



Redefining Business  
Services

14.06.2024

To

<b>BSE Limited (BSE)</b> <b>Corporate Relationship Department</b> <b>Phiroze Jeejeebhoy Towers,</b> <b>25th Floor, Dalal Street,</b> <b>Mumbai- 400001</b>  <b>BSE Scrip Code: 543996</b>	<b>National Stock Exchange of India Limited (NSE)</b> <b>Listing Department</b> <b>Exchange Plaza, 5th Floor, Plot No. C/1,</b> <b>G Block, Bandra Kurla Complex, Bandra (East),</b> <b>Mumbai — 400051</b>  <b>NSE Code: UDS</b>
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Dear Sir/Madam,

**Sub: Submission of Business Responsibility and Sustainability Report under Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, for the Financial Year 2023-24**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, We hereby enclosing herewith the Business Responsibility and Sustainability Report (BRSR) of Updater Services Limited (“the Company”) for the Financial year 2023-24.

We request you to kindly take the same on records.

Thanking You,

Yours faithfully,

**For Updater Services Limited**

**Sandhya Saravanan**  
**Company Secretary and Compliance Officer**

**Updater Services Limited**

Corp. office & Regd. Office: 1<sup>st</sup> Floor, No.42, Gandhi Mandapam Road, Kotturpuram, Chennai - 600085  
+91 44 2446 3234 | 0333 | sales@uds.in | facility@uds.in | www.uds.in | CIN L74140TN2003PLC051955

## Business Responsibility & Sustainability Reporting Format

(Business Responsibility and Sustainability Reporting (BRSR) is the practice of companies disclosing information about their environmental, social, and governance (ESG) performance. It goes beyond financial reporting to provide stakeholders with a comprehensive view of a company's non-financial impacts and contributions to sustainable development. BRSR covers topics such as environmental impact, social responsibility, and governance practices, aiming to promote transparency and accountability.)

### Section A: General Disclosures

#### I. Details of the listed entity

Sr. No.	Particulars	FY 2023-2024
1	Corporate Identity Number (CIN) of the Listed Entity	L74140TN2003PLC051955
2	Name of the Listed Entity	UPDATER SERVICES LIMITED
3	Year of incorporation	13-11-2003
4	Registered office address	First Floor, 42 Gandhi Mandapam Road, Kotturpuram Chennai- 600085, Kotturpuram, Chennai, Chennai City Corporation, Tamil Nadu, India, 600085
5	Corporate address	First Floor, 42 Gandhi Mandapam Road, Kotturpuram Chennai- 600085, Kotturpuram, Chennai, Chennai City Corporation, Tamil Nadu, India, 600085
6	E-mail	jayaram.lb@uds.in
7	Telephone	044 – 24963234
8	Website	www.uds.in
9	Financial year for which reporting is being done	2023-24
10	Name of the Stock Exchange(s) where shares are listed	1. BSE Ltd 2. National Stock Exchange of India Ltd
11	Paid-up Capital	₹ 66,94,83,660
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms Sandhya Saravanan Company Secretary and Compliance Officer compliance.officer@uds.in +91 44 24963234
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).	Standalone Basis
14	Name of assurance provider	NA
15	Type of assurance obtained	NA

**Note** - Company has not obtained external assurance in FY 2023-24.

#### II. Products/services

##### 16. 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	Support services to Organisations	Housekeeping & Maintenance Service	100%

##### 17. 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	Support Services	82990	100%

#### III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	34	34
International	0	0	0

##### 16. Markets served by the entity:

###### a. Number of locations

Location	Number
National (No. of States)	26
International (No. of Countries)	2

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

0%

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

UDS offers services across a diverse range of following industries, spanning from large corporations to small and medium-sized enterprises seeking specialised solutions tailored to their business needs:

1. Manufacturing / Engineering services
2. BFSI / Insurance
3. Automobiles/ Auto Ancillary
4. Airports/ Airlines/Ports
5. Healthcare (including Hospitals)
6. IT/ITES
7. Courier / Logistics / Warehousing
8. Retail PSU & Others
9. Real Estate / Construction / Developers
10. Education / Training institutions
11. Energy / Oil / Gas
12. Railways / Metro
13. MSP-Managed Service Partner
14. FMCG
15. Media /Entertainment
16. Service Provider
17. Food/beverages /Agriculture
18. Travel / Tourism / Hospitality
19. Govt Sector
20. Hospitality
21. Pharmaceuticals
22. Electronics
23. Finance
24. Business Services
25. BPO
26. Chemical Industry
27. Transportation
28. Mining Industry
29. Apparel Industry
30. Communication
31. Shipping Industry
32. Mall & Multiplexes
33. Consulting

#### IV. Employees

##### 20. Details as at the end of Financial Year:

###### a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total	Male		Female	
		(A)	No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1	Permanent (D)	47,523	35,797	75.33%	11,726	24.67%
2	Other than Permanent (E)	0	0	0%	0	0%
<b>3</b>	<b>Total employees (D + E)</b>	<b>47,523</b>	<b>35,797</b>	<b>75.33%</b>	<b>11,726</b>	<b>24.67%</b>
<b>WORKERS</b>						
4	Permanent (F)	0	0	0%	0	0%
5	Other than Permanent (G)	0	0	0%	0	0%
<b>6</b>	<b>Total workers (F + G)</b>	<b>0</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

**Note** – The company has two categories of employees, Billable employees and Non-billable employees. Both categories are included in the count of total permanent employees.

