

September 07, 2023

To,  
Corporate Communication Department  
**BSE Limited**  
Phiroze Jeejeeboy Towers,  
Dalal Street, Mumbai – 400 001.  
BSE Code: 532528

Listing Department  
**National Stock Exchange of India Limited**  
Exchange Plaza, Bandra Kurla Complex,  
Bandra (East) Mumbai 400 051.  
NSE Code: DATAMATICS

**Sub.: Business Responsibility and Sustainability Report (BRSR) for the financial year ended March 31, 2023**

Dear Sir/Madam,

In terms of provisions of Regulation 34(2)(f) of the SEBI (Listing Obligations & Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report (“BRSR”) for the financial year ended March 31, 2023, which forms part of the Annual Report of the Company.

The aforementioned Business Responsibility and Sustainability Report is also available on the website of the Company at <https://www.datamatics.com/about-us/investor-relations/financials>

You are requested to take the above on record.

Yours faithfully,

For **Datamatics Global Services Limited**

**Divya Kumat**  
**EVP, Chief Legal Officer & Company Secretary**

Encl.: As above

# Annexure - E

TO THE BOARD'S REPORT

## Business Responsibility & Sustainability Report

### SECTION A - GENERAL DISCLOSURES:

#### I. DETAILS OF THE LISTED ENTITY

No.	Details of the listed entity	Information / Reference sections
1.	Corporate Identity Number (CIN) of the Listed Entity	: L72200MH1987PLC045205
2.	Name of the Listed Entity	: Datamatics Global Services Limited
3.	Year of incorporation	: 03-11-1987
4.	Registered office address	: Knowledge Centre, Plot No. 58, Street No. 17, MIDC, Andheri (East), Mumbai, Maharashtra - 400093
5.	Corporate address	: Knowledge Centre, Plot No. 58, Street No. 17, MIDC, Andheri (East), Mumbai, Maharashtra - 400093
6.	E-mail	: <a href="mailto:investors@datamatics.com">investors@datamatics.com</a>
7.	Telephone	: +91 022 61020000/1/2
8.	Website	: <a href="http://www.datamatics.com">www.datamatics.com</a>
9.	Financial year for which reporting is being done	: 31/03/2023
10.	Name of the Stock Exchange(s) where shares are listed	: i) BSE Limited ii) National Stock Exchange of India Limited
11.	Paid-up Capital	: Rs. 29,47,46,685/- consisting of 5,89,49,337 equity shares of Rs. 5/- each
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	: Name : Divya Kumat Contact Details : +91 022 61020000/1/2 Email Address: <a href="mailto:divya.kumat@datamatics.com">divya.kumat@datamatics.com</a>
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)	: Disclosures made in this report are on a standalone basis and pertain only to Datamatics Global Services Limited.

#### II. PRODUCTS / SERVICES

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Information and communication	Computer programming, consultancy and related services	100

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Computer programming, consultancy and related services	620	63.4

#### 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	14	14
International	NA	10	10

17. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	5
International (No. of Countries)	4

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

Approx. 47%

c. A brief on types of customers

- Banking & Financial Sector
- Healthcare Sector
- Insurance Sector
- Travel & Hospitality
- Market Research
- Retail
- Transportation
- Manufacturing & Logistics
- Education Technology
- International Organizations
- Credit Ratings

**IV. EMPLOYEES****18. Details as at the end of Financial Year:**

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	5,470	3,383	62%	2,087	38%
2.	Other than Permanent (E)	1,532	787	51%	745	49%
3.	<b>Total employees (D + E)</b>	<b>7,002</b>	<b>4,170</b>	<b>60%</b>	<b>2,832</b>	<b>40%</b>
<b>WORKERS*</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	<b>Total workers (F + G)</b>					

\*We do not have any workers working at our Company.

b. Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	6	5	83%	1	17%
2.	Other than Permanent (E)	0	0	0%	0	0%
3.	<b>Total differently abled employees (D + E)</b>	<b>6</b>	<b>5</b>	<b>83%</b>	<b>1</b>	<b>17%</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	<b>Total differently abled employees (F + G)</b>					

**19. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.66%
Key Management Personnel	3	1	33.33%

**20. Turnover rate for permanent employees and worker**

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	26.1%	23%	24.8%	26.1%	22.8%	25%	18.8%	18.0%	18.5
Permanent Workers	NA			NA			NA		

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

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

Sr. No	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business responsibility initiatives of the listed entity? (Yes/No)
1	Delta Infosolutions Private Limited	Holding	54.45%	No
2.	Lumina Datamatics Limited	Subsidiary	100%	No
3.	Datamatics Staffing Services Limited	Subsidiary	100%	No
4.	LDR Eretail Limited	Subsidiary	100%	No
5.	Datamatics Robotics Software Limited	Subsidiary	90%	No
6.	Datamatics Foundation	Subsidiary	100%	No
7.	Datamatics Information Solutions Limited	Subsidiary	98.81%	No
8.	Datamatics Infotech Limited	Subsidiary	100%	No
9.	Datamatics Global Services Pty Limited	Subsidiary	100%	No
10.	Datamatics Global Technologies Ltd	Subsidiary	100%	No
11.	Datamatics Global Services FZ-LLC	Subsidiary	100%	No
12.	Datamatics Robotics Software Inc.	Subsidiary	90%	No
13.	Lumina Datamatics, Inc.	Subsidiary	100%	No
14.	Lumina Datamatics GmbH	Subsidiary	100%	No
15.	RJ Globus, Inc.	Subsidiary	100%	No
16.	Datamatics Global Services Corp.	Subsidiary	100%	No
17.	Datamatics Global Services BV	Subsidiary	100%	No
18.	Datamatics Global Technologies AG	Subsidiary	100%	No
19.	Datamatics Global Services, Inc.	Subsidiary	100%	No
20.	Lumina Datamatics UK Ltd	Subsidiary	100	No
21.	Datamatics Cloud Solutions Pvt Ltd	Subsidiary	77%	No
22.	Sunrise Setting Limited	Subsidiary	70%	No
23	Datamatics Technologies FZ-LLC	Subsidiary	100%	No

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes  
(ii) Turnover (in Rs.) 733.27 Cr  
(iii) Net worth (in Rs.) 767.50 Cr.

