

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

[As per Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

## SECTION A

### GENERAL DISCLOSURES

#### I. DETAILS

|   |  |
|---|--|
| 1. Corporate Identity Number (CIN) of the Company   | L67120MH1993PLC074411  |
| 2. Name of the Company  | 3i Infotech Limited  |
| 3. Year of incorporation  | 1993   |
| 4. Registered office address  | Tower # 5, International Infotech Park, Vashi Station Complex, Vashi, Navi Mumbai – 400703   |
| 5. Corporate office address   | Tower 2, 6th Floor, E Wing, Seawoods Grand Central, Next to Seawoods Darave Railway Station, Nerul Node, Seawoods Darave, Navi Mumbai – 400706 |
| 6. E-mail id  | <a href="mailto:investors@3i-infotech.com">investors@3i-infotech.com</a>   |
| 7. Telephone  | +91-22-7123 8000   |
| 8. Website  | <a href="http://www.3i-infotech.com">www.3i-infotech.com</a>   |
| 9. Financial year for which reporting is being done   | Financial year ended March 31, 2023  |
| 10. Name of the Stock Exchange(s) where shares are listed   | National Stock Exchange of India Limited and BSE Limited   |
| 11. Paid-up Capital   | ₹ 16,84,66,0420  |
| 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR) | Mrs. Varika Rastogi<br>Ph: +91-22-7123 8000<br>Email ID: <a href="mailto:compliance@3i-infotech.com">compliance@3i-infotech.com</a>            |
| 13. Reporting boundary  | Disclosures made in this report are on a standalone basis  |

#### II. PRODUCTS / SERVICES

##### 14. 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      | Application Automation Analytics | Application Automation Analytics | 41%                         |
| 2      | Business Process Services        | Business Process Services        | 11%                         |
| 3      | Infrastructure Managed Service   | Infrastructure Managed Service   | 31%                         |
| 4      | Others                           | Others                           | 17%                         |

##### 15. Products/Services sold by the Company (accounting for 90% of the Company's turnover):

| S. No. | Product/Service                  | NIC Code | % of Total Turnover contributed |
|--------|----------------------------------|----------|---------------------------------|
| 1      | Application Automation Analytics | 620      | 41%                             |
| 2      | Business Process Services        | 639      | 11%                             |
| 3      | Infrastructure Managed Service   | 631      | 31%                             |
| 4      | Others                           |          | 17%                             |

### III. OPERATIONS

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

| Location      | Number of plants | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National      | 1                | 19                | 20    |
| International | 0                | 12                | 12    |

#### 17. Markets served by the Company:

##### a. Number of locations

| Locations                        | Number |
|----------------------------------|--------|
| National (No. of States)         | 8      |
| International (No. of Countries) | 12     |

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

During Financial year 2022-23, the Company earned about 25% of revenue from outside India

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

One customer is IMS service and Rest billing are intercompany reimbursement of expenses and management cost

### IV. EMPLOYEES

#### 18. Details as at the end of Financial Year: March 31, 2023.

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

| Sr. No. | Particulars              | Total (A) | Male   |        | Female |         |
|---------|--------------------------|-----------|--------|--------|--------|---------|
|         |                          |           | No.(B) | %(B/A) | No.(C) | % (C/A) |
|         | EMPLOYEES                |           |        |        |        |         |
| 1       | Permanent (D)            | 4279      | 3446   | 81%    | 833    | 19%     |
| 2       | Other than Permanent (E) | 1810      | 1146   | 63%    | 664    | 37%     |
| 3       | Total employees (D+E)    | 6089      | 4592   | 75%    | 1497   | 25%     |

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

##### b. Differently abled employees:

The Company is an equal opportunity employer and treats all employees at par. Based on the income tax declarations, the Company had such employees.

| Sr. No. | Particulars                               | Total (A) | Male                    |         | Female                  |         |
|---------|---|-----------|-------------------------|---------|-------------------------|---------|
|         |   |           | Number of Employees (B) | % (B/A) | Number of Employees (C) | % (C/A) |
|         | DIFFERENTLY ABLED EMPLOYEES               |           |                         |         |                         |         |
| 1.      | Permanent (D)                             | -         | -                       | -       | -                       | -       |
| 2.      | Other than Permanent (E)                  | -         | -                       | -       | -                       | -       |
| 3.      | Total differently abled employees (D + E) | -         | -                       | -       | -                       | -       |

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

| Particulars                | Total (A) | No. and percentage of Females |         |
|----------------------------|-----------|-------------------------------|---------|
|                            |           | No. (B)                       | % (B/A) |
| Board of Directors         | 7*        | 2                             | 28.57%  |
| Key Management Personnel * | 4         | 1                             | 25%     |

\*Includes Managing Directors and CEO who is also the Key Managerial Personnel of the Company.

## 20. Turnover rate for permanent employees:

|                     | FY2022-23 |        |       | FY2021-22 |        |       | FY2020-21 |        |       |
|---------------------|-----------|--------|-------|-----------|--------|-------|-----------|--------|-------|
|                     | Male      | Female | Total | Male      | Female | Total | Male      | Female | Total |
| Permanent Employees | 32.11%    | 36.27% | 29%   | 39%       | 50%    | 41%   | 25%       | 35%    | 27%   |

