



**Motilal Oswal Financial Services Limited**

CIN: L67190MH2005PLC153397

Regd. Off.: Motilal Oswal Tower,

Rahimtullah Sayani Road,

Opp. Parel ST Depot,

Prabhadevi, Mumbai – 400025

Board: +91 22 7193 4200 / 4263

Fax: +91 22 5036 2365

July 23, 2024

**To,**  
**BSE Limited**  
P. J. Towers,  
Dalal Street, Fort,  
Mumbai - 400001  
**Security Code: 532892**

**National Stock Exchange of India Limited**  
Exchange Plaza, Plot No. C/1, G Block,  
Bandra-Kurla Complex, Bandra (E),  
Mumbai - 400051  
**Symbol: MOTILALOFS**

**Sub.: Business Responsibility & Sustainability Report of the Company for the financial year 2023-24**

Dear Sir/Madam,

Pursuant to the provisions of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended from time to time), please find enclosed herewith the copy of the Business Responsibility & Sustainability Report (“BRSR”) of the Company for the financial year 2023-24.

Further, the aforesaid Report has also been uploaded on the website of the Company at [www.motilaloswalgroup.com](http://www.motilaloswalgroup.com).

Kindly take the same on record.

Thanking you,

Yours faithfully,

**For Motilal Oswal Financial Services Limited**

**Kailash Purohit**  
**Company Secretary & Compliance Officer**

Encl.: As above

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT



## BACKGROUND

The Securities and Exchange Board of India (“SEBI”), has put in place the Business Responsibility & Sustainability Reporting (“BRSR”) framework for top 1,000 listed entities [based on market capitalisation on BSE Limited (“BSE”) and National Stock Exchange of India Limited (“NSE”)] pursuant to the amendments under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”) (as amended from time to time), which requires Listed Companies to disclose information under the 9 (Nine) principles of the National Guidelines on Responsible Business Conduct (“NGRBC”).

SEBI has updated the BRSR Reporting format/framework for the Financial Year (“FY”) 2023-24 after incorporating new Key Performance Indicators (“KPIs”) of BRSR Core.

Our BRSR Report includes our responses to questions on our practice and performance on key principles defined by Regulation 34(2)(f) of Listing Regulations, covering topics across Environment, Social, Governance and Stakeholder relationships. Further, the Company has also included separate section on Environment, Social and Governance (“ESG”) initiatives in the Annual Report of the Company.

BRSR Report based on NGRBC consists of three sections as below:

**Section A** provides a broad overview of the business, its offerings, business & operations footprint, employees, holding, subsidiary & associate companies, CSR and transparency.

**Section B** covers management and process disclosures related to the businesses aimed at demonstrating the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

**Section C** provides indicator-wise disclosures mapped to the nine principles of NGRBC which are listed at the start of Section B.

# KEY HIGHLIGHTS OF BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## Principle 1

Conduct and govern with integrity, and in a manner that is Ethical, Transparent and Accountable

- 100% of our Directors & KMPs and 98% of our other employees received periodic training on business, regulations, code of business conduct and ethics as well as economic and environmental, social and governance parameters.
- No disciplinary action against Directors/KMPs/Employees/Workers by any law enforcement agencies for charges of bribery/corruption.
- Accounts payables for expenses is 7 days.
- 85% of value chain partners in terms of value were part of our ESG capacity building program.



## Principle 2

Provide goods and services in a manner that is sustainable and safe

- 39.71% capital expenditure incurred towards IT hardware and software.
- No plastic use in the office premises except papers, tissues and cardboard which are also biodegradable in nature.
- The Information Security Management Systems (ISMS) of the Company are certified under ISO/IEC 27001.



## Principle 3

Respect and promote the well-being of all employees, including those in value chains

- 99.37% of our permanent employees are covered under health insurance.
- 100% of our permanent employees are covered by maternity and paternity benefits.
- 100% return-to-work rate post parental leave.
- 97.96% of our employee are getting skill upgradation training.
- The Company has certified with the reputed 'Great Workplace' recognition - Great Place to Work - India® 2023-2024.



## Principle 4

Respect the interests of and be responsive to all its stakeholders

Active engagement with Stakeholders on regular basis through multiple channels to address various economic, environmental, and social concerns, communicating company performance and discussing strategies



## Principle 5

### Respect and promote human rights

- 94.73% of our permanent employees are getting training on Human Rights issues & policy(ies).
- 100% of our employees are paid more than the minimum wage.
- Median remuneration of employees are more than ₹4 Lakhs per annum.



## Principle 6

### Respect and make efforts to protect and restore the environment

- The Company in association with Motilal Oswal Foundation has undertaken various initiatives to protect and restore the environment such as seed ball making, tree plantation, rain water harvesting system installation.
- Installation of Sewage Treatment Plant (SPT), VRF Air Conditioning System, Rain Water Harvesting System, Sensor based Urinal Pot & Taps.
- Application filed for Green Building Certification (LEED certification) for Bangalore based Corporate Office.
- Conducted clean up drive at Sanjay Gandhi National Park and Initiatives to reduce food wastage and create awareness for avoiding the wastage of food.



## Principle 7

### Influencing public and regulatory policy, in a responsible and transparent manner

- Associated with 7 trade and industry chambers/associations to understand the regulatory requirement and foster dialogue on industry growth drivers, innovation, and shaping public policy.
- Public policy advocacy on important issues such as regulatory changes, interpretation of law, R&D and marketing practices.



## Principle 8

### Promote inclusive growth and equitable development

- Positively impacted more than 17,180 individuals through CSR initiatives.
- Adopted Sustainable Sourcing and Preferential Procurement Policy to provide equal opportunities for all potential suppliers.



## Principle 9

### Engage with and provide value to the consumers in a responsible manner

- No data breaches reported during the reporting period
- No major critical service disruptions



# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES



### I. DETAILS OF COMPANY

Sr. No.	Particulars	Company Information
1	Corporate Identity Number (CIN) of the Listed Entity	L67190MH2005PLC153397
2	Name of the Listed Entity	Motilal Oswal Financial Services Limited
3	Year of incorporation	2005
4	Registered office address	Motilal Oswal Tower, Rahimtullah Sayani Road, Opposite Parel ST. Depot, Prabhadevi, Mumbai-400025 <sup>(i)</sup>
5	Corporate address	Motilal Oswal Tower, Rahimtullah Sayani Road, Opposite Parel ST. Depot, Prabhadevi, Mumbai-400025
6	E-mail	<a href="mailto:corpsec@motilaloswal.com">corpsec@motilaloswal.com</a>
7	Telephone	022-39804200/71934200
8	Website	<a href="http://www.motilaloswalgroup.com">www.motilaloswalgroup.com</a>
9	Financial year for which reporting is being one	2023-24
10	Name of the Stock Exchange(s) where shares are listed:	BSE Limited & National Stock Exchange of India Limited
11	Paid-up Capital:	₹14,90,07,291
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: Mr. Niren Srivastava Chief Human Resources Officer Telephone: 022-39804200/71934200, Email: <a href="mailto:corpsec@motilaloswal.com">corpsec@motilaloswal.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).	The disclosures under this report are made on standalone basis unless otherwise mentioned in the specific field.
14	Name of assurance provider	Not Applicable
15	Type of assurance obtained	Not Applicable

<sup>(i)</sup>Also referred as Head Office.

## 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.	Financial and Insurance Service	Financial Advisory, brokerage and Consultancy Services	56.96
2.	Financial and Insurance Service	Other financial activities	43.04

### 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.	Security dealing activities	67120	56.96

## 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	Not Applicable	73	73
International	Not Applicable	1 <sup>(i)</sup>	1 <sup>(i)</sup>

<sup>(i)</sup>Representative Office in Dubai

### 19. Markets served by the entity:

#### a. Number of locations

Location	Total
National (No. of States)	The Company has offices in 20 states which includes 2 union territories
International (No. of Countries)	1 <sup>(i)</sup>

<sup>(i)</sup>Representative Office in Dubai

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

During the financial year, contribution of exports as a percentage of the total turnover of the Company on standalone basis is 0.16%.

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

Motilal Oswal Financial Services Limited ("MOFSL") is an integrated technology-based Financial Services Sector Organization offering a wide range of services including retail and institutional broking and distribution of financial products. Our customers include resident and non-resident individuals, HUF's, corporates etc.

MOFSL execute transactions in capital markets/equity derivatives/commodity derivatives/currency derivatives segments on behalf of its clients which include retail customers (including high net worth individuals), mutual funds, institutional investors, foreign institutional investors, financial institutions and corporate clients. Besides stock broking, it also offers a bouquet of financial products and services like insurance, mutual funds, bonds etc. to its client base. MOFSL is also registered with the SEBI as Research Analyst, and with various other bodies/agencies like Insurance Regulatory and Development Authority of India ("IRDAI"), Association of Mutual Funds in India ("AMFI"), Central Registry of Securitisation Asset Reconstruction and Security Interest ("CERSAI"), KRA agencies [CDSL Ventures Limited India ("CVL"), DotEx International Ltd ("Dotex"), NSDL Database Management Limited ("NDML"), Computer Age Management Services ("CAMS") and Karvy etc.] Further, MOFSL along with its subsidiaries, offers a diversified range of financial products and services such as broking and distribution, institutional equities, asset management business, housing finance, private equity, private wealth management, investment banking, loan against securities and investment activities

## IV. EMPLOYEES

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

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	7,927	5,793	73.08	2,134	26.92
2.	Other than Permanent (E)	313	308	98.40	5	1.60
3.	Total employees (D + E)	8,240	6,101	74.04	2,139	25.96
<b>WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

**Note:** The Company does not have any workers as defined in the guidance note on BRSR issued by the SEBI.

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	5	5	100.00	0	0.00
2.	Other than Permanent (E)	0	0	0.00	0	0.00
3.	Total differently abled employees (D + E)	5	5	100.00	0	0.00
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)		Not Applicable			
5.	Other than Permanent (G)					
6.	Total differently abled workers (F + G)					

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

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20.00
Key Management Personnel	2 <sup>(i)</sup>	0	0.00

<sup>(i)</sup> Only Chief Financial Officer & Company Secretary are considered under the category of Key Management Personnel, as Managing Director, Whole-time Directors and Chief Executive Officer are covered under the category of the Board of Directors.



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

(Disclose trends for the past 3 years)

Particulars	FY 23-24			FY 22-23			FY 21-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	48.19	53.48	49.61	70.47	76.45	72.09	56.50	66.76	59.29
Permanent Workers	Not Applicable								

## V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

### 23. Names of holding/subsidiary/associate companies/joint ventures (as at March 31, 2024)

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures	Indicate whether holding/subsidiary/associate/joint ventures	% 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) <sup>(2)</sup>
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#### A) Indian Subsidiaries

1.	Motilal Oswal Asset Management Company Limited	Subsidiary Company	100.00	Yes
2.	Motilal Oswal Home Finance Limited	Subsidiary Company	97.49 <sup>(1)</sup>	Yes
3.	Motilal Oswal Fininvest Limited	Subsidiary Company	100.00 <sup>(1)</sup>	Yes
4.	Motilal Oswal Wealth Limited	Subsidiary Company	100.00	Yes
5.	MO Alternate Investment Advisors Private Limited	Subsidiary Company	100.00	Yes
6.	Motilal Oswal Investment Advisors Limited	Subsidiary Company	100.00	Yes
7.	Motilal Oswal Broking and Distribution Limited (formerly Glide Tech Investment Advisory Private Limited)	Subsidiary Company	100.00	Yes
8.	TM Investment Technologies Private Limited	Subsidiary Company	61.64	Yes
9.	MO Alternative IFSC Private Limited	Subsidiary Company	100.00	Yes
10.	Motilal Oswal Securities International Private Limited	Subsidiary Company	100.00	Yes
11.	Motilal Oswal Finsec IFSC Limited	Subsidiary Company	100.00	Yes
12.	Motilal Oswal Capital Limited	Step-down Subsidiary Company	100.00	Yes
13.	Motilal Oswal Trustee Company Limited	Subsidiary Company	100.00	Yes
14.	Motilal Oswal Commodities Broker Private Limited	Subsidiary Company	100.00	Yes

Sr. No.	Name of the holding/subsidiary/ associate companies/joint ventures	Indicate whether holding/subsidiary/ associate/joint ventures	% 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) <sup>(2)</sup>
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#### B) Companies incorporated outside India

15.	India Business Excellence Management Company	Step-down Subsidiary Company	100.00	Yes
16.	Motilal Oswal Asset Management (Mauritius) Private Limited	Step-down Subsidiary Company	100.00	Yes
17.	Motilal Oswal Capital Markets (Singapore) Pte. Limited	Subsidiary Company	100.00	Yes
18.	Motilal Oswal Capital Markets (Hong kong) Pte. Limited	Subsidiary Company	100.00	Yes

<sup>(1)</sup>Holding along with other Wholly Owned Subsidiaries.

