**Crizac Limited**
(Formerly known as Crizac Private Limited and GA Solutions Private Limited)
CIN : L80903WB2011PLC156614
WING A, 3rd FLOOR,Constantia Building,
11 Dr. U.N.Brahmachari Street,
Shakespeare Sarani,Kolkata- 700017
West Bengal, India

Crizac
MAKING EDUCATION EASY

Date: August 18, 2026

| | |
|---|---|
| To<br>**National Stock Exchange of India Ltd**<br>Exchange Plaza, 5th Floor, C-1, Block G,<br>Bandra Kurla Complex, Bandra (E),<br>Mumbai 400051<br>**Symbol: CRIZAC** | To<br>**BSE Limited**<br>1st Floor, Phiroze Jeejeebhoy Towers Dalal Street Mumbai – 400001<br>**Scrip Code: 544439** |

**Sub: Business Responsibility and Sustainability Report for the FY 2025-26**

Dear Sir/Madam,

Pursuant to Regulation 34 of the Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the 'Business Responsibility and Sustainability Report' for the Financial Year 2025-26, which also forms part of the Integrated Annual Report of the Company for the Financial Year 2025-26 .

The same is also available on the Company's website at https://www.crizac.com

We request you to kindly take the above on record.

Thanking you,

**For Crizac Limited**

KASHISH ARORA

Digitally signed by KASHISH ARORA
DN: c=IN, o=Personal, title=6872, 2.5.4.20=6bd7d2860daf098d3a1d9cd57e5e9076e48bb8e5ebf4f5748d7c7872679 5c34316, postalCode=700007, st=West Bengal, serialNumber=4e330ab72196e32dbffb8bb054611fbdf3d4eb6388fc83f3c44990c54da419309c, cn=KASHISH ARORA
Date: 2026.08.18 21:01:09 +05'30'

**Kashish Arora**
**Company Secretary and Compliance Officer**
**Membership no: A38644**

(Encl: As above)

## ANNEXURE V
*to the Boards' Report*

# BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)

# NGRBC PRINCIPLES

The NGRBC principles, or the National Guidelines on Responsible Business Conduct, are a set of guidelines for businesses in India, aiming to promote responsible business practices.

- **Principle 1 -** Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent, and accountable
- **Principle 2 -** Businesses should provide goods and services in a manner that is sustainable and safe
- **Principle 3 -** Businesses should respect and promote the well-being of all employees, including those in their value chains
- **Principle 4 -** Businesses should respect the interests of and be responsive to all its stakeholders
- **Principle 5 -** Businesses should respect and promote human rights
- **Principle 6 -** Businesses should respect and make efforts to protect and restore the environment
- **Principle 7 -** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- **Principle 8 -** Businesses should promote inclusive growth and equitable developmen
- **Principle 9 -** Businesses should engage with and provide value to their consumers in a responsible manner

# ANNEXURE V

*to the Boards' Report (contd.)*

## SECTION A: GENERAL DISCLOSURES

### i. DETAILS OF THE ENTITY

| No. | Particulars | Response |
|---|---|---|
| 1. | Corporate Identity Number (CIN) of the Listed Entity | L80903WB2011PLC156614 |
| 2. | Name of the Listed Entity | Crizac Limited |
| 3. | Year of incorporation | 2011 |
| 4. | Registered office address | Wing A, 3rd Floor, Constantia Building, 11, Dr. U.N. Brahmachari Street, Shakespeare Sarani, Kolkata - West-Bengal, India - 700017 |
| 5. | Corporate address | |
| 6. | E-mail | info@crizac.com<br>compliance@crizac.com |
| 7. | Telephone | +91 33 3544 1515 |
| 8. | Website | www.crizac.com |
| 9. | Financial year for which reporting is being done | 1st April, 2025 to 31st March, 2026 |
| 10. | Name of the Stock Exchange(s) where shares are listed | BSE Limited; National Stock Exchange of India Limited |
| 11. | Paid-up Capital | Rs. 34,99,65,000 comprising of 174982500 Shares of Rs.2/- each |
| 12. | Name & contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Ms. Kashish Arora<br>033 3544-1515<br>compliance@crizac.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 & all the entities which form a part of its consolidated financial statements, taken together). | Standalone Basis |
| 14 | Name of the assurance provider | Not Applicable |
| 15. | Type of Assurance obtained | Not Applicable |

### ii. PRODUCTS/SERVICES

**Details of Business activities of the entity (accounting for 90% of the entity's Turnover)**

| S. No. | Description of the main activity | Details of the business entity | NIC Code | Total Turnover |
|---|---|---|---|---|
| 1. | Education platform and provide student recruitment solution | Enrolment of students into global educational institution | | 99.97% |

**Details of the products & services sold by the entity (accounting for 90% of the entity's Turnover)**

The Company operates only in the Education Consultancy Services industry and the entire revenue from operations is generated by this industry. The Company processes the applications submitted by the counselling partners as per the requirements set by various global institutions of higher education. Depending on the work entrusted to them by the global institutions of higher education, this includes filtering applications basis criteria prescribed by such global institutions of higher education, checking the application from a complete perspective.

### iii. Operations

**Number of locations where plants/operation/ offices of the entity are located.**

| S.No. | Location | Number | Address |
|---|---|---|---|
| 1. | Kolkata, West-Bengal | 3 | 1. Wing A, 3rd Floor, Constantia Building, 11, Dr. U.N. Brahmachari Street, Shakespeare Sarani, Kolkata - West-Bengal, India – 700017<br>2. Second Floor, Wing A, Constantia Building, 11 Dr. U.N. Brahmachari Street, Shakespeare Sarani, Kolkata- West-Bengal, India-700017<br>3. Ground Floor, Wing A, Constantia Building, 11 Dr. U.N. Brahmachari Street, Shakespeare Sarani, Kolkata- West-Bengal, India-700017 |

# ANNEXURE V

*to the Boards' Report (contd.)*

**Markets served by the entity:**

**a. Number of locations:**

| S.No. | Location | Total Offices |
|---|---|---|
| 1. | National (Names of the states) | One State |
| 2. | International (Name of the country) | Eight countries |

**b. What is the contribution of exports as a percentage of the total turnover of the entity?** – 100%

**c. A brief on types of customers:**

Crizac caters primarily to two key customer entities in the international educational consultancy sector, both of which are wholly owned subsidiaries of Crizac Limited (India).

The first is Crizac Ltd (UK) is a wholly owned subsidiary of Crizac Limited (India), engaged in international educational consultancy. Incorporated in 2017 in England wales, the company supports global student recruitment and related services. It has an authorised share capital of GBP 100 and is fully held by the Indian parent. Financially, Crizac (UK) has shown consistent operational activity over the past three fiscal years, with revenues primarily generated from education-related services.

The second is Ucol Fze, incorporated on March 18, 2025, under the Sharjah Publishing City Free Zone Authority, UAE. Ucol Fze operates in the educational consultancy segment and collaborates with Crizac under the executed BPO Agreement for student recruitment and associated services.

**iv. EMPLOYEES**

**Details of Employees & Workers (Permanent & temporary)**

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

| Sr. No. | Particulars | Total | Male | | Female | |
|---|---|---|---|---|---|---|
| | | | Number | % | Number | % |
| 1 | Permanent | 356 | 145 | 41% | 211 | 59% |
| 2 | Other than Permanent | 43 | 18 | 42% | 25 | 58% |
| 3 | Total employee | 399 | 163 | 41% | 236 | 59% |

**b. Differently abled Employees and workers:**

| Sr. No. | Particulars | Total | Male | | Female | |
|---|---|---|---|---|---|---|
| | | | Number | % | Number | % |
| 1 | Permanent | NA | NA | NA | NA | NA |
| 2 | Other than Permanent | NA | NA | NA | NA | NA |
| 3 | Total Differently abled employee | NIL | | | | |

**c. The department wise break-up of such personnel are as follows:**

| Designation | No. of Permanent employees (2026) |
|---|---|
| Agent Relation Management Team | 68 |
| Application Management and Assessment Team | 114 |
| University Relationship Management Team | 88 |
| Technology Development Team | 32 |
| Senior Management Team | 23 |
| Accounts/ Compliance/ HR | 15 |
| Support Staffs | 16 |
| Total | 356 |

**d. Participation/Inclusion/Representation of women (Female members of the BOD/KMP)**

| Particulars | Total | No. of women | Percentage |
|---|---|---|---|
| BOD | 6 | 2 | 33.33% |
| KMP* | 3 | 1 | 33.33% |

** Mr. Manish Agarwal and Dr. Vikash Agarwal serves as both a member of the Board of Directors and a Key Managerial Personnel (KMP) of the Company.*

# ANNEXURE V

*to the Boards' Report (contd.)*

**e. Turnover rate for permanent employees & workers (For past 3 years)**

| Particulars | Fiscal 2025-26 | Fiscal 2025 | Fiscal 2024 |
|---|---|---|---|
| No. of employees left during the year (A) | 181 | 148 | 68 |
| No. of employees at the beginning of year + joined during year (B) | 620 | 515 | 329 |
| Attrition rate A/B (%) | 33.5% | 28.74% | 20.67% |

**v. HOLDING, SUBSIDIARY & ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**

**(a) Details of Holding, Subsidiary & Associate Companies (including joint ventures)**

| Sr. no | Name of the Holding / Subsidiary / Associate Companies / Joint ventures (A) | Indicate whether Holding / Subsidiary / Associate / Joint venture | % of Shares held by listed entity | Does the entity indicated at column (A), participate in the business responsibility initiatives of the listed entity? (Yes/No) |
|---|---|---|---|---|
| 1. | Crizac Ltd (UK) | Wholly owned Subsidiary | 100% | No |
| 2. | Ucol Fze, UAE | Wholly owned Subsidiary | 100% | No |
| 3. | Global Tree Careers Private Limited | Subsidiary | 51.04% | No |

**vi. CSR Details**

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

**(ii) Turnover (in million):** 1,869.31

**(iii) Net worth (in million):** 5,291.95

**Note -** The above details pertain to Financial Year25, standalone financial basis.

The Company has established a Corporate Social Responsibility Committee and formulated a comprehensive CSR policy to guide its initiatives. This committee, re-constituted on March 21, 2024, is chaired by Dr. Vikash Agarwal (Chairman and Managing Director), with Mr. Manish Agarwal (Whole Time Director and Chief Financial Officer) and Ms. Payal Bafna (Independent Director) serving as members. The committee's functions are clearly defined, including formulating and recommending the CSR policy based on Schedule VII of the Companies Act, 2013, identifying policy partners and programmes, and reviewing and recommending expenditure. It also delegates responsibilities, supervises execution, and assists the Board in ensuring the Company spends the prescribed amount on CSR activities, providing explanations for any shortfalls and regular updates to the Board every six months.

