August 2, 2022

National Stock Exchange of India Limited
Listing Department
Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E), Mumbai - 400 051

BSE Limited
Listing Department
Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

Dear Sir/Madam,

Sub: Environmental Social Governance (ESG) Report of the Company for the financial year 2021-22

Ref: NSE Symbol - ISEC and BSE Scrip Code - 541179

Please find enclosed herewith the Environmental Social Governance ('ESG') Report of the Company for the financial year 2021-22.

The said ESG Report has also been uploaded on the website of the Company www.icicisecurities.com.

Kindly take the above information on record.

Thanking you,

Yours faithfully,
For ICICI Securities Limited

RAJU NANIKRAM NANWANI
Digitally signed by RAJU NANIKRAM NANWANI
Date: 2022.08.02 17:06:43 +05'30'

Raju Nanwani
Company Secretary

Encl.: As above

ICICI Securities

Environmental Social Governance Report 2021-22





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Our approach to Environmental, Social, Governance (ESG) reporting

At ICICI Securities Limited (ICICI Securities / the "Company"), we understand our duty as a responsible corporate to transparently disclose matters relevant to all stakeholders and ensure accountability to them. Through this report, we discuss how we are conducting our business responsibly while committing to make a difference to the communities and the planet as well as making a positive impact within our markets.

Our ESG report has been prepared to summarize our business, strategy, and purpose, as well as to provide a comprehensive view of the Company's operations and activities, with a particular emphasis on our environmental, social and governance (ESG) initiatives and outcomes.

This report has been prepared in accordance with the GRI Standards 2021 with an early adoption of the latest universal standards: Comprehensive option. We have mapped United Nations Sustainable Development Goals (UNSDGs) into relevant sections of our report where ICICI Securities play a prominent role in making progress toward specific objectives. Finally, this report supplements information published in our Integrated Annual Report 2021-22 and Business Responsibility and Sustainability Report (BRSR) FY 2022 where we cover additional information relevant to our ESG performance, including financial data and corporate governance matters.

Reporting Scope and Boundary

The reporting scope and boundary for our disclosures, unless otherwise stated, encompasses ICICI Securities operations in India. Since we are in the financial sector, our solutions and services rely more significantly on intellectual assets rather than physical assets. There are no changes in the organization or its supply chain from the previous year because our supply chain interactions are largely focused on the acquisition of products and services to support our operations. Our ESG Report is a component of a comprehensive suite of publications comprising economic, social, and environmental factors that offer transparency and information to our stakeholders. It provides material information from April 1, 2021, to March 31, 2022.

Foreword

At ICICI Securities Limited, we are driven by a single goal to provide our clients with the finest possible service while assisting them in securing their financial future and maximizing asset growth.

Our ability to quickly scale up to fulfil stakeholder needs was made possible by the solid foundation of corporate governance and ESG-driven responsible business practices that we have built. This has enabled us to maintain our resiliency throughout the COVID-related outages. It has never been more important us to be there for all of our stakeholders in a time like this to produce shared value. Economic uncertainty caused by the second wave of pandemic through the first quarter of FY 2022 made it even clearer that following environmental, social, and governance (ESG) policies holistically was more important than simply complying with regulations. It increased our awareness of our responsibility as a corporate citizen to conduct business sustainably and have a positive impact on all our stakeholders, the business, and the environment.

Some of the most important actions we have undertaken on this front are summarized in our ESG Report. The ESG Report has been developed to offer more details on essential non-financial topics like our policies, practices for undertaking ethical and responsible business and practices for addressing material ESG issues, as well as our stakeholders, which include our clients, business partners, employees, investors, community members, and the environment. To aid relevant stakeholders in properly assessing the success of the company, reporting of these indicators is becoming more crucial to continue the growth of ICICI Securities in line with the needs and requirements of our stakeholders. Our initiatives demonstrate how deeply our aim to promote inclusive growth has permeated our culture. Since each of the aforementioned areas is essential to our long-term development and our capacity to provide value to our stakeholders, effective management of ESG material issues has come out as an essential business fundamental for us.





Vijay Chandok
Managing Director &
Chief Executive Officer

Message from the Managing Director & Chief Executive Officer

> We ensured we remained ethical in all our business dealings and have instituted various monitoring mechanisms to maintain high standards of ethical business behaviour

Dear stakeholders,

I am extremely delighted to present to you our third Environment, Social & Governance (ESG) Report. We have an enduring heritage of being a responsible and sustainable business focusing on promoting well-being of all our stakeholders. We remain committed to adopting highest standards of Governance and Ethics in our business conduct, promoting inclusion and diversity amongst our employees, and ensuring well-being of our customers, communities, and environment. Achieving overall long-term growth for us and our stakeholders is of prime importance to us.

Resilient Governance Structure

We are conscious of the responsibility and trust our stakeholders place in us. We continued to strengthen our Corporate Governance and Risk Management under the guidance of a highly qualified, diversified and independent Board. We ensured that we remained ethical in all our business dealings and have instituted various monitoring mechanisms to maintain high standards of ethical business behaviour. We have instituted an executive level ESG forum to oversee the ESG journey of the company under the guidance of our Board. We continue to invest in further strengthening the emerging areas of cyber risk and information security.

Customer at the core

Our 'Customer first' philosophy drives us to constantly create innovative products & services keeping the interests of our customers in mind, personalize the customer experience to ensure delight in all customer engagements. Towards this objective, the Company focused the learning initiatives in FY2022 around three broad aspects of Customer First behavior, Design Thinking, and Creating synergies through Collaboration. We continued to ensure digitisation of our customer interaction platforms with a view to provide seamless access to services for all our customers. For spreading financial awareness amongst our customers and other stakeholders we organised two ESG seminars, launched iLearn app, published newsletters and organised various interactions with market experts created curated content for social media handles and posted about 365 financial awareness videos on social media with a total 1.13 mn views.

Creating an impact for our communities

Making a difference to the lives of less privileged, we humbly supported communities in the areas of sustainable livelihood, skill development, employment generation, women empowerment, education and healthcare. Some of the key causes we supported during the year included project Hameri for women empowerment, setting up a model old age home in Leh, setting up high capacity oxygen plants at hospitals of Border Security Force and skill development initiatives through ICICI foundation amongst others.

Nurturing our people

Our people are our greatest assets and a defining strength and ensuring their overall wellbeing and growth is of paramount importance for us. We have an inclusive, meritocratic, transparent, and equal opportunity culture. We ensure succession planning and career growth for all levels of employees. Throughout the pandemic we supported our employees by enabling technology to work from home and facilitating health and vaccination related assistance to ensure wellbeing of the employees. We remain committed to continuously invest in growth & development of our workforce and alignment to our overall growth strategy and towards this end our average training hours per employee has gone up to 60 in FY22 from 41 in FY21 and we have 100% coverage for all employees in regulatory trainings.

Responsible Consumption

Our environmental footprint is relatively small, however in our endeavour to bring a positive change in environment we have instituted steps for reducing consumption like reducing our GHG emissions, responsible recycling and disposal of waste, adoption of eco-friendly paper. Our Scope 3 emissions in the current year were 85% lower than our FY19 baseline and we have increased our reduction target in paper consumption from earlier 20% reduction by fiscal 2025 to 35% reduction by fiscal 2025 over our FY2019 baseline.

ESG will continue to steer our growth

The year has further reinstated our belief that doing business sustainably is not only important but is our duty as a responsible corporate citizen. We are committed to playing our part in this endeavour of creating a future we collectively look forward to and in steering responsible and sustainable growth for us and all our stakeholders.

Our Company at a glance

ICICI Securities is India's leading integrated technology-based securities firm, offering holistic financial solutions and services to Indians seeking seamless access to the world of finance.

ICICI Securities offers a large bouquet of services, including retail and institutional broking, financial products distribution, private wealth management, as well as issuer and advisory services. As one of the pioneers of e-brokerage business in India ICICI Securities operates www.icicidirect.com, India's leading virtual financial supermarket. Through this platform, it successfully keeps its customers anchored to the financial framework across the areas of investment, protection and borrowing

Our Reach

7.56 Mn
Client base

Customer base in
160+
countries

139 offices in
22 states

2+
Decades of Service

33,000+
Business Partners

Our Key Differentiators

Unwavering client focus

We provide differentiated experiences to customers through product and technology innovation.

Extensive reach through omni-channel model

We have a robust reach through online channel, led by our unique platform and seamlessly supported by a Pan India Relationship Network.

Domain expertise

We have deep understanding of capital markets and financial needs of customers across profiles, products and services. We have a robust research team, relationship managers and product specialists.

Trusted brand

We have earned the trust of all our stakeholders by providing consistent experiences, valuable insights and by keeping their interests at the centre of our business for over two decades. We take pride in partnering our clients across their life journey in achieving their goals and humbly act as a custodian of their life time savings and assets.

One-stop digital financial supermarket

We have implemented digital solutions across business value chain for higher operational efficiency.

Sound risk culture

Risk management is an integral part of ensuring that we deliver on the promises we have made to our customers. We have developed a culture of stringent risk management for identifying, assessing and managing risk throughout the organisation.

Sustainable and responsible business

We promote social and economic development by supporting sustainable finance, being a responsible company and promoting inclusive communities.



Our ESG Snapshot

All our facilities use **100%** biodegradable plastic garbage bags to collect and dispose of dry and wet waste

Targets by FY25 to reduce Energy consumption by **20%**, Paper consumption and Travel by **35%** each over FY19 baseline

37%
decrease in combined Scope 1 and Scope 2 emissions compared to Baseline FY19.
85% decrease in Scope 3 emissions compared to Baseline FY19.

