolved promptly
	Discrimination at workplace	-	-	NA	-	-	NA
	Child Labour	-	-	NA	-	-	NA
	Forced Labour/ Involuntary Labour	-	-	NA	-	-	NA
	Wages	-	-	NA	-	-	NA
	Other human rights related issues	-	-	NA	-	-	NA

7	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.	The Company has a well-established policy on prevention of sexual harassment of women in the workplace in accordance with the provisions of the "Sexual Harassment of Women in workplace (Prevention, prohibition and redressal) Act 2013". The POSH committee comprises senior members and effectively implements adequate internal controls for prevention of any incidents of harassment. The Company has zero tolerance on any discrimination and/or harassment related issues and takes timely measures to address grievances. The Company regularly trains and sensitises its employees to report their genuine concerns and maintains complete confidentiality.
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8	Do human rights requirements form part of your business agreements and contracts? (Yes/ No)	Yes, Human rights requirements form a part of our business agreements and supplier contracts. We have adopted Modern Slavery Act and globally compliant in the countries, wherever applicable. For suppliers, we expect human rights compliance as they all should abide by Allsec's code of conduct. Supplier shall ensure full compliance with all local laws and regulations including but not limited to anti-bribery and anti-corruption, health and safety, human rights, anti-trafficking and modern slavery, data protection, international trade, sanctions, export-controls, anti-trade and competition, prevention of sexual harassment and product safety.
9	Assessments for the year:	
	Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
	Child labour	-
	Forced/involuntary labour	-
	Sexual harassment	-
	Discrimination at workplace	-
	Wages	-
	Others – please specify	-
	Note: The Company does not engage any child or forced labour in operations. And ensures the same through a rigid hiring protocol. No external assessments were carried out in this specific regard in the reporting period.	
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

P6	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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
	Total electricity consumption in GJ (A)	9,919.94	8,993.11
	Total fuel consumption in GJ (B)	2,062.51	1,377.49
	Energy consumption through other sources (C)	-	-
	Total energy consumption in GJ (A+B+C)	11,982.45	10,370.61
	Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees lakh)	0.43 GJ/Lakh	0.47 GJ/Lakh
	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.	No independent assessment/evaluation was carried out by any external agency during the reporting period.	



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.	None		
3	Provide details of the following disclosures related to water, in the following format:			
S. No.	Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	
	Water withdrawal by source (in kilolitres)			
i	Surface water	160.00	22.00	
ii	Groundwater (borewell) KL	445.20	408.12	
iii	Third party water (metro water - take from Surface water)	-	-	
iv	Seawater / desalinated water	-	-	
v	Other	-	-	
	Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	605.20	430.12	
	Total volume of water consumption (in kilolitres)			
	Water intensity per rupee of turnover (Water consumed / turnover rupee in lakh)	0.022 KL /Lakh	0.019 KL /Lakh	
	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.	No		
4	Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation	No, the Company is an IT enabled service provider that is not engaged in water intensive processes. Hence, the company has not implemented zero liquid discharge mechanisms. The water consumption is restricted to office use by employees.		
5	Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: Not Applicable			
	Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
	NOx			
	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, name of the external agency.			
	Note: Not applicable as the nature of the business does not specifically produce any emissions other than noted elsewhere in this report.			



6	Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:	Scope 1 – Internal Power generation – backup DG set Scope 2 - Purchased electricity from grid		
	Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 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)	CO ₂	152.12	101.60
		CH ₄	0.00024	0.00016
		N ₂ O	0.00036	0.00024
		CO₂e	152.22	101.67
	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)	CO ₂	46.84	42.47
		CH ₄	-	-
		N ₂ O	0.00276	0.00250
		CO₂e	47.57	43.13
	Total Scope 1 and Scope 2 emissions per rupee of turnover	CO ₂ e/ Rupees in Lakh	0.0072	0.0065
	Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-
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 (Previous Financial Year)	FY 2022-23 (Current Financial Year)
	Total Waste generated (in metric tonnes)		
	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)	-	-
	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	-	-
ii	Reused	-	-
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	Recycled	-	-			
ii	Reused	-	-			
iii	Other recovery operations	-	-			
Total		-	-			
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.		No.				
<p>Note: The Company does not specifically measure the quantity of waste generated.</p> <p>The waste generated by the Company is segregated and handed over to the local Municipal Corporation for disposal in a responsible manner.</p> <p>The Company proactively undertakes on ground initiatives to reduce the environmental footprint and paper consumption in the office. The Company has deployed digital workplace solutions to reduce resource consumption in our operations.</p>						
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.	<p>Practices pertaining to non-hazardous waste:</p> <ul style="list-style-type: none"> - Reduce of usage of virgin A4 paper. - Clean up your desk initiative - E- waste collection drives - One time clean-up of all storage facilities - Empanelment with authorised vendors for disposal of paper and e-waste. - Cooperation with Municipal corporation authorities to safely and responsibly dispose non hazardous waste. 				
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.			
	NA	NA	NA			
11	Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:					
S. No.	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
	NA	NA	NA	NA	NA	NA