<sup>(2)</sup>The policies and processes adopted across all the companies within Motilal Oswal Group ("MO Group") are largely uniform. Further, at group level, subsidiary companies participate in Business Responsibility ("BR")/ Corporate Social Responsibility ("CSR") activities through Motilal Oswal Foundation.

## VI. CSR DETAILS

### 24. CSR Activities

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover: ₹4,540.41 Crore
- (iii) Net worth: ₹5,724.58 Crore

## 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) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		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 <sup>(1)</sup>	Refer response below	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)		Nil	Nil	-	Nil	Nil	-
Shareholders		9	Nil	-	1	Nil	-
Employees and worker <sup>(2)</sup>		478 <sup>(2)</sup>	4	-	1,860 <sup>(2)</sup>	14	-
Customers		3,289	4	-	3,264	106	-
Value Chain Partners		15	0	-	8	1	-

<sup>(1)</sup>The Company does not have any impact on the local community via its operations.

<sup>(2)</sup>Pertain to day to day service request at work place.

Some of the policies on the Company's Conduct with its stakeholders, including grievance redressal mechanisms are placed on the Company's website. Here is the link to grievance redressal mechanisms for investors & customers <https://www.motilaloswalgroup.com/Downloads/IR/1256475153IG-policy.pdf>. The Company has constituted a Stakeholders Relationship Committee for redressal of grievances of its security holders. In addition, the Company has framed Vigil Mechanism/Whistle Blower Policy to enable directors and employees to report genuine concerns or grievances, significant deviations from key management policies and reports of any non-compliance and wrong practices, e.g., unethical behavior, fraud, violation of law, inappropriate behavior/conduct etc., the same can be accessed at [https://www.motilaloswalgroup.com/Downloads/IR/785307607MOFSL\\_Vigil-MechanismWhistle-Blower-Policy.pdf](https://www.motilaloswalgroup.com/Downloads/IR/785307607MOFSL_Vigil-MechanismWhistle-Blower-Policy.pdf).

Further, the investor(s) including shareholder(s) can also write their concern/grievance to the Company on [shareholders@motilaloswal.com](mailto:shareholders@motilaloswal.com) and customer(s)/client(s) on [query@motilaloswal.com](mailto:query@motilaloswal.com).

## 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.	Data Security & Customer privacy	Opportunity & Risk	<p><b>Opportunity:</b></p> <p>Having an Efficient &amp; robust information security structure (software, expert manpower and operational practices) enables us to create sustainable value for our customers and reduce cyber threats and ensure privacy, data security for all our stakeholders' privileged information thereby also facilitating business expansion.</p> <p><b>Risk:</b></p> <p>The Company relies on its technology infrastructure. As majority of transactions are processed digitally, which involves cyber/information security risk</p>	<p>Information Technology Committee, Cybersecurity Committee and Risk Management Committee of the Company keep track of cyber risk and its mitigation within the effective framework for cyber risk management that the Company has in place.</p> <p>The Company continuously working upon data privacy and cyber security to improve security posture. Also, all the activities and IT systems of the Company are subject to half yearly internal &amp; external audit to cross check efficiency of all the controls and processes are in place.</p>	<p><b>Positive:</b></p> <ul style="list-style-type: none"> <li>Automation of several manual processes, leading to cost saving</li> <li>Increased trust and credibility across all stakeholders including customers</li> <li>Improved data management</li> <li>Protect brand reputation</li> </ul> <p><b>Negative:</b></p> <ul style="list-style-type: none"> <li>Reputational Risk</li> <li>Data Privacy issue may lead to litigation risk/ financial risk</li> <li>Regulatory risk in terms of disciplinary actions, fines &amp; penalties</li> </ul>

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)
2.	Customers Literacy	Opportunity	By educating customers about financial concepts, products, and services, the Company can increase engagement and build trust. Customers who understand their preferences are more likely to remain loyal to the Company that helps them make informed financial decisions.	Educated customers provide valuable feedback and insights that can inform the development of new products and services.  Understanding customer needs and preferences enables the Company to innovate and stay ahead of the competition.	<b>Positive</b> <ul style="list-style-type: none"> <li>Empowers Customer to assess and manage financial risks effectively.</li> <li>Reduce the Company's exposure to risk</li> </ul>
3.	Digitisation	Opportunity	The demand for and acceptance of digital transactions is growing immensely due to low-cost internet data, high smartphone penetration and India's biometric identity card	To ensure that the organisation uses the least amount of paper for transactions and communications, the Company has constantly made investments in technology and established a strong digital environment. The Company has implemented e-KYC system, Chatbot, Voicebot & Robotic Process Automation to automate process & enhance the customer experience. The Company also uses electronic mode of communication to ensure the least uses of papers for transactions and communications.	<b>Positive:</b> <ul style="list-style-type: none"> <li>Cost effective</li> <li>Better &amp; larger customer reach &amp; service through digital operations</li> <li>Paperless &amp; environment friendly</li> </ul>

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Human Capital and Talent Management:	Opportunity & Risk	<p><b>Opportunity:</b></p> <p>Human Capital is one of the key strategic imperative for the Company and we consistently invest in the growth &amp; development and alignment of employees to the Company growth strategy. We work on building an inclusive workplace and embracing diversity fostering innovative practices for improved business outcomes and increased employee satisfaction.</p> <p><b>Risk:</b></p> <p>Risk of failure in any of the elements of talent management can impact the Company's ability to fulfill demand and grow its revenues. Poor employee well-being can result in increased absenteeism, decreased productivity, and higher healthcare costs. Lack of diversity and inclusion in the workplace can lead to difficulty attracting and retaining top talent.</p>	<p>The Company has a meritocratic, transparent and equal opportunity culture. The Company provide growth &amp; development opportunities to high performing employees ahead of time. The Company invested in hiring key and critical talent to accelerate digital and fair product &amp; process offerings customers. We deeply invest in initiatives to promote learning &amp; development, performance</p> <p>support, career growth, engagement, diversity and inclusion at the workplace.</p> <p>The Company has grievance redressal mechanism to address employee concerns.</p> <p>The Company has developed a holistic employee wellness program, that focuses on enhancing their physical, emotional, social financial wellbeing &amp; promoting work-life balance.</p>	<p><b>Positive:</b></p> <p>Retention of key talent through various human resources proposition increases productivity. Investment in well-being programs will lead to reduced healthcare costs and improved productivity.</p> <p><b>Negative:</b></p> <p>High attrition possibilities leads to wage inflation and loss in continuity.</p>

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)
5.	Corporate Social Responsibility	Opportunity	CSR has been a long-standing commitment at Motilal Oswal, Driven by the motto of "Knowledge First". The Company believes that education can bring prosperity and equality in the society. Activities undertaken by the Company not only improves its corporate good will and social reputation, but also helps the Company to resonate with community sentiments and aspirations, which helps in its sustainable growth in the longer run.	The Company recognizes the importance of being socially responsible and making a difference in lives of people. Through Motilal Oswal Foundation, the Company invests in social welfare activities focused on building educational institutions and improving the quality of education at all levels. The Company also supports projects for skills development, employment generation, rural development, etc. For further details, kindly refer to Annexure 4 of the Board's Report.	<b>Positive:</b>  Commitment to Social welfare increases customer retention and loyalty, increases employee engagement, improves brand image, attracts investment opportunities and top talent.
6.	Business Continuity	Risk	Business Continuity is critical for organization in case of any crisis during any disaster or technical glitches.	We have robust processes and technology in place to ensure that business process can run as usual after recovery from any sort of disaster  Regular disaster recovery drill and periodical business processes are operated from disaster recovery sites for real world testing.  We operate a second and distinct disaster recovery site 250 kilometers away from the first one, which is located in the city where the Company is based.	<b>Negative:</b>  Reputation Risk, Business loss, Customer dis-satisfaction

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES



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

Disclosure Questions	P1	P2 <sup>(1)</sup>	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)	Yes	-	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes, Policies wherever stated have been approved by the Board/Committee of the Board/Senior Management of the Company								
c. Web Link of the Policies, if available	The Corporate policies of the Company can be viewed at weblink <a href="https://www.motilaloswalgroup.com/Investor-Relations/Corporate-Policies-And-Codes">https://www.motilaloswalgroup.com/Investor-Relations/Corporate-Policies-And-Codes</a> . Some of the policies of the Company are accessible only to employees and other internal stakeholders.								

### Principle-wise Policies

Principle	Particulars	Policies
P1	Ethics & Transparency	<ul style="list-style-type: none"> <li>Vigil Mechanism/Whistle Blower Policy</li> <li>Advertisement Policy</li> <li>Unauthenticated News policy</li> <li>Anti-Bribery &amp; Anti-Corruption Guidelines</li> <li>Anti-Money Laundering Policy</li> <li>Code of Conduct for Directors &amp; Senior Management</li> <li>Policy for Determination of Materiality of Events</li> <li>Policy on Related Party Transactions</li> <li>Code of Practices &amp; Procedures for Fair Disclosure of Unpublished Price Sensitive Information</li> <li>Investor Grievance Resolution Policy</li> <li>Cyber Security &amp; Cyber Resilience Policy</li> <li>Sustainable Sourcing and Preferential Procurement Policy</li> <li>Fraud Prevention Policy</li> <li>Outsourcing Policy</li> <li>Open Architecture Policy</li> <li>Business Continuity &amp; Disaster Recovery Policy</li> <li>Other internal policies that elucidate ethical behaviour, transparency and accountability</li> </ul>
P2	Product Responsibility	<p>The Company complies with regulations governing its products and services and has been responsive towards all stakeholders. The Company provides a range of investment and trading products and services to cater to all segments of the society and catering to needs of investors at various stages of lifecycle.</p> <p>The Company has moved towards digitisation and developed entirely paperless contract notes and periodic statements thereby providing speed and convenience to customers and having a positive impact on the environment.</p>

P3	Well-being of Employees	<p>In addition to the Code of Conduct, other policies include:</p> <ul style="list-style-type: none"> <li>• Policy on Prevention of Sexual Harassment at Workplace</li> <li>• Vigil Mechanism/Whistle Blower Policy</li> <li>• Switch-Off Policy</li> <li>• Talent Management Policy</li> <li>• Equal Opportunity Policy</li> <li>• Nomination &amp; Remuneration Policy</li> <li>• Attendance and Leave Policy (Leave Donation Policy)</li> <li>• Loan &amp; Salary Advance Policy</li> <li>• Employee Housing Loan Policy</li> <li>• Heritage Club Policy</li> <li>• Policy for Promotion Transfer</li> <li>• Women Workplace Safety Policy</li> <li>• Reimbursement Policy and Process</li> </ul>
P4	Responsive to stakeholders particularly the marginalised	<ul style="list-style-type: none"> <li>• Corporate Social Responsibility Policy</li> <li>• Sustainable Sourcing and Preferential Procurement Policy</li> </ul>
P5	Respect for Human Rights	<ul style="list-style-type: none"> <li>• Policy on Prevention of Sexual Harassment at Workplace</li> <li>• Vigil Mechanism/Whistle Blower Policy</li> <li>• Switch-Off Policy</li> <li>• Equal Opportunity Policy</li> </ul>
P6	Environmental Protection	<ul style="list-style-type: none"> <li>• Business Continuity &amp; Disaster Recovery Policy</li> <li>• Sustainable Sourcing and Preferential Procurement Policy</li> </ul> <p>The Company is in financial services industry and hence does not consume high levels of energy. However, the Company made regularly efforts to adopt appropriate energy conservation measures.</p>
P7	Public Policy Advocacy	<p>The Company shares its expertise to help in the formulation of public policy as and when required, but it does not directly engage in advocacy activities.</p>
P8	Inclusive Growth	<p>The Company's CSR policy covers activities focused on the marginalised and vulnerable sections of the society.</p> <p>During the year, the Company has adopted Sustainable Sourcing and Preferential Procurement Policy with a view of economic empowerment of historically underprivileged individuals and businesses and ensures fair labor practices, safe working conditions, and respect for human rights throughout the supply chain.</p>
P9	Customer Engagement	<ul style="list-style-type: none"> <li>• Customer Grievance Redressal Policy</li> <li>• Advertisement Policy</li> <li>• Sustainable Sourcing and Preferential Procurement Policy</li> <li>• Outsourcing Policy</li> <li>• Open Architecture Policy</li> <li>• Business Continuity &amp; Disaster Recovery Policy</li> </ul>