Adoption of Wheat Straw based ecofriendly papers for our Consumption

Rs 201 mn
amount utilized for **CSR** initiatives

Average training hours
60
per employee as compared to **41** per employee in FY 21

Supported
10
fintech start-ups

About **30%**
of the total hires in FY2022 are from campus

100%
Return to work rate for employees who took parental leave

Rs 5.64 Tn
total assets of our clients

100%
coverage on regulatory certifications

2.27mn
client acquisition, highest ever in a year

ICICIdirect digital platform handled traffic of **191,000+** concurrent users, processing 5 Mn orders plus trades at its peak in a day, testifying to its robustness, scalability, speed and safety

Accomplishments that empower and influence

National CSR Award in Financial Services Sector

-By '9th Edition Global Safety Summit Awards partnered by Forbes India and United Nations Global Compact NETWORK India

Best Wealth Management Platform of the Year

-Quantic Annual BFSI Technology Excellence Awards 2022

Best Financial Management Specialists – India

-APAC Insider, Business awards 2021

Best Wealth Management Provider – India - 2021

-World Finance, Wealth Management Awards 2021-22

Best Content Digital Marketing Campaign

-Investonomics at Digital Dragons Awards, 2021

Best Content Digital Marketing

-Investonomics at Mobexx Awards, 2021

The Best Securities House in India

-AsiaMoney Best Securities Houses Awards 20

Digital Wealth Manager of the year- India

-The Asset Triple A Digital Awards 2022

Best Digital Campaign in Financial Services: ICICI Direct Investonomics

-Drivers of Digital Awards and summit

Company Advisor of the Year

-Franklin Templeton at Perspectives Awards, 2021

Outstanding Transformation in Digital CX by a Wealth Manager

-Digital Banker, Digital CX Awards 2022

PROGRESSIVE 100-CIO WINNERS': Mr. Subhash Kelkar, Chief technology and digital officer

-CIO100 Symposium and Awards, 2021

Best Marketing Campaign for a Banking Enterprise: ICICI Direct Investonomics

-NAME Awards at Indian Business Council

Business Icon of India 2022:

Mr. Vijay Chandok by Marksmen Media

CFO of the Year - Medium Enterprises - Servicing industry

Mr. Harvinder Jaspal by The Financial Express

Best Domestic Private Bank – India

Asian Private Banker, Awards for Distinction 2021

Best private bank - HNWIs, India

Asset Triple A, Private Capital Awards 2021

Best private bank for self-directed investments, Asia

PWM Wealth Tech Awards 2021

Best analyst for Utility

Mr. Rahul Modi by Asiamoney Broker Poll, 2021

Best analyst for Consumer Staples and Discretionary

Mr. Manoj Menon by Asia money Broker Poll, 2021

Best analyst for Telecom

Mr. Sanjesh Jain by Asia money Broker Poll, 2021

The best deal in South Asia: POWERGRID InvIT IPO

-Finance Asia

Combating pandemic with resilient response

During the COVID-19 outbreak, our primary emphasis was employee safety, business continuity, and reaching out to customers and stakeholders using virtual and digital channels to ensure their needs are met.

We reinforced our occupational health and safety regulations across all our branch offices thus protecting high-risk personnel, safeguarding our customers, and enabling a work-from-home culture. During these tumultuous situations, we look back on some of the initiatives that enabled us to restructure ourselves and adapt to the new normal.



Safety at Office premises

Employees were strongly urged to adhere to strict personal, public hygiene, and social distance standards in all offices. We keep our premises clean and sanitary. We ensured thermal screening, sanitizers, masks, and face shields to staff who were coming to work on roster basis. Plexiglass partitions were installed in cafetarias in large offices. Office buildings, particularly public hotspots such as restrooms and cafeterias, were carefully cleaned on a regular basis.

Employees were also informed of Covid-19 principles on a regular basis via e-mails, SMS, Amigo Mobile application and WhatsApp communication, among other methods. Our company created a mobile e-pass application that was coupled with the Aarogya Setu app and made available on the go for employees on Amigo app. Employees were required to create an e-pass by stating their health and safety status on several metrics. Only after an acceptable answer on the declaration and "You are Safe" status on Aarogya Setu an employee's e-pass could be produced.

We performed RTPCR tests on our personnel and the staff of service providers such as security, cleaning, canteen, and so on at a predetermined frequency at corporate offices to mitigate the risks that asymptomatic Covid-19 positive patients did not access our premises.



Employee well-being and safety

The HR team continued to reach out to employees via digital channels to keep in touch with them and their immediate family's well-being and to extend any necessary assistance. Employees and/or close family members were aided and hospitalized when needed. As a compassionate company, we covered employees' medical expenditures over and beyond the standard claim limitations. The company also aided employees in having themselves and eligible family members vaccinated in accordance with government-defined eligibility requirements. We also organised health experts at regular intervals to talk to our employees on specific topics related to both physical & mental well-being.

Our Company has tied up with a 24X7, mobile based medical concierge facility for its employees and their immediate family members. This facility is free for the employees as the cost of the medical concierge facility is borne by the Company. Through this online platform, the employees can access specialist doctors and employees were encouraged to use the mobile app for medical consultations including mental health and counselling sessions to deal with the associated stress due to the pandemic. Around 3,062 unique consultations (1,908 unique employees and 1,154 family members) were done through the platform. The platform offers services in 12 languages making it convenient to use for employees as well as their family members in any part of the country. To keep the employees engaged on the said platform we conducted 11 Health Sessions on various health related topics during the year.

During the pandemic, we created our own smartphone app that allowed us to manage our employees' vaccination status, arrange appointments for vaccination, periodically update their immunization status, easy access to emergency contacts and raise alarms in case of emergency. We organized several immunizations drives for employees and their families in office buildings, hospitals, and health centers. By the end of fiscal year 2022, 100 percent of employees who were medically suitable for immunization were vaccinated.



Enabling Work from Home mode

Under the Business Continuity Plan, we provided our staff with the tools they needed to work from home (BCP). We have increased our digital contact with clients and institutional investors while maintaining the same level of service. VPN – Global Protect housed all required apps with suitable data and security precautions. Employees were given access to MS Teams/WebEx to facilitate virtual team meetings through video conferencing. Employees were provided digital learning programs to assist them in adjusting to the new normal. To support the implementation of digital sales fulfillment processes, sales teams were provided virtual, instructor-led programs. We launched a suit of e-learning modules (68 e-modules) in FY22 to enable employees to learn on the go on the mobile application to facilitate easy and ready access of content to employees at their fingertips.



Striving for our customers

Because our company qualifies as one of the country's "important services", we determined that our services should always be available, and customers always had access to our services. During this pandemic, we observed that customers had an increased need to contact their Relationship Managers. Our offices were open for customers who chose to interact in person and all safety protocols were adhered to make the facility safe for such interactions. Given the pandemic scenario, we ensured that a major portion of our workforce and relationship management teams could function from home using the required digital tools and enablers to connect and serve our customers. On our platform, we handled record volumes of over 5 Mn orders plus trades in a single day. We also handled peak concurrent users of over 191,000 without any disruption, compared to previously recorded 102,000 users.



Serving our community

Our community activities in India, both directly and through the ICICI Foundation and other implementing agencies, contribute to socio-economic improvement and community support. The community is still our one of the most essential stakeholder, especially in these challenging circumstances. Our CSR interventions reached some of the country's most remote areas, for providing medical support with respect to COVID-19 response and relief. The pandemic has indisputably proved that economic prosperity is insufficient if it does not contribute to community improvement. We ensured that the communities that we engage with, were provided with necessary arrangements and needs during this crucial time of need and assisted them to overcome the variety of challenges the Covid 19 brought. With this as one of our key goals, we provided medical facilities and equipment to 3000+ COVID patients at the LTMGCH in Mumbai, Installed oxygen plants in 5 Border Security Forces hospitals, and various other medical treatment facilities across the country that helped in alleviating medical condition and positively impacted more than 5000 COVID 19 patients.

Stakeholder Engagement & Materiality Assessment

We see our stakeholders as partners in the creation of long-term value. We've built a comprehensive stakeholder engagement approach that facilitates strategic planning and decision-making to establish and nurture connections. We work with the purpose of serving our stakeholders' needs, interests, and expectations. In the evolving global sustainability landscape, we conducted a detailed stakeholder engagement process in FY2021 to reassess the Environmental, Social, and Governance (ESG) topics that are important for ICICI Securities. This year we continue to leverage on the previous years' assessment to build a better approach for engaging with the stakeholders holistically. The table below demonstrates our engagement process:

Key Stakeholders	Shareholders and Investors	Government and Regulators	Business Partners and Vendors	Employees	Communities	Customers
Expectations	• Long-term, sustainable returns • Strong governance framework and ethical practices • Transparency in required company data	• Compliance with statutory and legal guidelines • Contribute to national development	• Fulfil contractual obligations, • Ensure ease of doing business, • Long-term business sustainability • Transparent practices.	• Fair reward and recognition • Career development and opportunities • Enabling work environment • Equal opportunity & Meritocracy	• Developmental and welfare initiatives • Generating employment opportunities	• Superior experience • Competitive pricing • Innovative products and services, • Robust and transparent wealth advisory
Engagement Methods	• Quarterly results • Investor presentations • Annual Report • Annual General Meeting • Investor/analysts calls and meet • Media releases • Website	• Meetings with key regulatory bodies • Written communications • Presentations • Industry associations	• Channel partner meets, workshops, conferences and forums • One-to-one meetings • Telephonic and email communication • Channel partner management portal and app	• Senior leaders' communication/talk • Town hall briefings • Regular review meetings • HR newsletter and portal • Workshops, learning and training intervention • Engagement, wellness initiatives and off-sites • Engagement surveys	• Community Development Initiatives • Proposals and Requests for New Initiatives • Interviews with local NGOs and community representatives • Meetings with associations/ NGOs • Local community meetings • Press releases • Social media • Joint R&D projects	• Multi-modal distribution network and engagement (email, SMS, app, calls, chatbot, postal communication, call center, digital platform, website) channels • Customer satisfaction measurement and relationship management • Media campaigns, advertising, road / reverse road shows • Special engagement services for senior citizens and women • Dedicated Relationship Managers • iCommunity engagement platform for investment community
Our Response	• Robust business strategy in place to support efficient and sustainable scaling of operations • Strong leadership and Board supervision	• Timely contribution to exchequer • Strict adherence to relevant and prevailing laws to support India's socio-economic growth and sustainable capital market practices • Ethical business practices • Participation in industry bodies and forums to contribute to policy formation and table discussions relevant to business environment and industry • Provide feedback to regulator on various business operating aspects	• Adherence with obligations • Maintaining good long-term relationships • Supporting with digital tools, advanced technologies and training • Regular business with opportunity to grow	• Training, development and mentoring • Communicating organization strategy and key focus areas with all employees • Technology skilling • Performance & merit linked rewards • Grievance redressal system • Reward and Recognition Programmes • Employee engagement activities • Equal growth opportunities based on merit and performance	• Financial contribution • Driving economic and social transformation through social activities • Project-specific partnership with recognized NGOs • Environment sustainability Initiatives	• Sustained investments in new and advanced technologies • Systematic upgrade of customer care centers for better service • Wide and innovative range of products and services • Employing knowledgeable staff

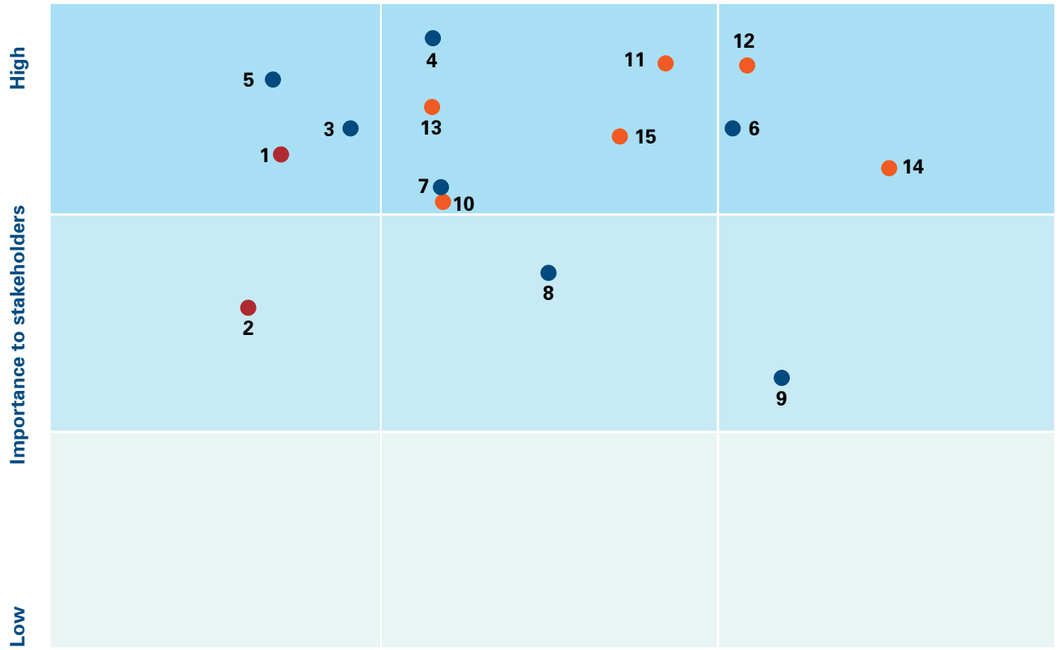
Materiality Matrix

Material issues have a direct or indirect impact on how an organization creates economic, environmental, and social value for its stakeholders and society at large. Our leadership team identifies material subjects by engaging with individuals at all levels of management, enabling us to weigh the risks and opportunities facing our business.

