Date: September 2, 2023

To, **BSE Limited,** Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai – 400001 **BSE Scrip Code: 543451**	**To,** **National Stock Exchange of India Limited,** Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai - 400051 **NSE Scrip Symbol: AGSTRA**

Sub: Business Responsibility and Sustainability Report for FY 2022-23

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed, the Business Responsibility and Sustainability Report ("BRSR") of the Company for FY 2022-23, which also forms part of the Annual Report for FY 2022-23 submitted to the exchanges vide our letter dated September 2, 2023.

The same can also be accessed on the website of the Company at: www.agsindia.com

Kindly take the above on record.

Thanking You,
Yours Sincerely,
For **AGS Transact Technologies Limited**

SNEHA PRABHAKAR KADAM
Digitally signed by SNEHA PRABHAKAR KADAM
Date: 2023.09.02 19:46:10 +05'30'

Sneha Kadam
Company Secretary
(Mem No: ACS 31215)

Encl: Business Responsibility and Sustainability Report

AGS Transact Technologies Ltd. www.agsindia.com

REGISTERED OFFICE
601 - 602, B-Wing, Trade World,
Kamala City, Senapati Bapat Marg,
Lower Parel (W), Mumbai - 400 013
Phone: +91-22-6781 2000
Fax: +91-22-2493 5384
CIN-L72200MH2002PLC138213

CORPORATE OFFICE
1401-A & 1402,
One International Centre,
Tower-3, 14th Floor, S.B. Marg,
Prabhadevi (W), Mumbai - 400 013
Phone: +91-22-7181 8181

ANNEXURE 9

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity:

1.	Corporate Identity Number (CIN) of the Listed Entity	L72200MH2002PLC138213
2.	Name of the Listed Entity	AGS Transact Technologies Limited
3.	Year of incorporation	11 December 2002
4.	Registered office address	601-602, Trade World, B-Wing, Kamala Mill Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 400013, Maharashtra, India
5.	Corporate address	14th Floor, Tower 3, One International Center, Senapati Bapat Marg, Prabhadevi (West), Mumbai – 400013, Maharashtra, India
6.	E-mail	companysecretary@agsindia.com
7.	Telephone	Registered Office: +91-22-6781-2000 Corporate Office: +91-22-7181-8181
8.	Website	www.agsindia.com
9.	Financial year for which reporting is being done	31 March 2023
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11.	Paid-up Capital	121,403,076 equity shares of ₹ 10/- each
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Sneha Kadam Company Secretary & Compliance Officer Contact No: +91-22-7181-8181 Email ID: companysecretary@agsindia.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).	The disclosures under this Report are made 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.	ATM and Management services, AMC Services and upgrades, Digital payment services	The Company is in the business of supplying, installing and managing technology-based payment solutions, automation products and providing related services to its customers in Banking, Petroleum, Colour and Retail sectors. The Company also provides complete ATM Outsourcing, Intelligent Cash Deposit (ICD), ATM Managed Services, Digital payment services which includes toll and transit solutions, services through point of sale (POS) machine, transaction switching and processing services to various banks, financial institutions and other companies.	91.35%

15. 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.	ATM and Management services	82990	62.42%
2.	AMC Services and upgrades	82990	19.00%
3.	Digital payment services	82990	9.93%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	1	33	34
International	0	0	0

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	26
International (No. of Countries)	0

b.	**What is the contribution of exports as a percentage of the total turnover of the entity?**	0.095
c.	**A brief on types of customers**	AGS Transact is one of the largest integrated omni-channel payment solutions providers in India in terms of providing digital and cash-based solutions to banks and corporate clients. We provide customised products and services comprising ATM and Cash Recycler Machines (CRM) outsourcing, cash management and digital payment solutions including merchant solutions and transaction processing services. Our major customers include leading Banks, Financial Institutions, OMCs, Fintech/ e-commerce players, and Retailers.

IV. Employees

18. Details as at the end of 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)**	1299	1215	93.53%	84	6.47%
2.	**Other than Permanent (E)**	1485	1344	90.51%	141	9.49%
3.	**Total employees (D + E)**	2784	2559	91.92%	225	8.08%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total workers(F + G)	0	0	0	0	0

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)	1	0	0	1	100%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	1	0	0	1	100%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	0	0	0	0	0

19. **Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel*	3	1	33.33%

*Key Management Personnel are Managing Director (Chairman & MD), Chief Financial Officer (CFO) and Company Secretary (CS). Data as on 31 March 2023.