The primary focus areas of Crizac Limited's CSR activities are promoting education, and eradicating hunger, malnutrition, and poverty. In terms of financial commitment, the Company has consistently met and exceeded its statutory CSR spending obligations. Based on Restated Financial Information, Crizac Limited spent Rs. 25.91 million in Fiscal 2025, Rs. 17.50 million in Fiscal 2024, and Rs. 8.00 million in Fiscal 2023 on CSR activities, in compliance with applicable law.

| CSR Focus Area | Description of the activities |
|---|---|
| Education | Promoting quality education and academic support |

These expenditures represent contributions to charitable trusts, notably Gyan Bharti Educational Trust, which received Rs. 32.72 million in Fiscal 2025 and Rs. 17.50 million in Fiscal 2024, and Shakun Charitable Trust, which received Rs. 8.00 million in Fiscal 2023. The Company's spending consistently surpassed the gross amount required by law, resulting in excess balances of Rs. 6.81 million at the end of Fiscal 2025, Rs. 1.27 million at the end of Fiscal 2024, and Rs. 0.23 million at the end of Fiscal 2023. This indicates a proactive approach to its social responsibilities, with all spending made in cash and for purposes other than the construction or acquisition of assets.

| Financial Year | Actual CSR spent | Mandated as per Law | Excess/Shortage | Principle beneficiaries |
|---|---|---|---|---|
| 2024-25 | 3,27,16,580 | 3,27,16,580 | N.A. | Gyan Bharti Educational Trust |
| 2023-24 | 1,75,00,000 | 1,74,98,195.32 | 1,804.68 | Gyan Bharti Educational Trust |
| 2022-23 | 80,00,000 | 77,81,000 | 219000 | Shakun Charitable Trust |

Transparency and Disclosures Compliances_

# ANNEXURE V

*to the Boards' Report (contd.)*

**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) | Financial Year 2025-2026 | | |
|---|---|---|---|---|
| | | Number of complaints filed during the year | Number of complaints Pending resolution at close of the year | Remarks |
| Communities | NIL | NIL | | |
| Investors and Shareholders | | | | |
| Employees and workers | | | | |
| Customers | | | | |
| Value chain partners | | | | |

Complaints **from the students**, received through counselling partners, are first allocated to the Agent Relation Management Team. If the complaint is not resolved by the Agent Relation Management Team, then such complaint is escalated to the Senior Management Team.

Complaints from **Employees**, under the whistleblower policy are sent to and seen by the audit committee.

The complaints **from global institutions of higher education** are addressed by the University Relationship Management Team. If the University Relationship Management Team is unable to resolve the complaint such complaint is escalated to Chief Operating Officer / Chairman and Managing Director. As of March 31, 2026, we had 78 employees in University Relationship Management Team.

**For Investors:**

Email for Grievance Redressal: **compliance@crizac.com**

The Company has a defined grievance redressal system to address investor and stakeholder complaints related to public offers, such as non-receipt of allotment letters, refunds, or credited shares. Stakeholders can submit their grievances to the Company Secretary, BRLMs, or Registrar to the Offer. All complaints are handled in compliance with SEBI regulations, and in cases involving Self Certified Syndicate Banks (SCSBs), redressal is to be completed within 3 months from the equity listing date. Compensation is provided by SCSBs in case of verified delays or lapses.

**Overview of the entity's material responsible business conduct issues**

| S. No. | Material issue identified | Risk/ Opportunity (R/O) | Rationale | In case of risk, approach to adapt/mitigate | Financial Implication of R/O |
|---|---|---|---|---|---|
| 1. | Data Privacy | Risk | Any failure in the system or any security breach including theft of data, whether internal or external, on the system may have a significant impact on the business operations. | We are subjected to stringent data protection laws, in particular the General Data Protection Regulations of the European Union, and other similar laws in jurisdictions where we operate. We rely on the information technology systems in connection with enrolments and student-related data, and the general running of the day-to-day business. we cannot assure you that such an event will not occur in the future, or the Company will be successfully able to mitigate such an event. | The Company may be subjected to additional costs in the event of any security breach and consequent loss of personal data or may be subjected to legal proceedings, the outcome of which may have an adverse effect on the revenue. |

# ANNEXURE V

*to the Boards' Report (contd.)*

| S. No. | Material issue identified | Risk/ Opportunity (R/O) | Rationale | In case of risk, approach to adapt/mitigate | Financial Implication of R/O |
|---|---|---|---|---|---|
| 2. | Education Policies | Risk | Regulatory changes in the UK or USA regarding international student enrollment, or compliance issues with agencies in India, can pose obstacles. | The Company may need to adapt to the regulatory changes and deal with issues arising. | May impact the Company's business and revenue from operations. |
| 3. | Employee Salary | Risk | Due to economic growth in the past and the increase in competition for skilled and semi-skilled employees in India, wages in India have, in recent years been increasing at a fast rate. | The Company may need to increase the compensation levels to remain competitive in attracting and retaining the quality and number of skilled and semi-skilled employees that business requires. | A significant long-term increase in the employee benefit expense could reduce the profitability, which could, amongst others, impact the growth prospects. |
| 4. | Conflict of Interest | Risk | While the Company and Subsidiaries i.e., Crizac Ltd (UK) and Ucol Fze, are in the same line of business, there are no conflict of interest as both Crizac Ltd (UK) and Ucol Fze are wholly owned subsidiaries of Company. But there is no formal agreement, arrangement or memorandum of understanding between The Company and these Companies to address any conflict of interest arising out of such common pursuits. | If the entities decide to pursue such activities in future which may impact the Company's business and revenue from operations, the Company shall adopt necessary procedures and practices as permitted by law and regulatory guidelines to address any instances of conflict of interest, if and when they may arise. | May impact the Company's business and revenue from operations. |
| | Will add few opportunities also towards increase in turnover and be able to reach more no. of students. | | | | |

## 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 National Guidelines on Responsible Business Conduct (NGRBC) Principles and Core Elements.

| DISCLOSURE QUESTIONS | | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1a. | Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Yes | No | Yes | Yes | Yes | No | No | Yes | Yes |
| 1b. | Has the policy been approved by the Board? (Yes/No) | Yes | - | Yes | | Yes | - | Yes | Yes | - |
| 1c. | Web Link of the Policies, if available | Refer below "Policy associated with BRSR Principle" | | | | | | | | |
| 2. | Whether the entity has translated the policy into procedures. (Yes / No) | Yes | - | Yes | Yes | | - | Yes | Yes | Yes |
| 3. | Do the enlisted policies extend to your value chain partners? (Yes/No) | No | - | No | No | No | - | No | No | No |
| 4. | Name of the national and international codes/certifications/ labels/standards adopted by your entity and mapped to each principle | No | | | | | | | | |

# ANNEXURE V

*to the Boards' Report (contd.)*

| DISCLOSURE QUESTIONS | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any | Crizac Limited aims to reduce its environmental impact through digital operations, promote equal access to global education, invest in employee growth, and maintain strong, transparent governance to support sustainable and ethical business practices.<br>It contains all three pillars:<br>-Environmental: reducing impact through digital, paperless operations.<br>- Social: promoting equal access to education and developing employees.<br>- Governance: ensuring transparent, ethical, and compliant business practices. | | | | | | | | |
| 6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met. | The company has been compliant with regulations to the extent possible. The company follows the stringent monitoring system through an external supported tool. | | | | | | | | |
| 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) | Social-related ESG risks include health and safety concerns, such as pandemic disruptions and racial discrimination, which directly Impact student well-being and Inclusivity in host countries. Similarly, cultural and social adaptation barriers, such as homesickness, teaching method mismatches, or broader Integration Issues, raise questions around diversity, equity, and student support systems. We are dedicated to conducting business in a manner that respects the rights and dignity of all individuals. Crizac Ltd is firmly opposed to any form of modern slavery, forced labour, or human trafficking. We strive to ensure that internal practices and those of the partners align with internationally recognized labour standards and applicable laws. On the governance front, regulatory and compliance challenges-especially changes in education policies or Issues with agencies in India-highlight the risks around Institutional transparency, cross-border cooperation, and compliance Integrity. Moreover, the changing student preferences towards fields like sustainability Indicate a growing demand for ESG-aligned curricula, and Institutions not adapting to this shift may face reputational and relevance risks. Collectively, these ESG-related challenges, if unaddressed, can negatively Impact International education's accessibility, equity, and long-term sustainability. | | | | | | | | |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). | The CSR Committee, which is responsible for oversight and policy execution. | | | | | | | | |
| 9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. | Yes, CSR Committee is responsible for decision-making on sustainability related issues. The members of the committee as on March 31, 2026 included the following: | | | | | | | | |

| Committee Member | Designation | DIN |
|---|---|---|
| Dr. Vikash Agarwal | Chairperson | 03346531 |
| Mr. Manish Agarwal | Member | 03043680 |
| Ms. Payal Bafna | Member | 09075302 |

# ANNEXURE V

*to the Boards' Report (contd.)*

**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 | Y | Y | Y | Y | Y | Y | Y | Y | Y | Annually | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and rectification 0f any non-compliances | Y | Y | Y | Y | Y | Y | Y | Y | Y | Annually | | | | | | | | |
| 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency. | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 | | | | | | | | | |
| NO | NO | | | | | | | | | | | | | | | | | |

12. If any Principle is not covered then reasons need to be stated specifying which principle was not material to the entity's business, is the entity at a stage where it can formulate & implement the policies on specified principles, whether entity have the financial or/human & technical resources, will it be able to do so in next financial year & if any other reason, then the same needs to be stated.

| Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|
| The entity does not consider the principles material to its business (Yes/No) | Y | | | | Y | Y | | | |
| It is planned to be done in the next financial year (Yes/No) | | Y | Y | Y | | | Y | Y | Y |
| Any other reason (please specify) | | | | | | | | | |

**Policies associated with BRSR principle.**

| Policy Name | Policy weblink |
|---|---|
| Company Employment Manual | Not uploaded publicly. |
| Company Travel Policy | Not uploaded publicly. |
| Employee Referral Policy | Not uploaded publicly. |
| Maternity & Paternity Policy | https://www.crizac.com/investors_file/corporate-governance/Materiality-Policy.html |
| IT and Cyber Security Policy | https://www.crizac.com/investors_file/corporate-governance/IT-and-Cybersecurity-Policy.html |
| Anti-Bribery & Anti-Corruption Policy | https://www.crizac.com/investors_file/corporate-governance/anti-bribery-and-anti-corruption-policy.html |
| Environmental Policy | https://www.crizac.com/investors_file/corporate-governance/enviromental-policy.html |
| Equal Opportunity, Diversity and Inclusive Policy | https://www.crizac.com/investors_file/corporate-governance/equal-opportunity-diversity-and-inclusive-policy.html |
| Health & Safety Policy | https://www.crizac.com/investors_file/corporate-governance/health-and-safety-policy.html |
| Human Rights policy | https://www.crizac.com/investors_file/corporate-governance/human-rights-policy.html |
| Prevention of Sexual Harassment Policy | https://www.crizac.com/investors_file/corporate-governance/prevention-of-sexual-harassment-policy.html |