We did a materiality assessment in FY21, to determine the most critical factors for the Company and its internal and external stakeholders. We determined a broad range of material issues after thoroughly examining our company objectives, risks, and changes in global trends. Material concerns are investigated, and appropriate process interventions are devised, implemented, and sustained.

Materiality evaluation is carried out to identify material factors and challenges that may impact our capacity to produce long-term sustainable value for our stakeholders in accordance with our vision and mission. We connect with and solicit input from numerous stakeholders on a regular basis through channels such as client satisfaction surveys and review meetings, employee engagement scores, industry, and regulatory reports, and so on. The Report organizes information around these significant issues guided by the GRI Standard principles of materiality, stakeholder inclusivity, sustainable context, and completeness while determining the company's priorities. We are continuously improving our disclosures to meet industry standards.





Materiality Issues Identified

Environment	Social	Governance
1. Climate Change & Sustainable Practices	3. Employee Engagement & Human Capital Development	10. Sustainable Finance/ Responsible Investments
2. Waste Management	4. Diversity and Equal Opportunity	11. Financial Performance
	5. Community and Social Impact	12. Business Ethics, Antibribery & Anti-Corruption
	6. Efficient Customer Service	13. Risk & Crisis Management
	7. Transparency in Product & Service Offerings	14. Corporate Governance Structures
	8. Innovative Products	15. Privacy and Data security
	9. IT Development & Automation	

The Material Topics identified are presented below

Materiality Issues Identified	Policies/ Initiatives by ICICI Securities	SDG Goals
Business Ethics, Anti-bribery & Anti-Corruption	Code of Conduct, Business Ethics Policy, Whistle-Blower Policy, Prevention of Sexual Harassment Policy We have well-defined guidelines and policy approved by the Board that identifies related party transactions, defines requisite approvals of the Audit Committee. Employees are being given training on Code of Conduct and Business Ethics of the Company which contains information on all the key policies like Anti-Bribery, Anti-Corruption, Conflict of interest, Gifts Entertainment and Sponsored Travel Policy, Data protection and Privacy and Confidentiality, Preventing Fraud, and Anti-Money Laundering Trainings. For more details refer to Governance Section	8 DECENT WORK AND ECONOMIC GROWTH 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Corporate Governance Structures	Board Committees, forums and councils For more details, refer to Governance Section	8 DECENT WORK AND ECONOMIC GROWTH 16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Efficient Customer Service	We have undertaken various initiatives to enhance customer experience, for more details, please refer to the Social section.	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Financial Performance	Please refer to our Integrated Annual Report 2021-22 for details	8 DECENT WORK AND ECONOMIC GROWTH
Privacy and Data security	Information security management policy Information technology risk management policy Cyber security and cyber resilience policy For more details refer to Governance Section	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
IT Development & Automation	We have undertaken various initiatives towards digitalization and automation to enhance the experience for all out stakeholders, for more details please refer to Social and Governance section	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Diversity and Equal Opportunity	Diversity, Inclusion & Equal opportunity policy Prevention of Sexual Harassment Policy All policies & people practices are build with the principles of Meritocracy & Non Discrimination. Regular awareness communication & trainings are conducted on these policies. For more details, refer to Social Section	5 GENDER EQUALITY 10 REDUCED INEQUALITIES
Risk & Crisis Management	Business continuity policy, Corporate risk and investment policy, Liquidity risk management policy, For more details refer to Governance Section	16 PEACE, JUSTICE AND STRONG INSTITUTIONS
Transparency in Product & Service Offerings	We have undertaken various initiatives towards ensuring transparency in all our offerings, please refer to Social section for more details	11 SUSTAINABLE CITIES AND COMMUNITIES
Sustainable Finance/ Responsible Investments	Corporate risk and investment policy, Launch of ESG themed products. For more details please refer to Social and Governance Section	12 RESPONSIBLE CONSUMPTION AND PRODUCTION
Innovative Products	We have introduced various innovative products, for details please refer to social section	9 INDUSTRY, INNOVATION AND INFRASTRUCTURE
Local Communities	Well- defined CSR framework, Policy and Committee in place. We have undertaken various initiatives and engaged with local communities, for details please refer to Social Section	3 GOOD HEALTH AND WELL-BEING 11 SUSTAINABLE CITIES AND COMMUNITIES
Employee Engagement & Human Capital Development	We have undertaken various initiatives to enhance employee experience and employee upskilling, for details please refer social section	3 GOOD HEALTH AND WELL-BEING 8 DECENT WORK AND ECONOMIC GROWTH
Climate Change & Sustainable Practices	Environmental policy Environment sustainability projects and initiatives, for further details please refer environment section	12 RESPONSIBLE CONSUMPTION AND PRODUCTION 13 CLIMATE ACTION
Waste Management	Engaged with external vendor for waste management for further details please refer environment section	12 RESPONSIBLE CONSUMPTION AND PRODUCTION

Our ESG Roadmap

ICICI securities is a responsible integrated securities firm who incorporates ESG into all its business operations. We do not claim to be an ESG-focused business, but rather one that employs ESG principles in its core values and business practices. We want to practice what we preach in addition to including sustainable factors in business offerings. Our goal is to connect our Company with the principles we promote through our engagements.

Current Positioning

We started recognizing the importance of ESG principles before the onset of the pandemic and we officially initiated numerous activities and tools to incorporate the principles in our daily activities in FY2020. Our first report outlining our ESG performance was released for FY2020, followed by a detailed materiality assessment that was conducted in FY 2021 to understand our risks, opportunities, and priorities of stakeholders in much more depth. Since then, we have evolved and grown our business model according to the needs of the hour and have embedded various sustainability principles to align ourselves with the best industry practices.

In 2022, we constituted our ESG Executive Forum that oversees the strategy, linkages, and initiatives that we aim to take as a company to achieve our ESG goals. With executive team members from different functions of ICICI Securities, the ESG forum brings in expertise formulate policies, and protocols and set standards for our business operations with a key focus on sustainability and ESG issues.

Our Board of Directors are well informed and take interest with respect to ESG initiatives and trends. Periodic updates are made to the Board on ESG matters of the Company so they can make informed decisions and strategies pertaining to ESG-related topics that impacts the business operations and our stakeholders.

We have formulated a ESG framework which articulates our approach of conducting business sustainably managing all environmental, societal and governance related aspects. The ESG framework of the Company can be accessed at ***ESG Governance Framework***

In 2022, we constituted our ESG Executive Forum that oversees the strategy, linkages, and initiatives that we aim to take as a company to achieve our ESG goals.

ESG Roadmap



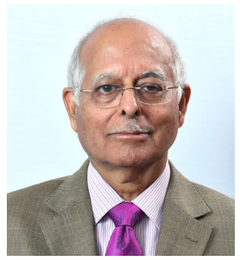
Driven by our values and guidance from our Board of Directors and ESG Executive Forum, we aim to evolve our performance in this area over the next couple of years. As a company, we are committed to creating a meaningful and positive impact towards our surrounding environment, our society and our internal governance structure and practices.



Corporate Governance

Board Constitution

ICICI Securities' Board currently comprises of eight Directors, out of which four are Independent Directors, two are Non-Executive Non-Independent Directors and two are Whole-time Directors as under:



Mr. Vinod Kumar Dhall
Chairman and Independent Director



Mr. Ashvin Parekh
Independent Director



Mr. Subrata Mukherji
Independent Director



Ms. Vijayalakshmi Iyer
Independent Director



Mr. Anup Bagchi
Non-Executive Non-Independent Director



Mr. Prasanna Balachander
Non-Executive Non-Independent Director



Mr. Vijay Chandok
Managing Director & CEO



Mr. Ajay Saraf
Executive Director

Committees of the Board

The Board functions either as a full Board or through various Committees constituted to supervise and guide specific areas of the business. The Board has, *inter alia*, constituted requisite mandatory Committees complying with the provisions of the Companies Act, 2013 and SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. These include the following Committees:

- Audit Committee
- Corporate Social Responsibility Committee
- Risk Management Committee
- Nomination & Remuneration Committee
- Stakeholders Relationship Committee

In addition to the above mandatory Board Committees, there are certain other Committees, Councils and Forums that oversee various functional and operational aspects. These include - the following:

- IT Risk and Information/ Cyber Security Committee
- Product Committee
- Customer Service Council
- Compliance Committee
- Process Approval Committee
- Asset Liability Forum
- Commitment Committee
- Operations Committee
- ESG Executive Forum
- Investment Committee
- Information Technology Committee
- Product Governance Forum
- PMS Review Forum

ESG Executive Forum

The ESG Executive Forum comprises of Head - Human Resources, Chief Financial Officer, Head - Compliance & Legal, Company Secretary, Head – Risk, Head – Retail Equities, Equity Product Group, Head - Equities, Head - Private Wealth Management, Head - Retail Distribution and Head - Treasury and CIO.

The Forum meets at least once every calendar quarter and the Board of Directors are updated on a half-yearly basis about briefings of the Forum.

To know about Mandatory Committees, their composition and terms of references, please refer to our Integrated Annual Report FY2022



Risk Management

Risk Management Committee

Our Board of Directors supervises the overall risk management of ICICI Securities and has formed a Risk Management Committee to establish and assess the processes and controls. To manage the risks to which we are exposed, we have built a comprehensive risk management and internal control system for all our operations. The committee's goal is to ensure that various risks are identified, measured, and mitigated, as well as that policies, procedures, and standards are established to address these risks and to ensure a systematic response if such risks crystallize. All new products are approved by the Committees constituted by the Board. Before we launch a new product or service, it is also reviewed and approved by our Risk Management Group, Compliance and Operations Groups and the Process Approval Committee set up for this purpose. These Groups and Committees review the product/service through the lenses of regulatory compliance, risk management and integration with the existing risk management systems.