## 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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism inPlace (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes, please see below note for web-link for grievance redress policy.	0	0	-	0	0	-
Investors (other than shareholders)	Yes, please see below note for web-link for grievance redress policy.	0	0	-	0	0	-
Shareholders	Yes, please see below note for web-link for grievance redress policy.	30	0	-	23	0	-
Employees and Workers	Yes, please see below note for web-link for grievance redress policy.	6	1	-	5	0	-
Customers	Yes, please see below note for web-link for grievance redress policy.	0	0	-	0	0	-
Value Chain Partners	Yes, please see below note for web-link for grievance redress policy.	0	0	-	0	0	-
Others	Yes, please see below note for web-link for grievance redress policy.	0	0	-	0	0	-

Note: Please see our website for various policies such as:

- Code of Conduct – <https://www.datamatics.com/hubfs/Investors/Corporate-Governance/Code-of-Fair-Disclosure-and-Conduct-Final-Policy.pdf>
- Various Policies such as Whistle Blower, RPT, Prevention of Sexual Harassment (POSH) Policy etc. – <https://www.datamatics.com/about-us/investor-relations/corporate-governance>

## 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:

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	GHG emissions and carbon emissions	Risk	In the IT and BPM sector, data centers and electronic devices are used. The operation of this equipment is an energy-intensive activity and generates significant direct and indirect greenhouse gas (GHG) emissions, including carbon dioxide and methane from fuel use. Uncontrolled pollutants, emissions and associated activities impose legal and environmental risks for the company.	Leveraging cloud and other Green IT technologies, implementing energy efficient lights helps us to reduce our carbon footprint.	Negative

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)
2	Energy management	Risk	Energy management can be a potential risk for various companies. In the context of an IT company, energy management risk can be significant due to the high energy consumption of data centres and other IT infrastructure. Similarly, IT companies may be vulnerable to disruptions in the energy supply chain, such as power outages or fuel shortages, which can impact the availability and reliability of their IT systems. Also many countries and regions have environmental regulations that impose restrictions on energy consumption and carbon emissions. Failure to comply with these regulations can result in fines and other penalties.	Our strategies include using green technologies such as cloud, to further reduce our environment footprint and impact along with usage and promotion of third-party renewable energy sources.	Negative
3	Human Rights	Risk	Companies focusing on respecting human rights demonstrate their commitment to building sustainable and mutually beneficial relationships with those who are influenced or impacted by their operations, such as customers, communities, workers, and investors. This includes demonstrating that they care about the people whose lives they engage with.	Develop clear policies and guidelines that governs the human rights. Establishment of confidential reporting channel for the employees to report human rights concerns.	Negative
4	Employee Engagement, Diversity & Inclusion	Opportunity	A company's high diversity and inclusion rate reflects employees' sense of belonging and fairness within the Company. Improving diversity and inclusion helps companies to support vulnerable groups resulting in community brand image creation for the company.	Our strategies include implementing policies to prevent discrimination, fostering a culture of respect and inclusivity, and promoting diversity in hiring practices. This enables us to be bring many diverse ideas and cater to larger set of clients.	Positive
5	Customer responsibility and Satisfaction	Opportunity	Customer satisfaction is a key indicator of success. A poor customer experience relationship can pose a risk of loss of existing customers or decrease in customer loyalty. Similarly, loss of customers and damage to reputation can lead to decline in sales and revenue.	Organization uses matrix and data to track customer satisfaction and identify area of improvement.	Positive
6	Employee well-being and health	Risk	Employee wellbeing is one crucial risk for the company. BPM companies often deal with complex and high-volume workloads, leading to a high-stress work environment for employees. Jobs in IT and BPM require sitting for extended periods, leading to a sedentary lifestyle that can lead to various health problems and sometimes experience mental health issues such as anxiety, depression, and stress due to workload pressure.	Employee wellness is a top priority of Data-matics. Some of our strategies include implementing safety protocols, providing access to healthcare resources, and promoting healthy lifestyles for all employees.	Negative

7	Talent Attraction & Retention	Opportunity	Talent attraction and retention is a significant risk for BPM and IT companies due to the highly competitive nature of the industry and the demand for specialized skills. Similarly, BPM companies may experience high turnover rates due to factors such as job dissatisfaction, lack of career growth opportunities, and inadequate compensation and benefits.	Our strategies include providing employees with opportunities for professional development and education, as well as creating a diverse and inclusive workforce culture.	Positive
8	Service quality and delivery	Opportunity	BPM companies can leverage service quality and delivery to gain a competitive edge in the industry, build customer loyalty, and increase revenue. BPM companies can optimize their processes to ensure efficient and effective delivery of services. This can include using automation, process mapping, and continuous improvement methodologies.	Our organization work on standardizing processes to ensure consistent quality and timely delivery of services. We focused on understanding the needs and expectation of our customer, aligning processes to deliver services that meet or exceed those expectations.	Positive
9	Community Giving	Opportunity	Environmental policy, community health, and process safety have significant regulatory, operational, financial, and reputational ramifications for companies. Building strong relationships with communities can help companies to mitigate potential operational disruption, reduce regulatory risk, retain top employees, lower the risk of litigation expenses in the event of process safety incidents, and ensure a strong social license to operate. Process safety incidents jeopardise community health and safety, resulting in regulatory penalties, legal action, and mitigating expenses.	Our strategies include engaging in philanthropic initiatives, supporting local businesses, volunteering employee time and promoting economic development. Increasing community activity enables us to create future Datamatics first-class employees.	Positive
10	Data Privacy & Cyber Security	Risk	Companies are assessed based on the amount of personal data they collect, their exposure to evolving or increasing privacy regulations, their vulnerability to potential data breaches, and their data protection systems.	We have implemented a robust set of security measure and controls to protect against cyber threats and safeguard and protect sensitive data of Datamatics and our clients.	Negative
11	Training and development	Opportunity	Training and development are essential to the success of any IT and BPM organization. Companies that invests in employee training and development can increase their competitiveness, improve their workforce's skills and knowledge, and promote a culture of continuous learning and development.	The Company offers various learning and training program to its employees. It helps employees to leverage on all the new technology courses & learnings. Datamatics partners with FutureSkills Prime (FSP), a first of its kind government & Industry partnership to drive a national skilling ecosystem for digital technologies (Geo-India).	Positive