2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes   -   Yes   Yes   Yes   Yes   Yes   Yes   Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No, other business partners of the Company do not directly participate in the Company's BR initiatives. The Company endeavors to encourage its external wealth managers suppliers/distributors (wherever possible) to participate in the initiatives towards BR and to adopt practices which would help them to carry out business in a fair manner.
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.	<p>The policies adopted by the Company are in conformity with the applicable statutes/guidelines/policies/rules and regulations etc. issued by the Government of India. These policies were formulated, keeping in view industry practices and standards.</p> <p>The Company has implemented the ISO 27001:2013 standards on Information Security Management System (ISMS) for protection of its systems and information.</p>
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company recognizes its role in creating a positive impact in the lives of communities by identifying the core focus areas and achieving these commitments and goals through investor awareness programmes and CSR activities.</p> <p>The Company promotes healthy environment at the workplace and does not treat anybody differently based on their gender, race, caste, religion, marital status, disability or any other category and also believes in hiring the right talent based on merit. Presently, one-fourth (approx.) of our Company's permanent employees are women. We aim to increase the women employee strength in the organization to 30% by the end of next fiscal.</p> <p>For the employees' overall growth and to keep up with the evolving business climate, the Company believes in upskilling its workforce.</p>
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<ul style="list-style-type: none"> <li>• <b>Inclusive Growth</b> Through CSR activities, the Company has contributed towards education, skills training, rural development and environment.</li> <li>• <b>Employee Well-being and Development</b> Develop wellness programs, provide mental health support, and promote work-life balance. Focusing on well-being can enhance productivity and reduce turnover.  Offer comprehensive training programs, professional development opportunities, and leverage e-learning platforms. Training investments yield high returns through enhanced performance and reduced turnover.</li> </ul>

	<ul style="list-style-type: none"> <li> <b>Employee Diversity</b>            ~26.92% of the Company's permanent employees are women. The Company is working with several organizations to build the Diversity, Equity, and Inclusion framework.             We are working on implementing diverse hiring practices &amp; leadership hiring, conducting inclusion training sessions, and supporting employee resource groups. We are official sponsor of Women's Indian Chamber of Commerce and Industry ("WICCI") and representing 10 women employees in WICCI event to be hosted in May'2024. To ensure a women conducive work environment we are hosting DEI (Diversity Equity and inclusion) sessions for 70 male and female leaders. Next year, we are hoping to create a gender-neutral positive work narrative and environment within the organization.         </li> <li> <b>Energy &amp; Waste management</b>            The Company is gearing up for deepening its environmental commitments by promoting energy-efficient equipment.             We have a robust waste management system with the separation of dry and wet waste as well as solid waste management. In order to prevent food waste, we have launched initiatives that reduce food wastage and creates awareness for all the stakeholders for avoiding wastage of food.         </li> </ul>
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**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)

Doing business in a responsible and sustainable manner is one of the key imperatives for us. We continuously engage in discussion with all our stakeholders to identify key ESG issues and have identified Ethical Business Conduct, Efficient and Transparent Customer Service, Corporate Governance, Risk Management, Human Capital Development, Engagement with Communities and Environmental Footprint to be some of the most important issues.

We have a highly qualified and diversified Board and ESG expert executives which oversees the Company's ESG journey. We instituted practices like Comprehensive Code of Conduct and Business Ethics, sound risk culture, digitization of business, launching innovative products, investment in emerging areas of cyber security and information security, Employee welfare policies, monitoring consumption of resources and taking targets towards reduction in consumption of electricity, fuel and paper and various other practices.

The Company's dedication towards sustainability by investing in green building premises not only aligns with environmental stewardship but also demonstrates a commitment to creating a healthier and more equitable society. Prioritizing occupant health, comfort, and well-being within these premises reflects a holistic approach to sustainability, considering both environmental and social factors.

By enhancing indoor air quality & natural lighting, we not only provide a conducive work environment for our employees but also contribute to the overall well-being of the community. Additionally, by reducing pollution and improving health, the Company's initiatives have far-reaching positive impacts beyond just our immediate business operations.

The Company has made detailed presentation & disclosure over its Environmental, Social and Governance activities which carries an exhaustive list of our ESG related initiatives and achievements including Reduce, Reuse, Recycle, Employee Engagement, Learning & Development, Talent Attraction & Management, CSR Activities, Risk Management, Compensation Framework and Compliance & Policies.

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

Business Responsibility & Sustainability (BRS) Committee is the highest authority responsible for implementation of Business Responsibility Policy.

Composition of BRS Committee are as follows:

Name of Member	Designation	DIN	Category
Mr. Motilal Oswal	Chairman	00024503	Managing Director & Chief Executive Officer
Mr. Navin Agarwal	Member	00024561	Managing Director <sup>(i)</sup>
Mr. Niren Srivastava	Member	Not Applicable	Chief Human Resource Officer
Mr. Shalibhadra Shah	Member	Not Applicable	Chief Financial Officer

<sup>(i)</sup>Change in Designation from Non-executive Director to Executive Director and appointed as Managing Director w.e.f. April 26, 2024 subject to the approval of the Members of the Company.

**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 BRS Committee as stated above in point 8 is responsible for decision making on sustainability related issues

**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)
Performance against above policies and follow up action	Policies wherever stated have been approved by Board/ Committees of Board/Senior Management of the Company.  Policies are reviewed at periodic intervals in all aspects including statutory requirements depending on the frequency stated in respective policies or on need basis whichever is earlier and necessary updates are made to the policies	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company has necessary procedures in place to ensure the compliance with all relevant regulations.	

**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.**

The processes and compliances are subject to audit and inspections as applicable. The policies are reviewed on a periodical basis by the respective Departments, Committees/Board, and updated accordingly. The updated policies with changes recommended by the management of the Company are placed before the Committee/Board for its approval, as applicable. An internal assessment of the working of the policies has been carried out from time to time by respective department.

Additionally, the Company's Internal Auditors and Statutory Auditors regularly review the management process and policies as part of their audit process. They present their observations to the Board, Committees, Management, and other approving authorities from time to time and also they track suggested implementation as part of their review process.

**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 <sup>(1)</sup>	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

<sup>(1)</sup>The Company complies with regulations governing its products and services and has been responsive towards all stakeholders. The Company provides a range of investment and trading products and services to cater to all segments of the society and catering to needs of investors at various stages of lifecycle.

**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.

**United Nations Sustainable Development Goals (“UN SDG”)**

Achievements and growth aside, philanthropy continues to be at the heart of MOFSL. At MOFSL, we place great importance on the role our organisation and employees can play in helping the communities we live and work to flourish.

Further, the Company has strived to achieve all the UN SDG to its best efforts.



**PRINCIPLE****1**

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

**ESSENTIAL INDICATORS**

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

Segment	Total Number of training and awareness programmes held	Topics/Principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	3	7	100%
	<p>The Company conducts orientation programmes after the appointment of new Directors on its Board, wherein the Management of the Company makes presentations to familiarise the Directors with the business/industries practices, systems and policies adopted by various departments of the Company, especially the governance practices and compliance process adopted by the Company.</p> <p>Further, during the year under review, the Company has provided various awareness programmes to the Board of Directors on its business &amp; operations and on applicable regulatory provisions which include Human Resource Function, Information Technology Function, Asset Management Business.</p>		
Key Managerial Personal	4	8	100%
	<p>The Company has a Code of Conduct for senior management personnel which covers topics like ethical conduct, bribery and corruption, conflict of interest, transparency, health &amp; safety of employees, etc.</p> <p>Further, during the year under review, the Company has provided various programmes to Key Managerial Personal including emerging CXO Program.</p>		
Employees other than BoD and KMPs	4,344	7	98%
	<p>The Company conducted various workshop on ethics &amp; transparency, product responsibility, well-being of customer engagement for its employees. Employees also undergo various training programmes, some modules are mandatory for the new recruits viz, prevention of sexual harassment, information security, prohibition of insider trading etc.</p>		
Workers	Not Applicable		

**2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):**

Monetary:

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine					
Settlement					
Compounding Fee					
Not Applicable					

### Non- Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment Punishment					Not Applicable

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
	Not Applicable

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, the Company has put in place an Anti-bribery & Anti-Corruption Policy ("the Policy"). The Policy has been developed in alignment with its Code of Conduct and various other policies, as well as rules and regulations on anti-bribery and anti-corruption in India. The Policy states that the Company shall have zero tolerance towards bribery and corruption. The Policy applies to all individuals working at all levels and grades including directors, senior management, employees, and all other persons directly associated with the Company. The policy is available on the website of the Company at <https://www.motilaloswalgroup.com/Downloads/IR/1522231674Anti-Bribery-Anti--Corruption-Policy.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:

Case Details	FY 23-24	FY 22-23
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Not Applicable	Not Applicable

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

Particulars	FY 23-24		FY 22-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Not Applicable	Nil	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	Not Applicable	Nil	Not Applicable

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.

8. Number of days of accounts payables ((Accounts payable \*365)/Cost of goods/services procured) in the following format:

Case Details	FY 23-24	FY 22-23
Number of days of accounts payables <sup>(i)</sup>	7	9

<sup>(i)</sup>Accounts payables consist payable for expenses.

## 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	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from	Not Applicable	Not Applicable
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers/distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	Not Applicable	Not Applicable
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	3.48%	2.93%
	b. Sales (Sales to related parties/Total Sales)	2.80%	3.43%
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	0%	0%
	d. Investments (Investments in related parties/ Total Investments made)	22%	0.01%

## ESSENTIAL INDICATORS

### 1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

During the year under review, the Company has conducted various awareness programmes to its value chain partners including franchise, investors, distributors, dealers, clients, etc. The Company also conducts regular product training for its distributors.

Total number of awareness programmes held	Topics/principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
147	78 <sup>(i)</sup>	85%

<sup>(i)</sup>The topics under awareness programmes conducted by the Company for its value chain partners includes Account Opening & Modification, Mutual Fund Taxation, Digital Presence on Social Media, Risk Policies and Products (RMS), New Updates in Ops Process, MF Navigator, Update on Renaissance AIF & PMS, Mutual Fund Selection using 4Cs Analysis, Portfolio Analysis and many more. These topics/training broadly cover 4 principles of NGRBC based BRSR Reporting.

### 2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, the Company has formulated Code of Conduct for its Directors and Senior Management to avoid clash of his/her personal interest with the interest of the Company or his/her ability to perform his/her duties and responsibilities for the well-being of the Company and it is available on Company's website & can be accessed at <https://www.motilaloswalgroup.com/Downloads/IR/1584990557Code-of-Conduct-for-Directors-and-Senior-Management.pdf>.