# ANNEXURE V

*to the Boards' Report (contd.)*

| Policy Name | Policy weblink |
|---|---|
| Code of Practices and Procedures for Fair Disclosures of Unpublished Price Sensitive Information | https://www.crizac.com/investors_file/corporate-governance/Code-of-Practices-and-Procedures-for-Fair-Disclosures-of-Unpublished-Price-Sensitive-Information.html |
| Code of Conduct for Directors and Senior Managerial Personnel | https://www.crizac.com/investors_file/corporate-governance/Code-of-Conduct-for-Directors-and-Senior-Management-Personnel-Policy.html |
| Corporate Social Responsibility Policy | https://www.crizac.com/investors_file/corporate-governance/Corporate-Social-Responsiblity-Policy.html |
| Dividend Distribution Policy | https://www.crizac.com/investors_file/corporate-governance/Dividend-Distribution-Policy.html |
| Familiarization Programme for Independent Directors | https://www.crizac.com/investors_file/corporate-governance/Familiarization-Program-for-Independent-Directors.html |
| Materiality policy | https://www.crizac.com/investors_file/corporate-governance/Materiality-Policy.html |
| Policy For Evaluation of The Performance of The Board of Directors | https://www.crizac.com/investors_file/corporate-governance/Policy-for-Evaluation-of-the-Performance-of-the-Board-of-Directors.html |
| Policy on Determination of Materiality of Events new | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Determination-and-Disclosure-of-Materiality-of-Events-or-Information.html |
| Policy on Material Subsidiaries | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Material-Subsidiaries.html |
| Policy on Preservation and Archival of Documents | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Preservation-and-Archival-of-Documents.html |
| Policy on Related Party Transaction | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Releated-Party-Transaction.html |
| Policy on Remuneration and Evaluation of Directors, KMP, SMP | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Remuneration-and-Evaluation-of-Directors-KMP-SMP.html |
| Policy On Web Archival of Information Disclosed to Stock Exchange | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Web-Archival-of-Information.html |
| Policy to Promote Diversity on the Board of Directors | https://www.crizac.com/investors_file/corporate-governance/Policy-to-Promote-Diversity-on-the-Board-of-Directors.html |
| Risk Management Policy | https://www.crizac.com/investors_file/corporate-governance/Risk-Managemet-Policy.html |
| Succession Planning Policy | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Successation-Planning-of-Directors-and-Senior-Management-Personnel.html |
| Whistleblower Policy | https://www.crizac.com/investors_file/corporate-governance/Whistleblower-Policy.html |

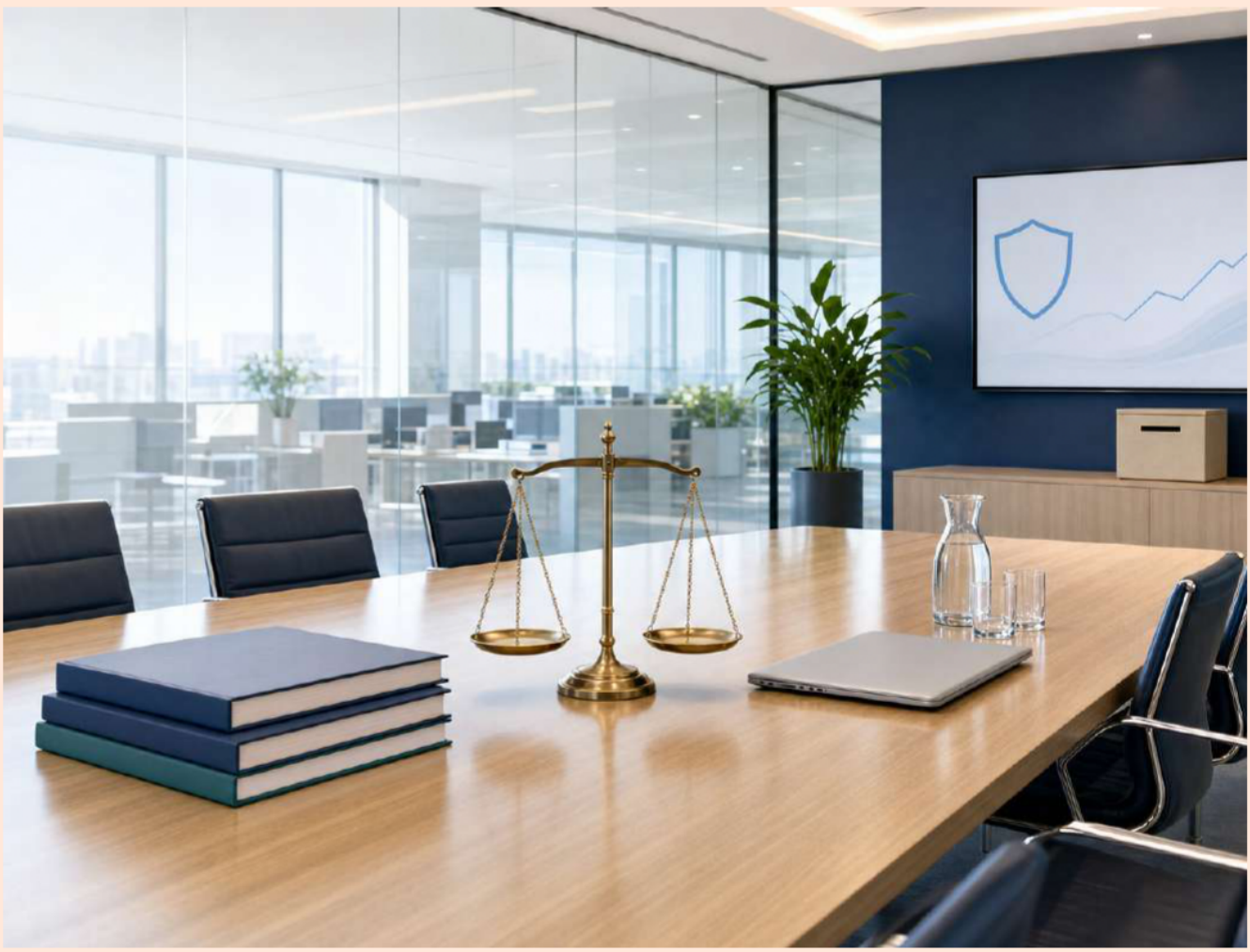
## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 1

## Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable.

INTEGRITY | ETHICS | TRANSPARENCY | ACCOUNTABLITY



16 PEACE, JUSTICE AND STRONG INSTITUTIONS

# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

| Segment | Total number of training and awareness programs held | Topics/principles covered under the training and its impact | Percentage of persons in respective category covered by the awareness programs |
|---|---|---|---|
| Board of Directors | 2 | PRINCIPLE 3: Trainings on respect and promote the well-being of all employees, including those in their value chains. (HSE, skill Upgradation) | 90% |
| Key Managerial Personnel | 2 | | 100% |
| Employees other than BoD and KMPs | 6 | PRINCIPLE 5: Awareness training on respect and promote Human Rights. (POSH) | 91% |

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

| Monetary | | | | | |
|---|---|---|---|---|---|
| | NGRBC Principle | Name of the Regulatory / Enforcement / Agencies / Judicial institutions | Amount (In INR) | Brief of the case | Has an appeal been preferred? (Yes/No |
| Penalty/Fine | | | NIL | | |
| Settlement | | | | | |
| Compounding fee | | | | | |

| Non-Monitory | | | | |
|---|---|---|---|---|
| | NGRBC Principle | Name of the Regulatory / Enforcement / Agencies / Judicial institutions | Brief of the case | Has an appeal been preferred? (Yes/No) |
| Imprisonment | | | NIL | |
| Punishment | | | | |

During the financial year, there were no material fines, penalties, settlements, or legal awards paid by the entity or any Director/ KMP to regulatory authorities, courts, or enforcement agencies. This is based on disclosures in the RHP under the section 'Outstanding Litigation and Other Material Developments.

**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 |
|---|---|
| NIL | |

# ANNEXURE V

*to the Boards' Report (contd.)*

**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. Crizac has adopted anti- corruption and anti-bribery policy that encourages employees and stakeholders to report unethical conduct, fraud, bribery, corruption, or any violations of legal or regulatory requirements. It reflects the company's commitment to transparency, accountability, and integrity.

Web link: **https://www.crizac.com/investors_file/corporate-governance/anti-bribery-and-anti-corruption-policy.html**

| | |
|---|---|
| **Systems for Anti – corruption** | Internal control for all contracts |
| | Financial monitoring and audit trail |
| | Compliance declaration |

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

During Financial Year 2025-26, there were no charges of bribery/corruption by any law enforcement agency against the Directors/KMPs/employees/workers.

| Category | Financial Year 26 |
|---|---|
| Directors | NIL |
| KMPs | |
| Employees | |

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

During Financial Year 2025-26, there were no complaints concerning conflicts of interest against the Directors and KMPs.

| Category | Financial Year 2025-26 | |
|---|---|---|
| | Number | Number |
| Number of Complaints received in relation to issues of conflict of interest of the Directors | NIL | |
| Number of complaints received in relation to issues of conflict of interest of the KMPs | NIL | |

**7. Anti-corruption and Ethical training**

| Category | Numbers trained | % of total | Comments |
|---|---|---|---|
| Directors | 6 | 1.62% | |
| KMPs | 3 | 0.81% | KMP includes 2 Directors (Dr. Vikash Agarwal & Mr. Manish Agarwal) and 1 Compliance Officer (Ms. Kashish Arora) |
| Senior Managements | 5 | 1.35% | |
| Employees | 356 | 96.22% | |

**8. 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.**

N.A.

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

| Particulars | Financial Year 2025-26 | Financial Year 2024-25 | Financial Year 2023-24 |
|---|---|---|---|
| Number of days of Accounts Payables | 20 | 79 | 16 |

**10. Integration of Governance into business strategy:**

a. Technology enabled financial support

b. transparent disclosures

c. Secured digital environment as per cyber policy.

# ANNEXURE V

*to the Boards' Report (contd.)*

**Leadership Indicators**

1. **Awareness programs conducted for value chain partners on any of the principles during the financial year:**
   N.A.
2. **Does the entity have processes in place to avoid/manage conflict of interests involving members of the Board? (Yes/No)**
   Yes, Crizac has adopted the following policies and mechanisms to manage conflict of interest involving board members:

| Policy | Key Focus | Web Links |
|---|---|---|
| Code of Conduct for Directors and Senior Management Personnel Policy | Requires disclosure of any interest that may lead to a conflict. Directors must recuse themselves from decision-making where a conflict exists. | https://www.crizac.com/investors_file/corporate-governance/Code-of-Conduct-for-Directors-and-Senior-Management-Personnel-Policy.html |
| Policy on Related Party Transactions (RPT) | Ensures fair dealing and transparency in any transactions involving directors or their relatives. Subject to Board and/or shareholder approval. | https://www.crizac.com/investors_file/corporate-governance/Policy-on-Releated-Party-Transaction.html |
| Declaration of Interest | Directors are required to declare their interest in any company or entity that could have a business relationship with Crizac. This helps ensure transparency and avoid conflicts of interest. | Section (184) of the Companies Act, 2013 |

Crizac's journey has always been built on integrity. As a company interacting with Global institutions and regulators, trust forms the core of its identity. From its earliest days, Crizac set standards for ethical conduct through its Code of Conduct, Fair Disclosure Policy, and Anti-Bribery & Anti-Corruption Policy.