12	Ethics and compliance	Risk	The key issue relevant to business ethics and management of business ethics issues such as fraud, executive misconduct, corrupt practices, money laundering, or anti-trust violations. Ethics violations can lead to police investigations, hefty fines, settlement costs, and damage to reputation.	Our intention and ambition are to operate ethical under all circumstances. Our strategies to mitigate include establishing a code of conduct, implementing compliance and ethics training programs, and holding employees accountable for ethical violations.	Negative
13	Corporate governance	Risk	Businesses are assessed based on their performance across all key governance issues, which include ownership & control, Board pay, accounting, business ethics, and tax transparency. This topic examines the effect that a company's corporate governance and business ethics practices have on its shareholders and other investors.	Our strategies include implementing ethical and transparent business practices, establishing effective risk management strategies, and ensuring compliance with regulatory requirements.	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.

Sr. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	<a href="https://www.datamatics.com/about-us/investor-relations/corporate-governance">https://www.datamatics.com/about-us/investor-relations/corporate-governance</a>								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 90001:2015: Quality Management System ISO 27001:2013: Information Security Management System								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company is in process of setting commitments, goals and targets, against which it will report its progress and performance on an annual basis.								



**Governance, leadership and oversight**

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)

Our ESG is an exhaustive strategy threaded in every aspect of our operational fabric. It helps us to reduce our impact to the environment, offers alignment and affinity to social and community values, and ensures responsible and ethical practices employed across all functions.

ESG (Environmental, Social, and Governance) including Sustainability are critical components of Datamatics organizational strategy. They are an essential part of the DNA of the organization supported with policies, processes, and standards to ensure long-term sustainability and success of all our stakeholders. It helps us create trust with customers and stakeholders, help us to streamline and

increase operational efficiency, offers a platform for employees, partners, suppliers, and customer engagements, and enables us to build an inclusive culture with social values. It helps us to ensure that the services we provide are the most environmentally friendly and our employees are treated fairly and equitably.

Our investments in ESG practices will ensure that we can continue to provide our services in a responsible manner and that we are creating trust and loyalty with our employees, partners, suppliers, customers, and all stakeholders. Our ESG Ambitions, strategies and pledges consider a comprehensive approach to sustainability that consider both long term view and short-term implications of our activities and decisions. They are specifically aligned towards fighting climate change, range of social and community activities supporting employees, suppliers, and client alike, and ensuring ethical and responsible governance practices are adopted.

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

Name : Mr. Rahul L. Kanodia  
 Designation : Vice Chairman & CEO  
 Telephone Number : +91 022 6102 0000/1/2  
 Email : [investors@datamatics.com](mailto:investors@datamatics.com)

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes, the Company has formed ESG Committee. The Members of ESG committee are as follows:

Members	Designation
Ms. Divya Kumat	EVP, Chief Legal Officer & Company Secretary
Mr. Sandeep Mantri	EVP & Chief Financial Officer
Dr. Rima Chowdhury	EVP & CHRO

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)																	
			P1	P2	P3	P4	P5	P6	P7	P8	P9								
Performance against above policies and follow up action	Policies and procedures are periodically reviewed by the Board/Board Committee/ Functional Heads, as and when applicable.	Annually																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	We comply with all the applicable laws of land where we operate in. The compliance with statutory requirements is reviewed by the Board/Board Committee/Functional Heads of the Company on periodic basis.	Annually																	
			P1	P2	P3	P4	P5	P6	P7	P8	P9								
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, The Company evaluates working of its policies, internally.																	

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Not Applicable.

**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	Quarterly	The Company familiarizes the Independent Directors through various programs which include the industry in which it operates, its business model, their roles, rights and responsibilities as Independent Directors, etc. at regular intervals.  At meetings of Board of Directors and its Committees the following topics are covered: <ul style="list-style-type: none"> <li>• Business Highlights, Operations and Strategy.</li> <li>• Financial performance, key issues.</li> <li>• Enterprise Risk Management.</li> <li>• Related Party Transactions.</li> <li>• Internal Financial Controls.</li> <li>• Regulatory updates.</li> </ul>	100%
Key Managerial Personnel	Datamatics elevate limitless learning module	Company Overview, General Data Protection Regulation(GDPR), Information Security Management Systems (ISMS), DX-Security & IT compliances, Intellectual Property, Mission, Vision and Values, POSH at Workplace, Occupational Safety and Health Awareness (OSHA) etc.	100%
Employees other than BOD and KMPs	Datamatics elevate limitless learning module	Company Overview, General Data Protection Regulation(GDPR), Information Security Management Systems (ISMS), DX-Security & IT compliances, Intellectual Property, Mission, Vision and Values, POSH at Workplace, Occupational Safety and Health Awareness (OSHA) etc.	100%
Workers	NA	NA	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.

There have been no instances of fines and penalties imposed by the Statutory Authorities on the Company.

Monetary					
	NGRBC Principles	Name of the regulatory/ Enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	0	0	0	0	0
Settlement	0	0	0	0	0
Compounding Fees	0	0	0	0	0
Non-Monetary					
Imprisonment	0	0	0	0	0
Punishment	0	0	0	0	0

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
0	0

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, Datamatics has an Anti-Corruption and Anti-Bribery Policy. The policy articulates our commitment to counter bribery and corruption risks. Datamatics Anti-Bribery and Corruption Policy enables us to reduce the risk of liability for improper conduct such as bribery and corruption at all levels within our Company.