The Company has also formulated the Policy on Materiality and dealing with Related Party Transactions for providing guidelines in relation to identification of related party transaction. It is available on Company's website & can be accessed at <https://www.motilaloswalgroup.com/Downloads/IR/235673531Policy-on-Materiality-and-Dealing-with-Related-Party-Transactions.pdf>.

Further, pursuant to the provisions of Regulation 26 of Listing Regulations, Senior Management Personnel have confirmed to the Board of Directors that there is no material, financial and commercial transactions, where they have personal interest that may have a potential conflict with the interest of the Company at large.

PRINCIPLE

2

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

**ESSENTIAL INDICATORS**

1. **Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively:**

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Refer response below		
Capex			

**Note:** The Company is primarily into financial services including broking and distribution, hence, the relevance of the above is largely restricted to capital expenditure towards information technology. During the year, capital expenditure incurred towards Information Technology hardware and software (excluding Right of Use assets) was ₹55.56 Crore (representing to 39.71%) out of total capital expenditure of ₹139.91 Crore.

The Company intends to continue identifying and acting on opportunities to reduce its impact on the environment. It has consistently invested in technology and built a robust digital environment in the organization. During the year, the Company has installed Variable Refrigerant Flow (“VRF”) Air Conditioning System and Sewage Treatment Plant at Corporate Office (situated in Bangalore) which will have remarkable environmental and social impact.

**Installation of VRF Air Conditioning System**

The Company has installed VRF Air Conditioning System which accommodate multiple indoor units that run on a single system and it circulate the minimum amount of refrigerant needed for each individual zone to satisfy the building load.

**Sewage Treatment Plant**

The Company has installed Sewage Treatment Plant which treats the flushing water and the same is re-used for watering plants in office premises and cooling of tower used in heating, ventilation and air conditioning system.

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

Yes.

The Company is into service-oriented business primarily involved in flow of information and financial transaction. The consumption of resources i.e. energy, water, raw material etc. is limited to running of operations.

Further, the Company is equipped with recycling waste water to reuse as watering plants. Further, sensors based urinal pots are installed to reduce wastage of water. The Company has launched initiatives to reduce food wastage and creates awareness for all the stakeholders for avoiding the wastage of food.



The Company remains cognisant of reducing its resource consumption by procuring energy efficient equipment. The major suppliers of hardware are green standard compliant. The Information Security Management Systems (ISMS) of the Company are certified under ISO/IEC 27001.

Also, there is micro technology glass and sun film which help in elimination of cross-contamination and reducing the heat transfer thereby improving cooling inside the building and hence reducing power consumption. Usage of LED light and motion sensors are installed in office premises to save electricity.

The Company is gearing up for deepening its environmental commitments by promoting energy efficient equipment such as laptops instead of desktops. Further, Computer hard disk is replaced with solid state drivers in place of Magnetic/Spindle. Also, Data center's physical bare metal server hardware are replaced with virtual hyper converged servers to reduce server footprint and power consumption which helps for minimize carbon emissions, reduction of cost & physical space.

Since, the Company is in the financial service sector, its primary goal is to provide environmentally friendly premises to its employees. To this end, the Company is taking proactive steps towards sustainability by investing in green building premises to conduct its business in a way that minimizes its impact on the environment by using less energy, water and reducing waste. By minimizing energy, water, and waste, the Company is not only reducing environmental footprint but also setting an example for responsible business practices.

During the year, the Company has acquired 2 business premises in Ahmedabad & Bangalore and developing these premises with a focus on environmental and social impact shows a commitment to creating a positive influence beyond just financial gains.

These Business premises prioritize occupant health, comfort, and well-being by enhancing indoor air quality, natural lighting, and thermal comfort. We also contribute to creating healthier and more livable atmosphere by reducing pollution, improving health, and fostering social equity through this initiative.

Furthermore, in order to minimize the ecological footprint of sourcing activities, the company has adopted a Sustainable Sourcing and Preferential Procurement Policy. This Policy aims to reduce carbon emissions, preserve biodiversity, conserve water resources, and avoid deforestation. Additionally, it promotes the economic empowerment of historically underprivileged individuals and businesses and ensures fair labor practices, safe working conditions, and respect for human rights throughout the supply chain. The said policy is available on the website of the Company at <https://www.motilalosalgroup.com/Downloads/IR/151009073Sustainable-Sourcing-and-Preferential-Procurement-Policy.pdf>

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

Since, the Company is not involved in any manufacturing activity, the reporting on sustainable sourcing is not applicable. The Company's major material requirements are related to office infrastructure, administration and Information Technology related equipment and services. Although, there is very limited procurement requirement, the Company takes various initiatives to have responsible 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) (b) E-waste (c) Hazardous waste and (d) other waste:**

As the nature of business of the Company is providing financial Services, there is no hazardous waste and the only key waste products are paper, plastic and e-waste (Information Technology related waste). During the financial year, approximately 21.31 metric tonnes of waste was generated at the Head Office out of which 15.59 metric tonnes of plastic waste including papers was put to reuse.

The Company engages with certified e-waste handlers for disposal of e-waste. Further, the Company has also migrated datacenter from in-house to third party hosted tier-3 datacenter. The same resulted in efficient use of power (energy efficient), space, and better physical and environmental security.

**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.**

Not Applicable.

## LEADERSHIP INDICATORS

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)? If yes, provide details in the following format?

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for Which the Life Cycle Perspective/Assessment Was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
----------	--------------------------	---------------------------------	------------------------------------------------------------------------	-----------------------------------------------------------	------------------------------------------------------------------------------

The Company is engaged in the business of broking (institutional and retail) including allied services, distribution of financial products and advisory services and is not involved in manufacturing or selling of tangible products. Life Cycle Perspective/Assessments (LCA) of products is not applicable.

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.

Name of Product/Service	Description of the risk/concern
-------------------------	---------------------------------

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).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23

Nil

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

Particulars	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	21.31 metric tonnes of plastic waste including papers was generated at Head Office, out of which 15.59 metric tonnes was put to reuse and 5.73 metric tonnes was safely disposed through registered vendors.			21.58 metric tonnes of plastic waste including papers was generated at Head Office, out of which 14.81 metric tonnes was put to reuse and 6.77 metric tonnes was safely disposed through registered vendors.		
	Plastic waste generated from our office premises are minimal as the majority of the plastics used in our office premises including papers and plastic bags are biodegradable in nature. The amount generated is negligible, hence it is not relevant to our activities.					
E-waste	3.14 metric tonnes of e-waste was generated and safely disposed through registered vendors.			4.33 metric tonnes of e-waste was generated and safely disposed through registered vendors.		
	e-Wastes are outsourced to vendor which disposes off the wastes as per proper waste disposal mechanism. This process ensures that electronic waste is handled in an environmentally friendly and safe manner, reducing the risk of pollution and health hazards.					
Hazardous Waste	Our services do not involve producing or disposing hazardous waste of any kind. Hence this is not applicable to the Company.					

Particulars	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Other waste	<p>Old papers, documents, tissue and cardboard waste are scrapped in such a manner that they may be recycled.</p> <p>There is segregation of dry and wet waste and the solid waste management is done by recycling paper, tissue, plastic bottles and cardboard waste.</p> <p>Further, with an object of promoting sustainability and reducing environmental impact, the Company has conducted food wastage awareness throughout the year at Head Office through different way including educational sessions, practical tips, hording, observer, etc.</p>					

The focus of the Company is to recycle waste/scrap. The Company recycles materials wherever it is used in the Company and the scrap/waste so generated which cannot be recycled are sold to approved vendors for disposal as per the applicable guidelines.

The Company also follows waste management rules, as prescribed by the respective pollution control board where the Head and Corporate Office of the Company is located.

**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	
		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	5,793	5,756	99.36	NA	NA	NA	NA	5,793	100.00	-	-
Female	2,134	2121	99.39	NA	NA	2,134	100.00	NA	NA	-	-
<b>Total</b>	<b>7,927</b>	<b>7877</b>	<b>99.37</b>	<b>NA</b>	<b>NA</b>	<b>2,134</b>	<b>26.92</b>	<b>5,793</b>	<b>73.08</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent employees</b>											
Male	308	308	100.00	NA	NA	NA	NA	308	100.00	-	-
Female	5	5	100.00	NA	NA	5	100.00	NA	NA	-	-
<b>Total</b>	<b>313</b>	<b>313</b>	<b>100.00</b>	<b>NA</b>	<b>NA</b>	<b>5</b>	<b>1.60</b>	<b>308</b>	<b>98.40</b>	<b>-</b>	<b>-</b>

b. Details of measures for the well-being of workers: Not Applicable

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	Not Applicable										
Female											
<b>Total</b>											
<b>Other than Permanent employees</b>											
Male	Not Applicable										
Female											
<b>Total</b>											

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

Case Details	FY 23-24	FY 22-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.38%	-

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

	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/NA)	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/NA)
PF	82%	Not Applicable	Y	82%	Not Applicable	Y
Gratuity	100%		NA	100%		NA
ESI	30%		Y	29%		Y
Others – Post retirement benefits			-	-		-

3. Accessibility of workplaces

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

With a view of promoting diversity and ensuring equal opportunities for all, our Head and Corporate Offices have wheelchairs and wheelchair friendly lift/elevators which can be accessed from the parking lot, thus making access friendly to our differently abled employees and visitors.

Further, we foster an inclusive environment where everyone feels valued and supported.

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 believes in equal opportunity for all its employees and is committed to an inclusive work environment free from any kind of discrimination, and this practice has been duly incorporated in its Equal Opportunity Policy, which is available on the website of the Company at <https://www.motilalosalgroup.com/Downloads/IR/1999352340Equal-Opportunity-Policy.pdf>. The Company values and welcomes diversity and does not treat anybody differently based on their race, sex, caste, religion, disability, or age.

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

Gender	Permanent employees <sup>(2)</sup>		Permanent workers	
	Return to work rate	Retention rate <sup>(1)</sup>	Return to work rate	Retention rate
Male	100%	75%	Not Applicable	
Female	100%	58%		

<sup>(1)</sup>Retention rate determines employees who have returned to work after parental leave ended and were still employed 12 months later.

<sup>(2)</sup>Since the retention rate may only be calculated based on employees who returned to work after their parental leave ended and continued to work for more than 12 months, the Company has taken into account all data for return to work and retention rates for the FY 2021–2022.

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.

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes, the Company has Vigil Mechanism/Whistle Blower Policy for redressal of grievances of employees and to ensure that all communication channels are open and receptive, and all employees have an adequate opportunity to express their grievances. The Policy lays down a mechanism and the said mechanism has been approved by the Board and it is available on the website of the Company at <a href="https://www.motilaloswalgroup.com/Downloads/IR/785307607MOFSL_Vigil-MechanismWhistle-Blower-Policy.pdf">https://www.motilaloswalgroup.com/Downloads/IR/785307607MOFSL_Vigil-MechanismWhistle-Blower-Policy.pdf</a> .
Other than Permanent Employees	

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

There is no employee association. However, mechanisms are in place for employees to represent their issues, if any, and the same are resolved amicably.

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures <sup>(1)</sup>		On Skill Upgradation <sup>(2)</sup>		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	5,793	799	13.79	5,672	97.91	5,346	735	13.75	4,802	89.82
Female	2,134	313	14.67	2,093	98.08	1,957	245	12.52	1,760	89.93
Total	7,927	1,112	14.03	7,765	97.96	7,303	980	13.42	6,562	89.85
<b>Workers</b>										
Male	Not Applicable									
Female										
Total										

<sup>(1)</sup>The Company conducts various health and safety awareness campaigns via a multi-pronged framework. These include fire drills, seminar/webinars by Doctors, webinars by experts on physical and mental wellness, road safety and traffic safety sessions etc.

<sup>(2)</sup>The Company's skill upgradation programme consists of induction, regulatory, conduct and compliance, domain specific, behavioural and leadership development programs conducted through instructor-led trainings and e-learning modules.

97.96% of our permanent employees (including women employees) have received skill up-gradation training in the last year. Employees based on Head Office, undergo fire drill and fire safety training every year.

