

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L74110MH2013PLC248874
2	Name of the Listed Entity	Network People Services Technologies Limited
3	Year of incorporation	04 October, 2013
4	Registered office address	Off No. 427/428/429, A-Wing, NSIL, Lodha Supremus II, Road No. .22, Wagle Industrial Estate, Thane (W)-400604
5	Corporate address	Off No. 427/428/429, A-Wing, NSIL, Lodha Supremus II, Road No. .22, Wagle Industrial Estate, Thane (W)-400604
6	E-mail	cs@npstx.com
7	Telephone	+91 2261482100
8	Website	www.npstx.com
9	Financial year for which reporting is being done:	
	Current Financial Year	FY 2024-25
	Previous Financial Year	FY 2023-24
	Prior to Previous Financial Year	FY 2022-23
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited BSE Limited
11	Paid-up Capital (in ₹)	193,952,500
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mrs. Chetna Chawla Contact No: + 91 2261482100/9920046545 Email Id: cs@npstx.com
13	Reporting boundary-Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14	Whether the Company has undertaken reasonable assurance of the BRSR Code?	No
15	Name of assurance provider	Not Applicable

### 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	Software and Payment solution to Banking and Finance Sector	Writing, modifying, testing of computer program to meet the needs of a particular client excluding web-page designing & Providing software support and maintenance to the clients	96%

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	Software and Payment solution to Banking and Finance Sector	62011 & 62013	96%

**Business Responsibility & Sustainability Report (Contd)****III. Operations**

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

Location	Number of plants	Number of offices	Total
National	0	3	3
International	0	0	0

19. Markets served by the entity:

A. Number of locations

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	-

B. What is the contribution of exports as a percentage of the total turnover of the entity?-Nil

C. A brief on types of customers – NPST works with Public sector as well as banks and Merchants spread across different states in the Country.

**IV. Employees**

20. Details as at the end of Financial Year:

A. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	323	235	72.76%	88	27.24%	0%	0%
2.	Other than Permanent (E)	1	1	100%	0%	0%	0%	0%
3.	Total employees (D+E)	324	236	72.84%	88	27.16%	0%	0%
WORKERS								
4.	Permanent(F)	0%	0%	0%	0%	0%	0%	0%
5.	Other than Permanent (G)	0%	0%	0%	0%	0%	0%	0%
6.	Total workers (F+G)	0%	0%	0%	0%	0%	0%	0%

B. Differently abled Employees and Workers:

Sr. No.	Particulars	Total (A)	Male		Female		Others	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
DIFFERENTLY ABLED EMPLOYEES								
1.	Permanent (D)	0%	0%	0%	0%	0%	0%	0%
2.	Other than Permanent (E)	1	1	100%	0%	0%	0%	0%
3.	Total differently abled employees (D+E)	1	1	100%	0%	0%	0%	0%
DIFFERENTLY ABLED WORKERS								
4.	Permanent (F)	0%	0%	0%	0%	0%	0%	0%
5.	Other than Permanent (G)	0%	0%	0%	0%	0%	0%	0%
6.	Total differently abled workers (F+G)	0%	0%	0%	0%	0%	0%	0%

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

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	2	33.33%
Key Management Personnel	2	1	50%

### 22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)

	Turnover rate in current FY (2024-25)				Turnover rate in previous FY (2023-24)				Turnover rate in the year prior to the previous FY (2022-23)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
Permanent Employees	17.58%	4.98%	0%	22.55%	20%	23%	0%	20%	30%	21%	0%	28%
Permanent Workers	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%	0%

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

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

Sr. No.	Name of the holding/subsidiary/associate companies/joint ventures(A)	Indicate whether holding/Subsidiary/Associate/Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	SSK Citizen Services Private Limited	Subsidiary	99.8%	No
2.	Timepay Digital Infotech Private Limited	Subsidiary	85%	No

## VI. CSR Details

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

(ii) Turnover (in ₹): 12,751.16 Lakhs

(iii) Networth (in ₹): 5,752.28 Lakhs

## VII. Transparency and Disclosures Compliances

### 25. Complaints/Grievances on any of the principles (Principle 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/NA)	(If Yes, then provide web-link for grievance redress policy)	FY (2024-25)			PY (2023-24)			(If NA, then provide the reason)
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	
Communities	Yes	https://www.npstx.com/investor-desk/policies/	Nil	Nil		Nil	Nil		
Investors (other than shareholders)	Yes		Nil	Nil		Nil	Nil		
Shareholders	Yes		Nil	Nil		Nil	Nil		
Employees and workers	Yes		Nil	Nil		Nil	Nil		
Customers	Yes		Nil	Nil		Nil	Nil		
Value Chain Partners	Yes		Nil	Nil		Nil	Nil		
Other (please specify)									