Every decision is guided by a commitment to doing what is right even when no one is watching. Transparency is practiced not just through mandatory disclosures but also in how the company communicates with customers, responds to concerns, and manages data securely.

Crizac's culture reinforces accountability, ensuring that the organization grows responsibly while earning the confidence of students, partners, investors, and regulators.



## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 2

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






# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

| Particulars | Current Financial Year | Previous Financial Year | Details of improvement in environmental and social impact |
|---|---|---|---|
| R&D | 0% | 0% | NIL |
| Capex | 0% | 0% | NIL |

2. **Does the entity have procedures in place for sustainable sourcing? If yes, what percentage of inputs were sourced sustainably?**

   Given its business model (tech-enabled education), its procurement needs are likely limited to IT infrastructure, office supplies, and services. Since we are in education services, computers and software are sourced from where, encouraging local business, benefit to them are given, training the local people to work In educational environment.

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.**

| Waste Category | Process in Place (Yes/No) | Details |
|---|---|---|
| Plastics (incl. packaging) | No (not disclosed) | No public data on packaging disposal, reuse, or plastic waste management. Likely minimal, given nature of business. |
| E-waste | No (not disclosed) | No mention of e-waste handling or partnerships with e-waste recyclers found. |
| Hazardous waste | No (not applicable) | As a service-based company, Crizac does not generate hazardous waste. |
| Other waste | No (not disclosed) | No formal waste segregation, disposal, or recycling policy disclosed. |

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.**

   N.A.

**Leadership Indicators**

a. **Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

   N.A.

b. **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?**

   As no LCA or equivalent process has been conducted or disclosed, Crizac has not publicly identified any service-related environmental or social risks from a life cycle standpoint.

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

   Crizac is a tech-enabled education company. It does not use physical raw materials in a manufacturing process. Hence, the concept of recycled/reused material does not apply.

# ANNEXURE V

*to the Boards' Report (contd.)*

**d. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed in the current and previous year.**

| Type of Material | Reused (MT) | Recycled (MT) | Safely Disposed (MT) |
|---|---|---|---|
| Products | Not applicable | Not applicable | Not applicable |
| Packaging | Not disclosed | Not disclosed | Not disclosed |

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

| Product Category | % Reclaimed |
|---|---|
| Not applicable | 0% |

Crizac operates in a sector where its "product" is trust, guidance, and transparent access to global education. The company views its role not merely as a service provider but as a facilitator of life-changing opportunities for students.

In delivering these services, Crizac continually works to improve the quality, reliability, and ethical foundations of its counselling, documentation, and advisory processes.

The company emphasises accuracy in information, responsible guidance, and protection against fraudulent or misleading practices in the overseas mobility ecosystem.

Crizac also recognises the environmental footprint and has begun monitoring electricity use, digital operations, and efficiency measures to minimize waste.



## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 3

## Businesses should respect and promote the well-being of all employees, including those in their value chains



# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

**1. a. Details of measures for the well-being of employees**

| Category | Total (A) | Health Insurance Number (B) | % (B/A) | Accident Insurance Number (C) | % (C/A) | Maternity Benefits Number (D) | % (D/A) | Paternity Benefits Number (E) | % (E/A) | Day Care Facilities Number (F) | % (F/A) |
|---|---|---|---|---|---|---|---|---|---|---|---|
| Permanent Employees | - | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Male | - | 0 | 0% | 0 | 0% | - | - | 0 | 0% | 0 | 0% |
| Female | - | 0 | 0% | 0 | 0% | 0 | 0% | - | - | 0 | 0% |
| Total | - | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Other than Permanent | - | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Male | - | 0 | 0% | 0 | 0% | - | - | 0 | 0% | 0 | 0% |
| Female | - | 0 | 0% | 0 | 0% | 0 | 0% | - | - | 0 | 0% |
| Total | - | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |

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

N.A.

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

| Benefits | Financial Year 2026 (Current 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.) |
| PF | 89.22% | 22% | Yes |
| Gratuity | 89.22% | 22% | Yes |
| ESI | 22% | 22% | Yes |
| National Pension Scheme | N.A. | 22% | N.A. |
| Others-Superannuation | N.A. | 22% | N.A. |

**3. Are the premises/offices of the entity accessible to differently-abled employees & 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.**

At present, the entity does not have specific accessibility provisions for differently-abled employees and workers. However, it is committed to enhancing inclusivity and plans to introduce facilities such as wheelchair access and specially designed restrooms in the future.

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

Yes. weblink: **https://www.crizac.com/investors_file/corporate-governance/equal-opportunity-diversity-and-inclusive-policy.html**

**5. Return to work & Retention rates of permanent employees & workers that took parental leave based on gender-male & female & in totality**

| Gender | Permanent Employee | | Permanent Workers | |
|---|---|---|---|---|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 5 | 100% | N.A. | N.A. |
| Female | 0 | 0 | N.A. | N.A. |
| **Total** | **5** | **100%** | **N.A.** | **N.A.** |

# ANNEXURE V

*to the Boards' Report (contd.)*

**6. Is there a mechanism available to receive & redress grievances for the following permanent & temporary categories of employees & workers? If yes, give details of themechanism in brief for all the above-mentioned categories. –**

The grievances are handled by Mr. Krishnendu Banerjee (HR Department), email address- **hr@crizac.com**.

| Category | Yes/No | Mechanism Details |
|---|---|---|
| Permanent Employees | Yes | Covered under policy; can report grievances to the Chairman of Audit Committee in writing; anonymous disclosures accepted with evidence. |
| Other than Permanent Employees | Yes | Same grievance channel available under policy; stakeholders including vendors may report. |
| Permanent | N.A. | N.A. |
| Workers | N.A. | N.A. |
| Other than Permanent Workers | | |

**7. Disclose No. & percentage of Membership of total permanent male & female both categories employees & workers in association(s) or Unions recognized by the listed entity for both current & previous Financial Years.**

| Category | Financial Year 2025–26 (Current Financial Year) |
|---|---|
| | Total employees / workers in respective category (A) |
| Total Permanent Employees | NIL |
| - Male | |
| - Female | |
| Total Permanent Workers | N.A. |
| - Male | |
| - Female | |

**8. Details of training on Health & safety measures & on skill up-gradation, given to employees & workers based on gender-male & female, & in totality for both current &previous financial years.**

| Training Type | Gender | Financial Year 2025-26 (Current Financial Year) – No. of Employees/Workers Trained |
|---|---|---|
| Health & Safety | Male | 145 |
| | Female | 211 |
| | **Total** | **356** |
| Skill Upgradation | Male | 145 |
| | Female | 211 |
| | **Total** | **356** |

**9. Details of performance & career development reviews of employees on a gender-male & female & in totality for both current & previous financial years. –**

| Category Employee | Review system | Observation |
|---|---|---|
| **Male** | Based on their KPI & standard increment | 77% of employees got the appraisal (except for employee who did not complete the tenure of 1 year) |
| **Female** | Based on their KPI & standard increment | 82% of employees got the appraisal (except for employee who did not complete the tenure of 1 year) |

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

Yes, Crizac has Health & Safety Policy which governs creating a safe and health workplace for all employees.

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

N.A

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

N.A

# ANNEXURE V

*to the Boards' Report (contd.)*

**d. Do the employees/workers of the entity have access to non-occupational medical & healthcare services? (Yes/ No) -Yes** The Company has in place a Group Personal Accident Insurance Policy for its employees, issued by The New India Assurance Company Limited. The policy provides coverage to eligible employees against accidental death and bodily injury, with a sum insured of Rs.10,00,000 per employee. The policy covers approximately 400 employees for the policy period 30 October 2025 to 29 October 2026. This initiative reflects the Company's commitment to employee health, safety, and financial protection in the event of unforeseen accidents.

**11. Details of safety-related incidents for both employees & workers in current & previous Financial Years for:**

| Safety Incident / Number | Category | Financial Year25-26 |
|---|---|---|
| Lost Time Injury Frequency Rate (LTIFR) (per one-million-person hour worked); | Employees | NIL |
| Total recordable work-related injuries | Employees | |
| No. of fatalities | Employees | |
| High consequence work-related injury or ill-health (excluding fatalities) | Employees | |

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

The Company is committed to providing a safe, inclusive, and healthy workplace for all employees. It follows a zero-tolerance policy towards sexual harassment and is fully compliant with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

An Internal Committee (IC) has been constituted to prevent, prohibit, and address complaints of sexual harassment in a timely and confidential manner. The Committee is headed by a Presiding Officer, Ms. Kashish Arora, and includes an external independent member, Dr. Romili Sen, in line with statutory requirements. The Committee ensures fair inquiry, grievance redressal, and awareness on POSH-related matters, thereby fostering a safe, respectful, and healthy work environment.

**13. Number of Complaints filed & pending along with remarks on working conditions & health & safety made by employees & workers for current & previous Financial Years.**

| Category | Financial Year 2025–26 (Current Financial Year) | | |
|---|---|---|---|
| | Filed during the year | Pending resolution at the end of the year | Remarks |
| Working conditions | NIL | | |
| Health and Safety | | | |

**14. Disclose % of your plants & offices that were assessed (by the entity/ statutory authorities/ third parties) in the current Financial Year for health & safety practices & working Conditions**

| Parameter | Response |
|---|---|
| % Of offices/plants assessed for health & safety practices and working conditions (Financial Year 2025–26) | Not disclosed / Likely 0% |
| Authority conducting assessments (if any) | — |

**Diversity, Inclusion and Equal opportunity:**

**The company ensure merit-based recruitment and prohibits discrimination based on**

- **Age**
- **Gender**
- **Disability status**
- **Caste, religion**
- **Marital status**

**Maternity and Paternity Policy:**

a. Ensures paid maternity leave

b. Flexible work time arrangement (post return)

c. Protection of Employment during Maternity

d. No of female employees that took maternity leave and no of female who joined back.

# ANNEXURE V

*to the Boards' Report (contd.)*

**Future plans:**

a. Implement training and safety plans

b. Employee wellbeing programs

**Leadership Indicators**

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

No

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

N.A.

**3.** Provide the number of employees/workers having suffered high consequence work-related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated & placed in suitable employment or whose family members have been placed in suitable employment for both employee & workers categories for current & previous Financial Years.

| Category | Financial Year 2025–26 | Remarks |
|---|---|---|
| No. of affected employees rehabilitated or placed | 0 | No such cases reported or disclosed. |
| No. of affected workers/family members placed | N.A. | N.A. |

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

| Parameter | Response | Remarks |
|---|---|---|
| Transition assistance programs | No | Crizac's RHP states that no benefits are provided upon retirement or termination beyond statutory obligations. |

**5. Disclose % of value chain partners (by the value of business done with them) that were assessed in the current Financial Year for health & safety practices & working conditions**

| Parameter | Response | Remarks |
|---|---|---|
| % Assessed | 0% / Not disclosed | No evidence of health & safety assessments of value chain partners has been found in public disclosures. |

Crizac's workplace philosophy is shaped by equal opportunity, respect, and safety.