###### b. Differently abled Employees and workers:

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

##### 21. Participation/Inclusion/Representation of women

Particulars	Total	No. and percentage of Females	
	(A)	No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel	2	2	100.00%

##### 22. Turnover rate for permanent employees and workers

Particular	FY 2023-24			FY 2022-23			FY 2021-22		
	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	85.49%	101.04%	89.49%	82.38%	62.13%	76.48%	67.23%	57.85%	64.79%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Note** – The employee turnover rate for the Company is high as non-billable employees are also included in the employee turnover calculation.

– The Company has no staff in the “Permanent Workers” category.

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

##### 23. (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	Avon Solutions & Logistics Private Limited	Subsidiary	76.00%	No
2	Denave India Private Limited	Subsidiary	67.00%	No
3	Global Flight Handling Services Private Limited	Subsidiary	83.25%	No
4	Integrated Technical Staffing and Solutions Private Limited	Subsidiary	99.99%	No
5	Matrix Business Services India Private Limited	Subsidiary	99.99%	No
6	Stanworth Management Private Limited	Subsidiary	99.99%	No
7	Tangy Supplies & Solutions Private Limited	Subsidiary	99.99%	No
8	Washroom Hygiene Concepts Private Limited	Subsidiary	99.99%	No
9	Wynwy Technologies Private Limited	Subsidiary	99.99%	No
10	Fusion Foods & Catering Private Limited	Subsidiary	99.99%	No
11	Athena BPO Private Limited	Subsidiary	57.00%	No
12	Updater Services (UDS) Foundation	Subsidiary	99.99%	No

#### VI. CSR Details

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

- a. Turnover (in ₹) 14,17,11,60,000  
b. Net worth (in ₹) 7,55,66,30,000

#### VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)*	FY 2023-24			FY 2022-23		
		Current Financial Year			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	Yes	0	0	NIL	0	0	NIL
Investors (other than shareholders)	Yes	0	0	NIL	0	0	NIL
Shareholders	Yes	22	0	NIL	0	0	NIL
Employees and workers	Yes	0	0	NIL	0	0	NIL
Customers	Yes	124	10	NIL	151	2	NIL
Value Chain Partners	Yes	0	0	NIL	0	0	NIL

\*Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)

Stakeholder group from whom complaint is received	Web Link for Grievance Policy
Communities	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>
Investors (other than shareholders)	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>
Shareholders	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>
Employees and workers	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>
Customers	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>
Value Chain Partners	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>

26. 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

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Climate Change	R	As a service company committed to sustainable practices, UDS' operations have an emphasis on sustainable growth and eco-friendly practices. The company prioritises sustainability and energy efficiency across various service offerings, reflecting the dedication to minimising the environmental footprint. By acknowledging climate change as a material topic, the company recognises its direct relevance to the business operations and the importance of integrating climate resilience into the strategic planning.	UDS is committed to environmental stewardship and sustainable practices. As part of the ongoing efforts to combat climate change and reduce the carbon footprint, 90kw solar power plant in Thoraipakkam and 60 kw solar power plant in Kotturpuram, has been installed to harness the abundant sunlight to generate clean electricity. Along with that, automatic electric sensors for electric lights have been installed to reduce power consumption. By implementing these measures, UDS reduces the reliance on fossil fuels and contributes to a greener future.	Negative
2	Diversity and Inclusion	O	An organisation's strong commitment to diversity and inclusion fosters a sense of belonging and fairness among employees. Enhancing diversity and inclusion initiatives enables companies to support vulnerable groups, ultimately contributing to a positive reputation.		Positive
3	Regulatory Compliance	R	Adhering to regulatory requirements is paramount for corporations, ensuring alignment with legal and ethical boundaries established by government agencies and industry norms. Non-compliance may lead to substantial financial penalties, legal repercussions, and harm to the company's reputation and customer trust.	To proactively manage regulatory compliance risks, protect the reputation, and enhance operational integrity, third party audits are conducted to strengthen the internal control on a regular basis. External agency has been appointed to do periodic audit, to encourage transparency, ethical behaviour, and adherence to regulations throughout the company.	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
	Policy and management processes									
1. a	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b	Has the policy been approved by the Board? (Yes/ No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c	Web Link of the Policies, if available	<a href="https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf">https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf</a>								
2	Whether the entity has translated the policy into procedures. (Yes / No/ NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No/NA)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4	Name of the national and international codes/ certifications/labels/ standards (eg Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 55001:2015	ISO 41001:2018	ISO 45001:2018			1.ISO 14001:2015 2.ISO 50001:2018			1.ISO 41001:2018 2.ISO 9001:2015
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	UDS is currently in the process of development of both short-term and long-term goals aimed at minimising its carbon footprint								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	As this is the first submission of the Business Responsibility and Sustainability Report, A detailed analysis of the performance in relation to the goals will be reported in the subsequent reports.								