Types of Risks and mitigation policies



About such risks, policies have been developed that establish boundaries, mitigation strategies, and internal controls. These policies include corporate risk and investment policy, liquidity risk management policy, operational risk management policy, outsourcing policy, fraud risk management policy, information technology risk management policy, information security management policy, cyber-security & cyber resilience policy, business continuity policy and surveillance policy.

COVID-19 Risk Response

During the pandemic, the focus was on proactive and real-time risk management in the wake of high volatility and operational challenges on account of limited mobility of staff. The risk management framework and digital capabilities of the Company responded well to the situation. The initiatives undertaken included operating critical functions from multiple locations, rolling out Work from Home initiatives, accessing various applications through use of virtual private networks and rapidly enhancing digitization across all levels within the organization.

The operations of the Company were impacted by the continuation of the COVID-19 pandemic. There is an increase in the cyber security threat due to adoption of the Work from Home, increased focus on new age digital solutions and constantly evolving cyber threat landscape globally. The Company has taken steps to enhance controls related to cyber threats and risks.

Internal Financial control and its adequacy

The Company's internal financial controls about financial statements are adequate for safeguarding its assets, preventing, and detecting fraud and errors, ensuring the accuracy and completeness of accounting records, and timely preparation of reliable financial information. Furthermore, the Statutory Auditors perform audits and reviews for Internal controls over financial reporting.



3- Steps of addressing risk

The operational departments serve as the first step to mitigate risk, taking primary responsibility for their own risks and operating within the specifications set by various policies approved by the Board or Committees formed by the Board.

1

The second step would be comprised of specialized departments such as risk management and compliance which employ specialized methods to identify and assess risks faced by the operational departments and provide them with specialized risk management tools and methods, facilitate and monitor the implementation of effective risk management practices, develop monitoring tools for risk management, internal control, and compliance, report risk-related information and promote the adoption of appropriate risk prevention measures.

2

The third step comprises the internal audit department and external audit functions which monitor and conduct periodic evaluations of the risk management, internal control, and compliance activities to ensure the adequacy of risk controls and appropriate risk governance and provide the Board with comprehensive feedback.

3

Business Continuity Plan

To ensure smooth and continued business operations during an unplanned event, we have a Corporate Business Continuity Policy in place. The Policy is duly approved by the Risk Management Committee of the Company. The purpose of the Policy is to formalize the business continuity program of the Company and to provide guidelines for developing, implementing, exercising, and maintaining group-specific business continuity plans for the respective groups. More importantly, the policy seeks to provide for the recovery of critical and important processes in accordance with pre-established timeframes, restoration of the processing site, and ultimately return to a permanent operating environment.

In terms of the Policy, the Business Impact Analysis (BIA) is required to be updated regularly to determine the adequacy of recovery strategies. The strategies for recovery of critical and important processes are required to be updated in the Group-Specific business continuity plan (GSP). Accordingly, the respective teams had carried out a review during Q1-2022 of their respective BIA and GSP and updated the same. Further, the Technology team reviews the Disaster Recovery Plan (DRP) of the Company, and the Facilities Management team reviews the Emergency Response Procedures (ERP) of the Company.

Our Information Technology Infrastructure

During the pandemic, we enabled all employees to work from home and, with the help of secured two-factor authentication, that eased the access to a list of apps with all secured parameters in places, such as WebEx and email solution, to ensure business continuity while maintaining high security.

Our Information Technology architecture protects the interests of not just employees but also of our customers. We have restricted access to consumer data and verified that it is safely backed up. Policies are in place to maintain strong security, and the goal is that if a data breach occurs, it does not propagate to other systems. In addition, the occurrence is properly evaluated, and the appropriate steps are performed as soon as possible. To increase employee awareness of data security, phishing drills are done on a regular basis. A notification is sent to users to raise awareness. The company has created a E-learning module on Phishing awareness which is required to be cleared by all employees including part time and consultants.

An Information Technology Committee comprising directors of the company has been formed to, inter alia, review and approve policies relating to IT Risk and Information/Cyber Security and discuss the implementation of cyber security measures. An IT Risk and Information / Cyber Security Committee has also been formed to review the implementation of the Cyber Security and Cyber Resilience Policy and ensure adherence to all regulatory requirements relating to IT, Information security and cyber security.

When launching a new product, process automation and high security are implemented to make the application available to users for use and to make the system error-free while increasing productivity.

Our Outlook on Cyber security

Cybercrime is becoming more common, complex, and professional. Because of the rising frequency of cybersecurity breaches, which results in financial and data loss as well as reputational harm, cybersecurity has become a major concern for all types of enterprises. ICICI Securities pursues a comprehensive information and cyber security program that includes a comprehensive Information Security Management Policy, Cyber Security & Cyber Resilience Policy, and standards based on best industry practices, in accordance with regulatory guidelines, and in alignment with regulatory directives on information and cyber security. Overarching regulatory mandates, emerging technologies, and other factors have made cybersecurity a must-have for organizations of all sizes, industries, and geographies; and being proactive and ahead of the curve is critical in this regard.

Our Cyber security squad

Our actions in this area are guided by various polices approved by the Board / IT Committee which are focused towards assessing, identifying, and mitigating information and cybersecurity threats. The actions are led by the Chief Information Security Officer (CISO) who reports to the Chief Risk Officer. We are also guided by inputs from ICICI Group's CISO who is a permanent invitee to our IT Risk and Information/Cyber Security Committee.

IT Risk Committee

The IT Risk and Information/Cyber Security Committee (IT Risk Committee) assesses the Company's IT risk readiness by analyzing and monitoring risks connected with various business operations. It oversees the execution of measures and processes designed to secure our cyberspace against attacks, threats, and vulnerabilities. The IT Risk Committee is comprised of the Managing Director, Executive Director, Chief Technology Officer, Head Risk, and members from key business divisions.

Furthermore, we have adopted the following measures to increase cyber security.

Steady investments in system upgrades.	Application Control Reviews covering Vulnerability Assessment and Penetration Testing (VAPT assessments) basis the Risk Based Audit Planby Internal Audit Department.	We have also created a mandatory e- module on Company's Code of Conduct and Business Ethics for our employees. It contains key provisions of all the policies including Privacy and Data Security.
Reviewing the information security framework on a regular basis.	Examination of network security, database security and web servers with shared infrastructure basis the Risk Based Audit Plan by the Internal Audit Department.	On a monthly basis, the employees are sensitized on the do's and don'ts applicable to them which includes matters pertaining to Data confidentiality.
Semi-Annual Systems Audit and Cyber Security Audit mandated by SEBI.	ICICI Bank's Information Security Group conducts periodic Application Security Life Cycle (ASLC) and VAPT evaluations.	Training for cross-functional partnerships.

Our Business Culture

The ICICI Securities' Code of Conduct and Ethics is a pledge of the company's commitment to integrity and the highest ethical practices, reinforced by the company's Core Values. Our robust and well-articulated Code of Conduct and Ethics, which is conveyed to employees, assists us in meeting these objectives as it addresses important legal, ethical, and compliance risk areas. Because it provides such vital information, new joiners at ICICI Securities are mandatorily required to affirm the Code. To safeguard the interests of our stakeholders, we adhere to the highest standards of ethics, transparency, disclosure, and governance.

Due to our business's nature, ICICI Securities is also regulated by SEBI's Code of Conduct for Stockbrokers to ensure transaction integrity and equitable treatment of all customers.



ICICI Securities has appropriate policies that apply to the whole organization to ensure ethical behavior and business, inter alia:

Policies	
Related Party Transactions	We have implemented a related party transaction policy ('RPT policy'), which has been approved by the Board of Directors. ICICI Securities has well-defined guidelines and policies that have been approved by the Board that identify related party transactions, define the necessary approvals of the Audit Committee, Board of Directors, and Shareholders, and regulatory requirements for the reporting and disclosure of such transactions in accordance with the Act and Listing Regulations. During FY 2022, we have conducted all transactions with connected parties at arm's length and in the regular course of business. On a quarterly basis, statutory auditors assess the same.
Anti-Bribery & Anticorruption	We have a zero-tolerance policy for bribery. All the employees must complete the mandatory anti-corruption and bribery training that includes information on applicable laws and regulations for their location.
Code of Conduct and Business Ethics	All employees and Directors are subject to our openly published Code of Conduct and Business Ethics policy. It places considerable emphasis on fair employment practices, diversity and competition, the prohibition of harassment and intimidation, and workplace safety. We are an equal opportunity company with a safe and enabling work environment. We expect all employees to operate honestly and with integrity. Our grievance procedures assist employees in handling potentially challenging circumstances and allow them to express any concerns, complaints, or other information. All recorded concerns are addressed sensitively and confidentially. Every new employee agrees to abide by the Code of Conduct and Business Ethics guidelines. Following a planned process to verify they understand and will comply with the policies and procedures, they formally sign their acceptance.
Whistle-Blower Policy	Our Whistleblower Policy encourages employees to report unethical and inappropriate actions and to seek remedies. The policy also protects employees who report malfeasance from victimization and retaliation. Employees can file grievances by letters, email, or a specialized web site set up for the purpose.
Prevention of Sexual Harassment (POSH)	A stringent POSH policy assists us in the protection of our employees from harassment and discrimination. This policy allows our employees to file complaints about any incidents of explicit or intentional sexual harassment at work. The Company ensures that all such complaints are handled within the timeframes specified. All the employees are required to get POSH training to understand the definition of appropriate POSH behavior and the consequences of any violations. ICICI Securities has a strict zero-tolerance policy for any deviations.
Prohibition of Insider trading	We have stringent rules prohibiting the use of insider information to make profit through transactions on the stock exchanges as it is disadvantageous to public shareholders and betrays investor trust, both of which are important for the stock market's health.

We diligently adhere to several mandatory training for our employees including Prevention of Sexual harassment, Cyber security, Data Protection, and the code of conduct on various policies and programs of the company. The Code of Conduct training covers key provisions of all policies including Privacy and Data Security. The Code of Conduct training helps employees to ascertain and reinstates the code of conduct followed across ICICI Securities enforcing the values and principles we are all guided by in the company.

Code of conduct training



100%

Employees covered

0 cases of Anti bribery

0 cases of Anti-corruption

0 cases of Forced Labor

3 cases of sexual harassment raised during the year which were resolved within prescribed timelines

Our Business Ethical Insights

We monitor compliance withEthical Standards on an ongoing basis towards evaluating our internal ethical standards. We have adopted the following measures for monitoring compliance with Ethical Standards.