Over the years, Crizac has built a supportive environment through comprehensive policies such as Equal Opportunity, Maternity & Paternity Benefits, POSH Policy, Health & Safety Policy, and structured HR frameworks.

Employees are provided opportunities for upskilling, career growth, and fair treatment.

The company promotes diversity and inclusion, fosters open communication, and actively ensures the safety, dignity, and mental well-being of its workforce.

Crizac believes that when employees thrive, the company thrives—and customers experience the difference.



## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 4

## Businesses should respect the interests of and be responsive to all its stakeholders



# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

| Stakeholder | Whether identified as Vulnerable/ Marginalized group | Channel of Communication (Email, sms, news, pamphlets, website, other) | Frequency of Engagement (Annually, half yearly, quarterly, other) | Purpose and scope of engagement/ concerns raised |
|---|---|---|---|---|
| Investors | NIL | Email **compliance@crizac.com** | quarterly | Grievance redressal and IPO process disclosures. |
| Counselling partners | NIL | Through ARM Team | Not mentioned | Service delivery, Complaints |
| International Universities/ Institutions | NIL | Through URM Team | As and when required | Complaints, Discussion |
| Shareholders | NIL | Email, Annual Meetings | Annually | |
| Employees | NIL | Personal meetings, | Regularly | |
| Regulators | NIL | | N.A. | |
| Community | NIL | Annual meeting, Emails, Personal Interview | Annually | |

2. **Describe the processes for identifying key stakeholder groups of the entity. –**

| Stakeholder Group | Process of Identification |
|---|---|
| Students | Identified through direct service dependency; primary beneficiaries of the company's recruitment operations. |
| International Universities/ Institutions | Identified via strategic partnership analysis; their collaboration is central to business delivery. |
| Recruitment Partners/ counselling partners | Mapped as core delivery channels through functional and operational assessments. |
| Employees | Recognized through HR function and organizational structure as critical to day-to-day and strategic functioning. |
| Investors & Shareholders | Identified through financial stakeholder mapping during IPO planning and investor engagement activities. |

**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.**

   N.A.

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

   Crizac uses formal mechanisms to evaluate stakeholder needs:

   **Internal Mechanisms:**

   - Employee Stock Option Plan (ESOP 2026) to promote employee ownership & long-term alignment with company success.
   - Grievance Redressal & Whistleblower Mechanism ensuring safe, confidential reporting.
   - Equal Opportunity and Diversity Framework for inclusive hiring.
   - Fair Disclosure Code for transparent investor communication.

# ANNEXURE V

*to the Boards' Report (contd.)*

**External Mechanisms:**

- Customer feedback channels (digital & telephonic)
- Supplier compliance declarations
- CSR needs assessment surveys

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

While Crizac does not directly operate in high-risk sectors, the following groups are considered potentially vulnerable:

| Category | Reason | Engagement Measures |
|---|---|---|
| Early-career employees & interns | Higher need for guidance, limited workplace experience | Training, mentorship, fair employment policies |
| Women employees | Workforce diversity considerations | POSH compliance, maternity policy, equal opportunity commitments |
| Students from economically weaker backgrounds | Dependent on education financing | Transparent counselling, ethical guidance |

**Policy Communication and Stakeholder Awareness Mechanisms:**

The Company has established structured mechanisms to ensure that its policies, codes and governance frameworks are effectively communicated to all relevant stakeholders, including employees, management, business partners and other value chain participants.

Internal policies such as the Code of Conduct, Human Resource policies, Insider Trading Code, Anti-Corruption policy and other governance-related policies are communicated to employees through official internal communication channels including email communications, employee handbooks, induction and onboarding programs, internal portals and periodic training and awareness sessions.

Policies relevant to external stakeholders, including investors, vendors and other business partners, are made accessible through appropriate disclosure mechanisms such as the Company's website, contractual documentation, formal communications and engagement meetings, wherever applicable. Updates or changes to key policies are communicated in a timely manner to ensure awareness and compliance.

Through these communication mechanisms, the Company seeks to promote transparency, ethical conduct and informed stakeholder participation, in line with the principles of responsible business conduct.

**ESOP Scheme 2026 – Stakeholder Value Enhancement**

Crizac Employee Stock Option Plan 2026 directly strengthens stakeholder engagement through:

**Employee Engagement Outcomes:**

| Area | ESOP- Driven Impact |
|---|---|
| Retention | Multi-year vesting promotes long-term tenure |
| Alignment | Encourages employees to think like shareholders |
| Motivation | Recognizes high performance & critical skills |

The Company has implemented the amended and restated CRIZAC Employee Stock Option Plan 2026 (ESOP 2026), approved by shareholders on 22 March 2026, to create a performance-linked incentive structure, attract and retain key talent, and align employee interests with long-term value creation.

Under the scheme, options exercisable into up to 1,22,48,775 equity shares (face value INR 2 each) may be granted to eligible employees and directors (excluding promoters and independent directors), as determined by the Compensation Committee in compliance with applicable laws. The options vest over a minimum period of three years, subject to continued employment and performance conditions, and are exercisable within 60 days from vesting.

The exercise price is determined by the Committee in line with regulatory requirements. The scheme also provides for fair treatment of options in various employment scenarios and does not impose any lock-in on shares issued upon exercise, except as per applicable regulations. Through ESOP 2026, the Company reinforces employee ownership and its commitment to sustainable, people-centric growth.

# ANNEXURE V

*to the Boards' Report (contd.)*

**Stakeholder Engagement and Future Commitments Based on Materiality:**

The Company recognizes the importance of continuous engagement with its stakeholders to identify, priorities and address matters that are material to its long-term value creation and sustainability. Going forward, the Company intends to further strengthen its stakeholder engagement and materiality assessment processes, including structured interactions with key stakeholder groups such as employees, investors, business partners and other relevant value chain participants, to better understand their expectations, concerns and priorities.

Based on insights derived from such engagements, the Company aims to align its governance, people practices and business strategies with material issues that impact stakeholder value and organizational sustainability. As part of its future commitments to employees as a key stakeholder group, the Company also proposes to continue and, where appropriate, expand its equity-based incentive framework, including the issuance of additional employee stock options in accordance with applicable laws and subject to necessary approvals.

Through ongoing materiality-led engagement and inclusive value-sharing mechanisms, the Company seeks to enhance transparency, strengthen trust with stakeholders and promote sustainable and responsible growth.

Crizac's business itself is a web of relationships—with students, parents, universities, Counselling partners, employees, regulators, vendors, and communities.

The company has always prioritised understanding the needs, concerns, and expectations of each group. Through regular communication, feedback loops, grievance mechanisms, and customer-centric approaches, Crizac stays closely connected to those it serves.

Engagement is not passive; it drives decision-making. Insights from stakeholder's shape service improvements, technology upgrades, and policy enhancements.

Crizac sees stakeholder relationships not as obligations but as long-term partnerships that fuel sustainable growth.



## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 5

## Businesses should respect and promote human rights



# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

| Category | Financial Year 2025-26 (Current Financial Year) | | |
|---|---|---|---|
| | Total (A) | No. of employees / workers covered (B) | % (B / A) |
| Permanent | 356 | 311 | 87% |
| Other than Permanent employees | 43 | 10 | 23% |
| Total Employees | 399 | 321 | 80% |

Some training is provided to relevant staff to ensure a clear understanding of modern slavery issues, including how to identify and report concerns. This ensures that the employees are equipped to uphold ethical standards and respond appropriately to potential risks.

**2. Details of minimum salary paid to employees in the following format:**

| Category | Financial Year 2025-26 (Current Financial Year) | | | | |
|---|---|---|---|---|---|
| | Total | Equal to minimum salary | | More than minimum salary | |
| | | No. | % | No. | % |
| **Permanent** | | | | | |
| Male | 145 | NIL | NIL | 145 | 100% |
| Female | 211 | NIL | NIL | 211 | 100% |
| **Other Permanent** | | | | | |
| Male | 18 | 3 | 17% | 15 | 83% |
| Female | 25 | 5 | 20% | 20 | 80% |

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

| Particulars | Male | | Female | |
|---|---|---|---|---|
| | Number | Median remuneration/ salary of respective category | Number | Median remuneration/ salary of respective category |
| Board of Directors (BOD) | 2 | 1,20,00,000 | | |
| Key Managerial Personnel | | | 1 | 16,67,060 |
| Employees other than body and KMP | 145 | 3,63,000 | 210 | 3,51,000 |

**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

**Board of Directors (BOD):**

The Board of Directors provides overall oversight and strategic direction on human rights–related matters, including ethical employment practices, employee welfare, and compliance with applicable Labouré and human rights laws.

**Senior Management (Human Resources Function):**

The Human Resources (HR) function, under the supervision of senior management, is responsible for implementing and monitoring human rights commitments through the Company's HR policies, including equal opportunity, non-discrimination, employee welfare, and fair employment practices.

**Whistle Blower / Vigil Mechanism Committee:**

The Audit Committee oversee the Whistle Blower mechanism and acts as a key focal point for receiving, reviewing, and addressing complaints related to unethical conduct, harassment, discrimination, or any human rights–related concerns. The mechanism ensures confidentiality, protection against retaliation, and timely resolution of grievances.

The company undertakes ongoing assessments to identify and mitigate the risks of modern slavery within the supply

# ANNEXURE V

*to the Boards' Report (contd.)*

chain. The company has a stakeholder relationship committee and Risk management committee that sees to identification of internal and external risks specifically faced by the listed entity, including financial, operational, sectoral, sustainability (particularly, ESG related risks), information, cyber security risks or any other risk as may be determined by the Committee.

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

To support its commitment to ethical conduct and respect for human rights, Crick Ltd has established multiple internal mechanisms to identify, report, and redress grievances related to human rights issues in a timely and effective manner.

**The Company has implemented the following key policies and practices:**

**Code of Conduct:**

Defines standards of ethical behavior, integrity, and responsible business conduct applicable to all employees and stakeholders.

**Anti-Slavery and Human Trafficking Policy:**

Articulates the Company's zero-tolerance approach towards modern slavery, forced labor, and human trafficking, and provides guidance for identifying, reporting, and mitigating related risks.

**Whistleblowing Policy:**

Enables employees and other stakeholders to report concerns relating to unethical conduct, discrimination, harassment, modern slavery, or any other human rights violations, without fear of retaliation.

**Ethical Recruitment Practices:**

The Company follows fair and transparent recruitment practices to ensure that employment is voluntary, free from coercion, and in compliance with applicable Labouré laws.

**Data Privacy and Confidentiality Safeguards:**

Mechanisms are in place to address grievances arising from data privacy breaches and misuse of personal information, ensuring protection of employee and stakeholder rights.

