Business Responsibility and Sustainability Reporting

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	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, Maharashtra
5.	Corporate Office Address	Thane: Off No.427/428/429, A-Wing, NSIL, Lodha Supremus II Road No.22, Wagle industrial Estate, Thane (W)-400604, Maharashtra Bangalore: Ali asker road no. 19, HTC aspire, Vasanta Nagar, 2nd Floor, unit 202, Bangalore, Karnataka, 560052 Noida: Graphix Tower – 1, A-13 A, 8th Floor, Sector 62, Gautam Buddha Nagar, Near Noida Electronic City Metro Station, Noida, Uttar Pradesh -201309
6.	Email	contact@npstx.com
7.	Telephone	912261482100
8.	Website	www.npstx.com
9.	Financial year for which reporting is being done	1st April 2025 – 31st March 2026
10.	Name of the Stock Exchange(s) where shares are listed	NSE and BSE
11.	Paid-up Capital	20,85,06,500/-
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: +91 2261482100, email: 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
14.	Name of assurance provider	Not Applicable
15.	Type of assurance obtained	Not Applicable

II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity

1	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	93%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Software and Payment solutions to Banking and Finance Sector	62011	93%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	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)	0

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

1.34%

c. A brief on types of customers

NPST, a Make-in-India fintech company operating as a Technology Service Provider (TSP) and Payment Platform-as-a-Service (PPaaS) provider, serves customers across the digital payments value chain. Its customer base can be broadly classified into three categories:

1. **Banks & Financial Institutions** — NPST provides UPI Switch, IMPS Switch, mobile banking, Banking SuperApp, Bill Direct, CLOU, and UPI Circle solutions, enabling banks (including cooperative and public-sector banks) to accelerate digital transformation, strengthen acquiring and payment processing capabilities, and enhance fraud prevention.

2. **Payment Aggregators / Regulated Fintechs** — Through its PPaaS offerings (Evok, UPI Plugin, Merchant Bizz, Qynx, Risk Intelligence Decisioning Platform), NPST provides end-to-end managed payment infrastructure, compliance, risk, chargeback, and reconciliation support so aggregators can focus on growth. Airpay is one such client.

3. **Consumers / End Users** — Through TimePay and related consumer-facing platforms, NPST indirectly serves over 1.4 billion Indians engaging in everyday digital transactions such as sending money and paying bills.

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 %
			Employees			
1.	Permanent (D)	354	261	73.73%	93	26.27%
2.	Other than Permanent (E)	6	5	83.33%	1	16.67%
3.	**Total employees (D+E)**	360	266	73.88%	94	26.11%
			Workers			
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	**Total workers (F+G)**	-	-	-	-	-

b. Differently abled Employees and workers:

S. No	Particulars	Total A	Male		Female	
			No. B	B/A %	No. C	C/A %
		Differently abled Employees				
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	**Total differently abled employees (D+E)**	-	-	-	-	-
		Differently Abled Workers				
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	**Total differently abled workers (F+G)**	-	-	-	-	-

There were no differently abled employees or workers in the Company during the reporting period. Accordingly, the number of differently abled employees and workers has been reported as Nil.

21. Participation/Inclusion/Representation of women

	Total	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	6	2	33.333%
Key Management Personnel	4	1	25%

Note- Key Managerial Personnel (KMP) includes the WTD, MD/CEO, CFO, and CS.

22. Turnover rate for permanent employees and workers:

	FY Apr 2025 - Mar 2026 (Turnover rate in Current Financial Year)			FY Apr 2024- Mar 2025 (Turnover rate in previous Financial Year)			FY Apr 2023 - Mar 2024 (Turnover rate in year prior to previous Financial Year)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	22.18%	12.15%	22.75%	17.58	4.98%	22.56%	20%	23%	20%
Permanent Workers	NA			NA			NA		

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

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

S. No.	Name of the holding / subsidiary/ associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	TIMEPAY DIGITAL INFOTECH PRIVATE LIMITED	Subsidiary Company	85%	No
2.	SSK CITIZEN SERVICES PRIVATE LIMITED	Subsidiary Company	99.80%	No
3.	NPST GLOBAL LLC- UAE	Subsidiary Company	100%	No

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/~~No~~)
(ii) Turnover (in Rs.) – Rs. 1,94,16,70,274
(iii) Net worth (in Rs.) – Rs. 4,40,64,63,905

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 Apr 2025 – Mar 2026 Current Financial Year			FY Apr 2024 – Mar 2025 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	0	0	-	Nil	Nil	-
Investors (other than shareholder)	Yes	0	0	-	Nil	Nil	-
Shareholders	Yes	0	0	-	Nil	Nil	-
Employees and workers	Yes	0	0	-	Nil	Nil	-
Customers	Yes	25062	298	Complaints for Soundbox and TimePay	Nil	Nil	-
Value Chain Partners	Yes	-	-	-	Nil	Nil	-
Other (please specify)	-	-	-	-	Nil	Nil	-

Note: The weblink of the grievance redressal policy can be accessed at https://www. npstx.com/ investor desk/ policies/