1 The Company has instituted necessary processes and protocols to restrict the use of UPSI. To comply with the SEBI (Prevention of Insider Trading) regulations, 2015, an online system, with necessary validations, is in place for granting various approvals under the prevention of Insider Trading Code and for seeking confirmations from the Designated Persons.

2 Sensitization of the employees of the Company is undertaken through periodic reminders/ trainings provided by Compliance team.

3 Monthly monitoring of all trades done by employees is undertaken. Necessary action is taken against employees who are found to have violated the Insider Trading Code. The results of the aforementioned monitoring are reported to Managing Director & CEO of the Company.

4 The Authorized Persons (AP) of ICICI Securities are deemed to be the branches of I-Sec. As required by stock exchanges, the Company conducts inspections of 30% of its active APs every year and each AP is inspected once in 3 years. Apart from the aforesaid annual inspections, the internal teams conduct inspections of their APs on a half-yearly basis to monitor and review of business operations and trading activities of the APs.

5 Quality assurance calls is done to all the customers to whom insurance is sold so as to ensure that the customer is fully aware of the terms of the policy. The customer's application is processed post aforesaid quality call.

6 Our Dealing team places orders on behalf of the customers in the secondary market. An assigned Team leader monitors call recording of the advisors to ensure orders are placed as per customer's instructions and orders are placed through recorded lines. Parallel, an independent team conducts audits of sample calls between customers and dealers on a monthly basis to monitor the quality, service, and security of the entire process.

7 The Risk Group of our Company monitors instances of data leakages by employees to safeguard any form of data leakage via electronic medium.

8 Our Internal Audit Group conducts extensive audits of all the functions and businesses within the Company. The results of the observations are presented to the Compliance Committee and Audit Committee of our Company.

9 The Company has set up an independent Fraud Prevention Cell (FPC) and has implemented a Fraud Risk Management Policy. The investigation of any fraud as well as reporting of the case as per the requirement of the policy is done by the FPC. A forum comprising senior officials examine instances of misconduct for accountability and decide the action. Every quarter, FPC reports details of frauds/ misconducts investigated during the quarter along with trends and the various preventive steps taken to the Compliance Committee.

10 We hire an external firm to conduct audit of our broking business on a half-yearly basis, and audit reports are timely shared with the relevant regulators and agencies.

11 ICICI Securities has its website registered with IRDAI as an Insurance Self-Network Platform (ISNP) for selling and servicing insurance products. We get our ISNP reviewed by a Certified information system auditor or Chartered Accountants with DISA qualification or CERT-IN on an annual basis.

12 We offer various services like Investment Advisory, National Pension Scheme, Research Analyst, Merchant Banking, and Portfolio Management Services to our customers. Our respective businesses are audited by an independent audit firm on a half-yearly/ yearly basis.

Responsible Practices



The Environmental, Social, and Governance (ESG) goals of ICICI Securities are the result of the company's commitment to perceive beyond profit, address societal concerns, and drive sustainable growth and development across our ecosystem. This showcases that, even as we continue to develop and profit in the face of increased and unexpected risks, we must adhere to ESG principles and governance. At the heart of our business model and risk structure is a robust ESG framework and governance system. This enables us to assist clients while also ensuring the long-term sustainability and security of our stakeholders.

We understand our position as a catalyst in catalyzing action toward sustainable development. This is crucial to keep up with the world's shifting dynamics, especially during COVID-19. Because being present has never been more vital, the Company maintains sustainability as a fundamental business strategy to ensure long-term development, financial stability, and value for our stakeholders.

ESG Integration in Investments

We do not have a significant presence in the investing business; but we have integrated ESG risks into our decision-making process when making proprietary investments. We have selected sensitive sectors that are thought to be the most significant contributors to ESG risks and created a strategy for interacting with them in our corporate risk and investment policy. The Company refrains from investing in and/ or limits exposure to certain selected industries as part of an investment universe guided by our ESG commitments. Furthermore, ICICI Securities does not finance or lend money to any institutions.

Sustainable Development of Financial and Capital Markets

Our primary activity is in the domain of 'financial securities', which is critical to the social and economic infrastructure. It promotes the free flow of money by aligning fundraising needs through the issue of securities with investor investment needs through financial and capital markets. Maintaining and expanding this infrastructure is critical to creating stable financial and capital markets for the future generation. We see this as a crucial task in achieving SDG Goal 9: "Build resilient infrastructure, promote equitable and sustainable industrialization, and stimulate innovation." Customers may access ESG-based mutual funds through the company's dedicated ESG funds section.



Social Performance



Creating shared value

ICICI Securities is strongly committed to the communities we serve, in practically every part of the country, seeking to deliver significant, CSR-led effort that results in a meaningful impact on the community. All the CSR actions are framed, designed, and performed with a precise focus on our target beneficiaries. We pursue different activities through the ICICI Foundation and other partners. We undertook several initiatives in skill development, healthcare, empowering women, fostering entrepreneurship, livelihoods, and senior citizen welfare. As we expand our business sustainably, our commitment to understand and addressing societal needs lies at the heart of the strong relationships we share with the communities in which we operate.

Policy: Paving the CSR Path

ICICI Securities engages in CSR activities, through its contribution to the ICICI Foundation for Inclusive Growth which include socio-economic development and working with other partners. To support our efforts a committee is in place that looks at community/social projects within the organization, and it includes Whole Time Directors and the External Director. We have utilized ₹201 Mn in this fiscal year and have reached approximately 200,000 beneficiaries. For this purpose, we have a corporate social responsibility policy (CSR Policy) which sets out the guiding framework for all our CSR activities. The policy also directs the rules and regulations that need to be adhered to while planning and implementing CSR activities.

To know more about our CSR Policy please ***Click Here***

Corporate Social Responsibility (CSR) Projects at ICICI Securities

ICICI Securities has a close-knit relationship with the communities and believes in working alongside the communities to generate sustainable and value-based outcomes across areas like health care, skill development, foster entrepreneurship, and research projects, senior citizens' welfare, gender equity and environment. We work with ICICI Foundation and other CSR implementing agencies for our CSR Projects and also contribute to Government funded incubators as a part of ICICI Securities' CSR work. Following are the glimpses of initiatives undertaken by ICICI Securities as part of our commitment to communities:

1. Skill Development Initiatives

ICICI Foundation for Inclusive Growth ("ICICI Foundation") has set up the "ICICI Academy for Skills" that provides free skill development training to the lesser privileged youth. The objective is to help create sustainable livelihood for the lesser privileged urban youth through imparting vocational skill development training courses which are National Skill Development Corporation (NSDC) aligned,

About 7700 youth got trained during the year, of which 89.6% were placed.

An impact assessment study was conducted with the help of an external agency to assess the impact generated through the skill development CSR project of FY21. The impact of the programmes were analyzed in four key areas:

inclusiveness, relevance, impact created and service delivery.

Further information and the detailed impact assessment study can be ***accessed here***

We also trained needy youth to be care givers through Age Ventures India.

2. Health Care Services

We are humbled to have played a little part in providing assistance to the communities through our CSR projects that promote physical and mental well-being. We have been privileged to lend a helping hand in supporting society to become more resilient across India. We have assisted communities in health care services through the following initiatives:

- We have extended critical support to more than 200+ needy cancer patient with TATA Memorial Centre, a National Comprehensive Cancer Centre and a Grant-in-Aid institute under the administration of Department of Atomic Energy, Government of India. We have also engaged in projects where in we have provided support for medical equipment's and patient transport, for The Homi Bhabha Cancer Hospital and Research Centre ('HBCH & RC'), in Mullanpur, Punjab. The Department of Atomic Energy, as a part of Aazaadi ka Amrit Mahotsav initiative, are using our vehicles to conduct outreach camp, where over 1500+ women have been screened for Early detection of Cancer during this initiative. This initiative has not only provided a new hope to the patients, but also facilitated huge financial and psychological relief for patients as well as their family.
- We extended our Support through the availability of medicines and medical equipment for treatment support of COVID patients at the Government Hospitals in Mumbai through our collaboration with THE EKAM FOUNDATION, Mumbai. Around 3000+ patients were benefited from this initiative, as it helped in bringing in critical lifesaving arrangements during the COVID 19 pandemic which were scarce at that moment.
- In continuation to provide Covid related support, an initiative of Foundation of Innovation and Research in Science and Technology (FIRST), IIT Kanpur, 60 oxygen concentrators and 16 oxygen plants were developed and installed at different government hospitals across the country including 5 different Border Security forces hospitals under our Mission Bharat O2.
- We supported the installation of Oxygen plants in Border Security Force hospitals located across 5 cities. This project was implemented through ICICI Foundation. The Border Security Force plays a vital part in the country's security matrix, aiding both the Army and the Civil Administration in managing different insurgencies. ICICI Securities is privileged to associate with the Border Security Force.
- We supported last mile surgical treatment for 280 needy children from underprivileged socioeconomic strata through EKAM FOUNDATION. This not only gave a new ray of light for the children, but also brought in the possibility for them to continue lead a normal life with education and developmental activities for their future.
- The Vision Foundation of India provides free cataract eye surgery to needy senior people from low socioeconomic backgrounds. We have partnered with the foundation to extend these services for the communities and administer surgeries for 1250 senior citizens in collaboration with The Vision Foundation, India.

Key Medical Equipment Support extended to hospitals during FY 2021-22

16 Oxygen Plants	**60** Oxygen concentrators
04 Transport Ventilators	**01** Plasma Sterilizer
01 USG Echo with COLOUR doppler	**01** Bronchoscope
02 Ambulances	**02** Mini Buses

About 7700 youth got trained during the year, of which 89.6% were placed

We have extended critical support to more than 200+ needy cancer patient with TATA Memorial Centre

3000+ patients were benefited

60 oxygen concentrators and 16 oxygen plants were developed

Surgical treatment for 82 needy children

Administer surgeries for 1250 senior citizens

3. Contributions to Incubators for support to Startups and Research and Development projects:

Innovation has been the essence ICICI Securities plan, and we aim to become a more dexterous and future-ready institution and contribute significantly to economic growth of country.

Along with our business operations, we aim to foster entrepreneurship that will help in creating livelihood opportunities and encourage start-ups to work on innovation, research and development through our CSR projects for the benefit of the community and expanding its knowledge and opportunities for them to build better. We support innovations in health care technology and other emerging sectors to provide affordable and innovative support to communities. Below are some of our projects that converges this idea into action:

A. Society for Innovation and Entrepreneurship (SINE) is an IIT Bombay-based non-profit Technology Business Incubator (TBI). ICICI Securities has collaborated with SINE to assist a few projects with potential social effects, mainly focusing on health care. This relationship will facilitate the start-up incubation with SINE, therefore fueling India's health start-up culture. We supported SINE incubate start-ups, focus on R & D of finding new solutions for health conditions that include cancer, Parkinson's Disease, rapid testing of mosquito-borne diseases, prosthesis limb having senses, metabolomics data analysis, upper limb splints etc. with potential of creating large and beneficial social impact in health sector

Drinking Water treatment at Kishore and Edvan village
Clean drinking water is a basic necessity of life. We had supported a start-up of SINE-IIT BOMBAY, to install two water treatment units at 2 villages, each filtering 2.5 lakh Litre daily.