**Business Responsibility & Sustainability Report (Contd)**

26. Overview of the entity's material responsible business conduct issues: Not applicable

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)

**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.

- P1 Business should conduct and govern themselves with Ethics, Transparency and Accountability
- P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle
- P3 Businesses should promote the wellbeing of all employees
- P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized
- P5 Businesses should respect and promote human rights
- P6 Business should respect, protect, and make efforts to restore the environment
- P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
- P8 Businesses should support inclusive growth and equitable development
- P9 Businesses should engage with and provide value to their customers and consumers in a responsible manner

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
c. Web Link of the Policies, if available	<a href="https://www.npstx.com/investor-desk/policies/">https://www.npstx.com/investor-desk/policies/</a>								
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)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g.SA8000, OHSAS, ISO, BIS) adopted by your Entity and mapped to each principle.	Our Company is certified with ISO 9001:2015 for delivering Quality products, ISO 27001:2013 ensuring information security and CMMI Level 3 for software & mobile solutions platform process improvement								

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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	In line with our continued commitment to operational and business excellence, the Company remains committed to enhancing its sustainability performance and continues to evaluate opportunities for setting measurable targets aligned with its long-term business strategy and stakeholder expectations. In addition, we have reinforced our risk management framework to proactively identify, assess, and mitigate potential business and operational risks, thereby ensuring long-term resilience and sustainable growth.																	
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Embracing rigorous corporate governance standards represents our commitment to achieving our goals effectively. Additionally, continuously updating and implementing new policies enhances workplace conditions for sustained improvement.																	
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)	ESG is not applicable to the Company																	
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Deepak Chand Thakur Chairman and Managing Director																	
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No).	No																	
If yes, provide details.																		
10. Details of Review of NGRBC's by the Company:																		
Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Policies have been formulated and implemented in accordance with requirements of the Companies Act, 2013 and SEBI regulations, 2015									Annually P-7-not applicable								
Description of other committee for performance against above policies and follow up action	Not applicable																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in compliance with applicable laws and regulations									Quarterly								
Description of other committee for compliance with statutory requirements of relevance to the principles and rectification	Not applicable																	
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.										P1	P2	P3	P4	P5	P6	P7	P8	P9
										No								

**Business Responsibility & Sustainability Report (Contd)**

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

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

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

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

**PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.****Essential Indicators**

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

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programs
Board of Directors	9	<ul style="list-style-type: none"> <li>Different Organizational risks</li> <li>Companies Act, 2013</li> <li>Corporate Social Responsibility (CSR)</li> <li>SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR)</li> <li>SEBI (Issue of Capital and Disclosure Requirements) Regulations, 2018 (ICDR)</li> <li>SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021</li> <li>Related Party Transactions (RPT)</li> <li>SEBI (Prohibition of Insider Trading) Regulations, 2015 (PIT)</li> <li>Corporate Governance</li> </ul>	100%

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Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programs
Key Managerial Personnel	9	<ul style="list-style-type: none"> <li>Different Organizational risks</li> <li>Companies Act, 2013</li> <li>Corporate Social Responsibility (CSR)</li> <li>SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR)</li> <li>SEBI (Issue of Capital and Disclosure Requirements) Regulations, 2018 (ICDR)</li> <li>SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021</li> <li>Related Party Transactions (RPT)</li> <li>SEBI (Prohibition of Insider Trading) Regulations, 2015 (PIT)</li> <li>Corporate Governance</li> <li>POSH-Prevention of Sexual Harassment at Workplace</li> </ul>	100%
Employees other than BoD and KMPs	POSH-1 Value Voyage-19	<ul style="list-style-type: none"> <li>POSH-Prevention of Sexual Harassment at Workplace</li> <li>Value Voyage-Business ethics and core values Induction training covers Values &amp; Culture, Work Life Philosophy etc.</li> <li>Induction training for all new joiners</li> </ul>	
Workers	-	-	-

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					
Penalty/Fine			Nil		
Settlement			Nil		
Compounding fee			Nil		
Details of penalty or fine					
Sr.	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Nil					
Details of settlement					
Sr.	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Nil					

**Business Responsibility & Sustainability Report (Contd)**

Details of compounding fee					
Sr.	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Nil					

Non-Monetary	
Imprisonment	Nil
Punishment	Nil

Details of imprisonment					
Sr.	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Nil					