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

	FY 2022-2023 (Turnover rate in current FY)			FY 2021-2022 (Turnover rate in previous FY)			FY 2020-2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	23.15%	30.58%	23.68%	20.66%	32.64%	21.61%	10.02%	15.04%	10.40%
Permanent Workers	0	0	0	0	0	0	0	0	0

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

21. (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.	Securevalue India Limited	Wholly owned subsidiary	100%	No
2.	India Transact Services Limited	Wholly owned subsidiary	100%	No
3.	Global Transact Services Pte. Limited (GTSL)	Wholly owned subsidiary	100%	No
4.	Novus Technologies Pte. Limited (NTPL)	First level step down subsidiary through GTSL	90.00%	No
5.	Novus Technologies (Cambodia) Company Limited	Second level step down subsidiary through NTPL	100%	No
6.	Novus Transact Philippines Corporation	Second level step down subsidiary through NTPL	99.99%	No
7.	Novustech Transact Lanka (Private) Limited	Second level step down subsidiary through NTPL	100%	No
8.	AGS Community Foundation	Subsidiary	60.00%	No
9.	P.T. Nova Digital Perkasa	Associate Company through its First level step down subsidiary (NTPL)	45.00%	No

VI. CSR Details

22.	(i)	Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii)	Turnover (₹ Million)	12,102.43 Million
	(iii)	Net worth (₹ Million)	5,757.11 Million

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) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 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	No	NA	NA	NA	NA	NA	NA
Investors (other than Shareholders)	Yes Web-link	NIL	NIL	NA	NIL	NIL	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 2022-23 Current Financial Year			FY 2021-22 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
Shareholders	Yes Web-link	8	NIL	NA	15	NIL	NA
Employees and workers	Yes Web-link	NIL	NIL	NA	NIL	NIL	NA
Customers	Yes Web-link	NIL	NIL	NA	NIL	NIL	NA
Value Chain Partners	Yes Web-link	NIL	NIL	NA	NIL	NIL	NA
Other (please specify)	-	-	-	-	-	-	-

24. 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.	GHG emissions and energy management	Risk	Focusing on GHG reduction and energy efficiency, the Company aims to minimise its environmental footprint, lower operational costs, enhance its reputation, and align with global sustainability goals. Recognising the significant energy consumption associated with manufacturing processes, adopting efficient technologies, implementing renewable energy sources, and optimising resource usage will not only decrease GHG emissions but also help optimise associated costs in long-term. By embracing GHG and energy management, the Company is committed to driving innovation, minimising environmental impact, and promoting a more sustainable future for both its operations and the larger community.	The company acknowledges the significance of monitoring and reducing emissions, and to offset carbon footprint, we have implemented solar energy solutions. We remain committed to promoting eco-friendly alternatives to minimise any adverse impact on the environment and ensure sustainability for our company.	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)
2.	Waste management	Risk	Improper disposal or mismanagement of waste can lead to soil, water, and air pollution, potentially causing legal and regulatory compliance issues, damaging the Company's reputation, and attracting penalties or fines. Inadequate waste management practices can also result in the loss of valuable resources, as electronic components and materials can be recycled or repurposed, leading to missed opportunities for cost savings and resource conservation. Effective waste management is crucial to mitigate environmental risks, ensuring compliance with regulations, safeguard public health, maintain a positive corporate image, and harness the potential economic and environmental benefits of waste reduction and recycling.	At AGS Transact, we place utmost importance on effective waste management. To achieve this, we meticulously store, manage, and dispose of waste through reputable and authorised vendors. Our commitment to environmental sustainability drives us to ensure that waste generated within our operations is handled responsibly and in compliance with all applicable regulations.	Negative
3.	Human capital development	Opportunity	Human capital development presents a significant opportunity for our company. By investing in our employees' skills and knowledge, we enhance their productivity, creativity, and adaptability. This not only improves our competitiveness but also fosters a culture of continuous improvement, innovation, and employee retention, vital for long-term success.	-	Positive

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)
4.	Customer satisfaction	Risk	In a highly competitive market, where consumers have a plethora of options, a dissatisfied customer can easily switch to a competitor, leading to customer churn and loss of market share. Failing to prioritise and achieve high levels of customer satisfaction can pose certain risks and challenges. Poor customer satisfaction can hinder the Company's ability to secure repeat business or establish long-term relationships with key clients, limiting opportunities for cross-selling, upselling, and revenue growth.		Negative
5.	Community development	Opportunity	Actively engaging in community development initiatives allows the Company to build positive relationships with local communities where it operates. This can enhance its reputation as a responsible corporate citizen, fostering goodwill and support from community members and stakeholders. Investing in community development can lead to a skilled and educated workforce.	-	Positive
6.	Health and safety	Opportunity	Health and safety is an opportunity for our company to prioritise the well-being of employees. It reduces workplace accidents, absenteeism, and insurance costs. A safe environment boosts morale, productivity, and enhances our reputation, attracting talent and clients who value a commitment to safety, ultimately contributing to sustainable growth.		Positive