The policy is available on the Company's website at: <https://www.datamatics.com/hubfs/Investors/Corporate-Governance/Anti-Bribery-and-Corruption-Policy.pdf>

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

There have been no cases of disciplinary action taken by any law enforcement agency for charges of bribery/corruption against directors / KMP / employees that have been brought to our attention in FY 2022-23 or FY 2021-22.

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

Not applicable, since there were no complaints received in relation to issues of Conflict of Interest against the Directors or KMPs of the company during the Current Financial Year FY 2022-23 or Previous Financial Year FY 2021-22.

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

Not Applicable.

#### ❖ Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the principles during the financial year. Datamatics does not have specific training programs for

its value chain partners. However, we communicate with our value chain partners on our Company's responsible practice and Code of Business Conduct.

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 Datamatics has a Code of Conduct and Ethics Policy for Board of Director & Senior Management personnel which mandates adherence to laws and regulations, including anti-bribery, anti-corruption, and ethical handling of conflicts of interest and clear guidelines for avoiding and disclosing actual or potential conflict of interest with Datamatics. The publicly available Code of Conducts and Ethics Policy encourages our people to conduct business lawfully, ethically and in the best interest of Datamatics. It is a guide that provides broad direction on how our company must operate and uphold integrity at all times.

The policy is available on the Company's website at: <https://www.datamatics.com/hubfs/Investors/Corporate-Governance/Code-of-Fair-Disclosure-and-Conduct-Final-Policy.pdf>

#### PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

##### ❖ Essential Indicator

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.

Datamatics Global Services Limited has an R&D practice with an objective to contribute to increased efficiency of operations and delivery to the Clients and to ensure sustainability through digitization. Datamatics Global Services Limited currently does not measure the percentage of R&D and capital expenditure investments in specific technologies to improve product and processes' environmental and social impacts.

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	Details of Improvements in environmental and social impacts
R&D	0	0	0
Capex	0	0	0

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

Yes, Sustainable Sourcing Policy of the Company available on website of the company at <https://www.datamatics.com/hubfs/Investors/Corporate-Governance/Sustainable-Sourcing-Policy.pdf>

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

Datamatics is conscious of the role of sustainability in its business and actively collaborates with vendors and suppliers to raise ethical and environmental standards throughout the supply chain. The Company has in place a sustainable sourcing policy and a value system sustainability framework to ensure compliance with all the ESG parameters across the value chain.

- 3 Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.

Being an IT company, there is limited scope for using recycled material as processed inputs. Nonetheless, the Company is constantly seeking out opportunities to recycle waste.

(a) Plastics (including packaging)	The plastic waste is given to authorized vendor for recycling.
(b) E-waste	Our e-waste broadly includes computers, servers, batteries etc. Datamatics has partnered with recycling Vendors to comply with e-waste management and related regulations in providing environmentally sound management of end-of-life electronics. Vendors has obtained all the necessary authorization from the appropriate governmental agencies for their processing facilities and ensures proper dismantling, recycling and disposal of e-waste. The Company is also receiving the certificate of disposal from recycling Vendors.
(c) Hazardous waste	N.A.
(d) other waste	Other waste is given to authorized vendor for recycling.

- 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.

Datamatics is an IT product/service company and do not manufacture any product, hence the Extended Producer Responsibility (EPR) is not applicable to our activities.

❖ **Leadership Indicator**

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?

The company is involved with the business of IT/ITES related product development including the service support for the related IT/ITES products. As the company is not involved in manufacturing/production process of any tangible product, Life cycle assessment for the product is not considered.

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

Not applicable

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

Being an IT company, there is limited scope for using recycled material as processed inputs.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Re-used	Re-cycled	Safely Disposed	Re-used	Re-cycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E waste	-	-	2.868	-	-	1.395
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	-	-	87982	-	-	73.462

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category:  
Not applicable.

**PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS**

❖ **Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
<b>Permanent employees</b>											
Male	3,383	2,278	67%	3,383	100%	0	0	2,278	67%	2,278	67%
Female	2,087	1,009	48%	2,087	100%	1,009	48%	0	0	1,009	48%
Other	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>5,470</b>	<b>3,287</b>	<b>60%</b>	<b>5,470</b>	<b>100%</b>	<b>1,009</b>	<b>18%</b>	<b>2,278</b>	<b>42%</b>	<b>3,287</b>	<b>60%</b>
<b>Other than permanent employees</b>											
Male	787	21	3%	5	1%	0	0	21	3%	21	3%
Female	745	2	0%	1	0%	2	0%	0	0	2	0%
Other	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>1,532</b>	<b>23</b>	<b>2%</b>	<b>6</b>	<b>0%</b>	<b>2</b>	<b>0%</b>	<b>21</b>	<b>1%</b>	<b>23</b>	<b>2%</b>

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B / A)	No. (C)	% (C / A)	No. (D)	% (D / A)	No. (E)	% (E / A)	No. (F)	% (F / A)
<b>Permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than permanent workers</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

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	82%	N.A.	Y	81%	N.A.	Y
Gratuity	78%		Y	76%		Y
ESI	41%		Y	43%		Y
Others – please specify	NA		NA	NA		NA

3. Accessibility of workplaces.

Are the premises/offices accessible to differently abled employees 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.

Datamatics has an Equal Employment, Diversity & Inclusion Policy that prides itself on gender diversity, generational diversity, persons with different abilities, and so on. The Company's office premises are accessible to differently abled employees with infrastructure which enables them to have a barrier-free access to various common facilities.

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

Yes, the Company has an 'Equal Employment, Diversity & Inclusion Policy', which is available on the Company's website at - [https:// www.datamatics.com/hubfs/Investors/Corporate-Governance/DGSL-Equal-Employment%2c-Diversity-%26-Inclusion-Policy.pdf](https://www.datamatics.com/hubfs/Investors/Corporate-Governance/DGSL-Equal-Employment%2c-Diversity-%26-Inclusion-Policy.pdf)

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

Permanent employees			Permanent workers	
Gender	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	98%	NA	NA
Female	100%	90%	NA	NA
Other	0%	0%	NA	NA
<b>Total</b>	<b>100%</b>	<b>95%</b>	<b>NA</b>	<b>NA</b>

6. Is there a mechanism available to receive and redress grievances for the following categories of employees? If yes, give details of the mechanism in brief.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes. The Audit Committee has established a vigil mechanism for reporting genuine concerns or grievances.
Other than Permanent Employees	The Internal Committee, as mandated by the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, has been set up to redress complaints received regarding sexual harassment. It applies to all permanent and non-permanent employees.