Punishment					
Sr.	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Nil					

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

Details of the Appeal or Revision Preferred in cases where Monetary or Non-Monetary action has been Appealed		
Sr.	Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Nil		

4. Does the entity have an anti-corruption or anti-bribery policy? : Yes

If yes, provide details in brief. Provide a web-link to the policy, if available	<p>Yes, The Company is committed to upholding the highest standards of integrity and ethical conduct in all its operations. With a zero-tolerance approach towards bribery and corruption, the Company actively works to ensure that its business practices remain transparent, fair, and fully compliant with applicable laws, including the Prevention of Corruption Act, 1988.</p> <p>This Policy has been introduced to promote a culture of honesty and accountability within the Organization and to ensure that all employees, directors, and associated persons act with integrity in every aspect of their work. By reinforcing ethical behavior and rejecting corrupt practices at all levels, the Company aims to protect its reputation, strengthen stakeholder trust, and contribute to responsible corporate governance.</p>
Web link anti-corruption or anti-bribery policy is place	<a href="http://www.npstx.com/investor-desk/policies">www.npstx.com/investor-desk/policies</a>

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

	FY (2024-25)	PY (2023-24)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0



## Business Responsibility & Sustainability Report (Contd)

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

	FY (2024-25)		PY (2023-24)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of the Directors	<b>NIL</b>	<b>Not Applicable</b>	NIL	Not Applicable
Number of complaints received in relation to issues of conflict of interest of the KMPs	<b>NIL</b>	<b>Not Applicable</b>	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:

	FY (2024-25)	PY (2023-24)
i) Accounts payable x 365 days	<b>596,183.7</b>	140,481.2
ii) Cost of goods/services procured	<b>4,495.90</b>	4,428.32
iii) Number of days of accounts payables	<b>132.60</b>	31.72

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 (2024-25)	PY (2023-24)
Concentration of Purchases	a. i) Purchases from trading houses	-	-
	ii) Total purchases	-	-
	iii) Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made	-	-
	c. i) Purchases from top 10 trading houses	-	-
	ii) Total purchases from trading houses	-	-
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. i) Sales to dealer/distributors	<b>173.12 crores</b>	126.58 crores
	ii) Total Sales	<b>173.12 crores</b>	127.51 crores
	iii) Sales to dealer/distributors as % of total sales	<b>100%</b>	99%
	b. Number of dealer/distributors to whom sales are made	<b>132</b>	84
	c. i) Sales to top 10 dealer/distributors	<b>93.00 crores</b>	72.85 crores
	ii) Total Sales to dealer/distributors	<b>173.12 crores</b>	127.51 crores
	iii) Sales to top 10 dealer/distributors as % of total sales to dealer/distributors	<b>54%</b>	57%
Share of RPTs in	a. i) Purchases (Purchases with related parties)	<b>3.24 crores</b>	0.52 crores
	ii) Total Purchases	<b>56.18 crores</b>	44.28 crores
	iii) Purchases (Purchases with related parties as % of total Purchases)	<b>5.76 crores</b>	1.17%
	b. i) Sales (Sales to related parties)	<b>NIL</b>	NIL
	ii) Total Sales	<b>NIL</b>	NIL

**Business Responsibility & Sustainability Report (Contd)**

Parameter	Metrics	FY (2024-25)	PY (2023-24)
	iii) Sales (Sales to related parties as % of Total Sales)	NIL	NIL
c.	i) Loans & advances given to related parties	0.51 crores	0.12 crores
	ii) Total loans & advances	0.63 crores	0.12 crores
	iii) Loans & advances given to related parties as % of total loans & advances	100%	100%
d.	i) Investments in related parties	4.25 crores	4.25 crores
	ii) Total Investments made	4.25 crores	4.25 crores
	iii) Investments in related parties as % of total Investments made	100%	100%

**Leadership Indicators**

1. Awareness programs conducted for value chain partners on any of the Principles during the financial year – Not Applicable

Sr. No.	Total number of awareness programs held	Topics/principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programs

2. Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? : Yes  
If Yes, provide details of the same.

Provide details of the entity have processes in place to avoid/manage conflict of interests involving members of the Board.	Yes. The Company believe in transparency while entering into any transaction with member of the board to avoid any conflict of interest. The concerned director does not participate in the transaction/agenda where he or she is interested.
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**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.

	FY (2024-25)	PY (2023-24)	Details of improvements in environmental and social impacts
R&D	NIL	NIL	-
Capex	NIL	NIL	

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No): Not Applicable  
b. If yes, what percentage of inputs were sourced sustainably? :
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): Not Applicable  
(b) E-waste: Not Applicable  
(c) Hazardous waste: Not Applicable  
(d) other waste: Not Applicable
4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No): Not Applicable  
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.:

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### Leadership Indicators

- 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

- 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.