B. Contribution to the Foundation for Innovation and Research in Science and Technology ("FIRST"), the Indian Institute of Technology (IIT) Kanpur's Technology Business incubator. With this initiative we aim to deliver innovative health solutions for communities who have limited access to health care services in remote locations.



Picture: ("FIRST"), the Indian Institute of Technology (IIT) Kanpur's Technology Business incubator

C. N S Raghvan Centre of Entrepreneurial Learning (NSRCEL), IIM Bangalore:

With an objective to foster entrepreneurship and enhance livelihood opportunities, a programme was designed to support novel ideas in new age consumer products 8 ventures across food, recycling waste, environment friendly products were supported.

The ongoing Fintech initiative had 10 start-ups that had undergone through the incubation programme raise ₹950 Mn cumulatively.



4. Towards a more inclusive society

We truly believe that sustainable growth emerges from a balanced approach to profits, people, and the planet. Our people, who comprise our employees, partners, and communities, are at the heart of our transformation program. ICICI Securities operates its business in a responsible and sustainable manner to achieve long-term value for community as whole. It is also focused on developing our people so that they can generate value for the Company and their ecosystems while experiencing meaningful lives. Inclusion is powerful in terms of development of a society and we strongly believe that women and the elderly have a pivotal role to play in a society's development, who are often overlooked due to certain socio cultural issues. Although the scenario in this aspect is rapidly evolving in a positive way, we initiated two different projects to catalyze the impact and provide sustainable solutions. We have started two initiatives to empower women and for the elderly, brief description of these projects are:

Project Hameri - #from forest to financial freedom.
This initiative intends to empower women living in the Corbett landscape at Uttarakhand in India by assisting them in generating income, ensuring their support for conservation, and maintaining a long-term relationship with the surrounding natural resources. We have leveraged the skills of young talented women who wish to transform their lives and contribute to the country's economic prosperity through this project. We also attempted to address the sensitive issue of gender discrimination. Given women's considerable involvement in the agricultural workforce globally, empowering them is critical not just to the well-being of people, families, and rural communities, but also to overall economic output. Around 500+ women got benefitted from this initiative and continue to develop their skills and expertise to acquire knowledge and generate their own sustainable livelihood.

Supporting the aged and elderly

LEH old age home

We believe that the elderly has a lot to contribute to the development of society through their experiences and wisdom. However, their wellbeing and engagement is often overlooked which causes a sentiment of isolation and mental stress for the elderly sections of the society. ICICI Securities have taken steps to protect the vulnerable group of the lonely aged and elderly by building homes for them that meet their basic needs through HelpAge India. Through this project ICICI Securities has made individuals happier and more contended since they know they are cared for. In the homes, they also find opportunities to engage with likeminded people and share stories, and take part in various activities and bring positive change for themselves and the society. This ensures their wellbeing both physically and mentally.



Old age homes, day care centers, and other facilities for senior citizens and older residents in Leh Ladakh through HelpAge India.



Active Aging Centre, Tamaraikulam Elders Village, Cuddalore

The objective of ICICI Securities' CSR activity at Tamaraikulam Elders Village, Cuddalore is to assure the holistic wellbeing of the elderly by setting a model Age Home based on the idea of Active Aging. The Active ageing center's purpose is to bring positive change in the life of the elderly who need care and support for a healthy life, while engaging in physical exercises, health facilities and having access to basic necessities of life to ensure mental and physical wellbeing.



Active Ageing Centre, Cuddalore, Tamilnadu

5. Environmental conservation

We also acknowledge the importance of our relationship with our natural environment and recognize our obligation to conserve it. We continuously strive to enable India's transition to a more environmentally sustainable economy and to support actions that have a positive environmental impact within the company and among its stakeholders.

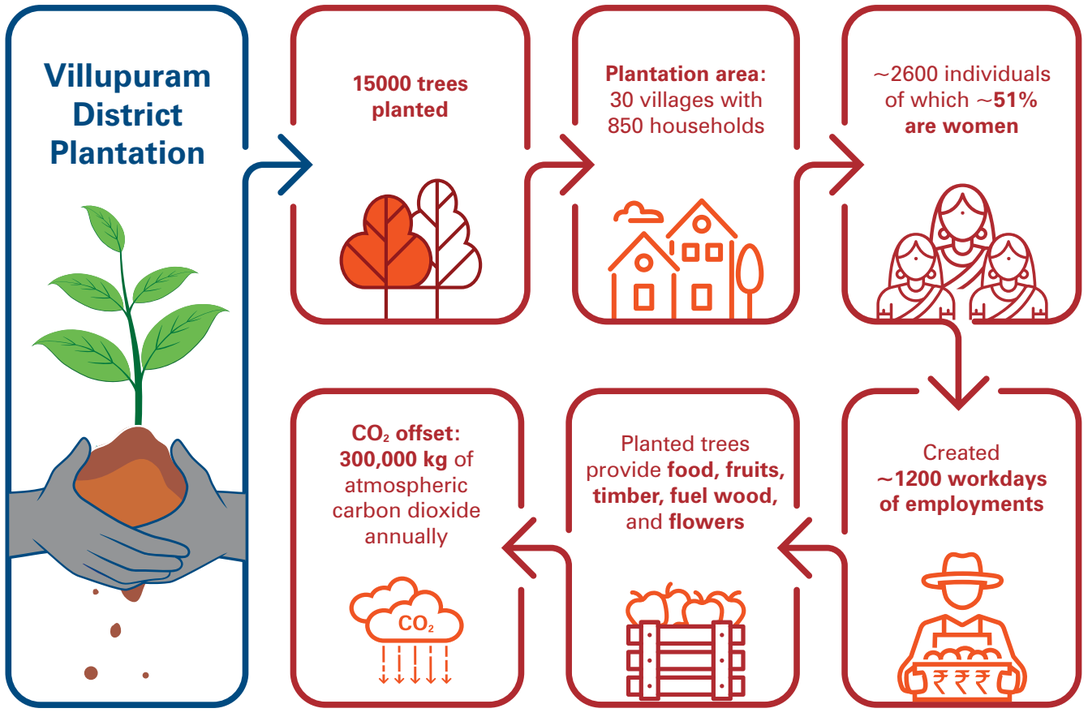




Planting trees for biodiversity, empowering rural communities, and improving animal habitat in Villupuram, Tamil Nadu

Villupuram Tree plantation initiative

ICICI securities supported in planting a total of 15,000 trees in Tamil Nadu's Villupuram district. The plantation area includes 30 villages and around 850 Irula Tribal community homes. Saplings were chosen based on the ecological conditions and the success percentage of the native species thriving there. The plantation activity will help create assets for the Irula Tribal community, improve the water table, reduce topsoil erosion, increase carbon sequestration potential, improve wildlife habitat, generate local employment through household-level participation in project implementation and monitoring, and aid in ecosystem improvement.



A buzz of Hope: Bee Keeping practice

There has been an enormous decline in the indigenous population of natural pollinators as a result of habitat loss and increased use of insecticides and pesticides. The need to maintain honeybees is more important than ever as they play an important role in preserving the delicate and rich mountain biodiversity. Our pilot project intends to provide favorable conditions for indigenous honeybee species to thrive while also contributing to sustainable rural development efforts and the restoration of ecological balance.





Preserving traditional Himalayan beekeeping practices in Nainital, Uttarakhand, through WWF-India.

Our Few Success Stories

With various projects, we have reached more than two lakhs of lives country wide. We have been fortunate to be capable of extending a helping hand to the communities. This has been a constant learning for us, and we believe that with each project we continue to learn and get more inspired to work with the community. The success stories mentioned below are a glimpse of the work that has not only made us smile, but happy and grateful to be part of this journey along with our stakeholders.

Few Success Stories

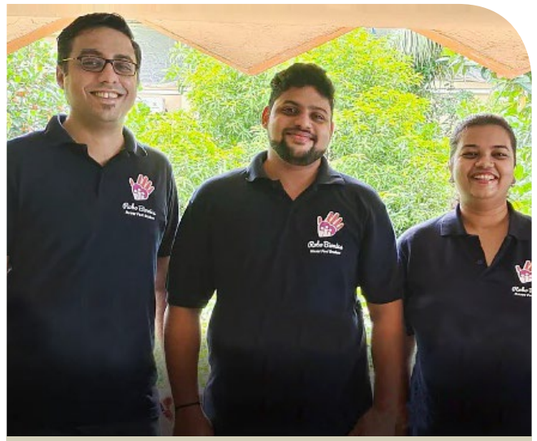


The start-up Success Story of Deepa Muthukumarsamy

Deepa, a first-generation entrepreneur and Postgraduate in Foods and Nutrition, started taking tuition lessons to neighborhood youngsters to assist her acquire the first funding for her firm, #SomemoreFoods, which manufactures organic health foods suited for all ages. Her distribution approach was offline, which was impeding the company's growth.

ICICI Securities' Incubation program provided her with several opportunities to expand her firm. She worked on building and improving their digital presence by developing a strong SEO presence and constructing a manufacturing facility in Coimbatore to enhance their production capacity fivefold. There has been an increase in micro-entrepreneurs, and soon the ecosystem actors, such as farmers, will benefit. -#Digital #Technology #Passion and #Perseverance are the crucial components for a start-success, up's according to Deepa.

Join us in congratulating her on being chosen for the One District One Product Initiative in collaboration with the Consulate General of India in New York to display their products on International Yoga Day as their goals align with the ODOP initiative of fueling economic growth, creating jobs, and promoting rural entrepreneurship.



Success story of Bionic Hope (RoboBionics) #ahandforindependence

Llewellyn, Anil, and Priyanka launched Robo Bionics, a start-up fostered by ICICI Securities through Society for Innovation and Entrepreneurship (SINE) at IIT Bombay motivated to do something great for their batchmate who was born without a Hand. The investigation resulted in Grippy India's own NABL Lab Safety Tested, and Certified 3D printed Prosthetic hand with a sensation of touch and multi-grip control. Grippy is a lightweight and economical, battery-powered prosthesis designed, produced, and proudly made in India that is currently accessible in the Indian market for those with below elbow amputation ages 15 and above. They identified 8 persons in need and helped them with Grippy



The success story of Hameri

JUNE 2022 Hameri Case Study Unnati Self-Help Group (Pahseni village, Terai East Forest Division, Uttarakhand)

Unnati Self-help group (SHG) formally came into being in December 2021 as a private SHG, after receiving five-day training, on making premium handcrafted grass products such as baskets, casseroles, coasters, etc.