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Cloud Adoption	R & O	Migration of critical business applications and infrastructure to a cloud environment may improve scalability, operational efficiency, and business continuity. However, the transition may also involve risks relating to system disruptions, data migration challenges, cybersecurity threats, and implementation delays.	The Company has adopted a phased migration approach, conducting connectivity and replication testing, implementing required infrastructure and security controls, and continuously monitoring migration progress to ensure minimal operational disruption.	Positive and Negative – Successful cloud adoption can enhance operational efficiency, scalability, resilience, and long-term cost optimization. Delays, implementation issues, or service disruptions may result in additional costs, operational inefficiencies, and business continuity risks.
2.	Disaster Recovery and Business Continuity	R	Inadequate disaster recovery preparedness may result in operational disruptions, data loss, service unavailability, regulatory non-compliance, and reputational damage. Regular DR drills are essential to ensure resilience and business continuity.	The Company conducts periodic DR drills in line with regulatory requirements, reviews observations identified during testing, implements corrective actions, and continuously strengthens disaster recovery and business continuity frameworks.	Negative – Failure of disaster recovery mechanisms or prolonged service disruptions may lead to financial losses, regulatory penalties, increased recovery costs, and adverse impact on customer confidence.
3.	Cybersecurity	R	Vulnerabilities in production systems may expose the Company to cybersecurity threats, data breaches, operational disruptions, and regulatory non-compliance. Regular assessment and remediation are critical to maintaining a secure technology environment.	The Company conducts periodic vulnerability assessments of production servers, performs scans following significant code changes, promptly remediates identified issues, and undertakes re-scanning to ensure closure of vulnerabilities.	Negative – Cybersecurity incidents may result in financial losses, regulatory actions, remediation costs, operational disruptions, and reputational damage.
4.	Impact of Rapid AI Advancements on Business	O & R	Rapid advancements in Artificial Intelligence (AI) are transforming customer expectations, operational processes, and competitive dynamics. While AI presents	Continuous upskilling of employees, particularly technology teams, adoption of AI-enabled solutions, investment in	Positive and Negative – Effective adoption of AI can improve productivity, reduce operational costs,

	Efficiency		opportunities to improve efficiency, innovation, and service delivery, failure to adapt may impact the Company's competitiveness and business model.	innovation and automation, and regular assessment of emerging technologies to enhance operational efficiency and customer experience.	accelerate service delivery, and create new business opportunities. Conversely, inadequate adoption may lead to loss of competitive advantage, higher operating costs, and reduced market relevance.
5.	Regulatory Shifts: Navigating Sudden Policy Changes	R	Sudden regulatory changes affecting industry sectors served by the Company may adversely impact transaction volumes, customer activity, and business growth.	Continuous monitoring of regulatory developments, diversification of customer segments, strengthening onboarding and settlement infrastructure, enhancing client engagement, and reducing dependence on any single industry vertical.	Negative – Regulatory changes may lead to reduced transaction volumes, lower revenues from affected customer segments, and temporary pressure on profitability and growth.
6.	Global expansion	O	The incorporation of the Company's subsidiary in Dubai marks an important step in its international growth strategy. The presence in Dubai positions the Company to access the Middle Eastern market and explore opportunities in other international markets, enabling expansion of its customer base, strategic partnerships, and fintech offerings.	The Company intends to leverage its international presence to explore new business opportunities, establish strategic partnerships, expand market reach, and strengthen its global footprint.	Positive – Successful international expansion may contribute to revenue growth, market diversification, enhanced customer acquisition, and long-term business growth.
7.	Product Portfolio Expansion	O	The launch and expansion of products such as Bank in a Box, Banking Connect Switch, Risk Intelligence & Decisioning Platform (RIDP), and DPDP Compliance Solution create opportunities to address evolving customer needs relating to digital banking, payment interoperability, risk management, and data privacy compliance. These offerings enable the Company to expand its addressable market, strengthen customer relationships, and enhance its position within the fintech ecosystem.	The Company focuses on product innovation, strategic partnerships, technology investments, and development of regulatory-compliant solutions to address emerging customer requirements and capture new market opportunities.	Positive – Expansion of the product portfolio may drive revenue growth, enhance customer acquisition and retention, diversify income streams, strengthen market competitiveness, and create long-term business value.

8.	Human Capital Development	O	The Company recognizes significant opportunities in strengthening its talent pool through the recruitment of fresh graduates from reputed institutions, including IITs, NITs, BITS, and other leading colleges across the country. This approach enables the Company to attract high-potential talent, foster innovation, build future leadership capabilities, and support long-term business growth and technological advancement.	The Company focuses on campus recruitment, structured onboarding, continuous learning and development, skill enhancement initiatives, and career progression opportunities to nurture and retain high-potential talent.	Positive – A skilled and future-ready workforce may enhance innovation, improve operational efficiency, strengthen organizational capabilities, support business expansion, and contribute to sustainable long-term growth and profitability.
9.	Growth in Digital Transactions	O	The growing adoption of digital transactions and increasing penetration of digital payment solutions present significant opportunities for the Company. These trends are expected to drive demand for innovative, secure, and scalable payment technologies, enabling the Company to expand its market presence and customer base.	The Company continues to enhance its digital payment offerings, invest in technology and infrastructure, strengthen strategic partnerships, and develop innovative solutions to capitalize on the increasing adoption of digital payments.	Positive – Increased digital transaction volumes may drive revenue growth, improve operating leverage, expand market share, strengthen customer acquisition, and contribute to long-term business growth and profitability.