**Grievance Handling Process:**

All disclosures and complaints relating to human rights issues are required to be addressed to the HR department of the Company for appropriate review and investigation. Disclosures are required to be submitted in writing, either typed or handwritten in a legible manner, and may be made in English or Hindi, to ensure clarity and proper documentation of the issues raised.

| | | |
|---|---|---|
| HR Department | Mr. Krishnendu Banerjee | hr@crizac.com |

The Company ensures confidentiality of complaints, protection against retaliation, and appropriate corrective actions based on the findings of investigations.

POSH TRAINING

| Number of trainings | Attended by | % | Remarks |
|---|---|---|---|
| 1 | 321 | 90.17% | |

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

| Particulars | Financial Year 2025-26 (Current Financial Year) | | |
|---|---|---|---|
| | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | NIL | | Strong Policies and Strict HR oversight |
| Discrimination at workplace | | | |
| Salary | | | |
| Other Human rights related issues | | | |

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

Crizac Limited has established strong mechanisms to protect complainants in cases of discrimination and harassment. The company's Audit committee overseas the whistleblower mechanism and strictly prohibits any retaliation, including termination, demotion, suspension, transfer, or disciplinary action against individuals who report protected disclosures. It ensures that the complainant's right to continue performing their duties remains unaffected and provides for reimbursement of legitimate out-of-pocket expenses. The identity of the whistleblower is kept confidential to the extent

# ANNEXURE V

*to the Boards' Report (contd.)*

legally possible, and support is offered if the individual is required to give evidence in legal or disciplinary proceedings. Complaints are to be reported directly to the Chairman of the Audit Committee, who is responsible for initiating investigations and recommending corrective actions. Additionally, any employee or director assisting the whistleblower is afforded the same level of protection.

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

Yes, The Company is dedicated to conducting the business in a manner that respects the rights and dignity of all individuals.

**9. Assessments for the year –**

During the reporting period, the Company undertook assessments to strengthen its human rights practices and ensure compliance with applicable laws and internal policies. These assessments included background screening of students (as applicable to the Company's operations) and periodic HR training for staff to enhance awareness of ethical conduct, workplace rights, and compliance requirements.

| Aspect Assessed | % Offices Assessed |
|---|---|
| Sexual Harassment | 100 |
| Discrimination at Workplace | 100 |
| Salary | 100 |
| Others – Please Specify | 100 |

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

Based on the assessments conducted during the reporting period, no instances of discrimination or sexual harassment were identified across the Company's operations. Accordingly, no corrective actions were required during the year.

**11. Future Action Plans:**

To further strengthen its human rights and workplace practices, the Company plans to undertake the following initiatives:

**a. Mandatory Training and Awareness:**

Introduction of periodic and mandatory training programs for employees on topics such as prevention of sexual harassment, non-discrimination, ethical conduct, and workplace rights.

**b. Promotion of Diversity and Inclusion:**

Continued efforts to promote diversity and inclusion in employment practices, with a focus on fair representation, equal opportunity, and merit-based hiring.

**c. Digitalization of Grievance Redressal Mechanism:**

The Company plans to implement a fully digital grievance redressal system to enable confidential reporting, improve accessibility, enhance tracking of complaints, and ensure timely resolution.

These initiatives reflect the Company's ongoing commitment to strengthening its human rights framework and aligning its practices with evolving regulatory and stakeholder expectations.



**Leadership Indicators**

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

No business processes were modified or introduced as a result of

# ANNEXURE V

*to the Boards' Report (contd.)*

addressing human rights grievances or complaints in the reporting period as no such complaints and grievances were raised.

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

Crizac Limited operates with the fundamental belief that every individual deserves dignity, equality, and freedom from discrimination, whether they are employees, partners, or other stakeholders associated with the Company.

As part of its commitment to responsible business conduct, the Company undertakes ongoing human rights due-diligence processes to identify, assess, and mitigate potential human rights risks, including the risk of modern slavery, across its operations and value chain.

The scope and coverage of the Company's human rights due diligence include:

**a. Supplier and Counselling Partners Evaluation:**

Due diligence conducted during the evaluation and onboarding of suppliers and counselling partners to assess compliance with ethical standards and applicable labour and human rights laws.

**b. Workplace Practices:**

Measures to ensure a workplace environment that is free from sexual harassment, discrimination, and unequal treatment, supported by relevant internal policies and grievance redressal mechanisms.

**c. Ethical Conduct and Freedom of Expression:**

Promotion of ethical behavior, freedom of expression, and a zero-tolerance approach towards misconduct, harassment, or unethical practices.

**d. Safeguarding Rights of Individuals:**

The Company is committed to safeguarding the rights of all individuals associated with its operations and upholding its core ethical responsibilities in all business activities.

These due-diligence processes enable the Company to proactively manage human rights risks and reinforce its commitment to responsible and ethical business practices.

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

The office is situated in a commercial building. The entity is currently not in a position to confirm full compliance with the accessibility requirements under the Rights of Persons with Disabilities Act, 2016 and

At present, the entity does not have specific accessibility provisions for differently-abled employees and workers. However, it is committed to enhancing inclusivity and plans to introduce facilities such as wheelchair access and specially designed restrooms in the future.

**4. Details on assessment of value chain partners: -**

N.A

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

N.A.

Crizac operates with the belief that every individual deserves dignity, equality, and freedom from discrimination—whether they are employees, customers, or partners.

Guided by its Human Rights Policy, the company ensures that its workplaces are free from any kind of harassment, and unequal treatment towards its employees and partners.

The organization promotes safe working conditions, grievance redressal, freedom of expression, and a zero-tolerance stance on misconduct.

Across its ecosystem, Crizac safeguards the rights of all individuals—not just as a compliance requirement but as a core ethical responsibility.

## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 6

## Businesses should respect and make efforts to protect and restore the environment






# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

| Parameter | Financial Year 2025-26 (Current Financial Year) |
|---|---|
| Total electricity consumption (A) | 2,22,837.22 kWh |
| Total fuel consumption (B) | NIL |
| Energy consumption through other sources (C) | NIL |
| Total Energy Consumption (A+B+C) | 2,22,837.22 kWh |
| Energy intensity per rupee of turnover (Total Energy Consumption/ Turnover in rupees) | 0.00836 kWh per lakh rupees of turnover |

Electricity is the Company's primary source of energy.

No diesel generators or other fossil fuels are used. Therefore, no scope 1 and only scope 3 for us.

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

**NO**

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

N.A.

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

| Parameter | Financial Year 2025-26 (Current Financial Year) |
|---|---|
| **Water withdrawal by source (in kiloliters)** | |
| (I) Surface water | N.A. |
| (ii) Groundwater | N.A. |
| (iii) Third party water | N.A. |
| (iv) Seawater / desalinated water | N.A. |
| (v) Others (Municipal water) | Nominal not material |
| Water recycling | Water used only for office use, hence no recycling |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | N.A. |
| Total volume of water consumption (in kilolitres) | N.A. |
| Water intensity per rupee of turnover (Water consumed / turnover) | N.A. |
| Water intensity (optional) – the relevant metric may be selected by the entity | N.A. |

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

NO

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

NO.

# ANNEXURE V

*to the Boards' Report (contd.)*

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

| Parameter | Please specify unit | Financial Year 2025-26 (Current Financial Year) |
|---|---|---|
| NOx | N.A. | N.A. |
| SOx | N.A. | N.A. |
| Particulate matter (PM) | N.A. | N.A. |
| Persistent organic pollutants (POP) | N.A. | N.A. |
| Volatile organic compounds (VOC) | N.A. | N.A. |
| Hazardous air pollutants (HAP) | N.A. | N.A. |
| Others – please specify | N.A. | N.A. |

None of the above gases are applicable to us.

**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**

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

| Parameter | Unit | Financial Year 2025-26 (Current Financial Year) |
|---|---|---|
| Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, | Metric tonnes of CO2 Equivalent | N.A. |
| SF6, NF3, if available | | |
| Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, | Metric tonnes of CO2 Equivalent | 182.73 tCO2 |
| SF6, NF3, if available | | |
| Total Scope 1 and Scope 2 emissions per rupee of turnover | N.A. | N.A. |
| Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity | N.A. | N.A. |

**Scope 3 emission:**

Not applicable for 1st year BRSR. Will be assessed in future based on business travel, community and digital infrastructure.

**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**

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

No projects related to GHG emissions

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

| Parameter | Financial Year 2025-26 (Current Financial Year) |
|---|---|
| **Total Waste generated (in metric tonnes)** | |
| Plastic waste (A) | Nominal |
| Paper waste | Nominal |
| E-waste (B) | N.A. |
| Bio-medical waste (C) | N.A. |
| Construction and demolition waste (D) | N.A. |
| Battery waste (E) | N.A. |

# ANNEXURE V

*to the Boards' Report (contd.)*

| Parameter | Financial Year 2025-26 (Current Financial Year) |
|---|---|
| Radioactive waste (F) | N.A. |
| 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) | N.A. |
| **Total (A+B + C + D + E + F + G + H)** | N.A. |
| (i) Recycled | As given below by authorized vendors |
| (ii) Re-used | NIL |
| (iii) Other recovery operations | N.A. |
| **Total** | N.A. |
| Category of waste | |
| (i) Incineration | N.A. |
| (ii) Landfilling | N.A. |
| (iii) Other disposal operations | N.A. |
| **Total** | N.A. |

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

**NO**

8. **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.**

| Waste type | Quantity | Treatment Method |
|---|---|---|
| Paper waste | Nominal | Recycled through authorized vendors |
| IT waste | Nominal | Collected by authorized e-waste handlers |
| Other waste (Plastics) | Nominal | Segregated at source |

The Company has adopted appropriate waste management practices in line with the nature and scale of its operations. Given that the Company operates in a service-oriented sector, there is no usage of hazardous or toxic chemicals in its products or processes. Accordingly, no specific strategy is required for the reduction of hazardous or toxic chemical usage.

**Energy resource and conservation measures:**

**Action taken by us:**

**a. Office-level Energy Measures**

- Use of LED lighting, energy-efficient air conditioning, and automated systems
- Encouraging shutdown of devices when not in use
- Optimization of HVAC thermostat settings

**b. Paper & Resource Conservation**

- Digitization of processes
- Reduced physical documentation
- Mandatory double-side printing (only when required)

**c. Employee Engagement for Environmental Awareness**

- Green Challenges
- Sustainability newsletter
- Annual training sessions
- "Green Hour" mindfulness initiative

**Target and Future Commitments:**

a. Reduce electricity consumption per employee by 5% over the next three years.
b. Achieve zero land fill contribution for office waste (100% recycling).

# ANNEXURE V

*to the Boards' Report (contd.)*

c. Transition partially to renewable energy sources.

d. Establish an internal carbon accounting framework

e. Expand sustainability training to all employees.

The Company plans to further strengthen its waste management practices by engaging authorized e-waste recyclers for the collection and disposal of electronic waste, as and when such waste is generated. Currently, the overall quantum of waste generated is minimal; however, the Company remains committed to continuously improving its environmental practices and adopting sustainable waste management solutions.