#### Action taken to mitigate significant social or environmental concerns and/or risks from production or disposal of products/services

Sr. No.	Name of Product/Service	Description of the risk/concern	Action Taken

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

Sr. No	Indicate input material	Recycled or re-used input material to total material	
		FY (2024-25)	PY (2023-24)

- 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:

	FY (2024-25)			PY (2023-24)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	-	-	-	-	-
E waste	-	-	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other Waste	-	-	-	-	-	-

- Reclaimed products and their packaging materials (as percentage of products sold) for each product category

Sr. No.	Indicate product category	Reclaimed products and their packaging materials as percentage of total products sold in respective category

**Business Responsibility & Sustainability Report (Contd)****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)
Permanent employees											
Male	235	235	100%	235	100%	-	-	235	100%	-	-
Female	88	88	100%	88	100%	88	100%	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	323	323	100%	323	-	88	100%	235	100%	-	-
Other than permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

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

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

	<b>FY (2024-25)</b>	<b>PY (2023-24)</b>
i) Cost incurred on wellbeing measures (well-being measures means well-being of employees and workers (including male, female, permanent and other than permanent employees and workers))	<b>4.81 crores</b>	4.77 crores
ii) Total revenue of the Company	<b>180.30 crores</b>	130.12 crores*
iii) Cost incurred on wellbeing measures as a % of total revenue of the Company	<b>2.67%</b>	3.67%

\*The Company previously followed Generally Accepted Accounting Principles (GAAP) and has now transitioned to Indian Accounting Standards (IND AS) after migration to the main board of National Stock Exchange of India Limited (NSE) and BSE Limited (BSE). Accordingly, there is a minor variation in the total revenue figures reported in the current BRSR as compared to the previous year's report.

## Business Responsibility & Sustainability Report (Contd)

### 2. Details of retirement benefits

Benefits	FY (2024-25)			PY (2023-24)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	-	Yes	100%	-	Yes
Gratuity	100%	-	Yes	100%	-	Yes
ESI	1.86%	-	Yes	7%	-	Yes
Others – please specify	-	-	N.A	-	-	N.A

Note: The employees cover under ESIC has gone down as the salaries in FY 2024-25 were above the threshold limits specified under the ESIC Act, 1948

### 3. Accessibility of workplaces

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

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

Yes

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

<https://www.npstx.com/investor-desk/policies/>

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

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

### 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker?

Yes

If yes, give details of the mechanism in brief.	Yes/No	(If Yes, then give details of the mechanism in brief)
Permanent Workers	No	KEKA portal-internal HR portal for addressing employee queries and concerns & Voice of Clan Index. Apart from that, Company has a policy on prevention, prohibition and redressal of sexual harassment of women at the workplace and has Internal Complaints Committees (ICCs) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Members of the ICCs are responsible for conducting inquiries pertaining to such complaints.
Other than Permanent Workers	No	
Permanent Employees	Yes	
Other than Permanent Employees	No	

**Business Responsibility & Sustainability Report (Contd)**

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

Category	FY (2024-25)			PY (2023-24)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total Permanent Workers	-	-	-	-	-	-
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

Category	FY (2024-25)					PY (2023-24)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	267	-	-	134	50.19	-	-	-	-	-
Female	98	-	-	75	76.53	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total	365	-	-	209	57.26%	-	-	-	-	-
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

## Business Responsibility & Sustainability Report (Contd)

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

Category	FY (2024-25)			PY (2023-24)		
	Total (A)	No. (B)	% (B/A)	Total (D)	No. (E)	% (E/D)
<b>Employees</b>						
Male	235			222	208	94%
Female	88			58	51	88%
Other	-	-	-	-	-	-
Total	323			280	259	93%
<b>Workers</b>						
Male	-	-	-	-	-	-
Female	-	-	-	-	-	-
Other	-	-	-	-	-	-
Total	-	-	-	-	-	-

### 10. Health and safety management system:

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

Yes

If yes, the coverage such system?

We have CCTV cameras installed at all our office locations.

Employees are covered under Medical Insurance. First Aid Kits are kept at all office locations and fire & safety drills are conducted by society

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

Employees have the avenue to raise any concerns they may have through the KEKA portal. This platform serves as a dedicated space where employees can submit their feedback, questions, or issues regarding various aspects of their work environment, policies, or other relevant matters. By utilizing the KEKA portal, employees can ensure that their concerns are heard and addressed appropriately, fostering a transparent and supportive workplace culture.

- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks?

Yes

- d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services?

Yes

Employees are covered under Medclaim Insurance, Term Insurance and Accidental Insurance.

Employees falling under the criteria of ESI are covered under ESI.

**Business Responsibility & Sustainability Report (Contd)**

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

Safety Incident/Number	Category	FY (2024-25)	PY (2023-24)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	-	-
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	-	-
No. of fatalities	Employees	Nil	Nil
	Workers	-	-
High consequence work related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	-	-

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

The Health & Safety policy is communicated to all employees, overseen by the Compliance Officer who ensures implementation, seeks necessary approvals, and drives improvements in operational and management systems to uphold excellence in environmental, health, and safety standards.

To prevent or mitigate significant occupational health & safety impacts, we have implemented several measures:

- Maintaining clean and organized workspaces to prevent slips, trips, and falls.
- Encouraging open communication so employees can report hazards without fear of retaliation.
- Safety monitoring systems like CCTV, alarms, are installed.

Category	FY (2024-25)			PY (2023-24)		
	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	None	None	None	None	None	None
Health & Safety	None	None	None	None	None	None

These efforts underscore our commitment to maintaining a safe and healthy work environment for all employees.

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

Category	FY (2024-25)			PY (2023-24)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

## 14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	None
Working Conditions	None

## 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 &amp; safety practices and working conditions.



## Business Responsibility & Sustainability Report (Contd)

### Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N)	Yes
(B) Workers (Y/N).	No

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

Collect and verify PAN, GSTIN, TAN, PF/ESI registration numbers

- 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:

	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 (2024-25)	PY (2023-24)	FY (2024-25)	PY (2023-24)
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

- 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)

No

- Details on assessment of value chain partners:

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

- 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.

-

## PRINCIPLE 4: BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS

### Essential Indicators

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

The first stage of identifying stakeholder involves mapping and prioritizing key stakeholders based on relevance, role, and influence. Once the stakeholders have been identified and prioritized, the engagement channels are established. The result from the engagement is channelized inside the organization and ensures that the stakeholder gets the right feedback or resolution as the case may be. Internal Stakeholders of the Company include employees, senior leaders, managers, Board of Directors.

External stakeholders include customers, investors, regulatory bodies, vendors, service providers and media.

**Business Responsibility & Sustainability Report (Contd)**

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

Sr. No	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
1.	Employees	No	Periodical Employees Surveys, IT services related survey, learning and development activities.		Need Basis		Career Management and Growth Prospects, Learning opportunities, Compensation structure, Building a safety culture and inculcating safe work practices, Improving Diversity and Inclusion, etc.
2.	Customers	No	Calls and meetings related to projects; project management assessments; discussions on relationships; executive briefings;		Need basis		Operate with integrity and teamwork, crafting solutions that meet both immediate and long-term customer demands. Prioritizing customer requirements on a fundamental level and staying abreast of industry trends to precisely evaluate their needs.
3.	Shareholders/ Investors	No	Press releases, email advisories, in-person meetings, investor conferences, conference calls, newspaper publications		Quarterly		Comprehend what investors anticipate, keep them informed about the Company's growth path, and assist them in expressing their concerns.
4.	Business Partners and Collaborators	No	Conferences and Networking events, Physical/virtual meets		Need Basis		Market expansion, Innovation and technology integration
5.	Community	No	CSR initiatives		Continuous		Supporting the community through social giving and actively contributing to sustainable development efforts.

**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 Executive Directors and Senior Management Personnel are actively engaged in regular interactions with various stakeholders, including investors, employees, and customers. These engagements provide invaluable feedback that plays a crucial role in the Company's commitment to sustainability. The feedback obtained from these interactions is then brought to the attention of the Board to ensure that the concerns and ideas of its stakeholders are given due consideration.

In addition, any significant topics that arise through regular stakeholder engagement are brought to the Board through various channels. The Company has a well-defined process in place for addressing suggestions, complaints, and grievances, which are carefully evaluated based on their significance. Depending on the nature and scope of the issues, they are referred to the appropriate committee of the Board.

2. Whether stakeholder consultation is used to support identifying and managing environmental and social topics.

Yes

## Business Responsibility & Sustainability Report (Contd)

If so, provide details of how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.

Through feedback and input. Such feedback and input help in decision making and policy development which is used to support environmental and social topics.