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

### 21. (a) Names of holding / subsidiary / associate companies / joint ventures (As on March 31, 2023):

| 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) |
|--------|--|---|-----------------------------------|--|
|        | <b>Foreign Subsidiaries/Step Down Subsidiaries:</b>                            |   |                                   |  |
| 1      | 3i Infotech Inc.   | Step Down Subsidiary  | 100%                              | NO   |
| 2      | 3i Infotech Asia Pacific Pte Limited   | Subsidiary  | 100%                              | NO   |
| 3      | 3i Infotech SDN BHD  | Step Down Subsidiary  | 100%                              | NO   |
| 4      | 3i Infotech (UK) Limited   | Subsidiary  | 100%                              | NO   |
| 5      | 3i Infotech (Thailand) Limited   | Step Down Subsidiary  | 100%                              | NO   |
| 6      | 3i Infotech Holdings Private Limited   | Subsidiary  | 100%                              | NO   |
| 7      | 3i Infotech Saudi Arabia LLC   | Subsidiary  | 100%                              | NO   |
| 8      | 3i Infotech (Africa) Limited   | Step Down Subsidiary  | 100%                              | NO   |
| 9      | 3i Infotech (Middle East) FZ LLC   | Step Down Subsidiary  | 100%                              | NO   |
| 10     | 3i Infotech (South Africa) (Pty) Limited                                       | Step Down Subsidiary  | 100%                              | NO   |
| 11     | Rhyme Systems Limited  | Step Down Subsidiary  | 100%                              | NO   |
| 12     | 3i Infotech (Western Europe) Holdings Limited                                  | Step Down Subsidiary  | 100%                              | NO   |
| 13     | 3i Infotech (Western Europe) Group Limited                                     | Step Down Subsidiary  | 100%                              | NO   |
| 14     | 3i Infotech (Cyprus) Limited (formerly known as Black-Barret Holdings Limited) | Step Down Subsidiary  | 100%                              | NO   |
| 15     | 3i Infotech Software Solutions LLC   | Step Down Subsidiary  | 100%                              | NO   |
| 16     | NuRe Digital SDN BHD   | Step Down Subsidiary  | 100%                              | NO   |
| 17     | 3i Infotech (Canada) Inc.  | Step Down Subsidiary  | 100%                              | NO   |
| 18     | 3i Infotech Nigeria Limited  | Step Down Subsidiary  | 100%                              | NO   |
| 19     | 3i Infotech Netherlands B.V.   | Step Down Subsidiary  | 100%                              | NO   |
| 20     | NuRe Infotech Solutions Pte. Limited   | Subsidiary  | 100%                              | NO   |

| 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) |
|--------|--|---|-----------------------------------|--|
| 21     | Process Central Limited  | Joint Venture   | 47.50%                            | NO   |
| 22     | NuRe Edge Tech Inc   | Step Down Subsidiary  | 100%                              | NO   |
|        | <b>Indian Subsidiaries / Step Down Subsidiaries</b>                    |   | 100%                              | NO   |
| 23     | 3i Infotech Consultancy Services Limited                               | Subsidiary  | 100%                              | NO   |
| 24     | 3i Infotech Digital BPS Limited  | Subsidiary  | 100%                              | NO   |
| 25     | NuRe EdgeTech Private Limited  | Subsidiary  | 100%                              | NO   |
| 26     | NuRe FutureTech Private Limited  | Subsidiary  | 100%                              | NO   |
| 27     | NuRe CampusLabs Private Limited  | Subsidiary  | 100%                              | NO   |
| 28     | Versares BPS Private Limited   | Step Down Subsidiary  | 100%                              | NO   |
| 29     | NuRe MediaTech Limited   | Subsidiary  | 100%                              | NO   |
| 30     | Professional Access Software Development Private Limited               | Step Down Subsidiary  | 100%                              | NO   |

## VI. CSR DETAILS

### 22. (i) Whether Corporate Social Responsibility (CSR) is applicable as per section 135 of Companies Act, 2013:

Not Applicable

(ii) Turnover : Not Applicable

(iii) Net worth : Not Applicable

## VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No)<br><br>(If Yes, then provide web-link for grievance redress policy) | FY 2022-23<br>(Current Financial Year)     |  |         | FY 2021-22<br>(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                                       | -   | -  | -  | -       | -  | -  | -       |
| Investors (other than shareholders)               | -   | -  | -  | -       | -  | -  | -       |
| Shareholders                                      | -   | 2  | 0  | -       | 22   | 0  | -       |
| Employees and workers                             | -   | -  | -  | -       | -  | -  | -       |
| Customers   | -   | -  | -  | -       | -  | -  | -       |
| Value Chain Partners                              | -   | -  | -  | -       | -  | -  | -       |
| Other (please specify)                            | -   | -  | -  | -       | -  | -  | -       |

## 24. Overview of the Company'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 Company's 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 | 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      | Customer Privacy          | Risk                                 | As the Company has a dedicated vertical for BPO and Digital BPS services catering to diverse clients in BFSI and other critical domain across the globe, it has access to certain personal data of Customer | <ol style="list-style-type: none"> <li>1. Contractual management of Confidential Information</li> <li>2. Access controls to such designated information</li> <li>3. Periodic review of the processes and controls</li> </ol>           | Positive - As it substantially mitigates any risk of statutory penalties or contractual fines  |
| 2      | Data Security             | Risk                                 | Due to rise in Cyber-attack, risk of Data breaches, data loss, data manipulation and data exposure is high  | <ol style="list-style-type: none"> <li>1. Efficient IT security measures</li> <li>2. Compliance with ISO standards related to IT security</li> <li>3. Training, orientation and awareness to employees</li> </ol>                      | Positive - As it substantially mitigates any risk of statutory penalties or contractual fines  |
| 3      | Conflict of Interest      | Risk                                 | Due to the size and scale of the organisation along with its multiple subsidiaries, the governance structure and decision making process needs to be transparent and fair                                   | <ol style="list-style-type: none"> <li>1. Detailed process mapping under MCAR structure ( Maker, Checker, Approver and Reviewer )</li> <li>2. Detailed chart of authority with defined approval limits and delegation power</li> </ol> | Positive - Overall probability of integrity in decision making remains very high thus ensuring business interests are at the forefront                 |
| 4      | Diversity                 | Opportunity                          | To provide an inclusive working environment and culture with all underrepresented communities getting fair chance for upskilling and opportunity  | <ol style="list-style-type: none"> <li>1. By tracking the Gender Ratio metrics</li> <li>2. By providing a safe environment with periodic awareness and programs to empower different communities</li> </ol>                            | Positive - Issue of skill gap is mitigated in cross border business deals. This has the added advantage of expanding the talent pool for the industry. |

| S. No. | Material issue identified | Indicate whether risk or opportunity | Rationale for identifying the risk/opportunity  | In case of risk, approach to adapt or mitigate  | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---------------------------|--------------------------------------|---|---|--|
| 5      | Responsible AI            | Opportunity                          | With the rise of automation and artificial intelligence, the disruption of existing technologies and services is imminent | <ol style="list-style-type: none"> <li>1. By defining the policies, framework and boundaries for use of AI tools in the process of governance, delivery and execution of customer projects</li> <li>2. By ensuring Company is not averse to AI and automation, but adapts and builds on the capabilities to leverage cost optimised services for customers</li> </ol> | Positive - Efficient and better of delivering services to the end clients                      |