Five women from Pahseni gram panchayat (Terai East FD, Uttarakhand) - Mrs. Rinku Devi, Mrs. Satyawati, Mrs. Makeshwati, Mrs. Sharma Devi and Mrs. Rajkumari Devi - formed this group with the aims of self-employment and empowerment.

Five ordinary women with no background in business, no significant educational qualifications, but an exceptional skill handed down by their ancestors and determination to build a business out of it. The skill of turning locally available grass into useful, environment-friendly and durable objects, unique to their tribal heritage.

These products are so tightly coiled that they are almost waterproof. Equipped with their innovative and creative spirit, they experimented with the designs and colours to make their products more attractive in the marketplace. The group, with guidance from CSR Partner of ICICI Securities, WWF-India, for Hameri, initiated pilot sales of their artisanal products at a souvenir shop and a homestay in the Nainital district of Uttarakhand in December 2021. In a couple of months, the group earned a net income of about INR 16,000 from the sale of their products at these 02 outlets.

At present, the group boasts of total earnings of ₹43,450 - more than the 15 government-formed SHGs in the area – just from their pilot sales.



A new ray of hope for PURVA

Little Purva was born in the Shinde household's joint-family, and the family was overjoyed to welcome a newborn girl. Her father, Atul Shinde, worked in a jewelry store. Though the family's monthly salary was insufficient to cover their day-to-day needs, they managed to keep afloat during the pandemic's difficult days. But fate threw them an even greater curveball when Purva was diagnosed with a cardiac birth abnormality termed combined TAPVC with severe PAH, complicating her health. That was a difficult moment for the family since their child was in pain and they didn't have enough money to afford the expense of therapy.

They breathed a sigh of relief when they learned about Ekam Foundation Mumbai from the hospital social worker. They had to pay just ₹100,000 out of a total medical estimate of ₹303,500 , with the balance covered by EKAM and other trusts and foundations. Purva is now completely fit and well and Her mother, who is her primary caretaker, is overjoyed and appreciates the medical personnel, family members, Ekam, through the last mile financial assistance from ICICI SECURITIES , and other foundations for their unwavering support.



Dancing all the way

Sayli Shirke, ten years old and very energetic, enjoys dancing. Coming from a low-income background, money was never an impediment to her quick-footed efforts. Sayli's heart rate became unmanageable one day out of nowhere. She was brought to Mumbai's Balaji Heart Hospital & Diagnostic Centre, where physicians discovered she had PDA, or patent ductus arteriosus, and advised her that she needed emergency surgery. The hospital's social worker conducted a socioeconomic status evaluation, and it was agreed that some hospitalization expenditures would be covered by reaching out to other charity groups. That's how Sayli's case got to EKAM.

The overall medical expenditures, including surgery, hospital stay, drugs, and so on, were ₹104,000, for which the Foundation, through the last mile financial assistance from ICICI SECURITIES, offered a bridge-fund of ₹45,000. Sayli's condition improved after intensive care, and she was able to be discharged.



Arav's Journey

Arav Khade was a healthy two-year-old infant until December 2021, when he began having difficulty urinating and began vomiting frequently. His father rushed him to the local government hospital, where the doctor discovered that the infant had a rare illness of intestinal blockage. He was subsequently referred to Pune's KEM Hospital. The family's major concern was covering the hospitalization costs. Aarav's father works in a fabric store. He is the lone earner in his family, earning roughly ₹8000 every month.

The social worker at KEM Hospital assessed the patient's socioeconomic position, and the case was forwarded to our CSR partner, EKAM Foundation. It was determined that the Foundation, would cover the whole cost of the hospitalization. Aarav's condition improved after an 8-day stay, and he was discharged.



Aaditya begins a new chapter

Aaditya, a 16-year-old kid from Washim, Maharashtra, was born into a farming family. He lives with his parents in a nuclear household. His father is a farmer who makes up to ₹60,000 every year. Aadtiya was diagnosed with ASD surgical closure at the time of his birth. However, the doctor advised that the procedure be performed between the ages of 15 and 16. As a result, in December 2021, Aaditya, 16, was taken to Kamalnayan Bajaj Hospital in Aurangabad for an ASD operation. The whole cost of his therapy came to roughly ₹200,000.

As a last-mile funder, Ekam Foundation, through ICICI Securities contributed the balance amount. Aaditya's operation was a success and is now under medications.



Anushka's Story

13-year-old Anushka, a talented student in the eighth grade at a Pune school, had to miss lessons and put her education on hold for a year after being diagnosed with Scoliosis with congenital adrenal hyperplasia in 2021. Anushka had a tumor in her back since childhood, but it began to develop fast as she approached adolescence. The epidemic had already put a financial strain on the family, and her mother, a domestic helper, had to sell her jewelry to get funds for Anushka's scoliosis treatment. Fortunately for them, some of their family and friends offered assistance, but it was insufficient.

At that critical juncture, the family approached Ekam Foundation Mumbai who received the last mile financial assistance from ICICI SECURITIES - to cover the cost of the medical procedures. Anushka's therapy is now complete, and she is feeling much better than before. Her doctor has advised her not to bend and to stay in bed completely. She is on medicine and has frequent check-ups. She misses school and hopes to see her pals again soon.



Amrita reunited with her family

Amruta lived with her three siblings' children, her ageing grandparents, and her father's two dependent sisters. Her family was dealt another blow when they learned that Amruta had moderate muscular VSD with PDA when she was just 6 months old. Because of poverty and a lack of cash to treat Amruta, the family tolerated her disease for the next 12 years. She was ultimately operated on when she was 12 years old, after travelling all the way from distant Malkaranja to Balaji Heart Hospital & Diagnostic Center in Mumbai.

In the hospital, they learned about the Ekam Foundation which gave the last mile financial assistance from ICICI SECURITIES to Amruta during her treatment. Amruta enjoys playing but is now unable to go out and play. She's still on her meds, so she's on bed rest, and she hopes to return to school as soon as she's fully recovered.



Young Ridant bounces back

Ridant is the youngest of the Pathares' five children. As the family's first and only kid, he received a lot of love, attention, and devotion from his parents and grandparents. When Ridant was 6 months old, his parents discovered he wasn't gaining weight and took him to a neighboring hospital. He was identified with bad eating habits, which hampered his growth. It's difficult for the family of five to exist on that salary and pay their basic expenses, let alone arrange finances for their child's procedure. His parents wanted to provide their kid the finest therapy possible, so they took him to Sahyadri Super Specialty Hospital in Pune, where he underwent treatment. for Sub Aortic VSD with PDA.

The whole bill was ₹300,000 and they got the last mile financial assistance from ICICI SECURITIES through Ekam Foundation Mumbai, which bridged the gap in their resources to complete the treatment completely. Kirti, his mother, is overjoyed to meet her son today.



Laxmi walks again

Mrs. Lakshmi was hurt and had surgery on the left side of her thigh. She was unable to walk correctly and had a limited range of motion at the ankle joint due to pain in her legs. She was also experiencing discomfort in her right and left neck and shoulder area.

ICICI Securities assisted her with physiotherapy intervention, beginning with an electrotherapy session employing infrared radiation and wax therapy to alleviate pain and edoema for two weeks. Her discomfort and swelling subsided after two weeks. She began walking with minimal discomfort in the third week. Pain-relieving therapy Interferential treatment was applied to the neck and shoulders for one week. Lakshmi is totally healed and has begun to walk gradually and is capable of handling her personal day-to-day responsibilities and is completely overjoyed.

We were proud and beyond gratified to receive appreciation and acknowledgment by Dr. Mahendra Nath Pandey, Ministry of Heavy Industries, Government of India, for our CSR projects and impact generated through our initiatives. Receiving this letter of appreciation has been and honor and has boosted our morale as an organization to pursue our goals, commitment and objectives to create a positive footprint in the communities and contribute to the greater socio economical development of our country.

With our various projects across the country, we continue to evaluate and monitor our actions and work to develop and build on further. ICICI Securities also takes pride in achieving positive impact through our CSR programs. We look forward to spread our wings in this sector and reach higher to create meaningful and long lasting impacts on the society. Below are the highlights of our work and number of people reached through our projects:

Lives Impacted

Over **200,000** beneficiaries through various CSR projects

Ecosystem Impact

88

Life Saving Medical Equipment/Treatment Support

22

R & D/Startups Incubated

2

Model Old Age homes

Environment Impact

5,00,000

Litre Drinking Water Treated Daily

15,000

Saplings Planted



5 GENDER EQUALITY

10 REDUCED INEQUALITIES

Nurturing our people

People Perspective

At ICICI Securities, we believe that our people are the key towards success for the long-term growth strategy of the Company. With new age and ever-changing business complexities and volatility in business environment, innovative thought leadership and new age skills of our team define how we shape the future of the Company. Our entire outlook on people philosophy & practices are designed towards building a culture of trust, meritocracy, inclusion, empowerment, and freedom of thoughts to drive high performance through constant innovation.



Diversity, Inclusion and equal opportunity

Diversity and inclusiveness are integrated with our strategy to grow which is articulated in our Human Rights & Diversity, Equity & Inclusion Policies as well as in our Code of Conduct & Business Ethics. We believe that a diverse talent pool is critical to our success. The Company does not differentiate basis gender, caste, sexuality, color, religion etc. It's an equal opportunity Company and all people processes including and not limited to hiring, training, job rotation, growth, compensation, promotion etc. are based on the philosophy of meritocracy and transparency. We recruit people from diverse backgrounds and do not differentiate based on caste, religion or gender or other factors. It ensures that we have the diversity of thought we need to create products and services catering for an equally diverse customer base. A diverse talent pool helps us challenge the status quo and carve new markets led by innovation and creativity in line with the core cultural strength of the Company. We remain committed to attract and nurture a diverse workforce. The Company offers a work environment that values every individual for their unique skills, experiences and perspectives.

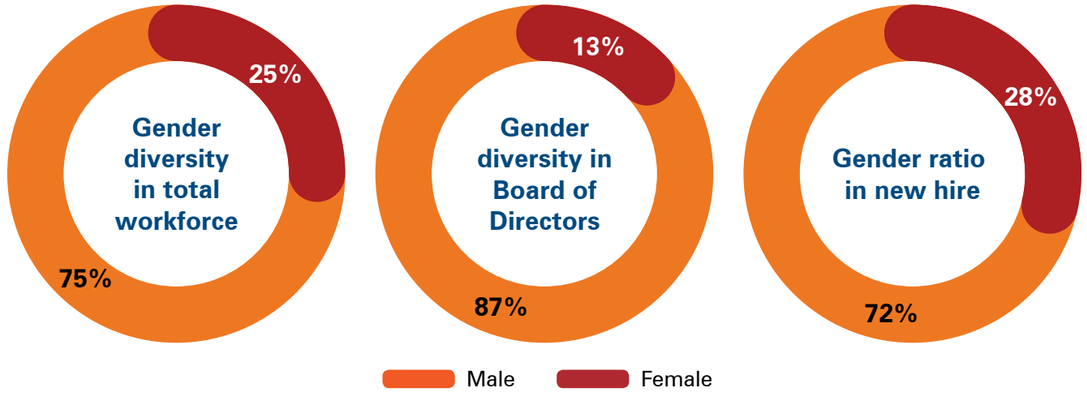
Key Highlights

30%
Campus Hiring

32
Differently abled employee

25%
Women employees

32
Average age of Workforce



All our Corporate offices have wheelchairs and wheelchair-friendly elevators which can be accessed from the parking lot, thus making access friendly to our differently abled employees and visitors. Dedicated washrooms are also made available at our registered corporate office premises.