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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Policy and management processes									
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
	b. Has the policy been approved by the Board? (Yes/No)[1]	Yes								
	c. Web Link of the Policies, if available	https://www.npstx.com/investor-desk/policies/								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	No								

4	Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, 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 27001:2022 ensuring information security and CMMI Level 5 for software & mobile solutions platform process improvement, ISO 22301:2019 for security and resilience- business continuity management systems
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	NPST remains committed to strengthening India's digital payments ecosystem, with its share of UPI transactions processed growing consistently from 7.7 Bn in FY24 to 15.7 Bn in FY25 and 18.4 Bn in FY26, against industry-wide UPI volumes of 131.16 Bn, 185.8 Bn, and 241.62 Bn respectively, reflecting the Company's ongoing efforts to scale and support the nation's digital payment infrastructure. The Company is equally committed to the holistic wellbeing of its employees, and has partnered with MantraCare, a comprehensive employee wellbeing platform, to provide access to Employee Assistance Programs (EAP), mental health counselling, mindfulness and yoga, leadership coaching, nutrition guidance, physiotherapy, and financial wellbeing support. NPST is also committed to promoting local and inclusive employment, with 55.6% of its employees residing within 10 km of its Mumbai, Noida, and Bangalore offices, while widening access to opportunity through the recruitment of talent from Tier 2 and Tier 3 colleges and an increasing focus on hiring from Tier 2 cities, extending its campus outreach beyond metro-centric talent pools. Further, in line with its commitment to environmental responsibility and women's safety in the workplace, the Company has installed a sanitary pad recycling initiative in partnership with PadCare Labs at its offices, ensuring responsible, CPCB-compliant disposal of sanitary waste; in FY25-26, this initiative recycled 43.03 kg of sanitary waste, saving 861 litres of landfill space and 92 kg CO2eq emissions.
6	Performance of the entity against 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)

At NPST, we recognize that sustainable growth is built upon strong governance, responsible business practices, and the creation of long-term value for all stakeholders. As the Director responsible for overseeing our sustainability agenda, I am pleased to present our Business Responsibility and Sustainability disclosures for FY 2025-26. During the year, NPST continued to strengthen its commitment to Environmental, Social and Governance (ESG) principles while expanding its role as a leading fintech and digital payments infrastructure provider. Our sustainability efforts were independently evaluated by Resurgent ESG Services, which assigned NPST an overall ESG Score of 66, corresponding to an'A' ESG Rating, reflecting our strong governance framework, progressive social performance, and efficient environmental management practices. As a technology-led organization, we face ESG challenges that are distinct to the digital payments ecosystem. These include managing energy consumption associated with growing technology infrastructure, strengthening cybersecurity and data privacy frameworks, enhancing stakeholder trust, fostering diversity and inclusion, and

maintaining the highest standards of governance in a rapidly evolving regulatory environment. To address these challenges, we have established a number of sustainability-focused initiatives. Our environmental priorities include improving energy efficiency through LED lighting, motion-sensor controls, server optimization measures, and responsible resource management practices. We continue to monitor energy, water, and waste intensity metrics and are evaluating opportunities to increase renewable energy adoption and further reduce our environmental footprint. On the social front, we remain focused on building a safe, inclusive, and high-performing workplace. We continue to invest in employee development, well-being, and engagement while fostering a culture of innovation and equal opportunity. As a provider of digital payment infrastructure, we are also committed to promoting financial inclusion and delivering reliable, secure, and scalable solutions that support customers, banking partners, and the broader digital economy.
Governance remains the cornerstone of our sustainability strategy. The ESG assessment highlighted NPST's strong governance practices and compliance framework. We remain committed to ethical conduct, regulatory compliance, risk management, transparent disclosures, data security, and stakeholder accountability. Going forward, we will continue to strengthen ESG oversight mechanisms and enhance disclosures in line with evolving stakeholder expectations and regulatory requirements. Looking ahead, the Company aims to further improve resource and energy efficiency across its operations, explore greater adoption of renewable energy while establishing more structured environmental performance targets, strengthen diversity, employee development and stakeholder engagement initiatives, enhance customer experience, data protection and responsible technology practices, and continue advancing governance excellence, transparency and sustainable value creation. The ESG Rating achieved during the year marks an important milestone in the Company's sustainability journey; however, it is viewed not as an endpoint but as a foundation for continuous improvement. The Company remains committed to integrating ESG considerations into its business strategy and decision-making processes while creating long-term value for its stakeholders and contributing positively to society, the economy and the environment.

8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors
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.	CSR Committee and Risk Management Committee

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Reviewed by the respective Committees of the Board and the Board of Directors									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company is committed to full compliance with all applicable statutory and regulatory requirements, and promptly rectifies any non-compliance identified. During the year, a delay in compliance with Regulation 28(1) of SEBI (LODR) Regulations, 2015 was self-									Quarterly								

reported to the Stock Exchanges, the resultant fine was remitted promptly, and the Board directed strengthening of internal compliance controls to prevent recurrence.

P1	P2	P3	P4	P5	P6	P7	P8	P9

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.	The Company's policies are primarily drafted and reviewed internally by the Secretarial Team and are placed before the respective Board Committees/Board of Directors for their review and approval. Certain policies are also reviewed by the Practicing Company Secretary to ensure alignment with the applicable statutory and regulatory requirements.