## SECTION B

### MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

- P1** Businesses should conduct and govern themselves with integrity and in a manner that is Ethical, Transparent and Accountable.
- P2** Businesses should provide goods and services in a manner that is sustainable and safe.
- P3** Businesses should respect and promote the well-being of all employees, including those in their value chains.
- P4** Businesses should respect the interests of and be responsive to all its stakeholders.
- P5** Businesses should respect and promote human rights.
- P6** Businesses should respect and make efforts to protect and restore the environment.
- P7** Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- P8** Businesses should promote inclusive growth and equitable development.
- P9** Businesses should engage with and provide value to their consumers in a responsible manner.

| Disclosure Questions   | P1  | P2  | P3  | P4  | P5  | P6  | P7  | P8  | P9  |
|--|---|-----|-----|-----|-----|-----|-----|-----|-----|
| 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 | Yes |
| (b) Has the policy been approved by the Board? (Yes/No)  | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| (c) Web Link of the Policies, if available   | Yes   | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 2. Whether the entity has translated the policy into procedures. (Yes / No)  | Yes   | 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 | Yes |
| 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. |   |     |     |     |     |     |     |     |     |
| ISO 9001:2015  | Yes   | N/A | Yes | Yes | N/A | N/A | N/A | N/A | Yes |
| ISO 20000:2018   | Yes   | N/A | Yes | Yes | N/A | N/A | N/A | N/A | Yes |
| ISO 27001:2013   | Yes   | N/A | Yes | Yes | N/A | N/A | N/A | N/A | Yes |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.   | We don't have mandated targets, commitments, or evaluation process for all policies. We have procedures in place to track key parameters like customer NPS, shareholder complaints, employee satisfaction surveys, consumption of resources like water, paper, electricity consumption.   |     |     |     |     |     |     |     |     |
| 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.  | We track key parameters in policies and record it for learning and development to enhance our policies.   |     |     |     |     |     |     |     |     |
| Governance, leadership and oversight   |   |     |     |     |     |     |     |     |     |
| 7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)                                      | Doing business in a responsible and sustainable manner is one of the key imperatives for us. We continuously engage in discussion with all our stakeholders to identify key ESG issues and have identified Ethical Business Conduct, Efficient and Transparent Customer Service, Corporate Governance, Risk Management, Human Capital Development, Engagement with Communities and Environmental Footprint to be some of the most important issues. We have a highly qualified and diversified Board and ESG executive forum which oversees the Company's ESG journey. We instituted practices like Comprehensive Code of Conduct and Business Ethics, sound risk culture, digitisation of business, launching innovative products, investment in emerging areas of cybersecurity and information security, Employee welfare policies, monitoring consumption of resources and taking targets towards reduction in consumption of electricity, fuel and paper and various other practices |     |     |     |     |     |     |     |     |

| Disclosure Questions  | P1   | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|--|----|----|----|----|----|----|----|----|
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).   | Mr. Thompson Gnanam, Managing Director and Global CEO (DIN-07865431)   |    |    |    |    |    |    |    |    |
| 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. | The Company has in place an Executive level ESG forum comprising of various functional heads to oversee the sustainability related issues. |    |    |    |    |    |    |    |    |



## 10. Details of Review of NGRBCs by the Company:

| Subject for Review   | Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee  |    |    |    |    |    |    |    |    | Frequency(Annually/ Half yearly/ Quarterly/ Any other – please specify) |    |    |    |    |    |    |    |    |
|--|---|----|----|----|----|----|----|----|----|---|----|----|----|----|----|----|----|----|
|  | 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  | All the policies of the Company are approved by the Board and reviewed periodically or on a need basis by Executive Committee as a part of ESG review.<br><br>The effectiveness of the policies is evaluated and necessary amendments to policies and procedures are implemented. |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |
| Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances | The Company complies with the extant regulations and principles as are applicable.  |    |    |    |    |    |    |    |    |   |    |    |    |    |    |    |    |    |

## 11. Has the Company carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

No. The Company carried out independent assessment/evaluation of the working of its policies by an external agency.

## 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 Company does not consider the Principles material to its business (Yes/No)   | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| The Company is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| The Company does not have the financial or/human and technical resources available for the task (Yes/No)                         | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| It is planned to be done in the next financial year (Yes/No)   | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Any other reason (please specify)  | NA | NA | NA | NA | NA | NA | NA | NA | NA |

## SECTION C

### PRINCIPLE WISE PERFORMANCE DISCLOSURES

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

#### ESSENTIAL INDICATORS

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

| Segment                           | Total number of training and awareness programmes held | Topics/principles covered under the training and its impact  | %age of persons in respective category covered by the awareness programmes |
|-----------------------------------|--|--|--|
| Board of Directors                | 1  | Sustainable Growth Model in the interest of all stakeholders | 100%   |
| Key Managerial Personnel          | There is no specific training and awareness programmes |  |  |
| Employees other than BoD and KMPs | There is no specific training and awareness programmes |  |  |
| Workers                           | Not Applicable   |  |  |

**2. Details of fines/penalties / punishment / award / compounding fees /settlement amount paid in proceedings (by the Company or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format:**

(Note: The Company shall make disclosures based on materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the Company's website):

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:**

Not applicable

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

The Company's reputation for honesty, integrity and fair dealing is an invaluable component of the Company's financial success, and of the personal satisfaction of its Employees. Among the several anti-corruption legislations worldwide, the one relevant to the Company, its Employees and third party agents is the U.S. Foreign Corrupt Practices Act ("FCPA"), the Bribery Act, 2010 and the Prevention of Corruption Act, 1988 ("PCA").