The Company has done basic grooming, etiquettes sessions for the employees. Also as part of their ongoing development, there is continuous focus on how they can be developed and groomed to be absorbed on-rolls for roles within the organisation. In the past, the Company has absorbed several such employees and we have many such success stories E.g. many success stories are published as part of our 'Know More Grow More' series.

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

All employees undergo an annual performance appraisal process based on their defined KRAs and ratings are being given on a 5-point scale, based on which their increments and bonus are decided. The Company has an established performance and talent management framework.

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	5,793	3,628	62.63	5,346	4,183	78.25
Female	2,134	1,204	56.42	1,957	1,562	79.82
Total	7,927	4,832	60.96	7,303	5,745	78.67
<b>Workers</b>						
Male	Not Applicable					
Female						
Total						

## 10. Health and safety management system:

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

Yes. The Company is dedicated to the improvement of workplace safety and the elimination of possible workplace injury and illness. In addition, the Company has implemented the Business Continuity Planning wherein one of the primary objectives is to ensure safety of the employees. Owing to the nature of the business, per se there are no occupational health and safety risks.

To protect employees and visitors from fire and other emergencies, the Company undergo fire drill and fire safety training every year to all the employees. This fire drills training serve to educate building occupants, assist in the evaluation of emergency plans and identify potential issues with the building's means of egress.

Fire extinguishers are kept stocked to ensure that they can be used effectively in the event of an emergency. Head & Corporate Office and most of our branches have smoke detectors and fire alarm systems. Employees are informed about assembly points at Head & Corporate Office.

The display board at offices also includes emergency contact information such as police, hospitals, and the fire department.

At our Head Office, we have dedicated doctors who are on site for an hour each day. Company goes beyond the pre-defined limits to assist employees in their hour of medical needs.

All employees and their immediate families (i.e. employee, spouse and first two living child upto the age of 21 years) are eligible for hospitalisation coverage. The Company has enhanced the employee benefits for protection of health and well-being such as group life insurance. The Company encourages employees to avail of top up insurance mediclaim for their eligible dependents.

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

Owing to the nature of the Business, the Company has considerably lesser work-related hazards and risks on a routine and non-routine basis. Notwithstanding the above, the Company has put in place an effective security mechanism dedicated to deter reprobate and protect employees. Some of the risk mitigation measures in place include:

- (i) Access control systems
- (ii) CCTV linked to a Central Monitoring and Command Centre
- (iii) Physical Security
- (iv) Adequate lighting arrangements
- (v) Fire-fighting arrangements including fire hydrants and fire sprinkler systems

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

Owing to the nature of the business of the Company, this question is also not applicable to us. Also, the Company does not have workers.

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

Yes, all employees of the Company are covered under the Company's health/term life insurance policy. Our employees have access to non-occupational medical and healthcare services. Employees are educated about this during the induction, and the policy is made available on the Company's internal portal for ready reference.

First aid kits are maintained and are available at all times on the premises. For employees who are unwell, we offer infirmary rooms with sleeping facilities set up on larger premises. Medical emergency numbers are prominently displayed in each branch. For emergency needs, emergency vehicles are accessible at the Head & Corporate Office. Dedicated team of doctors who are on site for two hours are available on daily basis at our Head Office.

Further to cultivate a healthy lifestyle, the Company has Gym facilities, Table Tennis facilities on-site at our Head Office with high workforce concentration. We conducted wellness sessions on various health related topics during the year which include virtual yoga sessions.

Safety Incident/Number	Category <sup>(i)</sup>	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	

<sup>(i)</sup>Including in the contract workforce

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

The Company ensures a safe and healthy workplace for comfort and wellbeing of all its employees. The Company's Head Office building, which is the center point of all our business operations and from where a major portion of our back-office workforce operates, has been certified as "great workplace" by Great Place To Work®, India Certification for its endeavors towards welfare and wellbeing of its employees.

The Company organises preventive wellness programmes/campaigns/seminar/webinars through tie-ups with hospitals and other organisations. The Company also reimburses cost for Annual Health Check-ups for employees and their family members as per Heritage Club Policy.

Apart from the above, the Company has undertaken the following measures to ensure a safe and healthy work place:

- We have plants at open spaces to promote oxygen levels at Head and Corporate Offices.
- Frequent equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners, VRF, UPS, Stabilisers and DG.

- We also conduct Fire Drill Training at Head Offices; this empowers employees to counter any fire occurred in the premises.
- Employees are made aware of assembly points for larger premises.
- Premise Floorplans are displayed at crucial locations.
- Fire alarm systems and smoke detectors are installed.
- Fire extinguishers are kept filled to ensure effective use during any untoward incidents.
- We have dedicated doctors at our Head Office.
- Emergency Contact details such as Police, Hospitals and Fire Brigade are also displayed on the display board.
- Applied Anti- Carbonation Coatings in basement which create barriers to penetration & attack of carbon dioxide, water, sulphates and chloride ions.
- VRF Air Conditioning System, Reverse Osmosis (“RO”) Plant and Sewage Treatment Plant are Installed at Bangalore based Motilal Oswal Tower.

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

Type	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	478	4	-	1,480	14	-
Health & Safety	0	0	NA	379	0	NA

### 14. Assessments for the year:

Type	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	<p>We are carrying out electrical safety inspections/maintenance of all our premises through professional third-party agencies on regular basis. Based on the said electrical inspections/maintenance, corrective actions in the form of rectification works are carried out in the premises wherever necessary.</p> <p>Further, we are also carrying Periodical Inspections of Elevators, Escalators and Moving Walks of our Head and Corporate Offices. Based on Inspection Report of Elevators, Escalators and Moving Walks, the Corrective actions in the form of rectification works are carried out in the premises wherever necessary.</p>
Working Conditions	<p>The Company has been certified with the reputed ‘Great Workplace’ recognition - Great Place to Work – India® 2023-2024.</p> <p>Key parameters for certification include ‘Credibility, Respect, Fairness, Pride, and Camaraderie’. These parameters measure the extent to which employees perceive management practices as trustworthy and respectful, ensuring fairness through consistent and impartial decision-making. They also gauge the presence of a positive organizational culture that values meaningful contributions and aligns with personal values, fostering a spirit of friendship, collaboration, and mutual support among colleagues within the workplace for which the Company has scored a high Survey Score.</p>

### 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:

There were no work and safety-related incidents reported during the fiscal. The Company has ensured a safe working atmosphere for all its employees and safety of the employee is paramount to the Company.



## LEADERSHIP INDICATORS

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

Yes, the Company extends support to families in the event of an employee's death. This includes group life insurance, and retiral benefits (provident fund, gratuity). During the year, the Company has modernized the life insurance by increasing the coverage for all employees. This positive change was evaluated by market analysis to insure the coverage adequacy. Further, in the event of death, gratuity is paid even if the employee had not completed five years of continuous service with the Company. Additionally, in case of death/permanent disability, all employee stock options (if any) immediately vest in the employee's successors, in line with the Company's Employee Stock Option Scheme and Nomination and Remuneration Policy. The above benefits are extended to all employees.

**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 is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, ESIC, etc. as applicable from time to time. Value chain partners (vendors) are equally responsible to comply as per the contract with the Company. The Company has statutory and internal policies and procedures to ensure the above.

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

Type	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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	Nil	Nil	Nil	Nil
Workers	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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

The Company during the course of employment provides opportunities for all employees to upskill themselves through domain, skills and leadership trainings.

**5. Details on assessment of value chain partners:**

Type	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Refer response below
Working Conditions	

The Company expects all its value chain partners to follow existing regulations with regard to health, safety and 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.**

The Company has not conducted any assessment of health and safety practices and working conditions of value chain partners. There were no work & safety-related incidents reported during the fiscal from our value chain partners. The Company is contemplating the process for integrating ESG parameters into Vendor Management in a phased manner.

**PRINCIPLE**



**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.**

Key stakeholders are determined based on the significance of their impact on the business and the impact of the business on them. Further, any person that adds value to the business chain of the Company is identified as a key stakeholder. This *inter alia* includes customers, employees, shareholders, academic institutions, head-hunters, staffing firms, other suppliers, partners and collaborators, industry bodies, governments, NGOs, local communities, regulators and society at large.

Some other stakeholders that the Company closely engages with such as industry analysts including equity analysts, media, customers, shareholders, and society at large.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	<ul style="list-style-type: none"> <li>Quarterly results,</li> <li>Investor presentations,</li> <li>Annual Report</li> <li>Annual General Meeting</li> <li>Investor/analysts calls and meet</li> <li>Press/Media releases, Website</li> </ul>	Ongoing engagement with at least once on a quarterly basis and as per regulatory requirements and Motilal Oswal Annual Global Investor Conference (“MOAGIC”)	<ul style="list-style-type: none"> <li>Answering investor queries on financial performance.</li> <li>Presenting business performance highlights to investors.</li> <li>Presenting adherence the regulatory compliances in true spirit of transparency &amp; governance.</li> <li>Discussion on publicly available Company’s information to shareholders and investors.</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Multi-modal distribution network and engagement channels such as Email, SMS, app, calls, chatbot, postal communication, call center, digital platform, website</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Sharing regular updates on launch of new products and features thereof with customers.</li> <li>Understanding client, industry and business challenges.</li> <li>Identifying opportunities to improve Company’ services and products for cross-selling.</li> </ul>

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
		<ul style="list-style-type: none"> <li>Customer satisfaction measurement and relationship management</li> <li>Media campaigns, advertising, road/ reverse road shows</li> <li>Dedicated Relationship Managers</li> </ul>		<ul style="list-style-type: none"> <li>Stock updates and alerts on stocks in their demat account are sent.</li> <li>Understanding client's data privacy and security requirements.</li> </ul>
Employees	No	<p>Direct interactions and other communication mechanisms such as;</p> <ul style="list-style-type: none"> <li>Town Hall meet</li> <li>Email &amp; SMS</li> <li>MyZone Portal &amp; App. &amp; MO Paathshala</li> <li>Webinars</li> <li>Awards &amp; recognition programs</li> <li>Appraisal process and employee feedback survey</li> <li>Training programme</li> <li>MO Buddy</li> </ul>	Ongoing and need basis	<ul style="list-style-type: none"> <li>Learning opportunities</li> <li>Exchanging ideas and suggestions</li> <li>Career Management</li> <li>Professional Growth Prospects</li> <li>Compensation structure</li> <li>Building a safety culture and inculcating safe work practices among employees and</li> <li>Improving Diversity</li> </ul>
Government and Regulators	No	<ul style="list-style-type: none"> <li>Various Inspections by the regulators</li> <li>Submission of periodical reports/ returns</li> <li>Meetings with key regulatory bodies</li> <li>Written communications &amp; Presentations</li> <li>Stock Exchange filings</li> </ul>	Ongoing	<ul style="list-style-type: none"> <li>Seeking clarifications on queries</li> <li>communicating challenge</li> <li>Discussions regarding various regulations, amendments, policies, processes, Corporate Governance &amp; Compliance standards</li> </ul>

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
Partners and Collaborators	No	<ul style="list-style-type: none"> <li>• Meetings</li> <li>• calls</li> <li>• visits</li> </ul>	Ongoing and need basis	<ul style="list-style-type: none"> <li>• Stronger partnerships</li> <li>• Credit worthiness</li> <li>• Ethical Behavior</li> <li>• Fair Business Practices</li> <li>• Governance</li> </ul>
Communities	Yes	<ul style="list-style-type: none"> <li>• Directly</li> <li>• through implementing agencies and impact assessment agency</li> </ul>	Ongoing and need basis	<ul style="list-style-type: none"> <li>• support the sustainable growth of communities through continuous engagement.</li> </ul>
Bankers, Vendors Custodians and others in value chain	No	<ul style="list-style-type: none"> <li>• Assessment of vendors and services provider</li> <li>• Project review meeting</li> <li>• Emails</li> <li>• website</li> <li>• other digital platforms</li> </ul>	Ongoing and need based	<ul style="list-style-type: none"> <li>• Decide technical terms &amp; conditions</li> <li>• Underdressed Product &amp; Service quality and support</li> <li>• Contract commercial custodial services</li> <li>• Statutory compliances</li> </ul>
Media	No	<ul style="list-style-type: none"> <li>• Newspaper advertisement</li> <li>• Email</li> <li>• Annual reports</li> <li>• Website</li> <li>• Transcripts conference &amp; other meetings</li> </ul>	Need based	<ul style="list-style-type: none"> <li>• To stay abreast on the developments of the Company</li> </ul>

## 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.

The Board and its various Statutory Committees is kept abreast on various developments and feedback on economic, environmental, and social topics on a quarterly basis through constant and proactive interactions with our key stakeholders.