Governance, leadership and oversight

- 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 disclosed in the ESG section of this report).  
We are deeply committed to creating a more sustainable and environmentally conscious future. As we continue to grow, we aim to integrate sustainability into every aspect of our operations. Our focus is on reducing our environmental footprint, enhancing resource efficiency, and promoting green practices across our value chain.  
We strive to achieve long-term growth that not only benefits our business but also contributes positively to the environment and society, by investing in innovative technologies and sustainable initiatives. We are dedicated to creating a better tomorrow through responsible and sustainable growth.  
We are dedicated to operating and expanding our business in a socially responsible manner. Our ESG committee ensures that our business processes align with the guiding principles of the National Guidelines on Responsible Business Conduct (NGRBC). This commitment underscores our pledge to uphold social responsibility at every level of our operations.  
Installation of solar power system: In efforts to minimize the environmental impact, UDS has implemented a 90kw solar power system in Thoraipakkam and a 60kw solar power system in Kotturpuram, utilising the ample sunlight to produce clean electricity.  
**Mr. Raghunandana Tangirala**  
Chairman & Managing Director
- Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).  
Mr Raghunandana Tangirala  
Chairman & Managing Director
- Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No/ NA). Yes  
If Yes please provide details  
Name of the Committee members:  
1. Mr Raghunandana Tangirala – Chairman  
2. Ms Radha Ramanujan - Member  
3. Mr C R Saravanan – Member

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	
a. Performance against above policies and follow up action										Committee of the Board
b. Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances										Committee of the Board

Subject for Review	Frequency (Annually / Half yearly /Quarterly/ Any other-please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	
a. Performance against above policies and follow up action										Annually
b. Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances										Annually
11 Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No).										No
If yes, provide name of the agency.										NA

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

Section C: Principle Wise Performance Disclosure

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

(This principle focuses on the importance of ethical conduct and transparency in business operations. Companies should follow ethical business practices and adhere to high standards of integrity. They should also be transparent about their activities, operations, and financial reporting, as well as be accountable for their actions)

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	4	1. An overview of the business 2. Regulatory updates 3. Innovative business ideas 4. Corporate Governance 5. Internal audit	50%
Key Managerial Personnel	4	1. IIM Executive Program 2. MELP Leadership Program 3. VMV Values Orientation 4. K Bridge Learnings From IIM	25%
Employees other than BOD and KMPs	62	1. MELP & Live the UDS way 2. Safety first, Personal Safety 3. Chemical Safety 4. Machine Safety 5. Fire Safety 6. Road Safety 7. Environmental Safety	43.51%
Workers	NA	NA	NA

**Note** - The Company has no staff in the “Workers” category.

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

Particular	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Monetary		Has an appeal been preferred? (Yes/No)
			Amount (In ₹) (For Monetary Cases only)	Brief of the Case	
Penalty/ Fine	3,5	Labour officer, Ahmedabad	2,000	NCs observed by the labour authority under Bonus Act while inspecting client place SVP Hospital and levied penalty	No
penalty/ Fine	3,5	Asst. Commissioner of Labour, Ahmedabad	20,000	NCs observed by the labour authority under Gratuity Act while inspecting client place SVP Hospital and levied penalty	No
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

Particular	NGRBC Principle	Monetary		Has an appeal been preferred? (Yes/No)
		Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	
Imprisonment	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NIL	NIL

4. Does the entity have anti-corruption or anti-bribery policy? (Yes/ No): Yes

If Yes, provide details in brief

Accepting/giving gifts and taking/giving bribe is strictly prohibited under this policy, disregarding or failing to comply with this standard of business ethics and conduct could lead to disciplinary action, up to and including possible termination of employment for the employees. The Directors and Senior Management Personnel shall neither receive nor offer or make, directly or indirectly, any illegal payments, remuneration, gifts, donations or comparable benefits which are intended to or perceived to obtain business or uncompetitive favours for the conduct of its business.

If Yes, Provide a web link to the policy, if available -Web link anti corruption or anti bribery policy is place

<https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.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:

Particular	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	NA	NA

Note - The Company has no staff in the "Workers" category.

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

Case Details	FY 2023-24		FY 2022-23	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NIL	0	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NIL	0	NIL

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

No such incident of corruption and conflict of interest has taken place.

8. Number of days of accounts payables in the following format:

Particular	FY 2023-24	FY 2022-23
Number of days of accounts payables	45	41

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	20.13	21.76
	b. Sales (Sales to related parties / Total Sales)	0.53	0.46
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	98.39	97.46
	d. Investments	100.00	100.00

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	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes
10	UDS Values	80%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No): Yes

If Yes, provide details of the same.