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

| Particulars | FY2022-23 | FY2021-22 |
|-------------|-----------|-----------|
| Directors   | Nil       | Nil       |
| KMPs        | Nil       | Nil       |
| Employees   | Nil       | Nil       |
| Workers     | Nil       | Nil       |

**6. Details of complaints regarding conflict of interest:**

| Particulars  | FY2022-23 |         | FY2021-22 |         |
|--|-----------|---------|-----------|---------|
|  | Number    | Remarks | Number    | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | Nil       | NA      | Nil       | NA      |
| Number of complaints received in relation to issues of Conflict of interest of the KMPs      | Nil       | NA      | Nil       | NA      |

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

Not applicable

**LEADERSHIP INDICATORS**

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

There is no specific awareness programmes for value chain partners.

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

Yes, the Company has Code of Conduct for Board of Directors and Senior Management Personnel which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Company receives an annual declaration from its Board of Directors and Senior Management Personnel on the entities they are interested in, and ensures requisite approvals as required under the applicable laws are taken prior to entering into transactions with such entities.

**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 Company, respectively:**

Not applicable

**2. a. Does the Company have procedures in place for sustainable sourcing?**

**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:**

Not applicable

**4. Whether Extended Producer Responsibility (EPR) is applicable to the Company's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same:**

Not applicable

**LEADERSHIP INDICATORS**

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

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. 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

**4. 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 No.<br>(A)          | Health insurance |        | Accident insurance |        | Maternity<br>benefits | Paternity<br>Benefits | Day Care<br>facilities |
|                                |                           | No. (B)          | %(B/A) | No. (C)            | %(C/A) |                       |                       |                        |
| Permanent employees            |                           |                  |        |                    |        |                       |                       |                        |
| Male                           | 6191                      | 2427             | 39.20% | 2427               | 39.20% | NA                    | NA                    | NA                     |
| Female                         | 2454                      | 497              | 20.25% | 497                | 20.25% |                       |                       |                        |
| Total                          | 8645                      | 2924             | 33.82% | 2924               | 33.82% |                       |                       |                        |
| Other than Permanent employees |                           |                  |        |                    |        |                       |                       |                        |
| Male                           | Nil                       | Nil              | Nil    | Nil                | Nil    | NA                    | NA                    | NA                     |
| Female                         | Nil                       | Nil              | Nil    | Nil                | Nil    |                       |                       |                        |
| Total                          | Nil                       | Nil              | Nil    | Nil                | Nil    |                       |                       |                        |

**2. Details of retirement benefits, for current and previous Financial Year:**

| Benefits                | FY 2022-23<br>(Current Financial Year)            |   |  | FY 2021-22<br>(Previous Financial Year)           |   |  |
|-------------------------|---|---|--|---|---|--|
|                         | No of employees covered as a % of total employees | No of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) | No of employees covered as a % of total employees | No of workers covered as a % of total workers | Deducted and deposited with the authority (Y/N/N.A.) |
| PF                      | 70%   | 0   | 6072   | 78%   | 0   | 6686   |
| Gratuity                | 0   | 0   | NA   | 0   | 0   | NA   |
| ESI                     | 38%   | 0   | 3325   | 37%   | 0   | 3160   |
| Others – please specify | 0   | -   | NA   | 0   | -   | NA   |

**3. Accessibility of workplaces are the premises / offices of the Company 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 Company in this regard: No**

Following steps are taken by the Company

- Asset Insurance covered across all Pan India locations- Which cover -different type of disasters - earthquake, STFI, Terrorism.
- Under Health and safety- We are conducting Food and Water test on quarterly basis.
- Servicing of equipment- Office Air conditioning system and water coolers.
- Indoor plants installed in office premises to maintain the CO2 level.
- Employees covered under Corporate Group Medical and Accident insurance policy.

Below mentioned details will implemented in future

- Procurement of Wheel chair and Stretcher at each location where is not available.
- Noise testing within office premises
- Indoor Air Quality testing within office premises
- DG set noise and stack monitoring
- Identification of Hazardous waste and disposal as per safety guidelines
- Health and safety policy need to implement along with safety checklist as per occupational health and safety Guideline- 45001:2018
- Lux level measurement on quarterly basis.

**4. Does the Company 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**

**Scope:** This policy will be applicable to all the employees at 3i Infotech Limited and its subsidiaries and aims to promote inclusiveness and equal opportunity to all.

**Equal Opportunity & Non-discrimination:** The organisation would provide differently abled persons with necessary facilities and amenities to enable them to effectively perform their duties for which they are employed.

**Accessibility:** The organisation shall provide suitable infrastructure subject to practical feasibility to enable differently abled employees to have access to common facilities including physical environment, information and communications including technologies and systems without any inconvenience.