Customers are key stakeholders of the Company and it actively engages with customers on various issues like grievances, complaints, new products and services, etc. The Company also engages with regulator through meetings, conferences, emails to discuss regarding new and existing guidelines and regulatory requirements.

The Company also ensures continuous engagement with its employees through various platforms and communication channels. These include addressing employee grievances and concerns, gathering employee feedback, appraising them regarding new products, services and developments through internal mails and circulations.

Interactions are also held with the shareholders on agenda items at the General Meetings wherein the Directors of the Company including the Chairman of Audit Committee, Stakeholders Relationship Committee and the Nomination & Remuneration Committee are also present. The feedback received from the shareholders is taken on record.

**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, enhancing value to stakeholders is a continuous Company process. Customer and investor's complaints/grievances are reviewed for a root cause analysis, which also gives an opportunity to improve our services.

As part of CSR while working with communities all relevant stakeholders such as community, school staff/trustees, parents, NGO, even students are involved in need assessment and implementation process. For instance, this year, our Company has sponsored Preparation Exams for SSC students from 21 schools in Wada. The initiative stemmed from schools expressing the necessity for students to practice paper writing.

Further, SGS India Private Limited, an independent social impact assessment agency has carried out an assessment and evaluation of the working of Company's Corporate Social Responsibility ("CSR") Policy. The Report on Social Impact Assessment of Company's CSR Project including evaluation of the working of Company's CSR Policy is available on Company's website & can be accessed at <https://www.motilalosalgroup.com/Downloads/IR/524742356Impact-Assessment-Report.pdf>

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

In terms of suggestions received from community, The Company, through Motilal Oswal Foundation and other Implementing Agency, has initiated tree plantation, training in organic farming and women's self-help group. The Company has also extended its support for the aid marginalized people with disability by sponsoring walking aids and wheelchairs. The Company also collaborated for extending support for the treatment of children suffering from dystrophy. The Company also supports initiatives for improving school infrastructure in tribal areas, creating new educational institutions such as schools, hostels. To enhance learning experience of children in rural areas, the Company initiated English Learning program.

During the year, the Company's employees participated in various volunteering activities such as, tree plantation, school wall painting making teaching aids, making pens from recycled items, and clean-up drive. Altogether 700 fruit trees were planted by the volunteers.

The Company, through Motilal Oswal Foundation ("MO Foundation"), actively working upon development of vulnerable/marginalized stakeholders, few of the instances are mentioned below:

**Supporting educational institutions:**

MO Foundation is determined to upgrade the quality of educational institutions so that future generations can receive education in an enriching environment. For this purpose, the Foundation supported Rishihood Foundation in Sonipat to build hostel facility, sponsored construction of hostel facility for girl students in Dharwad, sponsored setting up of library in Thane. Additionally, MO Foundation collaborated with an organization to provide scholarships to students from disadvantaged backgrounds to pursue their education. Through Tattva Educational Foundation, benches and cupboards were provided for schools in Wada.

**Aid to the People with Disability:**

In collaboration with Bhagwan Mahveer Viklang Sahayata Samiti (famous for Jaipur Foot) 1600+ people received walking aids such as wheelchairs, Crutches, Artificial Limbs/Calipers and Hand Paddled Tricycles. Similarly 210 people with disability were helped with set-ups (tea-stall, sewing machine, Dhaba) to make them economically independents.

**Transforming rural schools:**

MO Foundation is on a mission to improve the learning environment for the students in the tribal area of Wada. This year 2 schools were undertaken for complete infrastructure renovation. By renovating the schools and providing essential facilities, Motilal Oswal Foundation has created a more conducive learning

environment for close to a thousand students every year. Improved infrastructure like safe drinking water, hygienic washrooms, well-lit classrooms, and ventilation will significantly enhance the students' well-being and ability to focus on their studies. Rain-water harvesting installed in the school is an added feature.

This year MO Foundation also piloted Lets Learn English Program in few schools with the objective to extend students exposure for the language. The Foundation also sponsored Preparation Exams for SSC students to help them become familiar with writing the board exams.

**Contribution for Animal Welfare:**

The Company has sponsored construction of an Animal Hospital near Nashik, being built by Life Care and Peace Mission. Once constructed the hospital will heavily benefit the rural areas near the center for both domestic and stray animals.

**Farmers Training Centre:**

MO Foundation has collaborated with Global Vikas trust to build a state of art Farmers Training Centre at Parli (Beed, Maharashtra). Global Parli is engaged with farmers in the drought-hit areas, to train farmers in more profitable techniques of farming.

**Sponsoring Ekal Vidyalayas:**

In collaboration with Friends of Tribal Society, MO Foundation is supporting 113 schools Satpura Balaghat of Madhya Pradesh

**Science & Mathematics improvement Program:**

The Group Companies are also equally participating in Company's Business Responsibility initiatives towards Society, wherein, in collaboration with Adhayayan Sanstha, MO Foundation is running a specialised program in 171 schools from Vasai, Wada & Vikramgad blocks of Palghar district. The program focuses on improving the conceptual understanding of students. More than sixteen thousand students from 5<sup>th</sup> -7<sup>th</sup> standards were covered through the program.

PRINCIPLE

5

Businesses should respect and promote human rights

**ESSENTIAL INDICATORS**

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. employees/ workers covered (B)	% (B/A)	Total (C)	No. employees /workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	7,927	7,509	94.73	7,303	7,303	100.00
Other than permanent	313	22	7.03	316	316	100.00
Total Employees	8,240	7,531	91.40	7,619	7,619	100.00
<b>Workers</b>						
Permanent						
Other than permanent	Not Applicable					
Total Workers						

All employees at the time of joining as well as on a yearly basis declare that they have read and understood the Code of conduct and business ethics principles.

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage to		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	5,793	NA	NA	5,793	100.00	5,346	NA	NA	5,346	100.00
Female	2,134	NA	NA	2,134	100.00	1,957	NA	NA	1,957	100.00
<b>Other than Permanent</b>										
Male	308	NA	NA	308	100.00	310	NA	NA	310	100.00
Female	5	NA	NA	5	100.00	7	NA	NA	7	100.00
<b>Workers</b>										
<b>Permanent</b>	Not Applicable									
Male										
Female										
<b>Other Permanent</b>										
Male										
Female										

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

a. Median remuneration/wages:

Particulars	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoDs) <sup>(1)</sup>	3	9,09,67,601	Nil	Nil
Key Managerial Personnel <sup>(2)</sup>	2	1,72,97,647	Nil	Nil
Employees other than BoDs and KMPs	5,793	4,38,000	2,134	3,50,164
Workers	Not Applicable			

<sup>(1)</sup>includes Managing Director, Whole-time Directors & Chief Executive Officer.

<sup>(2)</sup>includes Chief Financial Officer and Company Secretary.

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

Particulars	FY 23-24	FY 22-23
Gross wages paid to females as % of total wages	16.45	15.94

4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, all associates of the organization are regularly informed, updated and made aware of the 'whistle blower' and, 'grievances' and 'Sexual harassment complaint' redressal mechanism under internal mechanism.

The Company has constituted different Committees including Internal Complaints Committee ("ICC") for above concerns, which takes care of these matters.

Further, the Company has internally a Coffee & CFR mechanism where employees can directly share their grievances with the Chief Human Resources Officer ("CHRO") or Head of the Department ("HOD") of their respective business. The aforesaid mechanism ensures that all grievances are addressed on a timely basis.

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

Reporting avenues have been provided for employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company's Code, policies or law including human rights violation.

The Company strives to support, protect, and promote human rights to ensure fair and ethical business and employment practices are followed.

Respect for human rights is considered as one of the fundamental and core values of the Company. The Company has formed ICC to handle various grievances and sexual harassment complaints. The details of the ICC are placed on the website of the Company and displayed at office premises in all the branches.

The Company has zero tolerance towards and prohibits all forms of child labour, slavery, forced labour, physical, sexual, psychological, or verbal abuse.

**6. 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
Sexual Harassment	4	Nil	-	1	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human Rights related issues	Nil	Nil	-	Nil	Nil	-

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

Particulars	FY 23-24	FY 22-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	4	1
Complaints on POSH as a % of female employees/workers	0.19	0.05
Complaints on POSH upheld	-	-

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

The Company has in place a Code of Conduct, Equal Opportunity Policy and Vigil Mechanism/Whistle Blower Policy which provides a mechanism to prevent discrimination and harassment at workplace. As per the policies, all the disclosures/concerns made shall be treated as sensitive and non-retaliatory and are dealt with confidentially.

To foster a positive and inclusive culture at workplace we have an Employee Grievance Resolution desk, established to provide a confidential and impartial avenue for employees to address any concerns, conflicts or grievances that you may encounter in the workplace.

The Company is committed to maintaining safe and harmonious business environment and workplace for everyone, irrespective of the ethnicity, region, caste, gender, disability, work designation, and such other parameters.

The Company does not tolerate any form of retaliation against anyone reporting good faith concerns. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action.



Cases related to prevention of sexual harassment at work place are treated with utmost sensitivity and confidentially in line with the guidelines of the Sexual Harassment of Women at Work Place (prevention, prohibition and redressal) Act, 2013.

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

Human rights requirements form a part of the Company's business agreements and contracts as and where relevant.

**10. Assessments for the year:**

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company internally monitors compliance for all relevant laws and policies pertaining to these issues. There have been no observations by local statutory/third parties in India in FY 2023-24.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

**LEADERSHIP INDICATORS**

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

Not Applicable

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

The Company upheld the basic principles of human rights in all its dealings. The Company has been certified with the reputed 'Great Workplace' recognition - Great Place to Work – India® 2023-2024.

Key parameters for certification include 'Credibility, Respect, Fairness, Pride, and Camaraderie'. These parameters measure the extent to which employees perceive management practices as trustworthy and respectful, ensuring fairness through consistent and impartial decision-making. They also gauge the presence of a positive organizational culture that values meaningful contributions and aligns with personal values, fostering a spirit of friendship, collaboration, and mutual support among colleagues within the workplace for which the Company has scored a high Survey Score.

The Company has also incorporated a culture where its employees and directors feel free to raise any concerns about wrongful conduct, with the help of its Whistle Blower Policy. The said policy provides a Vigilance Mechanism to channelize reporting of instances of wrongful conduct through a dedicated email address. The Audit Committee oversees the Vigil Mechanism. Employees have been facilitated direct access to the Chairperson of the Audit Committee, if need be. Furthermore, the Company has also established a separate dedicated email address for employees to raise concerns regarding Sexual Harassment at the Workplace, if any.

**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?**

The Head and Corporate Office of the Company has ramp for easy movement of differently abled visitors. Most of the branches are on ground floors or have infrastructure for our differently abled employees and visitors to get around.

4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings. However, no formal assessment/examination of value chain partners has been conducted.
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:

No corrective action was necessitated

**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:

The Company is into service-oriented business primarily involved in flow of information and financial transaction, therefore, there is no significant consumption and energy intensity. However, as a proactive and responsible corporate, the Company is equipped with rainwater harvesting system and recycles waste water to reuse as flush water and in watering plants.