**9. 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: -**

N.A..

| 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 |
|---|---|---|---|
| 1. | Kolkata, Sharjah, London | Educational Services Consultancy | No, the office is not around the area that need environmental approval, and any other information is not disclosed |

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

N.A.

**11. 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: N.A.**

**Environmental performance summary:**

| Parameter | Financial Year 2025-26 (Value) |
|---|---|
| Scope 1 emission | N.A. |
| Scope 2 emission | 2,22,837.22 kWh |
| Scope 3 emission | N.A. |
| Total energy consumed | 2,22,837.22 kWh |
| Water consumption | Nominal |
| Waste generated | Nominal |
| Waste recycled | Majority is paper and other waste |

**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:**

N.A.

| Parameter | Financial Year 2026 (Current Financial Year) |
|---|---|
| **From renewable sources** | |
| Total electricity consumption (A) | N.A. |
| Total fuel consumption (B) | N.A. |
| Energy consumption through other sources (C) | N.A. |
| Total energy consumed from renewable sources (A+B+C) | N.A. |

| | |
|---|---|
| **From non-renewable sources** | |
| Total electricity consumption (D) | N.A. |
| Total fuel consumption (E) | N.A. |
| Energy consumption through other sources (F) | N.A. |
| Total energy consumed from non-renewable sources (D+E+F) | N.A. |

Current year no renewable energy is been used.

**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

# ANNEXURE V

*to the Boards' Report (contd.)*

**Energy and Resource Conservation Measures**

The Company has implemented various energy and resource conservation measures across its operations to minimize environmental impact and promote efficient resource utilization. These measures include:

1. Use of LED lighting across office premises to reduce electricity consumption.
2. Installation and use of energy-efficient air conditioning systems.
3. Shutdown of electronic devices and equipment when not in use to avoid unnecessary energy consumption.
4. Optimization of thermostat settings to balance energy efficiency and employee comfort.
5. The Company continuously reviews its operational practices to identify opportunities for further improvement in energy efficiency.

**Environmental Risks and Opportunities**

The Company regularly evaluates environmental risks and opportunities arising from its operations and business growth.

**Risks Identified:**

1. Increase in electricity consumption due to the expansion and growth of organizational operations.
2. Higher energy usage resulting from expansion of digital and IT infrastructure.

**Opportunities Identified:**

1. Potential to integrate renewable energy solutions in the future to reduce dependence on conventional energy sources.
2. Reduction in paper consumption through increased digitalization of processes and documentation.
3. Future implementation of Scope 3 emissions identification, measurement, and reporting, in line with evolving ESG best practices and regulatory expectations.

**2. Provide the following details related to water discharged:**

| Parameter | | Financial Year 2025-26 (Current Financial Year) |
|---|---|---|
| Water discharge by destination and level of treatment (in kilolitres) | | |
| **(i)** | **To Surface water** | |
| | - No treatment | N.A. |
| | - With treatment – please specify level ofTreatment | N.A. |
| **(ii)** | **To Groundwater** | |
| | - No treatment | N.A. |
| | - With treatment – please specify level of Treatment | N.A. |
| **(iii)** | **To Seawater** | |
| | - No treatment | N.A. |
| | - With treatment – please specify level of Treatment | N.A. |
| **(iv)** | **Sent to third-parties** | |
| | - No treatment | N.A. |
| | - With treatment – please specify level of Treatment | N.A. |
| **(v)** | **Others** | |
| | - No treatment | N.A. |
| | - With treatment – please specify level of Treatment | N.A. |
| **Total water discharged (in kilolitres)** | | **N.A.** |

No water is used except for office consumption; hence no water treatment is done as of now.

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

**NO**

**3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): N.A.**

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

A. Name of the area

B. Nature of operations

C. Water withdrawal, consumption and discharge in the following format:

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*to the Boards' Report (contd.)*

| Parameter | Financial Year 2025-26 (Current Financial Year) |
|---|---|
| **Water withdrawal by source (in kiloliters)** | |
| **(i) Surface water** | N.A. |
| **(ii) Groundwater** | N.A. |
| **(iii) Third party water** | N.A. |
| **(iv) Seawater / desalinated water** | N.A. |
| **(v) Others** | N.A. |
| Total volume of water withdrawal (in kilolitres) | N.A. |
| Total volume of water consumption (in kilolitres) | N.A. |
| Water intensity per rupee of turnover (Water consumed / turnover) | N.A. |
| Water intensity (optional) – the relevant metric may be selected by the entity | N.A. |
| Water discharge by destination and level of treatment (in kilolitres) | |
| **(i) Into Surface water** | N.A. |
| - No treatment | N.A. |
| - With treatment–please specify level of treatment | N.A. |
| **(ii) Into Groundwater** | N.A. |
| - No treatment | N.A. |
| - With treatment–please specify level of treatment | N.A. |
| **(iii) Seawater** | N.A. |
| - No treatment | N.A. |
| - With treatment–please specify level of treatment | N.A. |
| **(iv) Sent to third-parties** | N.A. |
| - No treatment | N.A. |
| - With treatment–please specify level of treatment | N.A. |
| **(v) Others** | N.A. |
| - No treatment | N.A. |
| - With treatment–please specify level of treatment | N.A. |
| **Total water discharged (in kilolitres)** | N.A. |

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

No

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

| Parameter | Unit | Financial Year 2025- 26 |
|---|---|---|
| Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available) | Metric tonnes of CO2 equivalent | N.A. |
| Total Scope 3 emissions per rupee of turnover | N.A. | N.A. |
| Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity | N.A. | N.A. |

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency: No

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

Not Applicable

# ANNEXURE V

*to the Boards' Report (contd.)*

**6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:**

| S. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along-with summary) | Outcome of the initiative |
|---|---|---|---|
| N.A. | N.A. | N.A. | N.A. |

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

The Company has a Risk Management Committee who looks into the risk management policy that monitors and reviews regular updates on business continuity. Also looks into internal and external risks specifically faced by the listed entity, including financial, operational, sectoral, sustainability (particularly, ESG related risks), information, cyber security risks or any other risk as may be determined by the Committee.

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

Not Applicable

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

Not Applicable



**Environmental Governance and Management Approach:**

Crizac's Environmental Governance and Management Approach is focused on promoting responsible environmental practices, efficient use of resources, and employee awareness across its operations. The key elements of this approach include:

a. Monitoring of electricity consumption and initiatives aimed at reducing overall energy intensity.

b. Segregation of waste into recyclable and non-recyclable categories to ensure responsible disposal.

c. Reduction of travel-related emissions by encouraging efficient travel planning and increased use of digital communication platforms.

d. Employee training and awareness programs to promote environmentally responsible and sustainable practices at the workplace.

e. Circulation of environmental and sustainability-focused newsletters to engage employees and reinforce awareness.

f. Introduction of a dedicated "Green Hour" initiative on a monthly basis to encourage discussions and activities related to environmental conservation and sustainability.

The Company remains committed to strengthening its environmental governance framework and embedding sustainability considerations into its day-to-day operations.

While Crizac is not a manufacturing company, it understands that every organization has an ecological footprint. Crizac Limited is committed to conducting its operations in an environmentally responsible and sustainable manner, with a focus on minimizing its ecological footprint and aligning with relevant environmental laws and regulations as outlined in its Environmental Policy.

# ANNEXURE V

*to the Boards' Report (contd.)*

The Company's environmental approach is centered on reducing its carbon footprint across digital and physical operations, conserving energy and resources, and strengthening environmental awareness among employees. Crizac integrates sustainability into its day-to-day activities by promoting office sustainability, including the use of LED lighting, energy-efficient appliances, green procurement practices, and proper segregation and recycling of IT and paper waste.

Crizac also focuses on the remote-work environment by encouraging employees to adopt energy-saving behaviors at home and participate in internal environmental awareness initiatives such as "Green Challenges" and sustainability training. Employee engagement is further strengthened through a Green Newsletter and scheduled "Green Hours," promoting a culture of environmental responsibility across the organization.

The Company has identified energy and climate change, waste management, water conservation, and air quality management as key focus areas. It is committed to minimizing its contribution to climate change by improving energy efficiency and monitoring electricity use across office locations. Waste, primarily IT and paper waste, is disposed of responsibly through authorized recyclers to avoid landfilling and minimize environmental harm.

Water use across operations is kept minimal, and Crizac prioritizes efficient water management practices wherever operational control exists.

Crizac communicates its environmental principles transparently to all stakeholders and provides periodic reminders and training to employees, ensuring alignment with environmental goals. The Environmental Policy is reviewed periodically, and updates are approved by the Board of Directors to ensure continued compliance and improvement.



## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 7

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



# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

The Company is currently not a member of any major trade or industry association, or such information is not disclosed.

**Participation in public policy advocacy:**

| Area of public policy advocacy | Company position | Industry association participation |
|---|---|---|
| Education and skill development | Supports reforms that improves student mobility and global access | Not a member currently |
| Ed Tech | Company supports through events (Non lobbying) | Not a member currently |
| Data privacy and security | Complies with national and international framework | Not a member currently |

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.**

N.A.

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.**

N.A.

**Note:** The company is currently not a party to an outstanding proceeding, nor have they received any notice in relation to non-compliance with the Competition Act and the agreements entered into by them.

**Financial contribution to Political Parties:**

| | |
|---|---|
| Contribution to political parties: | NIL |
| Payments to Political affiliated entities: | NIL |

The Company has not made any financial or non-financial contributions to political parties during the reporting period. Further, no payments were made to any politically affiliated entities.

Crizac prohibits political donations in any form, in line with its Anti-Bribery and Anti-Corruption Policy, and remains committed to conducting its business in an ethical, transparent, and lawful manner.

**Mechanisms to Ensure Ethical Advocacy**

The Company has established internal mechanisms to ensure that any engagement with regulators, authorities, or public officials is conducted in an ethical, transparent, and responsible manner. These mechanisms include:

a. Approval of all regulatory submissions by senior management to ensure accuracy, completeness, and compliance with applicable laws.

b. Strict adherence to the Code of Fair Disclosure for all communications with regulatory and government authorities.

c. Mandatory prior approval from management for any interaction by employees with public officials, to ensure consistency with ethical standards and internal policies.

**Future Commitments**

The Company plans to engage with relevant industry forums and associations from the next financial year to support knowledge sharing, policy awareness, and responsible industry participation, while maintaining the highest standards of ethical conduct and transparency.



# ANNEXURE V

*to the Boards' Report (contd.)*

## Leadership Indicators

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

| S. No. | Public Policy Advocated | Method resorted for such advocacy | Whether information available in public domain | Frequency of review by board | Web link if available |
|---|---|---|---|---|---|
| N.A. | N.A. | N.A. | N.A. | N.A. | N.A. |
| N.A. | N.A. | N.A. | N.A. | N.A. | N.A. |

The company has not undertaken any direct public policy advocacy during the reporting period. Crizac Limited continues to monitor policy developments, particularly in international education, immigration, and data protection, but has not actively engaged in lobbying or regulatory representation.