**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%           | Not Applicable      | Not Applicable |
| Female | 93%                 | 93%            | Not Applicable      | Not Applicable |
| Total  | 97%                 | 97%            | Not Applicable      | Not Applicable |

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

|                                | Yes/No<br>(If Yes, then give details of the mechanism in brief)                                 |
|--------------------------------|---|
| Permanent Employees            | This policy will be applicable to all the employees of 3i Infotech Limited and its subsidiaries |
| Other than Permanent Employees | The Company does not have any workers as defined in the guidance note on BRSR.                  |

"Grievances or complaint" includes any communication that expresses dissatisfaction, in respect of the conduct or any act of omission or commission or deficiency of service and in the nature of seeking a remedial action but do not include the following: -

- Complaints that are incomplete or not specific in nature;
- Communications in the nature of suggestions;
- Communications seeking guidance or explanation;

All Grievance related to fraud/suspected fraud or sexual harassment shall be excluded from the preview of this policy

- The aggrieved employee shall represent his/her grievance either in person orally or in writing to the committee as per the attached format
- The Committee shall receive the application/complaint from employees and acknowledge the receipt within 3 working days
- The Committee shall analyse the complaints and submit its recommendations to the Global HR Head within 15 working days from the date of receipt of application/complaints
- The grievance needs to be redressed and disposed of as soon as possible however not exceeding 30 working days from the date of receipt
- If there is any dispute with regard to the procedure or the decision, then the matter shall be referred to MD and Global CEO
- In case the grievance is baseless or cannot be resolved, the committee shall communicate the same to employee

#### Grievance Committee

Mr. Mahendran Rajendran will be In-charge of the Grievance Cell and will maintain all the correspondence records etc. related to such grievances and will liaison with concern authorities in this record. In case of any dispute with regard to the grievance procedure the matter will be referred to the MD and Global CEO and his decision in this regard will be final and binding.

#### 7. Membership of employees and worker in association(s) or Unions recognised by the Listed Company.

| Category                         | FY 2022-23<br>(Current Financial Year)                       |  |           | FY 2021-22<br>(Previous Financial Year)                          |   |         |
|----------------------------------|--|--|-----------|--|---|---------|
|                                  | Total employees/<br>workers in<br>respective<br>category (A) | No of<br>employees/<br>workers in<br>respective<br>category,<br>who are<br>part of<br>association(s)<br>or Union (B) | % (B / A) | Total<br>employees /<br>workers in<br>respective<br>category (C) | No of<br>employees /<br>workers in<br>respective<br>category,<br>who are<br>part of<br>association(s)<br>or Union (D) | % (D/C) |
| <b>Total Permanent Employees</b> | 8645   | 34   | 0.39%     | 8623   | 38  | 0.44%   |
| - Male                           | 6191   | 27   | 0.44%     | 6553   | 30  | 0.46%   |
| - Female                         | 2454   | 7  | 0.29%     | 2070   | 8   | 0.39%   |
| <b>Total Permanent Workers</b>   | 0  | 0  | 0         | 0  | 0   | 0       |
| - Male                           | 0  | 0  | 0         | 0  | 0   | 0       |
| - Female                         | 0  | 0  | 0         | 0  | 0   | 0       |

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

| Category  | FY 2022-23 (Current Financial Year) |                               |         |                      |         | FY 2021-22 (Previous Financial Year) |                               |         |                      |         |
|-----------|-------------------------------------|-------------------------------|---------|----------------------|---------|--------------------------------------|-------------------------------|---------|----------------------|---------|
|           | Total (A)                           | On Health and safety measures |         | On Skill upgradation |         | Total (D)                            | On Health and safety measures |         | On Skill upgradation |         |
|           |                                     | No. (B)                       | % (B/A) | No. (C)              | % (C/A) |                                      | No. (E)                       | % (E/D) | No. (F)              | % (F/D) |
| Employees |                                     |                               |         |                      |         |                                      |                               |         |                      |         |
| Male      | 6191                                | 4300                          | 69.46%  | 347                  | 5.60%   | 6553                                 | No drills were conducted      |         | 142                  | 2.17%   |
| Female    | 2454                                | 1366                          | 55.66%  | 140                  | 5.70%   | 2070                                 |                               |         | 55                   | 2.66%   |
| Total     | 8645                                | 5666                          | 65.54%  | 487                  | 5.63%   | 8623                                 |                               |         | 197                  | 2.28%   |

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

| Category          | FY2022-23   |             |            | FY2021-22   |             |            |
|-------------------|-------------|-------------|------------|-------------|-------------|------------|
|                   | Total (A)   | No. (B)     | % (B/A)    | Total (A)   | No. (B)     | % (B/ A)   |
| <b>Employees*</b> |             |             |            |             |             |            |
| Male              | 6191        | 2378        | 38%        | 6191        | 1732        | 28%        |
| Female            | 2454        | 547         | 22%        | 2454        | 285         | 12%        |
| <b>Total</b>      | <b>8645</b> | <b>2925</b> | <b>34%</b> | <b>8645</b> | <b>2017</b> | <b>23%</b> |

## 10. Health and safety management system:

### a. Implementation of occupational health and safety management system by the Company along with extent of coverage.

Not Applicable

### b. Processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company.

Not Applicable

### c. Processes for identification and reporting of occupational hazards by workers and action to be taken.

This is not applicable to the Company since we do not have workers as in the guidance note on BRSR, issued by SEBI.

### d. Do the employees/ workers of the Company have access to non-occupational medical and healthcare services?

No

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

| Safety Incident/Number  | Category  | FY 2022-23<br>(Current Financial Year) | FY 2021-22<br>(Previous Financial Year) |
|---|-----------|--|---|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) | Employees | Not Applicable                         | Not Applicable                          |
|   | Workers   | Not Applicable                         | Not Applicable                          |
| Total recordable work-related injuries  | Employees | Not Applicable                         | Not Applicable                          |
|   | Workers   | Not Applicable                         | Not Applicable                          |
| No. of fatalities   | Employees | Not Applicable                         | Not Applicable                          |
|   | Workers   | Not Applicable                         | Not Applicable                          |
| High consequence work-related injury or ill-health (excluding fatalities)     | Employees | Not Applicable                         | Not Applicable                          |
|   | Workers   | Not Applicable                         | Not Applicable                          |

## 12. Measures taken by the Company to ensure a safe and healthy workplace:

- Training on "Prevention of Sexual Harassment" for all employees
- Fire Drills at all locations
- Health Talk - Healthy way to handle life stressors
- Health Talk - Women and Wellness
- Health Talk -The Right Ergonomic Posture at the Workplace
- Health Talk - Emotional Wellness
- Health Talk - Diet & Nutrition

- Health Talk - Thyroid Awareness
- Health Talk – Orthopedics
- Health Talk – Gastrointestinal
- Health Talk – Ophthalmology
- Health Talk – Dermatology
- Health Talk - Women's Day special Gynac & Female health
- Eye Check-up Camp at various locations
- Health Insurance for Employees

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

| Particular         | FY2022-23             |                                       |         | FY 2021-22            |                                       |         |
|--------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                    | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution At the end of Year | Remarks |
| Working Conditions | 0                     | 0                                     | Nil     | 0                     | 0                                     | Nil     |
| Health and Safety  | 0                     | 0                                     | Nil     | 0                     | 0                                     | Nil     |

**14. Assessments for the year:**

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

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

Not applicable.