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)
7.	Supply chain management	Risk	Supply chain disruptions can occur due to various factors such as natural disasters, trade disputes, or unexpected events like the COVID-19 pandemic. These disruptions can lead to delays in the procurement of raw materials, components, or finished goods, impacting production schedules, customer satisfaction, and overall business operations. Lack of contingency plans or alternative suppliers can exacerbate the impact of such disruptions.	-	Negative
8.	Privacy and Data security	Risk	The company may collect and store customer data, including personal information, payment details, and usage patterns. Inadequate data protection measures or a data breach can expose this information to unauthorised access, leading to reputational damage, loss of customer trust, and potential legal and regulatory consequences. Breaches in data privacy can result in the loss of competitive advantage, compromised intellectual property, and potential litigation.	At AGS Transact, we take privacy seriously and employ established and commercially reasonable security standards and procedures to safeguard your information. The Company continuously upgrade our technology to ensure the protection of customer data. Access to any personal information is limited to employees with legitimate business reasons, and we educate our staff on confidentiality and customer privacy through standard operating procedures, training programs, and internal policies. Personal and financial information on our website, is transmitted securely using Secure Sockets Layer (SSL) technology, preventing any potential misuse of the data during transmission between a user's computer and AGS Transact.	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)
9.	Digital inclusion	Opportunity	Actively promoting digital inclusion, the Company can contribute to bridging the digital divide and ensuring equitable access to technology and digital resources. This helps create a more inclusive society by empowering marginalised communities, individuals with disabilities, and underserved populations with the tools and skills necessary to participate in the digital economy. By developing affordable and accessible products and services, the Company can tap into previously untapped markets, expanding its reach and customer engagement.		Positive
10.	Diversity, Equity and Inclusion	Risk	Failing to prioritise Diversity, Equity and Inclusion can lead to a lack of diversity within the Company's workforce. A homogeneous workforce may limit the Company's ability to innovate, adapt to changing market needs, and understand diverse customer perspectives. It can also hinder the Company's reputation and brand image, as stakeholders increasingly value diversity and inclusive practices.	Our company maintains a commitment to a fair and inclusive workplace, refraining from any form of discrimination. We advocate for a safe and healthy work environment where all individuals are treated equally.	Negative
11.	Employee engagement and well-being	Opportunity	Employee engagement and well-being are opportunities for our company as they directly impact productivity, innovation, and retention. When employees feel valued and supported, they perform at their best, driving company success. Moreover, a positive work environment attracts top talent and strengthens our reputation, fostering long-term growth.		Positive

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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)
12.	Business ethics	Risk	Instances of unethical behaviour, such as fraud, corruption, or environmental irresponsibility, can tarnish the Company's brand image, leading to customer boycotts, negative media coverage, and decreased market share. Non-compliance with ethical standards and legal regulations can result in legal and regulatory risks. Violations of anti-corruption laws, labour rights, data privacy, or environmental regulations can lead to legal penalties, fines, litigation, and potential damage to the Company's financial standing and legal reputation.	The company always aims to have a comprehensive mitigation approach toward business ethics involves fostering a culture of integrity, promoting ethical awareness through training and communication, establishing clear codes of conduct, implementing robust internal controls, conducting regular ethics audits, providing channels for anonymous reporting, and taking swift action in response to unethical behaviour. Emphasising ethical values and accountability ensures a strong ethical foundation within the organisation, safeguarding its reputation and long-term success.	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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	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	https://www.agsindia.com/corporate-policies.aspx								
2. Whether the entity has translated the policy into procedures. (Yes / No)	The Company endeavours to implement and translate all the Policies into procedures and practices in true letter and spirit.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	The Company encourages its value chain partners to uphold standards of ethics, fairness and transparency in all their dealings with the Company.								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	ISO 9001: 2015	-	-	-	ISO 14001: 2015	-	-	ISO/IEC 27001: 2013, PCI-DSS, PA-DSS
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	AGS Transact is working towards establishing sustainability goals and targets for its technology to emphasise its commitment to environmental responsibility and sustainable practices. By setting these goals, AGS Transact aims to drive positive change and contribute towards a more sustainable future through its technological innovations.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable								
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)

AGS Transact is one of the leading providers of Cash & digital payment solutions and automation technology in India offering online payment services for banks, OMCs, merchants, and fintech. At AGS Transact, we believe in adopting sustainable practices and have taken various measures to promote them.