Crizac Limited aims to contribute to equitable development by supporting inclusive education, ethical student counselling practices, and community initiatives. Although CSR provisions are not applicable in Financial Year25, the company still engages in voluntary social initiatives aligned with its business model.



## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 8

## Businesses should promote inclusive growth and equitable development



# ANNEXURE V

*to the Boards' Report (contd.)*

## 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 domain (Yes/No) | Results Communicated in public (Yes/ No) | Relevant Web Link |
|---|---|---|---|---|---|
| Students reached through pre workshops | NIL | | | | |
| Volunteering hours by employees | NIL | | | | |
| Contribution towards social projects | NIL | | | | |

**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. | Number of Project for which R&R is ongoing | State | No. of Project Affected Families (PAFs) | % of PAF Covered by R&R | Amount Paid to PAFs in the Financial Year(In INR) |
|---|---|---|---|---|---|
| Not Applicable | | | | | |

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

No grievance mechanism disclosed for community

| No. of Grievance received | Addressed | Pending |
|---|---|---|
| NIL | NIL | NIL |

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

| Particulars | Financial Year 2025-26 |
|---|---|
| Directly sourced from MSMEs/ small producers | N.A. |
| Sourced directly from within the district and neighboring districts | N.A. |

**Alignment with National development Goals and SDGs:**

| Internal Development Goals | Actions |
|---|---|
| Skill development | Training students for international opportunities |
| Digital India | Digital counselling and IT literacy |
| Education access | Transparent information and creating awareness |

**CSR Policy**

Crizac Limited recognizes its responsibility towards society and undertakes Corporate Social Responsibility (CSR) initiatives aimed at social welfare, empowerment, and community development, with a focus on inclusive growth. The Company's CSR activities are aligned with its business vision and mission, emphasizing value creation for society at large, particularly in and around the local areas of its operations.

The CSR framework of the Company is governed by a duly constituted CSR Committee in accordance with Section 135 of the Companies Act, 2013. The Committee formulates and recommends the CSR Policy and Annual Action Plan, identifies projects in line with Schedule VII of the Act, oversees implementation, and monitors progress and impact.

CSR activities may be undertaken directly by the Company or through eligible implementing agencies such as Section 8 companies, registered trusts, or societies. The Company also extends support during natural calamities and ensures that surplus arising from CSR activities is redeployed towards further CSR initiatives, thereby reinforcing long-term social value creation and inclusive development.

**Community Engagement Initiatives (Non-CSR Activities)**

In addition to its CSR initiatives, the Company undertakes non-CSR community engagement activities as follows:

| Program | Description | Beneficiary | Amount |
|---|---|---|---|
| Ethical Student counselling | Free awareness programs for students for oversea admissions and preventions | Students and Parents | |
| Digital literacy workshops | Training on documentation, Online safety, Use of digital portals | Students | |
| Social Voluntary | Education led social volunteering with communities | Students and Local Communities | |

# ANNEXURE V

*to the Boards' Report (contd.)*

**Future Commitments towards Community Development and Social Impact**

The Company is committed to strengthening its community development initiatives in a structured and measurable manner. As part of its future commitments, the Company intends:

a. To undertake Social Impact Assessments (SIA) of its CSR initiatives from the next financial year to evaluate effectiveness and outcomes.

b. The Company also plans to expand its awareness campaigns at a national level and introduce scholarship programs for underprivileged students, with the objective of promoting inclusive growth and long-term social impact.

**Leadership Indicators**

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**
   1. Alignment with National development Goals and SDGs
   2. Expand awareness campaigns nationwide

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

   None of the CSR Projects are done in designated aspirational districts.

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

   N.A.

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

| S. No. | Intellectual Property based on Traditional Knowledge | Owned/Acquired | Benefit shared | Basis of calculating benefit shared |
|---|---|---|---|---|
| Not Applicable | | | | |

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

   There have been no adverse orders in intellectual property disputes involving the use of traditional knowledge during the reporting period.

6. **Details of beneficiaries of CSR Projects:**

| S. No. | CSR Project | No. of persons benefitted from CSR Projects | % Of beneficiaries from vulnerable and marginalized groups |
|---|---|---|---|
| 1. | Gyan Bharti Educational Trust | Please refer note below | N.A. |

Gyan Bharti Educational Trust is a non-profit organization committed to promoting quality education and holistic development. Under its aegis, Delhi World Public School, Kolkata, a CBSE-affiliated co-educational institution, provides a nurturing and innovative learning environment focused on academic excellence, character building, leadership, and overall personality development. Equipped with modern infrastructure and supported by experienced educators, the school encourages students to develop critical thinking, creativity, and social responsibility, preparing them to become confident and responsible global citizens." Crizac contribution towards CSR is used in the overall development of the trust and for providing quality education to students.

Crizac Limited aims to contribute to equitable development by supporting inclusive education, ethical student counselling practices, and community initiatives. Employees frequently participate in voluntary initiatives, knowledge-sharing sessions, and student awareness programs on safe migration, fraud prevention, and digital literacy.

Crizac views education as a transformative force and commits to supporting communities through initiatives aligned with its expertise.

The vision is not just doing business well—but doing good while doing business.

## ANNEXURE V

*to the Boards' Report (contd.)*

# Principle 9

## Businesses should engage with and provide value to their consumers in a responsible manner



# ANNEXURE V

*to the Boards' Report (contd.)*

## Essential Indicators

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

   Crizac Limited has established a structured grievance redressal system for different stakeholders.

   - Student Complaints: These are initially handled by the Agent Relation Management Team. If unresolved, they are escalated to the Senior Management Team.
   - University Complaints: These are addressed by the University Relationship Management Team, and if not resolved, are escalated to the Chief Operating Officer or the Chairman and Managing Director.

**Students' relationship management:**

| Area/Field | Mechanism used |
|---|---|
| Student Onboarding | Documents verification and transparent pricing |
| Counselling services | Trained advisors, ethical counselling |
| Data privacy | IT and cyber security policies |
| Complaints | Through emails or service deck |

2. **Turnover of products &/ services as a percentage of turnover from all products/service that carry information about, Environmental & social parameters relevant to the product, Safe & responsible usage & Recycling &/or safe disposal.**

   Turnover from such products/services as a % of total turnover: Nil

3. **Number of consumer complaints in respect of the Data privacy, Advertising, Cyber-security, Delivery of essential services, Restrictive Trade Practices, Unfair Trade Practices& other Received & pending during current & previous Financial Year.**

| Category | Financial Year 2026 – Complaints Received | Financial Year 2026-Resolved | Financial Year 2026 – Pending |
|---|---|---|---|
| Data Privacy | NONE | NONE | NONE |
| Advertising | | | |
| Cyber-security | | | |
| Delivery of Essential Services | | | |
| Restrictive Trade Practices | | | |
| Unfair Trade Practices | | | |
| Other | | | |

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

   As of now, no instances of product recall due to safety issues have been disclosed by the entity for the current or previous financial years.

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

   YES- Crizac limited has Anti-Bribery and Aniti corruption policy in place.

   Weblink- **https://www.crizac.com/investors_file/corporate-governance/anti-bribery-and-anti-corruption-policy.html**

   **Data privacy and Customer safety measures under cyber security measures:**

- Restricted access to sensitive student data
- Encryption of stored information
- Secured payment gateways
- Employee training on digital safety
- Zero tolerance to misuse of data

# ANNEXURE V

*to the Boards' Report (contd.)*

6. **Provide details of any corrective actions taken or underway on issues relating to advertising, & delivery of essential services; cyber security & data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services. –**

No such complaint received, or action taken against the company.

There is no public disclosure of any regulatory penalties, product recalls, or formal corrective actions relating to:

- Advertising practices -social media
- Delivery of essential services
- Cybersecurity or data privacy breaches

**Ethical marketing and fair counselling:**

- No misleading promises regarding university admission
- All documentation and financial terms fully disclosed
- Advisors trained to follow transparent and ethical practices

**Student awareness Program:**

| Program | Objective | Beneficiary |
|---|---|---|
| Pre dispatcher safety sessions | Educate students before they travel | Out bound students |
| Froud perversion workshop | Protects students from Illegal Immigration scams | Students and Parents |
| Digital Awareness | Data Privacy | Students |

**Future Commitments towards Student-Centric Engagement and Service Excellence**

Recognising students as its primary customers, the Company is committed to continuously enhancing student experience, transparency, and service quality. As part of its future plans

a. The Company intends to further strengthen student engagement mechanisms, improve accessibility of information related to its services, and enhance grievance redressal processes through increased digitalisation.

b. The Company also plans to undertake structured feedback and satisfaction assessments to better understand student needs and expectations and to align its services accordingly.

**Leadership Indicators**

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

Information about services offered by Crizac Ltd. is available through:

- Official Website: **https://www.crizac.com**
- Counselling Partner login portals (internal access)
- Brochures and informational emails shared with stakeholders

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

Crizac provides orientation training to its counselling partners upon onboarding, which includes guidance on how to use its proprietary platform responsibly.

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

The entity has not explicitly disclosed any formal consumer-facing notification mechanism for potential disruptions or discontinuation of essential services.

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

No, As the company provides a service-based platform (not physical products), product labeling requirements under consumer goods laws are not relevant.

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

No, there is no disclosure of any formal consumer satisfaction surveys conducted by the entity across any operational regions or customer segments.

# ANNEXURE V

*to the Boards' Report (contd.)*

**5. Provide the information relating to data breaches Number of instances of data breaches along with impact & Percentage of data breaches involving personally identifiable information of customers**

| Metric | Value |
|---|---|
| Number of Data Breaches Reported | 0 |
| Impact Assessment | Not applicable (no breaches disclosed) |
| % Involving Personally Identifiable Customer Information | 0% |

At Crizac, students entrust their futures, savings, and dreams. This responsibility shapes every part of the company's service model.

The company ensures ethical marketing, transparent pricing, honest counselling, and strong data privacy protections.

Through its grievance redressal system, clear communication, and secure IT practices, Crizac focuses on building lifelong relationships based on trust and satisfaction.

The organisation constantly seeks feedback, improves its digital platforms, and refines its service processes to deliver a consistently high-quality experience.

**Declaration:**

The Business Responsibility and Sustainability Report (BRSR) has been prepared based on information and records available with the Company, including the following:

1. Information disclosed in the Red Herring Prospectus (RHP) of Crizac Limited.
2. Policies framed, approved, and uploaded by the Company.
3. Electricity consumption data derived from electricity bills for the reporting period.
4. Water consumption data based on available records and utility bills.
5. Waste generation details, noting that no significant waste was generated during the current financial year.
6. Financial information as disclosed in the Annual Report and financial results of the Company published on its website.

The Company confirms that due care has been taken in compiling the information provided in this Report, and the disclosures are true and correct to the best of its knowledge and belief.



For and on behalf of
**Crizac Limited**

**Sd/-**
**Name:** Dr. Vikash Agarwal
**Designation:** Chairman and Managing Director
**Date:** August 03, 2026
**Place:** Kolkata