**LEADERSHIP INDICATORS**

- Does the Company extend any life insurance or any compensatory package in the event of death of employees (Y/N)?  
No
- Provide the measures undertaken by the Company to ensure that statutory dues have been deducted and deposited by the value chain partners:  
No



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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

| Particulars | Total no.of affected employees/workers |                                      | No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment |                                      |
|-------------|--|--------------------------------------|---|--------------------------------------|
|             | FY 2022-23 (Current Financial Year)    | FY 2021-22 (Previous Financial Year) | FY 2022-23 (Current Financial Year)   | FY 2021-22 (Previous Financial Year) |
| Employees   | 0                                      | 0                                    | 0   | 0                                    |
| Workers     | NA                                     | NA                                   | NA  | NA                                   |

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

No the Company does not provide transition assistance programs

5. Details on assessment of value chain partners:

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

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 Company:

The first step in stakeholder management is identifying your stakeholders. These can be internal or external.

Internal are those who are part of your organisation or your team with whom you interact more and are more accessible to you. You have more control over internal stakeholders.

External are those who are not part of your organisation but are having links with you for various business purposes. You have less control over external stakeholders.

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

| Stakeholder Group | Whether identified as Vulnerable and Marginalised Group (Yes/ No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website) Others | Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement   |
|-------------------|---|--|--|---|
| Shareholders      | No  | Email, Newspaper, Website  | Quarterly, Event Basis   | <ul style="list-style-type: none"> <li>Financial Results, Investor related information</li> </ul> |

## LEADERSHIP INDICATORS

### 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board:

Once stakeholders are identified, the next step is to have a plan for interacting with them to get them connected with us. For this, a stakeholder engagement plan needs to be in place. It ensures continuous and effective communication between us and stakeholders.

Plan should include information about

- a) Frequency of communication.
- b) Who will be engaged from either side in every segment of business.
- c) Mode of engagement i.e., questionnaire, interviews, periodic meetings, mailers etc.
- d) Decisions / Approvals from decision makers

Once the engagement plan for stakeholders is in place, it is important to bring it to execution. This results in interaction with stakeholders. As this interaction will be more frequent and precise, it helps more and more in gaining trust of stakeholders as well as monitoring stakeholders.

Creating an open channel where stakeholders can voice their opinions is essential for the success of any organisation. Stakeholders should be able to interact with us irrespective of factors like race, gender, culture, language etc.

This interaction needs to be bi-directional. As we get opinions, suggestions, feedback from stakeholders, it is essential to report back to stakeholders on how their needs / requirements / complaints are addressed.

### 2. Whether stakeholder consultation is used to support the identification and management of environmental and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the Company:

In many cases, satisfaction as well as the performance of stakeholders affect the success or failure of our organisation, we need to monitor them closely.

Periodically, the performance of the stakeholders needs to be monitored using various methods like public surveys, audits, evaluation etc.

Whenever required, action needs to be taken to get desired results from stakeholders or fulfil the requirements of stakeholders.

Similarly, we need to report back to stakeholders informing them about the status of commitments made to them.

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

Not Applicable

## PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### ESSENTIAL INDICATORS

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

No Training had been provided to employee

## 2. Details of minimum wages paid to employees:

Salaries paid to employees are much more than minimum rates of wages prescribed by the Government Authorities.

| Category  | FY 2022-23 (Current Financial Year) |                       |         |                        |         | FY 2021-22 (Previous Financial Year) |                       |         |                        |         |
|-----------|-------------------------------------|-----------------------|---------|------------------------|---------|--------------------------------------|-----------------------|---------|------------------------|---------|
|           | Total (A)                           | Equal Minimum Wage to |         | More Minimum wage than |         | Total (D)                            | Equal Minimum Wage to |         | More Minimum Wage than |         |
|           |                                     | No. (B)               | % (B/A) | No. (C/A)              | % (C/A) |                                      | No. (E)               | No. (D) | No. (F)                | % (F/D) |
| Employees |                                     |                       |         |                        |         |                                      |                       |         |                        |         |
| Permanent | 4833                                | 125                   | 3%      | 4708                   | 97%     | 6291                                 | 197                   | 3.13%   | 6094                   | 96.87%  |
| Male      | 3803                                | 75                    | 2%      | 3728                   | 98%     | 4974                                 | 110                   | 2.21%   | 4864                   | 97.79%  |
| Female    | 1030                                | 50                    | 5%      | 980                    | 95%     | 1317                                 | 87                    | 6.61%   | 1230                   | 93.39%  |

## 3. Details of remuneration/salary:

| Particulars                             | Male   |   | Female |   |
|---|--------|---|--------|---|
|   | Number | Median remuneration/ salary/ wages of respective category (₹) | Number | Median remuneration/ salary/ wages of respective category |
| <b>Board of Directors (BOD)</b>         | 5      | 22958214  | 2      | 0   |
| <b>Key Managerial Personnel (KMP)</b>   | 3      | 13506020  | 1      | 4787796   |
| <b>Employees other than BOD and KMP</b> | 5619   | 478045  | 1977   | 366954  |
| <b>Workers</b>                          | 0      | Not Applicable  | 0      | Not Applicable  |

## 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 employees may approach their respective Business HRs in case of any grievances.