Managing conflicts of interest is crucial for maintaining organizational integrity and trust. Members of the board of the Company should not enter into any transaction or engage in any practice, directly or indirectly, that would tend to influence him/her to act in any manner other than in the best interests of the Company. Every Director and Senior Management Personnel should make a full disclosure to the Board of any transaction that they reasonably expect, could give rise to actual conflict of interest with the Company and seek Board authorisation to pursue such transaction.

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

(This principle highlights the importance of sustainable and safe production practices. Companies should strive to minimise the environmental impact of their activities and ensure that their products and services are safe for consumers and the environment.)

**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.

Sr. No.	Particular	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
1	R&D	0	0	NA*
2	Capex	1.97	0.042	In efforts to minimise the environmental impact, UDS has implemented a 90kw solar power system in Thoraipakkam and a 60kw solar power system in Kotturpuram, utilising the ample sunlight to produce clean electricity.

\* Details of improvements in environmental and social impacts are not applicable as the Company has not done any R&D expenditure.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No): No  
b. If yes, what percentage of inputs were sourced sustainably?: NA  
Note – The company is planning to establish a procedure for sustainable sourcing.
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): NA  
(b) E-waste: NA  
(c) Hazardous waste: NA  
(d) other waste: NA  
**Note** - As UDS only provides support services and not dealing in sale of products. Hence process in place to safely reclaim the product is not applicable to the Company.
4. a. **Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No):**  
No  
b. **If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?**  
NA  
c. **If not, provide steps taken to address the same**  
NA

**Note** – As UDS only provides support services and not dealing in sale of any product, Extended Producer Responsibility (EPR) is not applicable to UDS.

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

(This principle emphasises the importance of employee well-being. Companies should provide safe and healthy working conditions, fair wages, and opportunities for career development to all employees in their value chains, including suppliers, contractors, and temporary workers.)

**Essential Indicators**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	35,797	35,797	100%	35,797	100%	0	0%	0	0%	0	0%
Female	11,726	11,726	100%	11,726	100%	11,726	100%	0	0%	0	0%
<b>Total</b>	<b>47,523</b>	<b>47,523</b>	<b>100%</b>	<b>47,523</b>	<b>100%</b>	<b>11,726</b>	<b>24.67%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>
<b>Other than permanent employees</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**Note** – The Company has no staff in the “Other than permanent employees” category.

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>Other than permanent employees</b>											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**Note** – The Company has no staff in the “Workers” category.

1. c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format

	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.042%	0.046%

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

Benefits	FY 2023-24			FY 2022-23		
	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	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	81.62%	NA	Yes	84.93%	NA	Yes
Others – (GTLI)	1.59%	NA	Yes	1.34%	NA	Yes

**Note** – The Company has no staff in the “Workers” category.

**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?:

Yes

If not, whether any steps are being taken by the entity in this regard.

NA

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016?**

Yes

If so, provide a web-link to the policy.

<https://www.uds.in/webroot/media/relatedlinkfiles/bsrd-policy-file-1627.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	0	0%	0	0%
Female	100%	0%	100%	0%
<b>Total</b>	<b>100%</b>	<b>0%</b>	<b>100%</b>	<b>0%</b>

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

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent Workers	NA	NA
Other than Permanent Workers	NA	NA
Permanent Employees	Yes	<p>M/s. Updater Services Ltd has created a mechanism for redressal of its employees' grievances related to employment such as, victimisation, attendance issues, salary, promotion, harassment of the employees.</p> <p>The aggrieved employee shall convey his or her grievance verbally or in written to the officer designated by the management to deal with such grievance. The officer will have to reply to the complaints within forty-eight hours of its presentation to him or her.</p> <p>If the grievant is not satisfied with the answer or does not receive the answer within 48 hours, he or she shall, then, present the grievance to the departmental head nominated for this purpose. The head must give his or her reply within three days of the presentation of the grievance.</p> <p>If the aggrieved employee is still not satisfied with the decision of the departmental head or does not receive answer within the stipulated period, the employee can approach the Grievance Committee for the settlement of his or her grievance. The Grievance Committee has to give its recommendations in seven days and report the same to the management. The management must communicate the decision to the grievant within three days.</p> <p>If the aggrieved employee is still not satisfied either with the decision made by the Grievance Committee or does not receive decision from the committee, he or she can make appeal to the management for revision of the decision taken. The management can take a week period for appeal to be considered and the revised decision to inform to the grievant.</p>
Other than Permanent Employees	NA	NA

**Note** – Company does not have any staff in “other than permanent employees” and “Workers” categories.

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

Category	FY 2023-24			FY 2022-23		
	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>	<b>47,523</b>	<b>0</b>	<b>0%</b>	<b>53,496</b>	<b>0</b>	<b>0%</b>
Male	35,797	0	0%	39,307	0	0%
Female	11,726	0	0%	14,189	0	0%
<b>Total Permanent Workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