Our commitment to sustainability remains unwavering, despite the numerous challenges encompassing ESG. We actively address and manage environmental impact, prioritise data privacy and security, uphold ethical business conduct, and implement responsible supply chain practices.

We have taken significant steps to promote responsible waste management by partnering with Ecyclear to collect and dispose of our e-waste nationwide. We actively encourage our clients to join us in adopting sustainable waste management practices. Additionally, we have implemented VRF AC units to reduce CO2 emissions at AGS House, Navi Mumbai and have incorporated solar energy into our operations at Daman plant, reflecting our commitment to environmental conservation. Notably, our marquee AGS House building in Navi Mumbai strives towards becoming a "Green building." At AGS Transact, we prioritise governance principles of full disclosure, fairness, equity, transparency, and accountability across all aspects of our operations to protect the interests of our stakeholders. We adhere to best industry practices and maintain comprehensive compliance reports to ensure the highest standards of safety and regulatory compliance. Our employees' safety and security are of utmost importance, and we implement right measures to maintain health and safety standards in all workplaces. AGS Transact is deeply committed to making a positive impact on society through various CSR initiatives defined by our CSR policy.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Moving forward, we will continue to strengthen our efforts in ESG practices, contributing to a brighter and more sustainable future for all stakeholders.

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

The Board of Directors are responsible for oversight and implementation.

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.

We are presently in the process of identifying an appropriate committee, and in the future, we will establish one to oversee sustainability-related matters. The Company has a Corporate Social Responsibility (CSR) Policy which approves and oversees CSR projects in line with the Company's strategy to bring about a positive impact on the communities through various CSR programmes.

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)								
	Any other Committee									(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	Board of Directors									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Board of Directors									Quarterly								

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

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
No	Yes We have a robust functional review mechanism complemented with a strong independent internal audit process that covers the working of all key policies. Indian Register Quality	No	No	No	Yes Indian Register Quality Systems (IRQS)	No	No	Yes Sisainfosec Technologies

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Questions	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)	Not applicable								
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 programmes on any of the Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	4	During the financial year 2022-23, the Company provided various updates in the Board and Committee meetings. Directors (including Independent Directors) as members of the various Committees were informed and kept abreast on the regulatory and statutory developments including but not limited to business, economics, operations, governance, technology and various risk indicators. Presentations were made to the Directors on company strategy, performance and growth covering the business activities, industry review, etc. The Board and various Committees are updated on compliance, risk and audit observations, impact and the action plans. A familiarisation programme was conducted for the Independent Directors covering the overview of the business and industry, Company strategy and its business model, operations, financials and risk management framework.	100%
Key Managerial Personnel	4		100%
Employees other than BoD and KMPs	4	AGS Transact Technologies recognises the significance of continuous training and ensures its provision. Our ongoing training and awareness initiatives cover technical skills, company policy awareness, and workplace ethics, equipping employees with the knowledge and tools necessary for professional growth and ethical conduct. Following trainings/ awareness programmes were conducted: • Health & Safety • Code of Conduct • Prevention of Sexual Harassment at the Workplace	100%
Workers	NA	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 LODR and as disclosed in the entity's website):

Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	-	-	-	-
Settlement	NIL	-	-	-	-
Compounding fee	NIL	-	-	-	-

Non-Monetary

	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	**NIL**			
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 a web-link to the policy.

Yes. AGS Transact Technologies Limited adheres to highest ethical standards for conducting its business operations. This Policy serves as a comprehensive guide for AGS Transact, enabling the Company to uphold its esteemed ethical standing, safeguard its reputation, and mitigate any potential allegations of bribery and corruption.

This Policy applies to all the operations of AGS Transact Technologies, including all its subsidiaries, officers, directors, employees, agents, business partners and any other person acting on behalf of the Company.

AGS Transact firmly adopts a "zero tolerance" stance towards acts of bribery and corruption committed by any of its employees or representatives acting on behalf of the Company. Any employee or representative found to violate this Policy, either by engaging in such misconduct, instructing others to do so, or knowingly allowing subordinates to violate this Policy, will face appropriate disciplinary measures in line with company regulations.

The policy is available on the internal intranet platform of the Company.