As such, Business HRs serve as the primary point of contact for addressing such concerns in accordance with the Company's commitment to upholding human rights standards and ensuring a safe and respectful work environment for all employees. To ensure all employees have unfettered access for raising such concerns, 3i Infotech has institutionalised transparent Helpdesk Ticketing system which has visibility to senior leadership for effective redressal.

## 5. Internal mechanisms in place to redress grievances related to human rights issues:

The company has established a process where employees may reach out to their respective Business HRs through various modes of communication, including but not limited to verbal, telephonic or mail. This mechanism ensures that employees have a means to voice their concerns and seek redressal in a timely and effective manner. The company encourages all employees to utilise this grievance redressal mechanism in accordance with its commitment to fostering a safe and respectful work environment that upholds human rights standards. 3i Infotech had also institutionalised Grievance Redressal Framework at work place with escalation mechanism to effectively address grievances on time.

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

| Category                    | FY2022-23             |                                       |         | FY2021-22             |                                       |         |
|-----------------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                             | 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                                   | NA      | Nil                   | Nil                                   | NA      |
| Discrimination at workplace | Nil                   | Nil                                   | NA      | Nil                   | Nil                                   | NA      |
| Child Labour                | Nil                   | Nil                                   | NA      | Nil                   | Nil                                   | NA      |

| Category                          | FY2022-23             |                                       |         | FY2021-22             |                                       |         |
|-----------------------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                                   | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Forced Labour/Involuntary Labor   | Nil                   | Nil                                   | NA      | Nil                   | Nil                                   | NA      |
| Wages                             | Nil                   | Nil                                   | NA      | Nil                   | Nil                                   | NA      |
| Other human rights related issues | Nil                   | Nil                                   | NA      | Nil                   | Nil                                   | NA      |

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

The company implemented various mechanisms such as:

Confidentiality: Ensuring that the complainant's identified are kept confidential to prevent retaliation or discrimination. POSH or any Grievance related matters are dealt with very high confidentiality for both complainant & any relevant witnesses in such scenarios.

Fair and Impartial Investigation: Ensuring that any investigation of the complaint is conducted in a fair and impartial manner and that the complainant is given an opportunity to present their case.

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

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

**9. Assessments for the year:**

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

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

Not applicable.

**LEADERSHIP INDICATORS**

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

Not applicable

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

As part of Human Resource Framework, principles of Natural Justice is institutionalised in its employee lifecycle processes.

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

Yes. The premise/office of the Company is accessible to differently abled visitors.

#### 4. Details on assessment of value chain partners:

|   | % of value chain partners (by value of business done with such partners) that were assessed   |
|---|---|
| <b>Sexual Harassment</b>                | In all of our dealings, the Company expects its value chain partners to uphold the same values, beliefs, and business ethics as the Company. However, no formal examination of value chain partners has been conducted. |
| <b>Discrimination at workplace</b>      |   |
| <b>Child Labour</b>                     |   |
| <b>Forced Labour/Involuntary Labour</b> |   |
| <b>Wages</b>                            |   |
| <b>Others – please specify</b>          |   |

#### 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:

| Parameter                                    | FY2023  | FY2022  |
|--|---------|---------|
| Total electricity consumption (A)            | 2346783 | 2432824 |
| Total fuel consumption (B)                   | Nil     | Nil     |
| Energy consumption through other sources (C) | NA      | NA      |
| Total energy consumption (A+B+C)             | 2346783 | 2432824 |
| Energy intensity per ₹ million of turnover   | -       | -       |

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

No

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

Not applicable

#### 3. Details of disclosures related to water:

| Parameter  | FY 2023  | FY2022   |
|--|----------|----------|
| Water withdrawal by source (in kiloliters)                                     |          |          |
| (i) Surface water  | NA       | NA       |
| (ii) Groundwater   | NA       | NA       |
| (iii) Third party water  | 19319    | 31328    |
| (iv) Seawater / desalinated water  | NA       | NA       |
| (v) Others   | 269.42   | 222.82   |
| Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)       | 19588.42 | 31550.82 |
| Total volume of water consumption (in kiloliters)                              | 19588.42 | 31550.82 |
| Water intensity per rupee of turnover (Water consumed / turnover)              | NA       | NA       |
| Water intensity (optional) – the relevant metric may be selected by the entity | NA       | NA       |

4. **Has the Company implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation:**  
Not applicable
5. **Details of air emissions (other than GHG emissions) by the Company:**  
Not applicable
6. **Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity:**  
Not Applicable
7. **Does the Company have any project related to reducing Green House Gas emission? If Yes, then provide details:**  
Yes
  1. Use of LED lights in premises
  2. Electricity Savings initiatives
  3. Encourage employees to take public transport
8. **Provide details related to waste management by the Company:**  
Not Applicable
9. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes:**  
Not Applicable
10. **If the Company 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;**  
Not applicable
11. **Details of environmental impact assessments of projects undertaken by the Company based on applicable laws, in the current financial year(FY2022-23):**  
Not applicable
12. **Is the Company 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:**  
Not Applicable

#### LEADERSHIP INDICATORS

1. **Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non- renewable sources:**  
Not Applicable
2. **Details related to water discharged:**  
Not Applicable