Further, sensors in water taps are used to reduce wastage of water. Further, there is thermal insulator which help in reducing the heat transfer thereby improving cooling inside the building and hence, reducing power consumption. Usage of LED light and motion sensors are installed in office premises to save electricity

[in Giga Joules (GJ)]

Parameter	FY 2023-24	FY 2022-23
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumption from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	58,704.33	53,743.95
Total fuel consumption (E)	41.06	-
Energy consumption through other sources (F)	NA	NA
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	58,745.40	53,743.95
<b>Total energy consumed (A+B+C+D+E+F)</b>	58,745.40	53,743.95
<b>Energy intensity per rupee of turnover</b> (Total energy consumption/turnover in rupees)	0.0000013	0.0000020
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/Revenue from operations adjusted for PPP)	0.000029	0.000046
Energy intensity in terms of physical output	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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.

Not Applicable

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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)<sup>(1)</sup></b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	1,10,360.03	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	1,10,360.03	-
<b>Total volume of water consumption (in kilolitres)</b>	1,10,360.03	-
<b>Water intensity per rupee of turnover (Total water consumption / Revenue from operations)</b>	0.00000243062	-
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	0.00005561743	-
<b>Water intensity in terms of physical output</b>	Not Applicable	-
<b>Water intensity (optional) – the relevant metric may be selected by the entity</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.

<sup>(1)</sup>Water withdrawal/consumption computations have been undertaken using primary data based on Head Office. For other facilities, proxy-based approach has been used.

The Company's usage of water is restricted to human consumption purposes only. Further, efforts have been made to ensure that water is consumed judiciously. In the Corporate office, sensor/press taps are used in washrooms to economize water consumption.

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)<sup>(1)</sup></b>		
(i) To Surface water		
- No treatment	1,01,267.53	-
- With treatment – please specify level of treatment	4,111.01	-
(ii) To Groundwater		
- No treatment	Not Applicable	-
- With treatment – please specify level of treatment		-
(iii) To Seawater		
- No treatment	Not Applicable	-
- With treatment – please specify level of treatment		-
(iv) Sent to third-parties		
- No treatment	Not Applicable	-
- With treatment – please specify level of treatment		-
(v) Others		
- No treatment	Not Applicable	-
- With treatment – please specify level of Treatment		-
<b>Total water discharged (in kilolitres)</b>	1,05,378.54	-

**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.

<sup>(1)</sup>Water discharge computations have been undertaken using primary data based on Head Office. For other facilities, proxy-based approach has been used.

The Company does not generate industrial wastewater. However, for the sewage that is produced, the Company have taken proactive steps by installing sewage treatment plants (STP) at some of our larger office premises. The majority of offices of the Company are branches spread nationwide, wherein the sewage is discharged as per local guidelines i.e. discharge is made to municipality or other bodies as applicable, wherein suitable treatment is done by them. Hence, it is not included in Company's reporting.

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

As the Company's usage of water is restricted to human consumption purposes only, the Company has not implemented a mechanism for Zero Liquid Discharge. However, the Company has taken various initiatives as mentioned above to consume water judiciously.

Further, the Company is equipped with rainwater harvesting system and recycles waste water to reuse as flush water and in watering plants. Further, sensor based water taps are used to reduce wastage of water.

**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
NOx	Being a financial services provider entity, the prescribed table does not apply to the Company.		
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.

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & 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, SF <sub>6</sub> , NF <sub>3</sub> , if available) <sup>(i)</sup>	Metric tonnes of CO <sub>2</sub> equivalent	3.05	-
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, SF <sub>6</sub> , NF <sub>3</sub> , if available) <sup>(i)</sup>	Metric tonnes of CO <sub>2</sub> Equivalent	11,675.64	-
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e/₹	0.00000025722	-
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO <sub>2</sub> e/₹ adjusted for PPP	0.0000058857	-
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	-	Not Applicable	-
<b>Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity</b>	-	Not Applicable	-

**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.

<sup>(i)</sup>Emission computations have been undertaken using proxy-based approach.

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

The Company is endeavoring to minimize its GHG emissions where feasible. Further, through its CSR initiatives, the Company has undertaken various projects on environmental sustainability such as reforestation.

During the year, through employee volunteering, the tree plantation drives were conducted. The Company also supported initiative for mass fruit tree plantation.

Also, the Company is shifting towards green methods of conducting business, such as shifting towards electronic transactions by creating a robust digital infrastructure, eliminating paper reports and forms wherever possible, recycling and reducing waste in all premises through certified vendors, etc. form part of the Company's contribution towards this cause.

Further, the Company has adopted following measures to reduce the GHG emission:

- a. Planting of air purifier plants.
- b. Installation of energy efficient five-star ACs and electrical equipment in Head and Corporate Office and in few of the branches.
- c. Installation of VRF Air Conditioning System.
- d. Installation of Sewage Treatment Plant (SPT).
- e. The Company has applied for LEED certification for Its Corporate Office.
- f. The Company is planning for GREEN buildings in ongoing building construction projects.
- g. Installation of occupancy sensor lights in Head and Corporate Office buildings.
- h. LED light fixtures which are most energy efficient fixtures are being used in Company's premises.
- i. Installation of LED glow sign boards with timer facility which automatically switches off at daylight.
- j. Installation of hand dryers in washrooms to reduce consumption of paper napkins.
- k. Recycling of plastic waste including papers.
- l. The Company undertook clean up drive at Sanjay Gandhi National Park.
- m. The Company has launched initiatives to reduce food wastage and creates awareness for avoiding the wastage of food.
- n. Installation of RO plants.
- o. Installation of rain water harvesting system at Corporate Office.

**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)	Plastic waste generated from our office premises are minimal as the majority of the plastics used in our office premises including plastic bags are biodegradable in nature. The amount generated is negligible, hence it isn't relevant to our activities.	
E-waste (B)	3.14	4.33
Bio-medical waste (C)	Not Applicable	
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H).		
This is purely Solid Waste which is divided into three part i.e. dry waste, wet waste and inert waste <sup>(i)</sup>	21.31	21.58
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>24.73</b>	<b>25.91</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations)	0.00000000054	0.00000000097

Parameter	FY 2023-24	FY 2022-23
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations adjusted for PPP)	0.000000012	0.000000022
<b>Waste intensity in terms of physical output</b>	Not Applicable	Not Applicable
<b>Waste intensity (optional) – the relevant metric may be selected by the entity</b>	Not Applicable	Not Applicable
<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>		
	Dry	Wet
(i) Recycled	7.62	7.96
(ii) Re-used		
(iii) Other recovery operations	-	-
<b>Total</b>	<b>7.62</b>	<b>7.96</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>		
(i) Incineration	Our waste generation is minimal and consequently there is no requirement of incineration or landfilling activities.	
(ii) Landfilling		
(iii) Other disposal operations		
<b>Total</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.

*(i) Waste generated computations have currently been undertaken for the Head Office only.*

E-waste generated by the Company is processed & disposed-of through registered e-waste vendors in an eco-friendly manner and the Company has accordingly received the certificate from registered e-waste vendor.

**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.**

We strive to reduce waste and recycle as much as possible. Our waste primarily comprises of foodwaste, paper, plastic and e-waste.

There is segregation of dry and wet waste and the solid waste management is done by recycling paper, tissue, plastic bottles and cardboard waste.

Given the nature of the business, there is no usage of toxic and hazardous chemicals by the Company. The Company has adopted waste management practices in the manner mentioned below:

**Curbing generation of plastic waste:** We have stopped procurement of plastic stationery and encourage our employees to use glass bottles at our offices to reduce the number of plastic bottles being discarded after use.

**Reducing paper and printing consumption:** We have implemented strong measures for digitising processes to reduce the need for paper. Further minimising the usage of paper across offices is an ongoing activity. Customer accounts have now transitioned to digital opening. The documents required as supporting are also uploaded digitally; accounts are being opened without any paper consumption. Paper based Office stationeries also have now been stopped apart from the mandatory ones.

**E-waste management:** IT waste are outsourced to vendor which disposes-of the wastes as per proper waste disposal mechanism. Our e-waste broadly includes computers, servers, scanners, UPSs, batteries, air conditioners, etc. All such e-wastes are being disposed of through registered e-waste vendors.

**Food wastage management:** The Company has been monitoring food wastage at the Head Office and other locations and the same is communicated to the employees through a board put up in the cafeteria.

Regular awareness is being created among employees for avoiding wastage of food through different way including educational sessions, practical tips, hording, observer, etc.

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.
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Not Applicable

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
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Not Applicable

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

Sr. 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
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Based on the nature of its business, the Company complies with applicable environmental norms.

## LEADERSHIP INDICATORS

1. 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

Parameter	FY 2023-24	FY 2022-23
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater/desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumption/turnover))</b>		
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		

Not Applicable

Parameter	FY 2023-24	FY 2022-23
<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>		Not Applicable

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

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2equivalent		
<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			

**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.

<sup>(i)</sup>The Company is into service-oriented business primarily involved in flow of information and financial transaction and believe that there is no direct emission to the environment which have adverse impact. The Company does not measure Scope 3 emissions.

3. With respect to the ecologically sensitive areas reported at Question 11 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:

The Company deals in providing financial services and as such we do not have direct impacts on biodiversity. However, prior to undertaking construction/acquisition of new office buildings, all permissions/no-objection certificates from the relevant local statutory authority are obtained viz. Environmental Assessment Authority, Forest Department, mining etc. to mitigate any adverse impact on bio-diversity.



4. 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.	Tree plantation	Tree plantation drive through employee volunteering planted 700 trees. Supported an initiative for mass fruit tree plantation on the lands of marginal farmers.	Promoted ecological balance and also a source of income for the farmers in the long run.
2.	Rain water harvesting system	Under CSR initiatives, the Company has installed rain water harvesting systems in a rural school.	This initiative ensured availability of water for the students throughout the year. More than 400 students to be benefitted through these rain water harvesting system.
3.	Eco-friendly pen made up of recycled paper	The Company undertook eco-friendly pen making initiatives through its employees. The pens were made by recycling old newspapers. Seeds of various vegetables were added at the bottom of pens, so once the ink is over the seeds can be planted after removing the refill.	This initiative ensured recycling of discarded material, conservation of resources, lower carbon footprint, biodegradability, promotion of recycling culture, educational value and many more.
4.	Clean-up Dive	The Company undertook clean up drive at Sanjay Gandhi National Park. Employees Volunteered to clean the park- collected plastic bottles, wrappers, etc.	The initiative ensured that the public place looks clean, it is safe for the visitors and nature by removing harmful objects like plastic, glass, etc.
5.	Waste recycling	We have engaged ourselves with a vendor who manage waste for us at our tower locations for wet and dry waste.  Currently we have only commissioned vendor for one location but subsequently we would engage them for other locations as well depending on the quality of service.	In FY 2023-24, 7.62 metric tonnes of dry waste and 7.96 metric tonnes of wet waste were generated and recycled.  Further, 3.14 metric tonnes metric tonnes of e-waste was generated and disposed safely.
6.	Tap Water Installation	The Company has installed tap water purification system at our Head Office with the goal of reducing the environmental impact of consuming tap water versus bottled water and having better mineral content.  In addition, tap water systems are more affordable than bottle water.	Tap water is safe, better for the environment, less expensive and offers health benefits such as fluoride that may be lacking in many bottled water products.
7.	Dual Flush Valves Toilets	With a view of less water consumption for flushing liquid waste and positive environmental impact, the Company has installed dual flush valves toilets in Head & Corporate Office and in some of the branches.  Under dual flush system, we have two options to select i.e. a half flush and a full flush. A half flush is ideal for liquid wastes and a full flush is used for solid wastes.	Older toilet valves models would use as much as 15 liters per flush, a dual toilet loaves flush system uses only about 7 liters each flush.