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 2022-23	FY 2021-22
Directors	None	None
KMPs	None	None
Employees	None	None
Workers	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

	FY 2022-2023 (Current Financial Year)		FY 2021-2022 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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.

PRINCIPLE 2: Businesses Should Provide Goods and Services In A Manner That Is Sustainable And Safe

Essential Indicators

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

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	NIL	NIL	-
Capex	NIL	NIL	-

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

Yes AGS Transact has policies and robust processes to ensure sustainable sourcing from Business Associates. As the Company is ISO9001:2015 and ISO14001:2015 certified, the Company's Responsible Supply Chain Management governs all the engagements with Business Associates. The Company also evaluates Business Associates commitment to the Company's SCM policy during selection of any material contracts. The Business Associates share same commitment as enunciated in AGS Quality Policy, Environment policy. All the approved vendor performances are monitored by AGS-IQA (Inward Quality Assurance) through Supplier Quality Ratings (SQR) and vendor audits through vendor rating.

The terms and conditions of business are structured and uniform across divisions to ensure business process standardisation and governance. AGS Transact practices responsible sourcing with respect to environment, safety, human rights and ethics, apart from economic considerations. Strict conformation to labour principles and related laws are mandatory requirements for all suppliers to qualify. Work method and standards, along with performance of supply and services, form a critical part of technical evaluation. In addition, safety evaluation and qualification are an integral part for the vendor visit, vendor audits & finally vendor registration process in SAP.

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

The percentage of inputs procured sustainably is deemed immaterial and negligible in its quantitative significance.

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.

E-waste is applicable to AGS Transact. The company is ISO 9001:2015 and ISO 14001:2015 certified and follows a practice to inform all stakeholders including customers about "GUIDELINES FOR DISPOSAL OF WASTES GENERATED DURING PRODUCT LIFECYCLE" vide Doc.DD-OPR-SOP-039 Rev.00(04/02/18) through email and a printed version of the document through every finished good. Also, the Company in many cases, takes responsibility and ownership for picking up the Product from customer sites after its Lifecycle to the factory. Thereby a specialized team verifies its reusability for functional purposes and disposing off the defectives through approved e-waste recyclers as per the waste management policy.

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.

Yes, EPR is applicable. Yes, the waste collection plan is in line with EPR plan submitted.

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 / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	1215	1215	100%	1215	100%	0	0	0	0	0	0
Female	84	84	100%	84	100%	84	100%	0	0	0	0
Total	1299	1299	100%	1299	100%	84	100%	0	0	0	0
Other than Permanent employees											
Male	1344	1344	100%	1344	100%	0	0	0	0	0	0
Female	141	141	100%	141	100%	141	100%	0	0	0	0
Total	1485	1485	100%	1485	100%	141	100%	0	0	0	0

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

Category	% of workers covered by – NOT APPLICABLE*										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% B / A)	Number ©	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than Permanent workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0

*At AGS Transact, there is no worker category

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Benefits	FY 2022-2023 Current Financial Year			FY 2021-2022 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	100%	N.A.	Y	100%	N.A.	Y
Gratuity	100%	N.A.	Y	100%	N.A.	Y
ESI*	100%	N.A.	Y	100%	N.A.	Y
Others – Please Specify	-	-	-	-	-	-

***Note - The above represents benefits provided to all the employees who are eligible/have opted for the said retirement benefit.**

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. At AGS House, we prioritise accessibility and inclusivity by offering wheelchair-friendly slopes for easy movement and ensuring the availability of dedicated toilets for individuals with disabilities. These measures are in place to facilitate a barrier-free environment, enabling everyone to navigate our premises comfortably and with dignity.

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

No. While a separate policy may not be in place, AGS Transact upholds the principles of diversity, equity, and inclusion, promoting a workplace that celebrates the unique contributions and perspectives of every employee. The company encourages workplace environment where skills, talent, and expertise are valued, ensuring equal opportunities for all individuals. AGS Transact takes pride in fostering a healthy and inclusive workplace culture that prioritises merit-based hiring, irrespective of a person's disabilities, gender, religion, caste/creed, or skin colour.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	0	0	0	0
Female	100%	63.64 %	0	0
Total	100%	63.64 %	0	0

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 (If Yes, then give details of the mechanism in brief)
Permanent workers	NA
Other than Permanent workers	NA
Permanent employees	Yes. A grievance reporting mechanism is in place to address employee concerns effectively. Employees have the option to raise grievances with their reporting managers and/or HR, ensuring a transparent and accessible process for resolving issues within the organisation.
Other than Permanent Employees	