7. Membership of employees in association(s) or unions.

There is no Union/Association in Datamatics that members are affiliated to:

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)
<b>Total Permanent Employees</b>						
Male	3,383	0	0%	3,163	0	0%
Female	2,087	0	0%	1,884	0	0%
Other	0	0	0%	0	0	0%
<b>Total Permanent Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Other	NA	NA	NA	NA	NA	NA

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	4,170	120	2.88%	3,251	77.96%	3,950	57	1.44%	1,715	43.42%
Female	2,832	63	2.22%	2,185	77.15%	2,669	55	2.06%	1,013	37.95%
Other	0	0	N.A.	0	N.A.	0	0	N.A.	0	N.A.
<b>Total</b>	<b>7,002</b>	<b>183</b>	<b>2.61%</b>	<b>5,436</b>	<b>77.63%</b>	<b>6,619</b>	<b>112</b>	<b>1.69%</b>	<b>2,728</b>	<b>41.21%</b>
<b>Workers</b>										
Male	Not Applicable									
Female										
Other										
Total										

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

Periodic assessment of performance helps to meet goals and thereby make a significant contribution to the organization's goals. The annual performance appraisal is conducted in April. The objective of the Annual Appraisal is to facilitate a fair and transparent system of performance review and discussions of the annual goals between employee and manager. The Nomination and Remuneration Committee of the Board evaluates the performance of the members of the executive management on an annual basis.

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (D)	No. (E)	% (E/D)
<b>Employees</b>						
Male	4,170	2,184	52.37%	3,251	1,686	51.86%
Female	2,832	1,338	47.25%	2,185	1,016	46.50%
Other	0	0	NA	0	0	NA
<b>Total</b>	<b>7,002</b>	<b>3,522</b>	<b>50.30%</b>	<b>5,436</b>	<b>2,702</b>	<b>49.71%</b>
<b>Workers</b>						
Male	Not Applicable					
Female						
Other						
Total						

## 10. Health and safety management system

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

Yes, the Company has 'Health, Safety and Environment Policy' which covers all Employees including Trainees and Consultants.

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

While continuously employing measures to promote employee well-being and healthcare, a proper hazard identification of risk management system has been

put in place to ensure continuous improvement of occupational health and safety of the organization.

Appropriate dissemination of information, guidance, policy and instruction of safety, Occupational Health & Environment at work through suitable communication networks are given in the Company.

Adherence to the Health Safety & Environment guidelines is confirmed periodically and is regularly reviewed internally.

- c) Whether you have processes for the workers to report the work-related hazards and to remove themselves from such risk? (yes/no)

Not applicable, owing to the nature of business.

- d) Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (yes/no)

Our employees have access to non-occupational medical and healthcare services like Doctor consultations, Counselling sessions and Teleconsultations. First aid kits are maintained and are available at all times on the premises.

Eye checkup camp has been organized by the Company to promote the importance of eye health and to ensure that our employees have the best of vision.

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)	Employees	0	0
	Workers	NA	NA
Total recordable work-related injuries	Employees	0	0
	Workers	NA	NA
No. of fatalities	Employees	0	0
	Workers	NA	NA
High consequence work related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	NA	NA

As Datamatics is a service-based IT industry, due to nature of business and system in place there are no recordable instances of injury/incidents.

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

Employees health and well-being is of paramount importance to the Company and several initiatives have been undertaken to ensure safe working environment for all employees.

Some of the safety measures taken are:

- Provide for appropriate dissemination of information, guidance, policy and instruction of Safety, Occupational Health & Environment at work through suitable communication networks both within the company and with external bodies.
- Extensive webinars on Mental and Emotional Health.
- Continuous awareness among employees through Leadership videos.
- Regular Fire Drill activities are conducted for all employees at all level. Live demonstration of use of Fire Extinguishers are conducted. Life saving tips, CPR, basic first aid trainings are demonstrated.
- Regular ERT (Emergency Response Team) training and meetings are conducted.
- Safety guidelines and tips related posters are circulated to all employees over emails and printed posters across the offices.
- Company arranges Safety week programmes for employees.
- Security, Housekeeping staff and other technicians are given training related to safety at work.

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

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	5	0	NIL	5	0	NIL
Health & Safety	0	0	NIL	0	0	NIL

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	All the facilities are assessed internally for health and safety practices at regular intervals.
Working Conditions	

the measures required to prevent recurrence. Investigation findings with corrective and preventive measures form part of the report presented to HR Head. The learnings from all incidents are disseminated across the organization at periodic intervals. Fire Incidents are reported through the PULSE portal via Incident Report tab and as a precautionary measures proper Corrective & Preventive Measure are taken by the Company.

❖ **Leadership Indicators**

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 and safety practices and working conditions.

Internal audits are being conducted on a periodic basis. Corrective and preventive measures are taken based on the findings. Detailed investigations are carried out for all incidents to identify the root causes and to understand

1. Does the entity extend any life insurance or any compensatory package in the event of death of Employees and Workers (Y/N)

The employees working for the organization are duly covered under life insurance while the Non- permanent employees are covered under the ESIC act/Insurance as per the act's guidelines.



2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company ensures that statutory dues have been deducted and deposited by the value chain partners of their employees on time and in full through a process of periodic audits and controls.

3. Provide the number of employees having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Employees	N.A.	N.A.	N.A.	N.A.
Workers	N.A.	N.A.	N.A.	N.A.