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the principles material to its business (Yes/No)	NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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 categories covered by the awareness Programs
Board of Directors	6	• Different Organizational risks • Industry awareness • Companies Act, 2013 • Corporate Social Responsibility (CSR) • SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR) • SEBI (Issue of Capital and Disclosure Requirements) Regulations, 2018 (ICDR) • SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 • Related Party Transactions (RPT) • SEBI (Prohibition of Insider Trading) Regulations, 2015 (PIT) • Corporate Governance	100%
Key Managerial Personnel	6	• Different Organizational risks • Industry awareness • Companies Act, 2013 • Corporate Social Responsibility (CSR) • SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR) • SEBI (Issue of Capital and Disclosure Requirements) Regulations, 2018 (ICDR) • SEBI (Share Based Employee Benefits and Sweat Equity) Regulations, 2021 • Related Party Transactions (RPT) • SEBI (Prohibition of Insider Trading) Regulations, 2015 (PIT) • Corporate Governance • POSH-Prevention of Sexual Harassment at Workplace	100%
Employees other than Board of Directors and KMPs	112	• Induction & Organisational values • Behavioural & Soft skills Development • Functional Trainings • Technical & Digital Skills Training • Regulatory, Compliance & Industry Updates • POSH-Prevention of Sexual Harassment at Workplace	70%
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					
	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	Principle 1	BSE AND NSE	1. BSE-59000 (Including 18% GST) 2. NSE-59000 (Including 18% GST)	Delay in compliance with Regulation 28(1) of SEBI (LODR) Regulations, 2015 for September 2025, self-reported by the Company to the Stock Exchanges; fines were levied by NSE and BSE under their SOP framework, which were remitted promptly, and the Board directed strengthening of internal compliance controls to prevent recurrence.	No
Settlement	-	-	-	-	-
Compounding Fee	-	-	-	-	-

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

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide web-link to the policy.

Yes. The Company has adopted an Anti-Corruption and Anti-Bribery Policy that reaffirms its commitment to conducting business with integrity, transparency and in compliance with applicable anti-corruption laws, including the Prevention of Corruption Act, 1988. The policy prohibits all forms of bribery, facilitation payments and other corrupt practices, and applies to all directors, employees, agents and other associated persons acting on behalf of the Company. It also provides guidance on gifts, hospitality, third-party due diligence, reporting mechanisms for suspected violations, and compliance monitoring, with oversight by the Board and the Compliance Officer.

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

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 Apr 2025 – Mar 2026 (Current Financial Year)	FY Apr 2024 – Mar 2025 (Previous Financial Year)
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	Not applicable	Not applicable

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

	FY Apr 2025 – Mar 2026 (Current Financial Year)		FY Apr 2024 – Mar 2025 (Previous Financial Year)	
	Number	**Remarks**	**Number**	**Remarks**
Number of complaints received in relation to issues of Conflict of Interest of the Directors	-	-	-	-
Number of complaints received in relation to issues of Conflict of Interest of the KMP	-	-	-	-

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:

Particulars	**Apr 2025 – Mar 2026 (Current Financial Year)**	**Apr 2024 – Mar 2025 (Previous Financial Year)**
Number of days of accounts payables	157	133

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**	**Apr 2025 – Mar 2026 (Current Financial Year)**	**Apr 2024 –Mar 2025 (Previous Financial Year)**
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from the top 10 trading houses as % of total purchases from trading houses.	-	-
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	-	100%
	b. Number of dealers/ distributors to whom sales are made	-	132
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/ distributors	-	54%
Share of RPTs in	a. Purchases (Purchases with related parties/ total Purchases)	-	5.76%
	b. Sales (Sales to related parties/ total Sales)	-	-
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances	100%	100%
	d. Investments (Investments in related parties/ Total Investments made)	92%	100%

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
	-	

Note: No training or awareness programmes were conducted for value chain partners during FY 2025–26. The Company intends to introduce such initiatives as part of its future sustainability and stakeholder engagement efforts.

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 established processes to identify, prevent, and manage conflicts of interest, including requiring interested Directors to abstain from discussions and voting on relevant matters, a Code of Conduct, a Board with more than 50% Independent Directors and Board Committees predominantly comprising and chaired by Independent Directors, mandatory disclosure of actual or perceived conflicts by employees, an effective whistleblower mechanism, and policies on insider trading, anti-corruption, and anti-money laundering to promote ethical conduct, transparency, and accountability.

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.

	Current Financial Year FY Apr 2025 – Mar 2026	Previous Financial Year FY Apr 2024 – Mar 2025	Details of Improvements in environmental and social impacts
R&D	-	-	-
Capex	-	-	-

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

No

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

Not Applicable

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.

   No

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.

   No

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?

   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.

   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).

   Not Applicable.

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:

   Not Applicable

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)
Permanent employees											
Male	261	261	100%	261	100%	0	0	261	100%	261	100%
Female	93	93	100%	93	100%	93	100%	0	0	93	100%
Total	354	354	100%	354	100%	93	26.67%	261	73.73%	354	100%
Other than Permanent employees											
Male	5	0	0%	0	0	0	0	0	0	0	0
Female	1	0	0%	0	0	1	100%	0	0	0	0
Total	6	0	0%	0	0	1	16.67%	0	0	0	0

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	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-
Other than Permanent workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

	FY Apr 2025 - Mar 2026 Current Financial Year	**FY Apr 2024 – Mar 2025 Previous Financial Year**
Cost incurred on well-being measures as a % of total revenue of the company	2.33%	2.67%

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

	FY Apr 2025 - Mar 2026 Current Financial Year			FY Apr 2024 – Mar 2025 Previous Financial Year		
Benefits	**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	1.40%	-	Yes	1.86%	-	Yes

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.