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Category	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Total employees/ workers in respective category (A)	No. of employees/ workers irrespective 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	1299	0	-	1424	0	-
Male	1215	0	-	1327	0	-
Female	84	0	-	97	0	-
Total Permanent Workers	NA	-	-	NA	-	-
Male	NA	-	-	NA	-	-
Female	NA	-	-	NA	-	-

8. Details of training given to employees and workers:

Category	FY 2022-2023 Current Financial Year					FY 2021-2022 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	2559	2559	100%	202	7.89%	2697	2697	100%	53	1.97%
Female	225	225	100%	23	10.22%	238	238	100%	6	2.52%
Total	2784	2784	100%	225	8.08%	2935	2935	100%	59	2.01%
Workers										
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Category	FY 2022-2023 (Current Financial Year)			FY 2021-2022 Current Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	2559	2100	82.06%	2697	2537	94.07%
Female	225	172	76.44%	238	188	78.99%
Total	2784	2272	81.61%	2935	2725	92.84%
Workers						
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

The Company carries out performance and career development reviews on a yearly basis during the performance appraisal cycle every year. The employees are evaluated as per their eligibility criteria based on their joining date and job position and thereafter as per the ratings and comments by the reporting manger, a development arch is formulated for each employee.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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. AGS Transact is proud to be an ISO 14001:2015 certified company, reflecting our commitment to environmental management. We also prioritise employee health and safety and regularly monitor these aspects through internal process audits. Additionally, we undergo external audits conducted by various agencies, such as Indian Register Quality Systems (IRQS), across different time zones annually, ensuring comprehensive assessments of our practices.

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

AGS Transact has implemented robust processes to identify work-related hazards and regularly assess their associated risks. This assessment is conducted on a yearly basis through the Risk Register (Aspect Impact Register, Doc. No. EMS-F-01, Rev01, Date 12/02/2018). To ensure ongoing safety and compliance, internal process audits are conducted weekly, providing a thorough evaluation of our operation's safety practices.

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

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

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

Safety Incident/Number	Category	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
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.

AGS Transact prioritises the safety and well-being of its employees at its plant at Daman by strictly adhering to the usage of Personal Protective Equipment (PPE) such as safety shoes, hand gloves, earplugs, masks, safety goggles, and safety helmets as required by specific processes. These PPEs are checked daily by team managers as part of Total Productive Maintenance (TPM) practices.

In addition, we emphasise lean practices including 5S, TPM, Gemba, Poke Yoke, Kaizens, and Kanban, creating a safe and healthy workplace environment. Regular trainings and daily morning meetings contribute to an agile work environment, fostering continuous improvement and employee engagement.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (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
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

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	100%
Working Conditions	100%

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.

Not applicable. As of now, no significant risks have arisen that require specific actions or measures to be implemented. AGS Transact maintains a proactive approach to risk management and continuously monitors the workplace to identify and address any potential hazards promptly. Our commitment to maintaining a safe and healthy environment for our employees remains unwavering.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.

AGS Transact Technologies has identified its stakeholders through careful consideration of factors such as regular engagement, their criticality to business sustainability, and the direct impact they have on the Company. Shareholders are engaged to foster transparency and provide updates on business performance, while employees are prioritised for a positive work environment and growth opportunities. Government and regulators are engaged to ensure compliance, suppliers are engaged to maintain strong relationships and efficient supply chains, customers are engaged to deliver quality products and services, and the community is engaged through initiatives that contribute to social development and betterment.

List of identified stakeholders:

1. Shareholders
2. Employees
3. Customers
4. Suppliers
5. Community
6. Government and regulators

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	• Investor relations report like Annual report • Annual General meeting • Analyst calls • Stock exchange intimations • Newspaper • Emails • Website	On a regular basis	The purpose and scope of our engagement with shareholders revolve around sharing essential information about our business operations and ensuring transparency regarding statutory approvals. We aim to keep our shareholders informed about the Company's performance, strategic decisions, and compliance with regulatory requirements. By providing timely updates and facilitating open communication, we foster a collaborative relationship with our shareholders, promoting trust and accountability.
Employees	No	• Email, • Intranet • Website • CXO address • Team meetings	On a regular basis	The purpose and scope of our engagement with employees encompass sharing crucial business information, including company policies, training and development initiatives, and performance management updates. Additionally, we aim to provide transparency regarding statutory approvals, ensuring our employees are well-informed about our compliance with regulatory requirements.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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
Customers	No	• Telephone • Emails • Business meetings • Website • Social media engagement	On a regular basis	The purpose and scope of our engagement with customers involve facilitating seamless onboarding, gathering valuable feedback, providing timely updates on new products/ services, and offering technical assistance when needed. Our aim is to ensure customer satisfaction by fostering effective communication channels and addressing their needs throughout their journey with us.
Suppliers	No	• Telephone • Emails • Business meetings • Website • Social media engagement	On a regular basis	The purpose and scope of our engagement with suppliers revolve around conveying the requirements for materials and services needed for our operations, while also providing technical assistance as necessary. We aim to establish collaborative relationships with our suppliers, ensuring clear communication and support to meet our procurement needs effectively.
Community	No	• Community building through CSR initiatives	On a regular basis	We strive to actively contribute to the betterment of the community by supporting educational programs, promoting healthcare initiatives, and participating in projects that enhance local infrastructure.
Government and regulators	No	• Representations • Emails • Letters • Government platforms and meetings	On a regular basis	The purpose and scope of our engagement with government and regulators involve obtaining necessary statutory approvals and ensuring compliance, as well as making timely payments to the exchequer. We maintain transparent and collaborative relationships with government bodies and regulatory authorities to fulfill our obligations and contribute to the overall economic framework.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 2022-2023 Current Financial Year			FY 2021-2022 Previous Financial Year		
	Total (A)	No. employees workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D)	% (D / C)
Employees						
Permanent	1299	1299	100%	1424	1424	100%
Other than permanent	1485	1485	100%	1511	1511	100%
Total Employees	2784	2784	100%	2935	2935	100%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY 2022-2023 Current Financial Year					FY 2021-2022 Previous Financial Year				
	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	1299	0	0	1299	100%	1424	143	10.04%	1281	89.96%
Male	1215	0	0	1215	100%	1327	124	9.34%	1203	90.66%
Female	84	0	0	84	100%	97	19	19.59%	78	80.41%
Other than permanent	1485	129	8.69%	1356	91.31%	1511	136	9.00%	1375	91.00%
Male	1344	121	9.00%	1223	91.00%	1370	96	7.01%	1274	92.99%
Female	141	8	5.67%	133	94.33%	141	40	28.37%	101	71.63%
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median remuneration/ salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	5.70	1	3.10
Key Managerial Personnel	1*	16.90	1	2.33
Employees other than BoD and KMP	1211	0.47	83	0.50
Workers	NA	NA	NA	NA

*Excluding Managing Director, as he is considered in the calculation of the median for the Board of Directors.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.

Employees can submit relevant complaints or grievances to HR committee and Internal Compliance Committee (ICC).

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

AGS Transact is committed to upholding and respecting human rights practices throughout its operations. The company has implemented mechanisms such as a whistle-blower policy to encourage the reporting of any violations, ensuring a safe and secure environment for employees to raise concerns.

AGS Transact encourages employees to submit complaints or grievances to the HR team through email or engage in one-on-one discussions. The Company is committed to maintaining open lines of communication and ensuring that employee concerns are heard and appropriately addressed.

Additionally, AGS Transact has established a POSH (Prevention of Sexual Harassment) policy to promote a workplace culture that is free from harassment, discrimination, and ensures the well-being of all employees.

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

Category	FY 2022-2023 Current Financial Year			FY 2021-2022 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	31	18	-	1	NIL	-
Other human rights related issues	NIL	NIL	-	NIL	NIL	-

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

AGS Transact has implemented mechanisms to prevent adverse consequences to the complainant, ensuring their well-being and protection throughout the process. The company is committed to treating all complainants fairly by providing a supportive and impartial environment where their concerns are heard and addressed appropriately. AGS Transact strives to create a culture that encourages open communication and safeguards the rights and dignity of every individual involved in the complaint resolution process.

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

No

9. Assessments for the year:

	%age of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

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. No significant risks/concerns have arisen and no corrective actions taken with respect to assessments at Question 9.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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 2022-2023 (in GJ) (Current Financial Year)	FY 2021-2022 (in GJ) (Previous Financial Year)
Total electricity consumption (A)	1,36,215.21	1,44,632.68
Total fuel consumption (B)	172.86	58.48
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	1,36,388.07	1,44,691.16
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.13	1.10
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

Note: Energy intensity is per Million rupee of turnover

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

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

Parameter	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	1583.00	2004.00
(iii) Third party water	246.84	173.06
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1829.84	2177.06
Total volume of water consumption (in kilolitres)	1829.84	2177.06
Water intensity per rupee of turnover (Water consumed / turnover)	1.51	1.65
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

Note: Water intensity is per Million rupee of turnover

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

Not applicable. At our plant, we do not use water for any industrial processes.