4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/No)

Yes. The Company invests in human capital development which includes building skills and capabilities that are contemporary while providing employees with a diversity of experiences. These enhance the employability of the workforce and enable a smooth transition to alternate opportunities where sought. In addition, the Company provides the pension benefits and post-retirement medical benefits for those members of staff who qualify. Employees are provided pension benefits, gratuity benefits covered under the relevant statute.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Currently Datamatics is in the process of extending the Health & Safety related assessments to its value chain partners and looking forward to conducting the assessments in near future.
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable.

#### PRINCIPLE 4: 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.

At Datamatics, key stakeholders are identified through an exercise undertaken in consultation with the Company's management. The prioritized list of stakeholders includes customers, employees, shareholders, investors, government and regulatory bodies, communities and NGOs, staffing agencies, alliance partners, and other vendors. A stakeholder interaction exercise with both internal and external stakeholders is then undertaken as part of the development of this report. The priorities for strategy, policies, and action plans for the environment, economy, and society are based in part on the expectations and concerns of the identified stakeholders.

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
Board of Directors	No	Email; Notice; Meetings.	Quarterly	Policy changes.
Communities	Yes	Presentations; Project meetings; Reviews; calls and meetings; field visits; sponsored events; contribute time and financial resources in a social cause, actively engage, participate and support social and environmental causes and associate with organizations working towards this goal.	As needed	Being a responsible Corporate Citizen, we support community partnerships, training & education, environmental sustainability and healthcare.

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 & Investors	No	Press releases and press conferences; email advisories; in-person meetings; investor conferences; disclosure; social and environmental sustainability, financial statements in IND AS; earnings call; exchange notifications; Investors page on our website. Annual General Meeting; Annual Report	As needed/Quarterly/ Continuous/Annual	To uphold highest standards of Corporate Governance; Transparency and disclosure; Maintained industry-leading performance with superior margins; Devised strategy for long-term growth' Established ESG policy to drive business resilience.
Employees	No	Town halls; project or operations reviews; video conferences; audio conference calls; PEP; appreciation Badge (Portal for employee appreciation); Wellness programs; Employee Engagement programs; Annual Reviews.	Continuous/Annual	Effort toward personal well-being and happiness since the date of joining the Company; Employee engagement; Employees were trained for multiple niche skills; Wellness programs conducted to address physical, spiritual, intellectual, professional, social, emotional and environmental wellness.
Customers	No	Project-related calls, and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits; responses to RFIs/RFPs; sponsored events; mailers; newsletters; brochures, Company website; social media (LinkedIn, Twitter, Facebook, Instagram); Customer Happiness Surveys; sponsored community events.	As needed/ Continuous/Annual	Offers better understanding of customers expectation; Promptly resolve any challenges faced by Customer; Improved execution capabilities and skills of people to deliver projects on time; Strong cyber security solutions implemented to protect data.
Value Chain Partners	No	Email; vendor meet; mailers; newsletters; brochures, Company website.	As needed/Annual	Implementing fair and sustainable business practices; Demonstrating effective governance; Scaling business opportunities and maintaining sustainability of demand; Creditworthiness; Promoting small businesses.
Government and Regulatory authorities	No	Industry body/forums; Interacting with statutory/regulatory bodies such as stock exchanges, tax departments, SEBI.	Annual	Ethical governance and Compliance; Statutory and sustainability Disclosures.

### ❖ 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.

Datamatics firmly believes in a consistent engagement with its key stakeholder to understand perception of their business from the stakeholder's point of view.

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.

Yes. The Company's ESG strategy on material topics is framed while considering inputs gathered from various stakeholders.

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

Not Applicable.

### 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:

All the employees are provided training during their induction on the code of conduct, which covers the guidelines and organization's stand on the Human rights. Additionally, POSH related training is provided to new hires during induction and periodically to all the existing employees.

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent	5,470	1,872	34%	3,598	66%	5,047	1,923	38%	3,124	62%
Male	3,383	1,016	30%	2,367	70%	3,163	1,077	34%	2,086	66%
Female	2,087	856	41%	1,231	59%	1,884	846	45%	1,038	55%
Other	0	0	0%	0	0%	0	0	0%	0	0%
Other than Permanent	1,532	300	20%	1,232	80%	1,572	352	22%	1,221	78%
Male	787	200	25%	587	75%	787	202	26%	585	74%
Female	745	100	13%	645	87%	785	149	19%	636	81%
Other	0	0	0%	0	0%	0	0	0%	0	0%
<b>Workers</b>										
<b>Permanent</b>										
Male	NA									
Female										
Other										
<b>Other than Permanent</b>										
Male	NA									
Female										
Other										

The Company is providing more than the statutorily required minimum wages to all its employees whether permanent or temporary and ensures equal remuneration for equal work.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category. (Rs. in Crores)	Number	Median remuneration/ salary/ wages of respective category. (Rs. in Crores)
Board of Directors (BoD)				
Executive Directors	2	3.17	0	-
Non-Executive Directors	3	-	1	-
Key Managerial Personnel	1	1.12	1	1.17
Employees other than BoD and KMP	4,007	0.08	2,778	0.04

## Note:

- Executive Directors & CEO is both BoD and KMP and counted in Board of Directors category.
- To provide a fair interpretation of the median, the annual Cost To Company (CTC) has been considered and not actual payout during the year.
- Non-Executive Directors received no remuneration, except sitting fee for attending Board/Committee meetings and an annual commission. Hence these details are not applicable.
- 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.
- Describe the internal mechanisms in place to redress grievances related to human rights issues

The Datamatics is committed to provide a safe and positive work environment. Datamatics regards respect for human rights as one of its fundamental and core values and strives to support, protect and promote human rights to ensure that fair & ethical business and employment practices are followed. It is committed to provide a work

environment that ensures that every employee/ worker is treated with dignity, respect and afforded equitable treatment.

Vigil mechanism and Whistle blower Mechanisms are in place for receiving and addressing complaints and feedback related to human rights violations and process improvements. Under the Company's Vigil mechanism and Whistle blower Policy, any individual employee or director or any other person working for the company may make a Protected Disclosure regarding human right violations, keeping the organization's interest in mind. The mechanism clearly provides the procedures for raising complaint, receipt and treatment of complaint and investigation process & responsibilities and Non-retaliation.