Yes. The Company's office premises are accessible to differently abled employees through facilities such as ramps and lift access. The Company is also committed to providing reasonable accommodation and fostering an inclusive workplace.

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

Yes. The Company has adopted an Equal Opportunities / Anti-Discrimination Policy to ensure fair and non-discriminatory treatment of all employees. The policy promotes equal opportunity in recruitment, training, development and promotion, prohibits discrimination and harassment on grounds such as gender, race, colour, disability, sexual orientation, religion, origin or nationality, and provides reasonable accommodation and accessible workplace facilities for persons with disabilities in accordance with the Rights of Persons with Disabilities Act, 2016. Employees who experience or witness discrimination or harassment may report their concerns to the Company Compliance Officer or the Grievance Redressal Committee, and complaints are investigated and addressed in accordance with the prescribed grievance redressal process, with protection against victimisation for complaints made in good faith.

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

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

	Permanent Employees		Permanent Workers	
Gender	**Return to work rate**	**Retention Rate**	**Return to work rate**	**Retention Rate**
Male	100%	87.50	-	-
Female	100%	100%	-	-
Total	100%	93.75%	-	-

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

	Yes/No (*If Yes, then give details of the mechanism in brief*)
Permanent Workers	-
Other than Permanent Workers	-
Permanent Employees	Yes. The Company has a Grievance Redressal Policy under which employees may raise grievances directly with their line manager or through the prescribed grievance redressal channels.
Other than Permanent Employees	

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

Nil

	FY Apr 2025 – Mar 2026 (Current Financial Year)			**FY Apr 2024 – Mar 2025 (Previous Financial Year)**		
Category	**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	Not Applicable					
-Male						
-Female						
Total Permanent Workers						
-Male						
-Female						

8. Details of training given to employees and workers:

Category	**FY Apr 2025 – Mar 2026**			**FY Apr 2024 – Mar 2025**		
	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	313	188	60%	194	62%	267	-	-	134	50.19
Female	117	88	75%	90	77%	98	-	-	75	76.53
Total	430	276	66%	284	66%	365	-	-	209	57.26%
Workers										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-

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

Category	FY Apr 2025 – Mar 2026 Current Financial Year			FY Apr 2024 – Mar 2025 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	313	247	78.91%	267	0	0
Female	117	84	71.79%	98	0	0
Total	430	331	76.97%	365	0	0
Workers						
Male	-	-	-	-	-	-
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. Occupational health and safety measures are implemented across all office locations. The Company conducts periodic assessments to identify workplace health and safety hazards and implements preventive measures to minimize risks. All offices are equipped with CCTV surveillance, accessible first aid kits, fire extinguishers and emergency evacuation facilities. Fire and safety drills are conducted by the respective building management/society, and medical insurance coverage is provided to all employees. The Company also maintains emergency response procedures and provides a safe and healthy workplace for employees, contractors and visitors.

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

The Company undertakes periodic assessments of workplace health and safety hazards and identifies risks associated with office operations to implement appropriate preventive measures. Regular housekeeping, maintenance of workplace hygiene, emergency preparedness, safety awareness, and periodic fire and evacuation drills help identify and mitigate routine and non-routine risks. Employees can also report health, safety or workplace-related concerns through the KEKA portal or directly to the designated Compliance Officer, enabling timely assessment and resolution of identified hazards.

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

The Company does not have any workers this disclosure is not applicable.

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

Yes. Employees have access to non-occupational medical and healthcare services through the Company's Group Medical Cover (GMC), Group Personal Accident (GPA), and Group Term Life (GTL) insurance policies. In addition, the Company has partnered with Mantra Care, an employee wellness platform that provides an integrated range of healthcare and wellbeing services through a mobile application and web portal.

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

Safety Incident/Number	Category	FY Apr 2025 – Mar 2026	FY Apr 2024 – Mar 2025
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	0
	Workers	0	0
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Company has implemented measures to provide a safe and healthy workplace across all its office locations. These include periodic assessment of workplace health and safety hazards, implementation of preventive measures to mitigate identified risks, maintenance of first aid facilities, installation of fire extinguishers and clearly marked emergency exits, regular housekeeping and workplace hygiene practices, provision of safe drinking water and sanitation facilities, and maintenance of adequate ventilation. Emergency preparedness measures, including evacuation procedures and fire and safety drills conducted by the building management, are in place to respond effectively to emergencies. Employees can also report workplace health and safety concerns through the designated reporting channels, enabling timely identification and resolution of safety issues.

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

	FY Apr 2025 – Mar 2026			FY Apr 2024 – Mar 2025		
	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	-	-	-	-	-	-
Health & Safety	-	-	-	-	-	-

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	-
Working Conditions	-

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

During the reporting period, no major workplace injuries or significant safety incidents were reported. Minor workplace and operational issues identified were promptly investigated, and corrective actions were implemented. These included strengthening infrastructure maintenance and inspections, reinforcing workplace security and employee awareness, improving coordination between Administration, IT and Facilities teams to mitigate operational risks, and enhancing housekeeping and hygiene monitoring across office locations. The Company has also strengthened preventive maintenance, incident investigation processes, and routine workplace inspections to minimize recurrence and maintain a safe and healthy working environment.