### 3. 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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption, and discharge

| Parameter  | FY 2022-23<br>(Current Financial<br>Year) | FY 2021-22<br>(Previous Financial<br>Year) |
|--|---|--|
| Water withdrawal by source (in kilolitres)                                     |   |  |
| (i) Surface water  | NA  | NA   |
| (ii) Groundwater   | NA  | NA   |
| (iii) Third party water  | NA  | NA   |
| (iv) Seawater / desalinated water  | NA  | NA   |
| (v) Others   | NA  | NA   |
| Total volume of water withdrawal (in kilolitres)                               | NA  | NA   |
| Total volume of water consumption (in kilolitres)                              | 19588.42                                  | 31550.82                                   |
| 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   | NA  | NA   |
| - No treatment   | NA  | NA   |
| - With treatment – please specify level of treatment                           | NA  | NA   |
| (ii) Into Groundwater  | NA  | NA   |
| - No treatment   | NA  | NA   |
| - With treatment – please specify level of treatment                           | NA  | NA   |
| (iii) Into Seawater  | NA  | NA   |
| - No treatment   | NA  | NA   |
| - With treatment – please specify level of treatment                           | NA  | NA   |
| (iv) Sent to third-parties   | NA  | NA   |
| - No treatment   | NA  | NA   |
| - With treatment – please specify level of treatment                           | NA  | NA   |
| (v) Others   | NA  | NA   |
| - No treatment   | NA  | NA   |
| - With treatment – please specify level of treatment                           | NA  | NA   |
| Total water discharged (in kilolitres)   | NA  | NA   |

**4. Please provide details of total Scope 3 emissions and its intensity, in the following format:**

| Parameter   | Unit  | FY 2022-23 | FY 2021-22 |
|---|---|------------|------------|
| 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) | Metric tonnes of CO <sub>2</sub> equivalent | NA         | NA         |
| Total Scope 3 emissions per rupee of turnover   |   | NA         | NA         |

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

Our Company does not have any significant direct and indirect impact on ecologically sensitive areas.

**6. If the Company 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 |
|----------------|-----------------------|--|---------------------------|
| Not Applicable |                       |  |                           |

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

<https://nextcloudtest.3i-infotech.com/index.php/s/XS9FXxEK93jnTxb>

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

Not Applicable

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

Not Applicable

PRINCIPLE 7 BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT

**ESSENTIAL INDICATORS**

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

2

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

| Sr. No. | Name of the trade and industry chambers/ associations            | Reach of trade and industry chambers/ associations (State/National) |
|---------|--|---|
| 1       | BCCI - Bombay Chamber of Commerce & Industry                     | State, Maharashtra  |
| 2       | NASSCOM - National Association of Software and Service Companies | National, India   |

**2. Details of corrective action taken or underway on any issues related to anti-competitive conduct by the Company, based on adverse orders from regulatory authorities:**

Nil.

**LEADERSHIP INDICATORS**

**1. Details of public policy positions advocated by the Company:**

Not Applicable



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

### ESSENTIAL INDICATORS

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

Not applicable

- Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your Company:**

Not applicable

- Describe the mechanisms to receive and redress grievances of the community:**

The Company has set up a framework of multiple mechanisms to receive and redress grievances, for the community.

The following steps are followed by the Company:

- The Committee shall receive the application/complaint and shall analyse the complaints and submit its recommendations.
- Regular interactions with community by physical visits, virtual meetings, feedbacks, review of outcomes.
- The grievance needs to be redressed and disposed of as soon as possible.

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

| Parameter   | FY 2022-23<br>(Current Financial Year) | FY 2021-22<br>(Previous Financial Year) |
|---|--|---|
| Directly sourced from MSMEs/ small producers                        | 37%                                    | 24%                                     |
| Sourced directly from within the district and neighboring districts | NA                                     | NA                                      |

### LEADERSHIP INDICATORS

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

Not applicable.

- CSR projects undertaken by your Company in designated aspirational districts as identified by government:**

Not Applicable

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups?** Not Applicable

**(b) From which marginalised /vulnerable groups do you procure?** Not Applicable

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

Not Applicable

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

For Application Automation Analytics, we have Momena+, Flexib+, CampusLab products which we have shown to regulators as "Capital Work in Progress CWIP" - Under Development phase, hence we cannot comment on the value or amount generated out of it. We can only say these products will generate value in FY24

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

No

## 6. Details of beneficiaries of CSR Projects:

Not Applicable

## PRINCIPLE 9 BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

### ESSENTIAL INDICATORS

#### 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:

- Every business function has a mechanism to handle customer complaints and feedback.
- Teams have defined escalation matrix which is used to handle customer complaints at various levels.
- Every team has a customer representative who interacts with customers.
- Whenever a customer gives any feedback, same is discussed among team members and based on this discussion, future plans are prepared.
- Periodic meetings with customers are planned to take care of their complaints as well as feedback.
- If in case of any customer complaint, data including issue details are received by customer representative and solution of issue is done by following below steps:
  - o Customer Representative contacts internal concerned team and provide them details about complaints.
  - o Cross functional team performs effective root cause analysis of the issue.
  - o Correction is planned and implemented.
  - o Corrective actions are implemented.
  - o Preventive actions are implemented.
  - o All this data is provided to customer by representative as a part of closure of complaint.
  - o Follow up is taken to ensure customer has accepted the closure of the issue.

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

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

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

|                                | FY2022-23                |                                   |         | FY2021-22                |                                   |         |
|--------------------------------|--------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|---------|
|                                | Received during the year | Pending resolution at end of year | Remarks | Received during the year | Pending resolution at end of year | Remarks |
| Data privacy                   | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |
| Advertising                    | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |
| Cyber-security                 | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |
| Delivery of essential services | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |
| Restrictive Trade Practices    | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |
| Unfair Trade Practices         | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |
| Other                          | Nil                      | Nil                               | NA      | Nil                      | Nil                               | NA      |

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

Not applicable

**5. Does the Company have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy:**

ISO 27001 certification

**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:**

Not applicable

**LEADERSHIP INDICATORS**

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

Information on products and services of the Company can be accessed on 3i-infotech.com

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

Not Applicable

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

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

- a) Website
- b) Email and SMS
- c) Direct Customer visit

**4. Does the Company display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief:**

Not Applicable

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

No

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

**a. Number of instances of data breaches along with impact**

Not Applicable

**b. Percentage of data breaches involving personally identifiable information of customers**

Not Applicable