Further, an internal committee (IC) has been created and established to evaluate the violations reported against sexual harassment, discrimination, and any other human rights violation. A professional lawyer with expertise in the Prevention of Sexual Harassment ("POSH") has been appointed by the corporation as an external member of the Internal Committee.

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

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
Sexual Harassment	1	1	There is a complaint which is duly taken care by the POSH committee and necessary action were taken.	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/ Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

- a. **Reporting Manager** – Employees and Individuals may report their concern to their reporting managers in order to prevent adverse consequences in discrimination and harassment cases. However, if the reported grievances remain unresolved he/she may alternatively move to other mechanism.
- b. **Internal Complaints Committee** constituted as per the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, receives, investigates the complaints and provide independent judgement.
- c. **Whistle Blower Policy** of Datamatics provides adequate safeguard against the whistle blower and no one is denied access to the Chairman of the Audit Committee or in exceptional cases to the Board of Directors for appropriate relief.
- d. **Equal Employment, Diversity & Inclusion policy** of Datamatics clearly provides for protection against discrimination. The Company aims to provide its employees with an environment of equality and respect for all employees and contractors and not discriminating against any individuals on the basis of their gender, age, disability, ethnicity, sexual orientation, family status, religious beliefs and abilities.

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

Yes, our Business agreement and contracts does not harm any human rights.

9. Assessments for the year:

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	0 Datamatics does not engage any child labour in the operations and performs internal checks and reviews periodically to ensure compliance at all its offices.
Forced/involuntary labour	0 Datamatics does not engage any force labour in the operations and performs internal checks and reviews periodically to ensure compliance at all its offices.
Sexual harassment	100 Datamatics has created POSH Policy to strengthen its core values of Respect and Integrity, to provide a conducive environment free from prejudice, gender bias and sexual harassment at workplace.
Discrimination at workplace	0
Wages	0
Others - please specify	0

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

The Company has complied with every relevant law after carefully evaluating the concerns linked to human rights. As a result, it does not anticipate any major risk factors or challenges.

#### ❖ Leadership Indicators

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

During the reporting period, no business processes were required to be modified or introduced for addressing human rights grievances/complaints.

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

Datamatics has not conducted Human rights due diligence, however the issues pertaining to human rights is monitored and addressed. The Company is committed to protecting and respecting Human Rights as well as remedying rights violations in case they are identified. The Company has constituted Internal Complaints Committee to receive and investigate the complaints with respect to Sexual Harassment of Women at Workplace. The Company has also framed Whistle Blower/ Vigil Mechanism Policy which provides adequate safeguard against the whistle blower and no one is denied access to the Chairman of the Audit Committee or in exceptional cases to the Board of Directors for appropriate relief. As an equal opportunity employer, we have zero tolerance towards the discrimination on the basis of race, colour, religion, sex, national origin, gender identity, gender expression, sexual orientation or disability status.

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. Company's office premises are accessible to differently abled employees with infrastructure which enables them to have a barrier-free access to various common facilities.

4. Details on assessment of value chain partners:

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual harassment	No evaluation of value chain partners has been done.
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.

Not Applicable.

## PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

### ❖ Essential Indicators

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

Parameter (in Giga Joules)	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Total electricity consumption (A)	16,300.02	15,959.24
Total fuel consumption (B)	560.85	503.96
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>16,860.87</b>	<b>16,463.20</b>
Energy intensity per rupee of turnover (Total energy consumption (in Gigajoules) / turnover in rupees (in Lakhs))	0.23	0.28
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

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, Performance Achieve Trade Scheme is not applicable for our Company.
3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Water withdrawal by source (in kilolitres)</b>		
i) Surface water	-	-
ii) Groundwater	8,930	5,560
iii) Third party water	14,493	10,209
iv) Seawater/desalinated water	-	-
v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>23,423</b>	<b>15,769</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>23,423</b>	<b>15,769</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover (in Lakhs))</b>	<b>0.32</b>	<b>0.27</b>
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, Zero liquid discharge mechanism is not implemented at our company.

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

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. No

\*Due to our nature of business, the other emissions are not material for business.

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

Parameter	Please specify unit	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	531.13	393.58
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3,667.51	3,590.83
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent per rupees on	0.06	0.07
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – 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

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, intensity in the following format:

Parameter (in Giga Joules)	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.179	0.071
E-waste (B)	2.868	1.995
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	5
Battery waste (E)	1.090	0.040
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)	87979	73.469
House Keeping Waste	22.81	19.56
Canteen waste	49.63	38.75
Compound waste	7.90	10.32
Office waste	6.996	4.65
Iron Waste	0.65	0.193
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>92.12</b>	<b>80.58</b>

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	2.77	1.99
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>2.77</b>	<b>1.99</b>

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

Category of waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	89.27	73.56
<b>Total</b>	<b>89.27</b>	<b>73.56</b>

**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

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.

We have implemented effective waste management practices within our establishment, beginning with the thorough segregation and proper management of all waste generated on-site. Our approach extends to electronic waste (e-waste) which is diligently recycled through certified vendors, ensuring responsible disposal. Likewise, any other office waste that is generated is handed over to the local municipal body, ensuring its proper treatment through recycling, reuse, and recovery processes.

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.
	Not Applicable, as Datamatics doesn't operate in or near by any ecological sensitive area.		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not Applicable, as no impact assessments were undertaken by Datamatics in FY 2022-23.					

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:

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
We are compliant to all applicable environmental/laws/regulation guidelines in India.				

## ❖ Leadership Indicators

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

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	-	-
Total fuel consumption (E)	-	-
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	-	-

**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

2. Provide the following details related to water discharged:

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

**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

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

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area – Not Applicable  
(ii) Nature of operations – Not Applicable  
(iii) Water withdrawal, consumption and discharge in the following format: Not Applicable as Datamatics and its operational boundaries do not fall under water-stressed zones, as also the operations are not water intensive.