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).

   A. Yes. The Company provides a Group Term Life (GTL) Insurance Policy to all employees, under which a compensatory benefit is extended to the nominee in the event of the employee's death, subject to the terms and conditions of the policy.

   B. Not Applicable. The Company does not have any workers.

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

   Currently, the Company has not implemented any specific measures to monitor or verify whether statutory dues have been deducted and deposited by its value chain partners.

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:

   Nil

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)

   No

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0%
Working Conditions	0%

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

Not Applicable

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

Essential Indicators

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

The first stage of identifying stakeholders 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.

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

Stakeholder Groups	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
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.

Shareholders/ Investors	No	Press releases, email advisories, in-person meetings, investor conferences, conference calls, newspaper publications	Quarterly	To communicate the Company's financial and business performance, strategy, corporate governance, regulatory developments, and long-term value creation, while addressing investor queries and feedback.
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.
Suppliers/ Vendors	No	Email, meetings (physical/virtual), phone calls	Need Basis	To ensure reliable and responsible procurement through engagement on quality, timely delivery, ethical business practices, regulatory compliance, sustainability expectations, and mutually beneficial business relationships.
Business partners and Collaborators	No	Conferences and Networking events, Physical/virtual meets	Need Basis	Market expansion, Innovation and Technology integration
Government & Regulatory Bodies	No	Regulatory filings, emails, official meetings, and official correspondence	Periodically and as required	To ensure regulatory compliance, facilitate statutory reporting, obtain necessary approvals, and engage on regulatory developments, governance, and industry-related matters.
Community	Yes	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 the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the input received from stakeholders on these topics was incorporated into policies and activities of the entity.

   Yes, 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 Apr 2025 – Mar 2026			FY Apr 2024 – Mar 2025		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)
			Employees			
Permanent	354	191	54%	323	197	61%
Other than permanent	6	-	-	-	-	-
Total Employees	360	191	54%	323	197	60.81%
			Workers			
Permanent	-	-	-	-	-	-
Other than permanent						
Total Workers	-	-	-	-	-	-

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

Category	FY Apr 2025 – Mar 2026					FY Apr 2024 – Mar 2025				
	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	354	-	-	354	100%	323	60	18.58%	263	-
Male	261	-	-	261	100%	235	35	14.89%	200	85.11%
Female	93	-	-	93	100%	88	25	28.40%	63	71.59%
Other than Permanent										
Male	5	-	-	5	100%	-	-	-	-	-
Female	1	-	-	1	100%	-	-	-	--	-
Workers										
Permanent	Not Applicable									
Male										
Female										
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

a. Median remuneration / wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	2868738	2	2298078
Key Managerial Personnel	1	6646644	1	1509310
Employees other than BoD and KMP	311	875395	111	615002
Permanent Workers	Not Applicable			

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

	FY Apr 2025 – Mar 2026	FY Apr 2024 – Mar 2025
Gross wages paid to females as % of total wages	18.45%	17.81%

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. The Company has established a Grievance Redressal Committee to address employee concerns, which can be reached through the designated email address specified in the policy. An Internal Committee (IC) is constituted to address complaints relating to harassment, with representative members across all office locations. In addition, the Whistle Blower (Vigil Mechanism) Policy provides a mechanism for employees and other stakeholders to report genuine concerns relating to unethical behaviour, fraud, violations of the Company's Code of Conduct or applicable laws.

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

The Company has established a Grievance Redressal Policy to address employee grievances and workplace concerns, including harassment, through designated Points of Contact (POCs). Separately, the Whistle Blower Policy provides a mechanism for employees to report concerns relating to unethical conduct, fraud, or violations of the Company's policies and applicable laws. The relevant policies and guidelines are accessible through the self-service HRIS portal, and all complaints are addressed confidentially in accordance with the prescribed policy timelines.

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

Category	FY Apr 2025 – Mar 2026 Current Financial Year			FY Apr 2024 – Mar 2025 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	Nil	Nil	-	Nil	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:

	FY Apr 2025 – Mar 2026 Current Financial Year	FY Apr 2024 – Mar 2025 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

POSH: An Internal Committee (IC) has been constituted to address complaints relating to sexual harassment at the workplace. The Committee ensures that complaints are handled confidentially, investigated in a fair and impartial manner, and that complainants are protected against victimisation in accordance with the policy.

Whistle Blower Policy: The Company has established a whistle blower mechanism through which employees can report concerns relating to unethical conduct or violations of the Company's policies. The policy ensures confidentiality of disclosures and provides protection against retaliation or victimisation for individuals making disclosures in good faith.

Grievance Redressal: Employees may raise workplace grievances through the designated grievance redressal mechanism. All complaints and reports are handled with strict confidentiality and are reviewed in a fair and impartial manner, ensuring appropriate protection for all employees involved.

9. Do human rights requirements form part of your business agreements and contracts?

No. The Company's business agreements and contracts do not include specific human rights requirements.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	None
Forced Labour	None
Sexual Harassment	None
Discrimination at workplace	None
Wages	None
Others	None

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

During the reporting period, the Company conducted a post-training awareness survey following POSH training to assess employees' understanding of the policy and related requirements. No significant risks or concerns relating to POSH or employee grievances were identified during FY 2025–26. Accordingly, no corrective actions were required beyond continuing awareness and sensitisation initiatives.