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

The Company maintains continuous interaction and engagement with internal and external stakeholders, ensuring inclusion of disadvantaged, vulnerable, and marginalized groups

### 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 (2024-25)			PY (2023-24)		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	323	197	54.49%	280	280	100%
Other than permanent	-	-	-	-	-	-
Total Employees	-	-	-	-	-	-
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	323	197	54.49%	-	-	-

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

Category	FY (2024-25)					PY (2023-24)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	235	35	14.89%	200	85.11%	222	-	-	222	100%
Female	88	25	28.40%	63	71.59%	58	-	-	58	100%
Other	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-

## Business Responsibility &amp; Sustainability Report (Contd)

Category	FY (2024-25)					PY (2023-24)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-
Other than Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other	-	-	-	-	-	-	-	-	-	-

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

## a. Median remuneration/wages:

Category	FY (2024-25)		PY (2023-24)		Other	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	2	2.25 crores	1	2.13 crores	0	0
Key Managerial Personnel	1	0.34 crores	1	0.10 crores	0	0
Employees other than BoD and KMP	281	27.13 crores	100	5.98 crores	0	0
Workers	0	0	0	0	0	0

## b. Gross wages paid to females:

	FY (2024-25)	PY (2023-24)
Gross wages paid to females	5.98 crores	2.65 crores
Total wages	33.11 crores	25.27 crores
Gross wages paid to females (Gross wages paid to females as % of total wages)	18.06%	10.49%

## 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, our Employees can address the issues to the HR Team.

## Business Responsibility & Sustainability Report (Contd)

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

At NPST, grievance redressal is managed through a structured and confidential process that encourages individuals to raise concerns without fear of retaliation. Employees can report instances of discrimination, harassment, or any form of human rights violation through designated communication channels, including direct reporting to the Human Resources department.

In addition, NPST has constituted an Internal Complaints Committee (ICC) in accordance with the Prevention of Sexual Harassment (POSH) Act to handle complaints related to sexual harassment at the workplace.

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

Category	FY (2024-25)			PY (2023-24)		
	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	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labor	Nil	Nil	-	Nil	Nil	-
Forced Labor/ Involuntary Labor	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:

	FY (2024-25)	PY (2023-24)
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
ii) Female employees/workers	Nil	Nil
iii) Complaints on POSH as a % of female employees/workers	Nil	Nil
iv) Complaints on POSH upheld	Nil	Nil

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.: Employees are encouraged to approach HR regarding any questions or concerns related to harassment. Each report undergoes a thorough investigation, followed by decisive action to uphold a safe and respectful workplace environment in accordance with company policies and legal standards. Apart from that Company has equal opportunities and anti-discrimination policy in place, clearly indicating the procedure for raising complaints and their responsibilities.
9. Do human rights requirements form part of your business agreements and contracts? (Yes/No/NA): NA
10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	Nil
Forced/involuntary labor	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others-Please specify	

**Business Responsibility & Sustainability Report (Contd)****Details of other assessments of plant and office**

Name of other assessment	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
-	-

11. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from the assessments at Question 9 above: There were no corrective actions taken since there were 0 concerns arising from the assessments.

**Leadership Indicators**

- Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.  
No complaints regarding human rights violations have arisen. Yet, the Company diligently oversee, assess, and refresh company policies and procedures to maintain a human rights issue-free environment.
- Details of the scope and coverage of any Human rights due-diligence conducted:  
No human rights due diligence was conducted in the current reporting year.
- Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?  
Yes
- Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Nil
Discrimination at workplace	Nil
Child Labor	Nil
Forced Labor/Involuntary Labor	Nil
Wages	Nil
Others-please specify	Nil

**Details of other assessments of value chain partner**

Name of other assessment	% of value chain partners (by value of business done with such partners) that were assessed.
-	-

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

-

**PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT****Essential Indicators**

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

Parameter	Units	FY (2024-25)	PY (2023-24)
From renewable resources			
Total electricity consumption(A)	-	-	-
Total fuel consumption(B)	-	-	-
Energy consumption through other sources(C)	-	-	-
Total energy consumption (A+B+C)	-	-	-

## Business Responsibility & Sustainability Report (Contd)

Parameter	Units	FY (2024-25)	PY (2023-24)
From non-renewable resources			
Total electricity consumption (D)	-	-	-
Total fuel consumption (E)	-	-	-
Energy consumption through other sources (F)	-	-	-
Total energy consumption (D+E+F)	-	-	-
Total energy consumed (A+B+C+D+E+F)	-	-	-
Energy intensity per rupee of turnover (Total energy consumed/ Revenue from operations)	-	-	-
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	-	-	-
Energy intensity in terms of physical output	-	-	-
Energy intensity (optional)-the relevant metric may be selected by the entity	-	-	-
Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?(Y/N):			
If yes, name of the external agency			