Parameter	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
<b>Total water discharged (in kilolitres)</b>	-	-

4. Please provide details of total air emissions & its intensity, in the following format:

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



The organization is not tracking Scope 3 emissions as of now.

**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

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide

details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities. Not Applicable.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Replacing the conventional lights with LEDs lights.	Traditional lighting fixtures have been replaced with energy-efficient motion sensor lights, and air conditioning vents have been installed in meeting rooms, washrooms, and cabins throughout all sections. <a href="https://www.datamatics.com/about-us/esg-environment">https://www.datamatics.com/about-us/esg-environment</a>	This initiative serves to decrease our energy consumption while indirectly aiding in the reduction of emissions stemming from energy use.
2	Installed Desktop Power saving software.	Datamatics has installed Desktop Power saving software on approximate 100+ PC's at Datamatics Nashik Office through Vigyanlabs –A semi Government funded Technology Development Organization which is focused on building products to promote green computing. It's a non-intrusive AI PowerMind Energy Savings app which helps save more than 50% energy consumed units. The systems if found idle are put into sleep mode by this application resulting in power saving. Gradually the same will be installed in 4400+ machines across PAN India Offices. <a href="https://www.datamatics.com/about-us/esg-environment">https://www.datamatics.com/about-us/esg-environment</a>	Enabling desktop power-saving features assists in curtailing unnecessary power consumption, thereby contributing to the reduction of our scope emissions footprint.

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

Business impact analysis and risk assessment is conducted periodically to assess the likely impact on the Company's business processes due to adverse events like, natural disasters, pandemic, technical disruptions like cyberattacks, or administrative decisions like lockdown etc. The Company has effectively implemented its business continuity strategies during the pandemic by establishing effective work-from-home practices to ensure connectivity throughout the firm.

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

Not Applicable as there is no significant adverse impact envisaged from Value chain partners.

9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Considering the nature of our business, we don't foresee any environmental impact that may arise due to our value chain.

#### 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.

The Company is a member of 2 trade and industry chambers/associations.

- 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/International)
1	National Association of Software and Services Companies (NASSCOM)	National
2	Indo American Chamber of Commerce (IACC)	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 are no material corrective action nor any material issues related to anti-competitive conduct by the entity.

❖ **Leadership Indicators**

1. Details of public policy positions advocated by the entity:  
We have not taken any specific public policy advocacy during the course of this year.

**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.:

Social impact assessment (SIA) is a process for the identification, analysis, assessment, management and monitoring of the potential social impacts of a project, both positive and negative. The social impacts of a project are the direct and indirect impacts that affect people and their communities during all stages of the project lifecycle. The Company has not undertaken any SIAs in the current financial year.

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

Not Applicable.

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

Not Applicable.

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

Datamatics being in IT & ITeS service sector most of its procurement include high end hardware, software and tools that are procured from OEMs/ local partners and rest of the routine services or non-IT procurements like managing facility, professional services, infrastructure related services etc. are availed through established vendors. We are in the process of accounting the percentage of input materials sourced from MSMEs/ Small producers and from local suppliers and we wish to disclose the share of procurement in next reporting period.

❖ **Leadership Indicators**

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

Not Applicable

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 Rs.)
1	Nil	Nil	Nil

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No):

No

- (b) From which marginalised /vulnerable groups do you procure?

Not Applicable.

- (c) What percentage of total procurement (by value) does it constitute?

Not Applicable.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

Not Applicable.

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit Shared (Yes/No)	Basis of calculating benefit share
1	NA	NA	NA	NA

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable.

Name of authority	Brief of the Case	Corrective Action Taken
NA	NA	NA

6. Details of beneficiaries of CSR Projects:

Not Applicable.

**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.

Datamatics has a robust mechanism in place to receive and respond to consumer complaints. Datamatics is B2B service provider and each customer has dedicated Account Manager which acts as a bridge between the customer and the Company. In case of dissatisfaction, the Consumer can escalate his/ her query or complaints to the next responsible person or project lead. Most of the queries were attended to the project level and turn-around time for response is very less. Datamatics website has a chat room and query forum to easily reach out to the Company for any query or grievances.

There are no customer complaints that are material in nature, as on the end of financial year.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable as Datamatics is a service industry and do not manufacture any product.
Safe and responsible usage	
Recycling and/or safe disposal	

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

Particulars	FY 2022-23 Current Financial Year		Remarks	FY 2021-22 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		
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Others						

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	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. The Company has a mature information security management system with policies, processes, and controls to minimize Cyber-Security risks. The governance and management of security compliance and risk is reviewed periodically. All the policies are defined in Information security Manual and Procedure and Guidelines Manual, published on Pulse -Intranet portal of the Company.

## 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.

There were no instances relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; Restrictive Trade Practices, Unfair Trade Practices, penalty / action taken by regulatory authorities on safety of products / services.

## ❖ Leadership Indicators

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

Information on products and services of Datamatics can be accessed from various digital channels including Datamatics website and various social media channels:

## • Website:

- Datamatics website: <https://www.datamatics.com/>
- Intelligent Automation Platform website: <https://www.datamatics.com/intelligent-automation/>

## • Social Media

- LinkedIn: <https://www.linkedin.com/company/datamatics/>
- Facebook: <https://www.facebook.com/Datamatics/>
- Twitter: [https://twitter.com/i/flow/login?redirect\\_after\\_login=%2FDatamatics](https://twitter.com/i/flow/login?redirect_after_login=%2FDatamatics)
- YouTube: <https://www.youtube.com/user/datamaticsglobal>
- Instagram: <https://www.instagram.com/datamatics/>

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

Not applicable owing to the nature of business.

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

All such communications to the customer are authorized by Executive Board / respective Sales Representative.

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

Not applicable.

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

- Number of instances of data breaches along-with impact  
No instances of data breaches occurred during FY 22-23.
- Percentage of data breaches involving personally identifiable information of customers-  
No instances of data breaches occurred during FY 22-23.