**Note** – The Company has no staff in the “Workers” category.

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

Category	FY 2023-24						FY 2022-23					
	Total (A)	On Health and Safety Measures		On Skill Upgradation		Total (D)	On Health and Safety Measures		On Skill Upgradation			
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E / D)	Number (F)	% (C / D)		
<b>Employees</b>												
Male	35,797	32,217	90.00%	21,478	60.00%	39,307	35,376	90.00%	23,584	60.00%		
Female	11,726	10,553	90.00%	7,036	60.00%	14,189	12,770	90.00%	8,513	60.00%		
<b>Total</b>	<b>47,523</b>	<b>42,770</b>	<b>90.00%</b>	<b>28,514</b>	<b>60.00%</b>	<b>53,496</b>	<b>48,146</b>	<b>90.00%</b>	<b>32,097</b>	<b>60.00%</b>		
<b>Workers</b>												
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA		
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>		

**Note** – The Company has no staff in the “Workers” category.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (D)	No. (E)	% (E / D)
<b>Employees</b>						
Male	35,797	35,797	100%	39,307	39,307	100%
Female	11,726	11,726	100%	14,189	14,189	100%
<b>Total</b>	<b>47,523</b>	<b>47,523</b>	<b>100%</b>	<b>53,496</b>	<b>53,496</b>	<b>100%</b>
<b>Workers</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**Note** – The Company has no staff in the “Workers” category.

**10. Health and safety management system**

a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No): Yes**

If Yes, the Coverage such systems?

1. Site supervision - Site supervision involves overseeing work activities to ensure compliance with safety protocols, regulations, and best practices.
2. Training on job - Job training covers tasks, equipment operation, emergency procedures, and hazard awareness to ensure that employees stay informed about safety practices.



3. Tool box talks briefings - Toolbox talks are short safety meetings held on-site. These briefings cover specific safety topics relevant to the job or tools being used.

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

Regular inspections are carried out with an aim to identify hazards, assess compliance, and maintain safety standards and occasional audits are conducted to do a comprehensive review of the safety management system.

c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks? (Yes/ No): Yes**

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

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	5.65	5.85
	Workers	0	0
Total recordable work-related injuries	Employees	28	29
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High-consequence work-related injury or ill health (excluding fatalities)	Employees	28	29
	Workers	0	0

\* Including in the contract workforce

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

- Providing Personal Protective Equipment (PPEs): Providing Helmets, gloves and safety glasses as per the job specific risks to safeguard workers from workplace hazards.
- Implementation of SOPs at client workplace: Collaboration with clients to develop and implement SOPs to outline safe work practices covering tasks, emergency procedures, and risk mitigation.
- Work permits: Different types of permits are to be obtained by workers before starting the high-risk activities to ensure compliance with safety requirements.

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

Category	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	NIL	0	0	NIL
Health & Safety	0	0	NIL	0	0	NIL

**14. Assessment for the year:**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	90%
Working Conditions	90%

**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.**

Safety measures encompass risk assessments based on Standard Operating Procedures (SOPs) and Work Instructions (WIs) at each site. UDS also adheres to our clients' specific SOPs, WIs, and checklists. Incident details are meticulously recorded in the site incident register, and corrective actions are communicated during monthly safety meetings. Transparency and continuous improvement remain UDS' priorities.

**Leadership Indicators**

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

- (A) Employees (Y/N): Yes
- (B) Workers (Y/N): Yes

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

Ensuring remittance challans are collected from Value Chain Partners as proof of statutory dues deposited with respective authorities. e.g. Dynamics Pest Control Services, who is outsourced for some of the Pest Control Activities, regularly submit such challans with their Invoices.

**3. 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/ NA)**

Yes

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

(This principle highlights the importance of stakeholder engagement. Companies should consider the interests and perspectives of all stakeholders, including shareholders, employees, customers, suppliers, and the communities in which they operate. They should also be responsive to stakeholder concerns and feedback.)

**Essential Indicators**

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

UDS recognises the significance of stakeholder identification in all the operations. The meticulous approach involves analysing all the operations to identify key stakeholders, including employees, customers, shareholders, suppliers, vendors, government entities, and regulatory authorities. Impact of our business conduct on local communities are also considered, valuing them as essential stakeholders. By understanding their needs and concerns, UDS proactively addresses expectations, manages risks, and fosters lasting relationships critical to the prosperity. The stakeholder identification process is ongoing, ensuring responsiveness to evolving stakeholder needs.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group.**

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website, Other- Please Specify)	Frequency of engagement (Annually, Half-yearly, Quarterly, others- Please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Meetings	Others - As and when required	Basic amenities for Migrant workers,
Investors / Shareholders	No	1. Website 2. Email, 3. SMS 4. Newspapers	Annually	As per the requirement of SEBI (LODR) regulations 2015, the Company have a functional website and have all the required details in Investor Relations Page. Further communicating the Meeting intimation through Newspaper, Email and SMS
Government and Regulatory Authorities	No	1. Website 2. Email,	Others- As and when required	Compliance and other reports of statutory/ legal requirements.
Suppliers / Value Chain Partners	No	1. Supplier / Partner meetings 2. Calls 3. Workshops	Others- As and when required	Measures for capacity growth and quality enhancement, as well as to talk about their goals and objectives, company strategies,
Community	Yes	Others - CSR activities	Others- As and when required	Putting community projects into action and assisting them in raising their level of living. Further using our CSR actions to create an effect on society
Customers	No	1. Website 2. E-mail 3. Social-media	Others- As and when required	To address all concerns the client may have.