Leadership Indicators

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

   Not Applicable. No human rights grievances or complaints were reported during the reporting period. Accordingly, no business processes were modified or introduced as a result of addressing such grievances or complaints.

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

   The Company has not conducted any formal human rights due diligence during the reporting period. Accordingly, this disclosure is not applicable.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

   Yes. The Company's office premises are accessible to differently abled visitors, with facilities such as ramps and lift access. In line with its Equal Opportunities / Anti-Discrimination Policy, the Company is committed to providing reasonable accommodation and promoting an accessible and inclusive environment for persons with disabilities.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	Not Applicable
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

   Not Applicable

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

Essential Indicators

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

Parameter	FY Apr 2025 – Mar 2026 (Current Financial Year)	FY Apr 2024 – Mar 2025 (Previous Financial Year)
From renewable sources (in Giga Joules (GJ))		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources (in Giga Joules (GJ))		
Total electricity consumption (D)	570 GJ	-
Total fuel consumption (E)	104.45 GJ	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	674.45 GJ	-
Total energy consumed (A+B+C+D+E+F)	674.45 GJ	-
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) GJ/₹	0.0000003474	-
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.000007065	-
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF which is 20.34 for India.

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

No

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N). If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

   No. None of the Company's facilities are identified as Designated Consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

Parameter	FY Apr 2025 – Mar 2026 (Current Financial Year)	FY Apr 2024 – Mar 2025 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	3013	
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal ***(in kilolitres) (i + ii + iii + iv + v)***	3013	-
Total volume of water consumption (*in kilolitres*)	3013	-
Water intensity per rupee of turnover *(Total water consumption / Revenue from operations)*	0.000001561	-
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00003156	-
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF which is 20.34 for India.

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

No

4. Provide the following details related to water discharged:

Parameter	FY 2025-26 *(Current Financial Year)*	FY 2024-25 *(Previous Financial Year)*
Water discharge by destination and level of treatment (in kilolitres)		
(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 kilolitres)	-	-

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

No

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

No. The Company has not implemented a Zero Liquid Discharge (ZLD) mechanism.

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

Given that the Company is in the financial services sector, this indicator is 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.

No

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

Parameter	Unit	FY Apr 2025 – Mar 2026 *(Current Financial Year)*	FY Apr 2024 – Mar 2025 *(Previous Financial Year)*
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	*Metric tonnes of CO2 equivalent*	6.65	-
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	*Metric tonnes of CO2 equivalent*	115.22	
Total Scope 1 and Scope 2 emissions per rupee of Turnover		0.0000000628	-
Total Scope 1 and Scope 2 emission intensity *(optional)* – the relevant metric may be selected by the entity		-	-
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.000001276	-

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: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF which is 20.34 for India.

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

No

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

   Yes. As part of its CSR initiatives, the Company supported an afforestation programme through SankalpTaru Foundation to promote environmental conservation and enhance green cover. The initiative involved the plantation of 336 fruit-bearing saplings under a rural livelihood support programme, with each tree being geo-tagged and monitored to ensure long-term survival. While the project does not quantify direct greenhouse gas (GHG) emission reductions, it contributes to carbon sequestration, biodiversity conservation, and ecological restoration over time.

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

Parameter	**FY Apr 2025 – Mar 2026** ***(Current Financial Year)***	**FY Apr 2024 – Mar 2025** ***(Previous Financial Year)***
Total Waste generated (in metric tonnes)		
Plastic waste ***(A)***	-	-
E-waste ***(B)***	0.1725	-
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.	0.01018	-

Sanitary pad waste		
Total (A+B + C + D + E + F + G + H)	0.18268	-
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0000000001	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.000000001914	
Waste intensity in terms of physical output	-	-
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	FY Apr 2025 – Mar 2026 *(Current Financial Year)*	FY Apr 2024 – Mar 2025 *(Previous Financial Year)*
(i) Recycled	0.18268	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	0.18268	-

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

Category of waste	FY Apr 2025 – Mar 2026 *(Current Financial Year)*	FY Apr 2024 – Mar 2025 *(Previous Financial Year)*
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations Disposed e-waste through third party	-	-
Total	-	-

Note: The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2026 by IMF which is 20.34 for India.

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

No

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 waste.

The Company follows waste segregation practices at all its office locations. Segregated waste is handed over to the building management for disposal through municipal authorities. Sanitary waste is disposed of through an authorised eco-friendly recycler, while e-waste is handed over to an authorised recycler and disposal certificates are maintained. As the Company's operations are office-based, the use of hazardous and toxic chemicals is minimal and no significant hazardous waste is generated.

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:

S. No.	Location of operations/offices	Type of Operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

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**
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:

S. No.	**Specify the law / regulation/guidelines which was not complied with**	**Provide details of the non-compliance**	**Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts**	**Corrective a ction taken, if any**

Not Applicable

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 Apr 2025 – Mar 2026 *(Current Financial Year)*	FY Apr 2024 – Mar 2025 *(Previous Financial Year)*
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
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 kilolitres)		
(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 kilolitres)	-	-

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

No

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

Parameter	**Unit**	**FY Apr 2025 – Mar 2026 *(Current Financial Year)***	**FY Apr 2024 – Mar 2025 *(Previous Financial Year)***
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	-	-
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) If yes, name of the external agency.