2. Does the entity have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N): No

If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the medial action taken, if any.:

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

Parameter	FY (2024-25)	PY (2023-24)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kiloliters)	-	-
Water intensity per rupee of turnover (Total water consumption/ Revenue from operations)	-	-
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output	-	-
Water intensity (optional)-the relevant metric may be selected by the entity	-	-
Note: Indicate if any independent assessment/evaluation/ assurance has been carried out by an external agency?		-
If yes, name of the external agency.		-

**Business Responsibility & Sustainability Report (Contd)**

4. Provide the following details related to water discharged:

Parameter	FY (2024-25)	PY (2023-24)
Water discharge by destination and level of treatment (in kiloliters)		
(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	-	-
Total water discharged (in kiloliters)	-	-
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.	-	-

5. Has the entity implemented a mechanism for Zero Liquid Discharge? (Yes/No/NA): Not applicable, being a service industry.

If yes, provide details of its coverage and implementation:

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

Whether air emissions (other than GHG emissions) by the entity is applicable to the Company?

Parameter	Please specify unit	FY (2024-25)	FY (2023-24)
NOx	-	-	-
SOx	-	-	-
Particulate matter (PM)	-	-	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-

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

If yes, name of the external agency? (Y/N):

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

Whether greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity is applicable to the Company?: Not applicable being a service industry.

Parameter	Units	FY (2024-25)	PY (2023-24)
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)	-	-	-
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)	-	-	-



## Business Responsibility & Sustainability Report (Contd)

Parameter	Units	FY (2024-25)	PY (2023-24)
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)	-	-	-
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	-	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

“Note: Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N)”: No

If yes, name of the external agency.:

8. Does the entity have any project related to reducing Green House Gas emission? : Not applicable, being a service company.

If yes, name of the external agency.:

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

Parameter	FY (2024-25)	PY (2023-24)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	-	-
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	-	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated/Revenue from operations adjusted for PPP)	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-

**Business Responsibility & Sustainability Report (Contd)**

Parameter	FY (2024-25)	PY (2023-24)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

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

If yes, name of the external agency:

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.: Not applicable
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: Not Applicable

If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forest, coastal regulations 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 environmental approval/clearance are being complied with?	If no, reasons thereof and corrective action taken, if any

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

Sr. No	Name and brief details of the project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in Public domain (Yes/No)	Relevant web link

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):. Not applicable being a service industry

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

**Leadership Indicators**

1. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters):

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

Sr. No	Particulars	FY 2024-25	FY 2023-24
1	Name of the area	-	-
2	Nature of operations	-	-
3	Water withdrawal, consumption and discharge in the following format:	-	-
	Parameter	-	-
	Water withdrawal by source (in kiloliters)	-	-
	(i) Surface water	-	-

## Business Responsibility & Sustainability Report (Contd)

Sr. No	Particulars	FY 2024-25	FY 2023-24
	(ii) Groundwater	-	-
	(iii) Third party water	-	-
	(iv) Seawater/desalinated water	-	-
	(v) Others	-	-
	Total volume of water withdrawal	-	-
	Total volume of water consumption (in kiloliters)	-	-
	Water intensity per rupee of turnover (Water consumed/turnover)	-	-
	Water intensity (optional)-the relevant metric may be selected by the entity	-	-
	Water discharge by destination and level of treatment (in kiloliters)	-	-
	(i) Into surface water	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
	(ii) Into groundwater	-	-
	No treatment	-	-
	With treatment – please specify level of treatment	-	-
	(iii) Into 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	-	-
	Total water discharged (in kiloliters)	-	-

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

If yes, name of the external agency:

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

Parameter	Units	FY (2024-25)	PY (2023-24)
Total Scope 3 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)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

If yes, name of the external agency:

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

**Business Responsibility & Sustainability Report (Contd)**

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resources 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:

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

Sr. No	Initiative undertaken	Details of the initiative (web-link, if any may be provided along with summary)	Outcome of the initiative	Correction action taken, if any

5. Does the entity have a business continuity and disaster management plan? : The Company has implemented a robust risk management system which is governed by the Risk Management Committee of the Board, that includes a comprehensive register of identified risks, their potential impact, and corresponding mitigation strategies. These strategies are aligned with strategic objectives, ensuring the protection of interests and enabling a seamless response to any disruptions that may arise, thereby safeguarding critical operations. Identified risks are thoroughly assessed, and tailored responses are developed to effectively manage each risk scenario.