**PRINCIPLE 5 Businesses should respect and promote human rights.**

(This principle focuses on the importance of human rights. Companies should respect and promote human rights, including the rights to freedom of expression, association, and privacy. They should also prevent and address human rights violations in their operations and value chains.)

**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**

Benefits	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	47,523	47,523	100%	53,496	53,496	100%
Other than permanent	0	0	0%	0	0	0%
<b>Total Employees</b>	<b>47,523</b>	<b>47,523</b>	<b>100%</b>	<b>53,496</b>	<b>53,496</b>	<b>100%</b>
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
<b>Total Workers</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**Note** – The Company has no staff in the “Workers” category.

**2. Details of minimum wages paid to employees and workers**

Category	FY 2023-24					FY 2022-23				
	Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage		
	Total (A)	No. (B)	% (B / A)	No. (C)	% (C / A)	Total (D)	No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>										
Male	35,797	0	0%	35,797	100%	39,307	0	0%	39,307	100%
Female	11,726	0	0%	11,726	100%	14,189	0	0%	14,189	100%
<b>Total</b>	<b>47,523</b>	<b>0</b>	<b>0%</b>	<b>47,523</b>	<b>100%</b>	<b>53,496</b>	<b>0</b>	<b>0%</b>	<b>53,496</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>Workers</b>										
<b>Permanent</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

**Note** - Company does not have any staff in the “other than permanent employees” and “Workers” categories.

**3. Details of remuneration/salary/wages****a. Median remuneration / wages:**

Particular	Male		Female	
	Number	Median remuneration/salary/ wages of respective category	Number	Median remuneration/salary/ wages of respective category
Board of Directors (BoD)	2	1,43,21,628	0	0
Key Managerial Personnel	0	0	2	23,58,733
Employees other than BoD and KMP	35,795	1,81,692	11,724	1,54,092
Workers	NA	NA	NA	NA

**Note** - Only executive BODs are included in the median remuneration calculation.

Company does not have any staff in the “other than permanent employees” and “Workers” categories.

**b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

Particular	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	20.57%	21.67%

**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, we have committee for addressing human rights impacts/issues caused or contributed to by the business.

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

M/s. Updater Services Ltd has created a mechanism for redressal of its employees' grievances related to employment such as, victimisation, attendance issues, salary, promotion, harassment of the employees.

The aggrieved employee shall convey his or her grievance verbally or in written to the officer designated by the management to deal with such grievance. The officer will have to reply to the complaints within forty-eight hours of its presentation to him or her.

If the grievant is not satisfied with the answer or does not receive the answer within 48 hours, he or she shall, then, present the grievance to the departmental head nominated for this purpose. The head must give his or her reply within three days of the presentation of the grievance.

If the aggrieved employee is still not satisfied with the decision of the departmental head or does not receive answer within the stipulated period, the employee can approach to the Grievance Committee for the settlement of his or her grievance. The Grievance Committee has to give its recommendations in seven days and report the same to the management. The management must communicate the decision to the grievant within three days.

If the aggrieved employee is still not satisfied with the decision made by the Grievance Committee or does not receive decision from the committee, he or she can make appeal to the management for revision of the decision taken. The management can take a week period for appeal to be considered and the revised decision to inform to the grievant.

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

Benefits	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NIL	0	0	NIL
Discrimination at workplace	0	0	NIL	0	0	NIL
Child Labour	0	0	NIL	0	0	NIL
Forced Labour/Involuntary Labour	0	0	NIL	0	0	NIL
Wages	0	0	NIL	0	0	NIL
Other human rights related issues	0	0	NIL	0	0	NIL

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

Particular	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

To prevent adverse consequences to complainants in discrimination and harassment cases, the company maintains an optimum level of confidentiality, fairness, equality, and impartiality by ensuring unbiased processes and treating all parties with respect. The Company has a detailed policy on Sexual Harassment and Internal Committee which details out procedures to address and resolve all matters related to harassment at the workplace.

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

Yes

**10. Assessments for the year:**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0%
Forced/involuntary labour	0%
Sexual harassment	0%
Discrimination at workplace	0%
Wages	80%

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

During inspection, all the required statutory documents and licenses are produced. Those documents which are not submitted at times of inspection, submitted to the labour department officials and the inspection notice is closed.

**Leadership Indicators**

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

When complaints/grievances are proved, UDS will take stringent action against the wrong doer and modify the process/method of operating functions.

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

By conducting periodical grievance meeting, UDS intends to respect human rights throughout its operations, including when there are changes in its operations or operating contexts.