No

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.

   Not Applicable

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.	Sanitary Waste Recycling	Sanitary waste is collected separately and handed over to an authorised recycler (PadCare) for environmentally responsible recycling in accordance with applicable norms.	Supports diversion of sanitary waste from landfills and encourages circular waste management practices.
2.	Afforestation through CSR	The Company supported an afforestation initiative through SankalpTaru Foundation under its CSR programme. The initiative involved plantation of fruit-bearing saplings under a rural livelihood support programme, with geo-tagging and monitoring of planted trees to promote long-term environmental sustainability and community participation.	Contributes to increased green cover, carbon sequestration, biodiversity conservation and sustainable livelihoods for local communities.

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

   The Company does not currently have a formally documented Business Continuity and Disaster Management Plan.

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.

   Not Applicable

8. How many green credits have been granted or procured:
   a. By the listed entity
   b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners

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. 2

   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)
1	Association Of National Exchanges Members of India (ANMI)	National
2	Association of Investment Bankers of India (AIBI)	National

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

Not Applicable

Name of the entity	Brief of the case	Corrective Action Taken
-	-	-

Leadership Indicators

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

S. 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
-	-	-	-	-	-

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

2 ZERO HUNGER | 4 QUALITY EDUCATION | 8 DECENT WORK AND ECONOMIC GROWTH

Essential Indicator

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
Not Applicable					

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

The Company has established mechanisms under its Whistleblower Policy to enable stakeholders to report concerns relating to unethical or improper conduct through designated reporting channels. All complaints are handled confidentially and are reviewed in accordance with the Company's prescribed grievance redressal process.

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

	FY Apr 2025 – Mar 2026 Current Financial Year	FY Apr 2024 – Mar 2025 Previous Financial Year
Directly Sourced through MSME/small producers	43%	-
Directly from within India	70%	-

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 Apr 2025 – Mar 2026 Current Financial Year	FY Apr 2024 – Mar 2025 Previous Financial Year
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	-

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

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
Not Applicable	

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

S. No.	State	Aspirational District	Amount Spent (In INR)
-	-	-	-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) – Not Applicable
   (b) From which marginalized /vulnerable groups do you procure? - Not Applicable
   (c) What percentage of total procurement (by value) does it constitute? - Not Applicable

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

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of people benefited	% of beneficiaries from vulnerable

		from CSR Projects	and marginalized groups
-	-	-	-

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 has established a Customer Support SOP, Product Feedback Process, Incident Management Process and an SLA Matrix to receive, track and respond to customer complaints and feedback. These mechanisms facilitate timely resolution of customer queries, incidents and service requests in accordance with defined service levels.

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

	As percentage to turnover
Environmental and Social parameters relevant to products	-
Safe and responsible usage	3.99%
Recycling and/or safe disposal	-

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

	FY Apr 2025 – Mar 2026		Remarks	FY Apr 2024 – Mar 2025		Remarks
	Received during the year	Pending Resolution at the end of year		Received during the year	Pending Resolution at the end of year	
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security	-	-	-	-	-	-
Delivery of	-	-	-	-	-	-

essential services						
Restrictive trade practices	-	-	-	-	-	-
Unfair trade practices	-	-	-	-	-	-
Others Product related	25062	298	Complaints for Sound box and Timepay	-	-	-

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

	Number	Reason for recall
Voluntary recall	There have been no recalls on account of safety issues. Applicable	
Forced recall		

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 Cybersecurity policy establishes the cybersecurity controls required to protect the organization's IT infrastructure, applications, cloud environments, and information assets from cyber threats. It defines requirements for monitoring, access management, vulnerability management, incident response, and security awareness while ensuring compliance with regulatory standards. The policy helps mitigate risks such as cyberattacks, ransomware, unauthorized access, data breaches, system compromise, and operational disruptions.

Data Privacy Policy: This policy defines how personal and sensitive information is collected, processed, stored, shared, retained, and protected across the organization. It establishes privacy principles, user rights, consent requirements, and safeguards to ensure lawful and secure handling of personal data. The policy helps reduce risks related to privacy breaches, unauthorized disclosure, misuse of personal information, regulatory non-compliance, and loss of customer trust.

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.

No

7. Provide the following information relating to data breaches:
 a. Number of instances of data breaches- None
 b. Percentage of data breaches involving personally identifiable information of customers: Not Applicable
 c. Impact, if any, of the data breaches: Not Applicable

Leadership Indicators

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

Information on the Company's products and services is available through the Company's official website, including the dedicated Solutions section, corporate brochures, investor presentations, sales and marketing materials, and through the Company's sales and customer engagement teams.

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

User manuals and installation guides are provided along with the Company's hardware products (such as Soundbox) to educate customers on proper installation, safe usage and troubleshooting. As a fintech company, the Company also promotes responsible use of its digital payment solutions by providing guidance on the secure use of its services through its website and customer engagement channels.

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

Customers are informed of any planned disruption or discontinuation of essential services through their registered email addresses by the respective customer support teams.

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

Yes. The Company displays product information on its hardware products in accordance with applicable local laws and regulatory requirements. The Company has a customer feedback mechanism for its TimePay mobile application, enabling users to share feedback and rate their experience. No formal customer satisfaction survey or feedback mechanism is currently in place for the Company's other products and services.