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

Parameter	Please specify unit	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Nox	mg/Nm3	20	20
Sox	mg/Nm3	24	24
Particulate matter (PM)	mg/Nm3	50	50
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others– please specify	-	-	-
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.			Yes Unistar Environment and Research Labs Private Limited

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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

Parameter	Unit	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (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	10.98	3.71
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs,SF6, NF3, if available)	Metric tonnes of CO2 equivalent	30,627.70	32,521.13
Total Scope 1 and Scope 2 emissions per rupee of turnover		2.53	2.47
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. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.

Yes.

To reduce greenhouse gas (GHG) emissions, we have implemented a hybrid energy strategy at AGS Transact. One of our key initiatives includes the installation of solar capacity to generate renewable energy, which is utilised in our production process. By integrating solar energy into our operations, we aim to offset the GHG emissions associated with non-renewable energy sources, contributing to a more sustainable and environmentally friendly approach to energy consumption.

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

Parameter	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0.35	0.38
E-waste (B)	191.38	34.00
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	147.85	409.75
Total (A+B + C + D + E + F + G + H)	339.58	444.13
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	339.58	444.13
Total	339.58	444.13
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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.

AGS Transact is ISO 9001:2015 and ISO 14001:2015 certified and follows a practice to inform all stakeholders including customers about "GUIDELINES FOR DISPOSAL OF WASTES GENERATED DURING PRODUCT LIFECYCLE" vide Doc.DD-OPR-SOP-039 Rev.00 (04/02/18) through email and a printed version of the document through every Finished Goods. The Company has adopted efficient waste management practices in many cases and takes the responsibility and ownership for picking up the product from customer sites after its lifecycle to the Factory. A specialised team verifies for the reusability for functional use and disposing off the defectives through approved scrap vendors as per the e-waste (EPR) requirement. The company does not generate any harmful toxic chemical or hazardous waste.

10. 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.
	NIL		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NIL					

12. 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:

Yes. AGS Transact is compliant to all applicable laws.

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 action taken, if any
	Not applicable			

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-2023 (in GJ) (Current Financial Year)	FY 2021-2022 (in GJ) (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	92.10	94.34
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	92.10	94.34
From non-renewable sources		
Total electricity consumption (D)	1,36,123.11	1,44,538.34
Total fuel consumption (E)	172.86	58.48
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,36,295.97	1,44,596.82
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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

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.**

   5

   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	Confederation Of ATM Industry (CATMI)	National
2	Currency Cycle Association (CCA)	National
3	Internet And Mobile Association Of India (IAMAI)	National
4	Indian Paint Association (IPA)	National
5	International Market Assessment (IMA) India	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.**

Name of authority	Brief of the case	Corrective action taken
NIL		

PRINCIPLE 8: Businesses Should Promote Inclusive Growth and Equitable Development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes /No)	Results communicated in public domain (Yes / No)	Relevant Web link
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 ₹)
Not applicable						

3. **Describe the mechanisms to receive and redress grievances of the community.** We do not currently have a specific mechanism for addressing community grievances; however, we are open to engaging and addressing any grievances or concerns that may impact them.

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

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Directly sourced from MSMEs/ small producers	36.97%	7.06%
Sourced directly from within the district and neighbouring districts	63.03%	92.94%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (Contd.)

PRINCIPLE 9: Businesses Should Engage With and Provide Value To Their Consumers In A Responsible Manner

Essential Indicators

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

   At AGS Transact, we highly prioritise customer feedback. To ensure timely resolution, we provide toll-free numbers and dedicated email addresses for first-level escalations. Moreover, we are committed to responding to grievances received on social media within 2-3 working days, directing them to the appropriate teams for timely and efficient resolutions. We value our customers' input and strive to provide them with the best possible support and service.

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

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

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

	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Other	-	-	-	-	-	-

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

	Number	Reasons for recall
Voluntary recalls	0	Not applicable
Forced recalls	0	Not applicable

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.**

   AGS Transact upholds customer privacy in the highest regard. The company assures of its unwavering commitment to maintaining privacy by adhering to the following standards in delivering our services: First, we prioritise the confidentiality of customers' personal information, treating it with the utmost care and privacy. Second, we maintain robust security measures to protect their personal information from unauthorised access, alteration, or destruction. Third, we take significant steps to protect the information exchanged online, utilising industry-standard security technologies and protocols. With these standards in place, AGS Transact is dedicated to providing a secure and trustworthy experience while safeguarding its customers' personal information.

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.**

   None