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

(This principle emphasises the importance of environmental stewardship. Companies should minimise their impact on the environment, conserve natural resources, and promote environmental sustainability. They should also take steps to restore and rehabilitate degraded ecosystems)

**Essential Indicators**

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

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C.)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>0</b>	<b>0</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	1,288.80 (GJ)	1,015.20 (GJ)
Total fuel consumption (E)	0	0
Energy consumption through other sources (F)	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1,288.80 (GJ)</b>	<b>1,015.20 (GJ)</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>1,288.80 (GJ)</b>	<b>1,015.20 (GJ)</b>
<b>Energy intensity per rupee of turnover</b>		
(Total energy consumed (GJ) / Revenue from operations)	0.00000090	0.00000013
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>		
(Total energy consumed / Revenue from operations adjusted for PPP)	0.0000021	0.0000031
<b>Energy intensity in terms of physical output</b>	NA	NA
<b>Note</b> - Energy intensity in terms of physical output is not applicable as UDS only provides support services and not dealing in sale of any product.		
Energy intensity per total number of employees (Total energy consumed (GJ) / Total number of employees)	0.027	0.019

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?**

No

**If yes, name of the external agency.**

NA

**Note** - Company has not obtained any independent assessment/ evaluation/assurance in FY 2023-24.

**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? (Yes/No)**

No

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.

NA

**Note** - PAT Scheme is not applicable as UDS only provides support services and not dealing in sale of any product.

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

Parameter	FY 2023-24	FY 2022-23
(i) Surface water	0	0
(ii) Groundwater	0	0
(iii) Third party water	40,898	36,125
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Rain Water	5,556	2,700
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>46,454</b>	<b>38,825</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>46,454</b>	<b>38,825</b>
<b>Water intensity per rupee of turnover</b>		
(Total water consumption / Revenue from operations)	0.0000033	0.0000051
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>		
(Total water consumption / Revenue from operations adjusted for PPP)	0.000075	0.00012
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Note</b> - Water intensity in terms of physical output is not applicable as UDS only provides support services and not dealing in sale of any product.		
Water intensity per total number of employees (Total water consumed (KL) / Total number of employees)	0.98	0.72

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No)

No

**If yes, name of the external agency.**

NA

**Note** - Company has not obtained any independent assessment/ evaluation/assurance in FY 2023-24.

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

Parameter	FY 2023-24	FY 2022-23
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
<b>(i) To Surface water</b>		
No treatment	0	0
With treatment - please specify level of treatment	0	0
<b>(ii) To Groundwater</b>		
No treatment	0	0
With treatment - please specify level of treatment	0	0
<b>(iii) To Seawater</b>		
No treatment	0	0
With treatment - please specify level of treatment	0	0
<b>(iv) Sent to third-parties*</b>		
No treatment	46,454	38,825
With treatment - please specify level of treatment	0	0
<b>(v) Others</b>		
No treatment	0	0
With treatment - please specify level of treatment	0	0
<b>Total water discharged (in kilolitres)</b>	<b>46,454</b>	<b>38,825</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

**If yes, name of the external agency.**

NA

**Note** - Company has not obtained any independent assessment/ evaluation/assurance in FY 2023-24.

\* The company offices are situated in building space and the water is discharged through the municipal sewage lines.

## 5. Has the entity implemented a mechanism for Zero Liquid Discharge?

No

**If yes, provide details of its coverage and implementation.**

NA

**Note** - Company has not implemented any mechanism for Zero Liquid Discharge.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
<b>NOx</b>	µg/m <sup>3</sup>	21.75	12.10
<b>SOx</b>	µg/m <sup>3</sup>	9.85	6.80
<b>Particulate matter (PM)</b>	µg/m <sup>3</sup>	27.40	21.30
<b>Persistent organic pollutants (POP)</b>			
<b>Volatile organic compounds (VOC)</b>			
<b>Hazardous air pollutants (HAP)</b>			
<b>Others - please specify</b>			
DG STACKING - NO2	mg/Nm <sup>3</sup>	190.00	70.00
DG STACKING - SO2	mg/Nm <sup>3</sup>	11.00	10.80
DG STACKING - PM	mg/Nm <sup>3</sup>	18.70	40.10

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

Yes

**If yes, name of the external agency.**

- Chennai testing laboratory Pvt Ltd
- Ekdant Enviro services (P) Limited

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

Parameter	unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO <sub>2</sub> equivalent	468.22	735.88
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO <sub>2</sub> equivalent	256.33	201.91
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.000000051	0.00000012
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)			
(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.0000012	0.0000028
Total Scope 1 and Scope 2 emission intensity in terms of physical output		NA	NA
<b>Note</b> - Total Scope 1 and Scope 2 emission intensity in terms of physical output is not applicable as UDS only provides support services and not dealing in sale of any product.			
Total Scope 1 and Scope 2 emission intensity per total number of employees (Total Scope 1 and 2 emissions (MTCO <sub>2</sub> e / Total number of employees)		0.015	0.017

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

**If yes, name of the external agency.**

NA

**Note** - Company has not obtained any independent assessment/ evaluation/assurance in FY 2023-24.

## 8. Does the entity have any project related to reducing Green House Gas emission? (Yes/ No)

Yes

If Yes, then provide details.