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
	NA	NA	NA	NA

P7	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent			
	ESSENTIAL INDICATORS			
1a	Number of affiliations with trade and industry chambers/ associations.		4	
1b	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, in the following format			
S. No.	Name of the trade and industry chambers/ associations		Reach of trade and industry chambers/ associations\ (State/ National)	
	Madras Chamber of Commerce and Industry		State level body	
	Confederation on Indian Industry		National level body	
	NASSCOM		Industry body	
	Indo American Chamber of Commerce		International body	
2	Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.		None	
S. No.	Name of authority		Brief of the case	Corrective action taken
	NA		NA	NA

P8	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.					
S. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
	NA	NA	NA	NA	NA	NA
2	Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format					



S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
	NA	NA	NA	NA	NA	NA
Note: Given the nature of business rehabilitation and resettlement is not applicable to the Company.						
3	Describe the mechanisms to receive and redress grievances of the community.			Community grievances are addressed by the project execution team appointed by the NGO partner working on the ground. They are in direct connect with the beneficiaries who share their concerns with them. During our periodic virtual connects with the project execution team as well as during our periodic project site visits, we evaluate and understand the grievances for further course of action. Based on their grievances, we take corrective action where required in consultation with our NGO partners.		

4	Percentage of input material (inputs to total inputs by value) sourced from suppliers		
	Category	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
	Directly sourced from MSMEs/ small producers	3.15%	2.83%
	Sourced directly from within the district and neighbouring districts	-	-
Note: The Company is in the business of call centre management and payroll processing, both of which are human capital intensive. Given the nature of the business, purchased input material is not a significant component of the operational cost. However, as a matter of policy the company provides opportunities for small enterprises to participate and partner in its operations, to the limited extent possible.			

P9 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.
	The Company runs a customer focused operation that continuously drives focus on enriching the customer experience and convenience. We continuously interact and seek valuable feedback of our customers via regular project reviews, customer meets, leadership calls etc. Our Company allows the customers to register their complaints vis emails and they can also raise their concerns to the compliance officer for effective redressal. Customer feedback is used as the foundation of our planning strategies that has enabled an all-round customer experience with our company.
2	Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:
	NA. The company is engaged in B2B model and does not directly engage with Consumers
	As a percentage to total turnover
	Environmental and social parameters relevant to the product
	NA
	Safe and responsible usage
	NA
	Recycling and/or safe disposal
	NA



3	Number of consumer complaints in respect of the following:						
	Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
		Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
	Data privacy	-	-		-	-	
	Advertising	-	-		-	-	
	C y b e r - security	-	-		-	-	
	Delivery of essential services	-	-		-	-	
	Restrictive Trade Practices	-	-		-	-	
	Unfair Trade Practices	-	-		-	-	
	Other	-	-		-	-	
	Note: The Company has a regular process of feedback meetings with customers at different levels to understand their requirements and suggestions. These project review meetings happen at regular intervals and is reviewed by the management to improve the company's customer focus.						

4	Details of instances of product recalls on account of safety issues:		
		Number	Reasons for recall
	Voluntary recalls	NA	NA
	Forced recalls	NA	NA
	Note: Given the nature of services provided by the Company, product recall is not applicable.		



<p>5</p>	<p>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.</p>	<p>Yes, the Company is an ISO 27001:2013 and ISO 9001:2015 certified Organization. The Company has a robust Quality Management and Information Security Management system in place to identify the potential risks, areas of improvement and further to ensure smooth business operations. ISO 9001:2015, Quality Management System certification for Chennai facility and ISO 27001:2013, Information security management system certification for all Allsec's facilities in Chennai, Bengaluru, Noida are in place. HIPAA Certification is a mandatory compliance requirement for the programs / centre where we deal with Electronic Protected Health Information (EPHI) of US Citizens. The PCI DSS compliance certifications for Chennai facility in the DBS vertical is also in place. Existing SSAE 18 / ISAE 3402, SOC1, Type II audit reporting for HRO payroll business has been performed thrice each year to cater to our clients' requirements. This increased frequency ensures the robustness of our systems. General Data Protection Regulation (GDPR) is a regulation in EU law on data protection & privacy for all individuals within the European Union (EU). It also addresses the requirements to be fulfilled for export of personal data from EU to outside the EU. This act is applicable to all entities which can be located anywhere in the world and have to mandatorily deploy the GDPR framework and controls if they collect or process personally identifiable information (PII) of EU citizens or those residing in EU. We established GDPR framework four years ago. All in all, our focus on IT security, cyber security and data privacy continue to strengthen our control framework for the business lines where it is applicable.</p> <p>Data Privacy Policy link: https://www.allsectech.com/privacypolicy/</p>
<p>6</p>	<p>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.</p>	<p>No complaints were received pertaining to advertising, cyber security and data privacy during the reporting period.</p>

Notes:

For the understanding of the reader, 'NA' used at various places in this BRSR report means "Not Applicable".

For the purposes of this report, Headcount nos. are as at the end of each financial year.