Details of entity at which business continuity and disaster management plan is placed or weblink: <https://www.npstx.com/investor-desk/policies/>

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.: Not applicable
7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts:

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/associations (State/National/International)
1		
2		
3		
4		
5		
6		
7		
8		
9		
10		

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

Sr. No.	Name of authority	Brief of the case	Corrective action taken

**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	Web Link, if available

## Business Responsibility & Sustainability Report (Contd)

### PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

#### Essential Indicators

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

Sr. No.	Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in public domain	Relevant Web link
NIL						

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

Sr. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
NIL						

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

Not applicable

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

Parameter	FY (2024-25)	PY (2023-24)
Directly sourced from MSMEs/small producers	1.70 crores	4.41 crores
Sourced directly from within the district and neighboring districts	41.07 crores	31.56 crores

- 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:

Parameter	FY (2024-25)	PY (2023-24)
1. Rural	-	-
i) Disclose wages paid to persons employed (including employees or workers employed on permanent or non-permanent/on contract basis)	-	-
ii) Total Wage Cost	-	-
iii) % of Job creation in Rural areas	-	-
2. Semi-urban	-	-
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	-	-
ii) Total Wage Cost	-	-
iii) % of Job creation in Semi-Urban areas	-	-
3. Urban	-	-
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	-	-
ii) Total Wage Cost	-	-
iii) % of Job creation in Urban areas	-	-
4. Metropolitan	-	-
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis)	-	-
ii) Total Wage Cost	-	-
iii) % of Job creation in Metropolitan area	-	-

## Business Responsibility & Sustainability Report (Contd)

### 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 Social Impact Assessment (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year:

Sr. No.	Name and brief of the project	SIA Notification No.	Date of notification	Whether conducted by independent external agency	Results communicated in	Relevant web link
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NIL

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 ₹)
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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)

No

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

Nil

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

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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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.

Sr. No.	Name of authority	Brief of the case	Corrective action taken
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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	Contribution towards Empowering women-Ladli Foundation	Rural female population	Can't define
2	Contribution towards Healthcare-Prabha Rastogi Cancer Research Charitable Foundation	100 women and girls	Can't define
3	Contribution towards Conversation of Nature-Sankalp Taru Foundation (Tree Plantation)	250 trees planted in the name of customers/employees/stakeholders	Can't define

## Business Responsibility & Sustainability Report (Contd)

### 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.

The Company's dedication to customer satisfaction is exemplified by its robust complaints and feedback mechanism. This streamlined system allows users to effortlessly voice concerns, provide feedback, and report issues encountered during payment transactions. By promptly addressing these issues and leveraging feedback for continuous improvement, the Company not only ensures quick resolutions but also gains invaluable insights. Through responsive problem-solving and a commitment to enhancing both merchant and user experiences, the Company consistently upholds the highest service standards, fostering trust and loyalty among its clientele.

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

Environmental and social parameters relevant to the product	NIL
Safe and responsible usage	NIL
Recycling and/or safe disposal	NIL

3. Number of consumer complaints in respect of the following

Category	FY (2024-25)			PY (2023-24)		
	Received during the year	Pending resolution at end of year	Remark	Received during the year	Pending resolution at end of year	Remark
Data privacy	-	-		-	-	
Advertising	-	-		-	-	
Cyber-security	-	-		-	-	
Delivery of essential services	-	-		-	-	
Restrictive Trade Practices	-	-		-	-	
Unfair Trade Practices	-	-		-	-	
Other	-	-		-	-	

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

	Number	Reasons for recall
Voluntary recalls	-	-
Forced recalls	-	-

5. Does the entity have a framework/policy on cyber security and risks related to data privacy?

Yes, the Company has Information security policy and also the Company has data protection & confidentiality policy.

If available, provide a web-link of the policy

[www.npstx.com/investor-desk/policies](http://www.npstx.com/investor-desk/policies)

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.

NIL

## Business Responsibility & Sustainability Report (Contd)

7. Provide the following information relating to data breaches:
  - a. Number of instances of data breaches along-with impact  
NIL
  - b. Percentage of data breaches involving personally identifiable information of customers  
NIL
  - c. Impact, if any, of the data breaches  
NIL

### Leadership Indicators

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available).  
[www.npstx.com](http://www.npstx.com)
2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services  
Not applicable, as the Company does not provide products or services that could involve safety issues or misuse concerns.
3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.  
Each customer relationship has a mechanism in place to handle any disruption/discontinuation of services.
4. Does the entity display product information on the product over and above what is mandated as per local laws?  
Not applicable  
If yes, provide details in brief  
Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole?

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