- To reduce our carbon footprint, we have installed 90kw solar power plant in Thoraipakkam and 60 kw solar power plant in Kotturpuram, harnessing the abundant sunlight to generate clean electricity.
- Automatic electric sensors for electric lights have been installed to reduce power consumption, contributing to reduction in scope – 2 emissions.

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

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0	0
E-waste (B)	0.28	0.25
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
Food waste	6.41	4.08
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>6.69</b>	<b>4.33</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated / Revenue from operations)	0.0000000050	0.0000000060
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated / Revenue from operations adjusted for PPP)	0.000000011	0.000000013
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>Note</b> – Waste intensity in terms of physical output is not applicable as UDS only provides support services and not dealing in sale of any product.		
<b>Waste intensity per total number of employees (Total waste generated (MT) / Total number of employees)</b>	0.00014	0.000081
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>	<b>FY 2023-24</b>	<b>FY 2022-23</b>
(i) Recycled	0	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
<b>Total</b>	<b>0</b>	<b>0</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>	<b>FY 2023-24</b>	<b>FY 2022-23</b>
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations (Food Waste)	6.41	4.08
(iv) Other disposal operations (E-Waste)	0.28	0.25
<b>Total</b>	<b>6.69</b>	<b>4.33</b>

## Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)

No

If yes, name of the external agency.

NA

Note - Company has not obtained any independent assessment/ evaluation/assurance in FY 2023-24.

## 10. 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.

Sanitary waste safe disposal is managed by municipal corporations to safeguard public health and environmental integrity.

Food waste disposal is managed by authorised third-party agencies.

## 11. 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:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
NIL	NIL	NIL	NIL	NIL

## 12. 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
NIL	NIL	NIL	NIL	NIL	NIL

## 13. 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/NA).

Yes

If not, provide details of all such non-compliances, in the following format:

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

Note – UDS is complaint with applicable environmental law/regulations/guidelines in India.

**PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.**

(This principle highlights the importance of responsible advocacy. Companies should engage in policy advocacy in a responsible and transparent manner, and avoid engaging in activities that could undermine the public interest or the democratic process.)

**Essential Indicators**

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National/ International)
1.	Confederation of Indian Industries	National
2.	International Facility Management Association	International

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

Name of authority	Brief of the case	Corrective action taken
NA	NA	NA

Note – No such adverse order has been received by the Company on any issue related to anti-competitive conduct.

**PRINCIPLE 8 Businesses should promote inclusive growth and equitable development.**

(This principle emphasises the importance of promoting inclusive and equitable economic development. Companies should create economic opportunities for all, including disadvantaged and Marginalised groups. They should also contribute to the development of local communities and support social and economic empowerment.)

**Essential Indicators**

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

Name and brief details of 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
NIL	NIL	NIL	NIL	NIL	NIL

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

Sr. 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 ₹)
NIL	NIL	NIL	NIL	NIL	NIL	NIL

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

Regular meetings provide a platform for community members to voice their concerns, share feedback, and discuss the issues. The Community may reach out to the Company via the designated email ID. This allows community members to communicate remotely, overcoming geographical barriers, creating an effective grievance redressal mechanism to promote community well-being and trust.

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

Particular	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	24.90%	23.82%
<b>Directly from within India</b>	<b>100%</b>	<b>100%</b>

- Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Particular	FY 2023-24	FY 2022-23
Rural	7%	8%
Semi-urban	9%	10%
Urban	15%	18%
Metropolitan	69%	64%

(Place to be categorised as per RBI Classification System - rural / semi-urban / urban/metropolitan)

- Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and Marginalised groups
1.	Voluntary Health Services	250	80%
2.	Sri Sathya Sai Seva Organisations, Tamil Nadu (North)	320	100%
3.	Government High School, Chittlapakkam, Chennai – 600064	100	100%

**PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner.**

(This principle highlights the importance of responsible consumer engagement. Companies should provide safe, high-quality products and services, and ensure that they are marketed and sold ethically and responsibly. They should also be transparent about their products and services, and provide consumers with the information they need to make informed choices.)

**Essential Indicators**

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

Consumer complaints and feedback are managed through emails and face-to-face meetings, ensuring a comprehensive approach to resolving issues. This dual strategy offers both clarity and personalised attention, enhancing overall customer satisfaction.

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

Particular	As a percentage to total turnover
Environmental and social parameters relevant to the product	0%
Safe and responsible usage	0%
Recycling and/or safe disposal	0%

- Number of consumer complaints in respect of the following:

Particular	FY 2023-24		Remark	FY 2022-23		Remark
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	NIL	0	0	NIL
Advertising	0	0	NIL	0	0	NIL
Cyber-security	0	0	NIL	0	0	NIL
Delivery of essential services	0	0	NIL	0	0	NIL
Restrictive Trade Practices	0	0	NIL	0	0	NIL
Unfair Trade Practices	0	0	NIL	0	0	NIL
Other - Operations	124	10		151	22	

- Details of instances of product recalls on account of safety issues:

Particular	Number	Reason for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

**Note** – Product recalls are not applicable as UDS only provides support services and not dealing in sale of any product.