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
8.	Moved from physical server to virtual servers	<p>The Company has recently undertaken a significant infrastructure upgradation. We have transitioned from traditional physical servers to more efficient and flexible virtual server environments.</p> <p>This strategic move allows us to optimize resource utilization, enhance scalability, and streamline maintenance processes. By leveraging virtualization technology, we aim to improve our overall IT performance and better align our infrastructure with evolving business needs.</p>	<p>This initiative of the Company ensure scalability, improved resource utilization, enhanced disaster recovery, increased flexibility and mobility, reduced downtime and saves operating expenses.</p> <p>Virtual servers reduced a data center's carbon footprint.</p>
9.	Donating of Computers to various schools in rural area	We have donated 50 computers in useable condition to various schools situated in rural area.	Through this initiative, we have promoted computer education in rural area and also motivate us towards optimum utilization of resources and reducing impact on environment.
10.	Sensor based urinal Pot installation	We have installed Sensor based urinal pots at Head and Corporate Office and branches.	By installing sensors urinals we are saving 5 to 10 litres per use as compared to using a WC

**Further, the Company has adopted following other measures to improve resource efficiency and reduce impact due to emissions/effluent discharge/waste generated:**

- a. Planting of air purifier plants.
- b. Installation of energy efficient five-star ACs and electrical equipment in Head and Corporate Office and in few of the branches.
- c. Installation of VRF Air Conditioning System.
- d. Installation of Sewage Treatment Plant (SPT).
- e. The Company has applied for LEED certification for Its Corporate Office.
- f. The Company is planning for GREEN buildings in ongoing building construction projects.
- g. Installation of occupancy sensor lights in Head and Corporate Office buildings.
- h. LED light fixtures which are most energy efficient fixtures are being used in Company's premises.
- i. Installation of LED glow sign boards with timer facility which automatically switches off at daylight.
- j. Installation of hand dryers in washrooms to reduce consumption of paper napkins.
- k. Recycling of plastic waste including papers.
- l. The Company undertook clean up drive at Sanjay Gandhi National Park.
- m. The Company has launched initiatives to reduce food wastage and creates awareness for avoiding the wastage of food.
- n. Installation of RO plants.
- o. Installation of rain water harvesting system at Corporate Office.

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

Yes, the Company has a Business Continuity & Disaster Recovery Policy & Plan in place.

The purpose of the Business Continuity & Disaster Management Policy is to formalise the business continuity program of the Company and to provide guidelines for developing, implementing, exercising, and maintaining group specific business continuity plans for the respective business. Business continuity plans is to prevent and recovery systems for potential threats, such as natural disasters or cyber-attacks. It is designed to protect personnel and assets and make sure they can function quickly when disaster strikes. Regular tests are conducted to ensure there are no weakness, which can be identified and corrected.

**6. 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?**

Given the nature of the Company's business, there has been no adverse impact on environment and the Company also expects all its value chain partners to follow existing regulations to avoid adverse impact to the environment.

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

Not Applicable

**PRINCIPLE**

**7**

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

**ESSENTIAL INDICATORS**

**1. a. Number of affiliations with trade and industry chambers/associations.**

The Company was a member of 7 (Seven) trade and industry chambers/associations during the FY 2023-24.

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Association of National Exchanges of Members of India ("ANMI")	National
2	Bombay Stock Exchange Brokers' Forum ("BBF")	National
3	Association of Portfolio Managers in India ("APMI")	National
4	Commodity Participants Association of India ("CPAI")	National
5	SHRM- Society for Human Resource Management	National
6	Harvard Business School India	National
7	The National HRD Network ("NHRDN")	National

**2. Provide details of corrective action taken or underway on any issues related to anticompetitive conduct by the Company, based on adverse orders from regulatory authorities:**

Name of authority	Brief of the case	Corrective action taken
Not applicable as No material instances reported		

## LEADERSHIP INDICATORS

### 1. Details of public policy positions advocated by the entity:

Sr. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly/ Others – please specify)	Web link, if available
1.	The Company is the member of Association of National Exchange Members of India (“ANMI”). ANMI is dedicated for the growth of the Capital Market, economic development of the country and the overall interest of investors and its members at large by becoming a bridge and channel between regulator, exchanges and participants.	Senior leadership team of the Company takes active part in various forums and committees aimed at spreading financial literacy, increasing investor awareness, among others. Also, the Company has advocated	Yes	Ongoing & Need based	<a href="https://anmi.in/about-anmi">https://anmi.in/about-anmi</a>
2.	Bombay Stock Exchange Brokers’ Forum (BBF) is dedicated for consultations with regulators and exchanges, advocacy for enhanced markets through policy papers, seminars/webinars/workshops for members, international investment conference summits, sessions on Investor Education and Awareness and a monthly Capital Market & Life Lifestyle Magazine	various governance, administration, economic and educational reforms through ANMI, APMI, CPAI and BSE Broker’s Forum	Yes	Ongoing & Need based	<a href="https://www.brokersforumofindia.com/aboutus.php">https://www.brokersforumofindia.com/aboutus.php</a>
3.	The Company is the member of Association of Portfolio Managers in India APMI. (“APMI”). APMI strives to protect and promote the interests of the portfolio management industry and its investors, to define and maintain high professional and ethical standards, etc.		Yes	Ongoing & Need based	<a href="https://www.apmiindia.org/apmi/welcome.htm">https://www.apmiindia.org/apmi/welcome.htm</a>

**PRINCIPLE**

**8**

Businesses should promote inclusive growth and equitable development

**ESSENTIAL INDICATORS**

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

Name and brief details of 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
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Not Applicable

The company has undertaken Social Impact Study through Independent Social Impact Assessment Agency for one of its corporate social responsibility initiatives facilitated through Motilal Oswal Foundation to enhance educational opportunities and safety for girls in Western Rajasthan on pilot project basis.

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

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 INR)
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Not Applicable

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

The Company has various mechanisms in place to receive and redress grievances of community including regular interactions with community by physical visits and discussion over phone, fax, email, personal visits, and physical letters etc.

The Company also deal with concern of community though various CSR initiatives run by Motilal Oswal Foundation directly and indirectly.

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	As a Financial Services entity, our inputs are primarily in form of technological infrastructure, platforms and services. Thus, options to procure locally for an organisation like ours is limited. However, our branches are spread across the country, and we procure the consumables such as stationery items from the local suppliers who are in the surrounding area.	
Directly from within India		

5. 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

Location	FY 2023-24	FY 2022-23
Rural	-	-
Semi-urban	1.72	2.42
Urban	15.28	14.98
Metropolitan	83.01	82.60

## LEADERSHIP INDICATORS

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

Details of negative social impact identified	Corrective action taken
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The Independent Social Impact Assessment Agency has not reported any negative impact of Company's Social Responsibility initiatives on society.

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
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Nil

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)  
 (b) From which marginalised/vulnerable groups do you procure?  
 (c) What percentage of total procurement (by value) does it constitute?

Yes, the Company has preferential procurement policy which is available on the website of the Company at <https://www.motilaloswalgroup.com/Downloads/IR/151009073Sustainable-Sourcing-and-Preferential-Procurement-Policy.pdf>

The Company's major material requirements are related to office infrastructure, administration and IT related equipments and services. Although, there is very limited procurement requirement, the Company takes various initiatives to have responsible sourcing.

The Company, wherever practically possible and feasible, has tried to improve the capacity and capability of local and small vendors by patronizing them to supply/provide different services required by the Company for its day to day administration/operations.

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:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating Benefit share
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Not applicable

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:

The Company is not in the business of inventions, literary, musical and artistic works and symbols, names, images, and designs used in commerce, for which IP owners are granted certain exclusive rights under national IP laws.

Name of authority	Brief of the case	Corrective action taken
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Not applicable

## 6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	<b>Seva Sahayog Foundation</b> Working towards improving quality of education and school infrastructure at schools in Wada.	12,000	100.00
2.	<b>Abhiyan</b> Supported setting up of library in community	100	100.00
3.	<b>Global Vikas Trust</b> Supporting construction of Farmer's training centre at Parli	1,000	90.00
4.	<b>Bhagwan Mahaveer Vikalang Seva Samiti</b> Aid to the People with Disability	1815	100.00
5.	<b>Marudhar Mahila Sangh</b> Contribution towards building girls hostel at the existing campus	110	100.00
6.	<b>Disha Counseling Center</b> Career Counseling at Wada	200	100.00
7.	<b>Global Thought Foundation</b> Teachers training session on stress management.	28	100.00
8.	<b>JITO hubballi girls hostel and education</b> Contribution towards building girls hostel	230	100.00
9.	<b>Life care and peace mission</b> Contribution towards building animal hospital	1000-1500	100.00
10.	<b>Tattva Education Foundation</b> For educational activities	50-100	100.00
11.	<b>Marwar Education Foundation</b> Educational Program at School	100	100.00

### 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.

We receive client complaints/queries via phone, fax, email, personal visits, and physical letters from clients as well as through their affiliated authorised individuals and branches. We also receive complaints from clients through Regulatory Authority, Exchanges, Advocates, Consumer Forums, SCORES Login for Research Analyst, Smart ODR Portal, Consumer forums etc.

The online centralised system stores complaints that are received from multiple sources together with the relevant information. Also, each complaint is first understood and its root cause is looked into. The Grievance team is in charge of handling complaints that come over their desk with care.

We segregate all the client's queries and complaints separated. The client is then given a thorough response based on the examination of the facts, followed by the proper response or resolution with pre-decided TATs.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable to our products and services
Safe and responsible usage	
Recycling and/or safe disposal	

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

Type of Complaints	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
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	455	14	-	568	14	-
Other	2,849	73	-	2,704	93	-

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

Particulars	Number	Reasons for recalls
Voluntary recalls	Not applicable.	
Forced recalls		

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 framed policies with respect to information technology/cyber security risk which set forth limits, mitigation strategies and internal controls.

Information Security Management Policy, Cyber Security Policy, Cyber Resilience Policy are in place for protecting the organisation's cyber space against cyber-attacks, threats and vulnerabilities.

The Company has Personal Data Protection Standard to ensure that all the Personal Data is kept secured using appropriate technical and organisational measures including necessary policies, processes and controls. The Company implements and maintains as a minimum the information security standards and frameworks required by applicable laws and regulations.

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.

During the year, few computer user profile files like text, and notepad files were infected with ransomware malware. Payloads identified to be related to LockBit malware. The infected system is an end-user system text file belonging to User domains. Servers or business applications were not impacted as hosted in different domains. The incident was resolved immediately by blocking identified payloads on antivirus servers.

Further, the Company has taken below corrective actions immediately to mitigate vulnerabilities, threats and attacks including information on bugs/vulnerabilities/threats.

- i. Identified payloads that were being blocked in the Antivirus server and added the identified malicious files in the Antivirus server.
- ii. Further, all the infected systems were validated for persistence on the impacted systems, and clean-up was done.



- iii. The payload was identified and removed from database.
- iv. Blocked vulnerable Anydesk remote support tool access across our IT environment.
- v. Password changes by all users as a precaution.
- vi. Complete Full Disk Scanning on all the computers.

The aforesaid incidents have been reported to the appropriate authorities.

No penalty/Regulatory action has been levied or taken on the above-mentioned parameters.

**7. Provide the following information relating to data breaches:**

- a. Number of instances of data breaches: Nil
- b. Percentage of data breaches involving personally identifiable information of customers: Nil.
- c. Impact, if any, of the data breaches: Not Applicable

## LEADERSHIP INDICATORS

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

Information on products and services of the Company can be accessed on [www.motilaloswalgroup.com](http://www.motilaloswalgroup.com)

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

We educate our client through various modes with respect to markets and risk associated with it. Our KYC Form itself has Rights & Obligations, Dos & Don'ts, Policy Procedures wherein all important information is mentioned with respect to their account, margins, collaterals, pay-in, pay-outs.

Further, for client awareness, we regularly upload important regulatory circular under client's login page which may impact clients.

We send all kind of communications to all the clients via SMS, e-mails and notification on every trade.

Further, the following steps are taken to inform and educate consumers about safe and responsible usage services:

- a) Information is regularly updated on website.
- b) Regular emailers, SMS and Notifications are sent to consumers.

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

Consumers are informed of any risk of disruption/discontinuation of essential services through the below means of communication.

- a) Call Centre
- b) Website
- c) Email and SMS
- d) Company's branches

**4. Does the Company 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.**

Yes, we provide product information on our website over and above what is mandated under local laws.

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

Yes. Survey is carried out to understand customer advocacy of Company's products and services. This is carried out telephonically across all segments of our customer base.