Our specialized wing of Learning & Development

The strategic, structural and business delivery model choices made by the Company, determine the skillset and competencies required by employees. The Company in accordance with its strategy and business model conducts an annual assessment of skill requirements and accordingly recalibrates the training design, content, curriculum and pedagogy. Each business group is analyzed for new skillset requirement. These skillsets are then mapped against the currently available training programs. If required, the training programs are redesigned to meet the requirements or new programs are launched. The Company has actively engaged with its training partners to revise and redesign training curriculum on regular intervals.

While the Company offers various functional programs, which help develop skills and focus on cognitive learning and their application at the workplace, there was a need felt to offer a set of programs that would also develop the personal organization, social and leadership skills of employees. Hence, the Company offers a series of programs to employees in behavioral and leadership areas at different levels of the organization. In the domain of leadership development, the Company offers Leadership Mentoring Program which is conducted for middle and senior management.

In FY2022, with an enhanced focus on self-learning and virtual content delivery, we launched 68 e-learning modules on domain knowledge & selling skills, customized to the needs of the various frontline sales teams through the mobile based e-learning application "MPower".

we launched
68
e-learning modules on domain knowledge & selling skills

MPower
customized to the needs of the various frontline sales teams through the mobile based e-learning application

Our Learning Suit

Leadership Development

- Leadership Development Program
- Leadership Mentoring Program
- Leadership Engagement Series

Knowledge Creation

- Blend 100 Day Program
- Product and Process Refresher Training
- Wealth Academy: CIEL
- Equity Academy: CIEL
- Data Science and Machine Learning
- IT Training-Full Stack Program
- Financial Modelling and Business Valuation
- Compliance and Regulatory Training

Growth & Learning

Growth Mindset

Customer First

Nurturing Talent

- Design Thinking
- Growing Together
- LDGM
- i-LEAD
- Collaboration-Virtual Simulations

Customer Engagement Skills

- Customer First
- Creating Relationship Value
- Business Development Workshop
- Reflections
- Business Communication
- Sales Resilience
- Negotiating and Influencing Skills

Our 3 focus areas for FY22

Customer first is one of the key DNAs of the Company and it has been our endeavor to constantly create innovative products & services keeping the customer in mind, hyper personalize the customer experience & journey and customer delight in all customer engagements. Towards this objective, the Company focused the learning initiatives in FY2022 around three broad aspects of Customer First behavior, Design Thinking, and Creating synergies through Collaboration.

Customer First

In FY22, for all retail business and support groups, a threefold initiative around customer first behavior was driven comprising of an awareness quiz campaign, orientation session and a detailed program emphasizing the importance of "Customer First". Around 3500 employees were covered under this initiative in FY22, and this is now an integral part of all new hire induction in the Company. The workshops & e-module program was focused around:

1. Thresholds of a service culture
2. Skills and behavior required to build a service culture
3. Service values and engagement strategy of the Company
4. Thresholds of service behaviors and adoption
5. Creating Service delight
6. How customer service orientation is measured for employees in front line roles in the Company including awareness on Net Promoter Score (NPS)

Design Thinking

To develop agility and customer centricity in product and process innovations, we conducted Design thinking program for our Senior Management, Product, Technology and Process groups. The company also trained around 80 mid to senior level employees across the product, processes and technology functions under the principles of Design thinking. The program was conducted with live prototypes.

The key aspects of the program were:

1. to build creative confidence and unleash a Dynamic Mind-set.
2. to help our teams to see problem solving as an iterative process from inventive thinking to analytical thinking.
3. to bring in Human Centered & Empathetic approach to design.
4. to help in solution visualizing and prototyping
5. to be comfortable with ambiguity
6. to be reflective
7. to be open to risk taking within strong guardrails of compliance and embracing failure
8. to be collaborative
9. to be optimistic – Look at obstacles as opportunity

Collaboration

During the pandemic to ensure cross team synergy and alignment of common objectives across teams, around 430 employees from all product, process & support groups were trained to re-emphasize the key aspect of "Working together" for developing superlative customer solutions. Digital simulations were used to improve inter team communication and collaborations in a real life like scenario.

Other key upskilling initiatives FY22:

Certification programs for wealth management relationship team & equity relationship teams. Around 140 employees were successfully certified through the above programs in FY22.

PWM Wealth Academy

In FY 2022, the company launched Wealth Academy for our Private Wealth Management employees. The program was designed to enable effective client engagement. The program was designed to improve the domain knowledge of a Private Wealth Relationship Manager. This is a finishing school for Relationship managers. The program is delivered through a combination of Self-paced e-learning, virtual instructor lead program and knowledge assessment. The Wealth Manager certification covered concepts like, Macroeconomic Indicators – policies, Debt Market analytics, Equity Analysis, Alternative investments, and asset allocation.

Equity Knowledge Academy

In FY 2022, the company launched Equity Knowledge Academy for our Equity relationship group. The program was devised to improve the domain knowledge of the employees. The program covered Equity and Derivative analysis, Fundamental and Technical analysis and Algo trading.

Digital tools & Algo

In FY 2022, with the on-boarding of new technologies and data analytics tools in the Company, various certification programs and workshops were done for data science, technology and business process engineering teams on topics like data science & machine learning, devops, tableau and API. Around 125 employees across these functions were upskilled during FY 2022 on these initiatives.

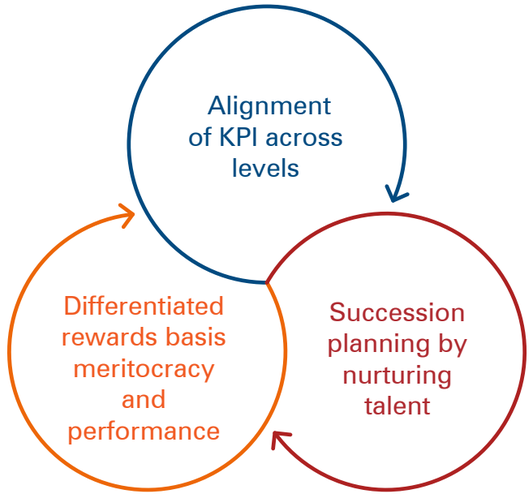
Total Training Hours	Employee Count	Average Training Hours	Employee Coverage
154,927 in 2021	**3766** in 2021	**41.14** in 2021	**99%** in 2021
244,711 in 2022	**4094** in 2022	**60** in 2022	**96%*** in 2022

* Employees who joined in the last quarter of the financial year and had partially completed their training journey till March 31, 2022, are not considered as covered in the above table. Further, there is a 100% coverage on all regulatory certifications for employees in FY2022.

We diligently adhere to several mandatory training for our employees including Prevention of Sexual harassment, Cyber security, Data Protection and the code of conduct training on various policies and programs of the company.

Performance meritocracy

The company has a well-established structure for performance evaluation and talent management. The goals of this framework are threefold:



The Company has a structured performance management process aligned to the Company KPIs as set out by the Board. These are then cascaded in the form of functional KPIs through the Balanced Scorecard process and further as individual KPIs based on the nature of role and responsibilities.

The performance evaluation procedure

All employees of the Company undergo performance appraisal process as determined by the Company and in accordance with their career progression plan. Career development is achieved through a mix of trainings, higher roles (promotions) and lateral movements or job enhancements. The Company has a well-defined succession planning process to facilitate the development and career planning of high potential talent, mitigate vacancy risk arising from attrition and ensure business continuity.



Career Growth and Opportunity

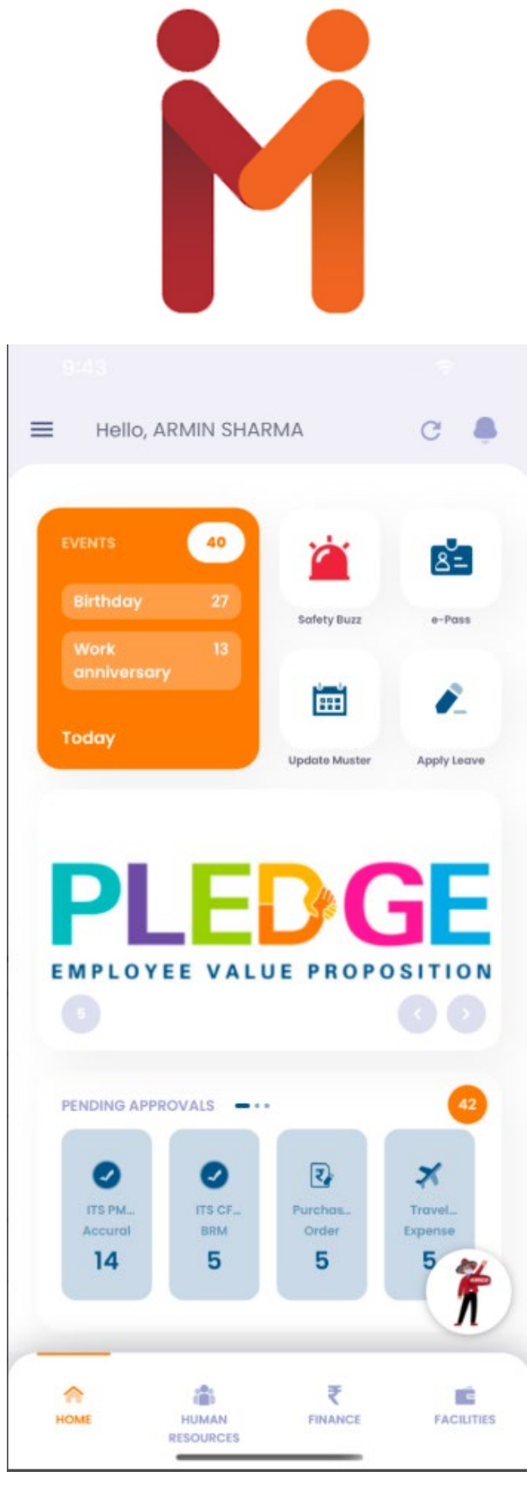
We provide growth opportunities to employees through internal job openings across departments and functions wherein employees can apply for varied jobs basis the eligibility criteria. For performing employees, we provide career growth opportunities internally ahead of time. Around 30% of critical/title positions were closed through internal movements in FY22.

A framework is in place for identifying key roles and measuring the depth of leadership cover for each role by identifying successors who can move to the role either immediately or over a period or by restructuring the role to mitigate vacancy risk and ensure business continuity, where successors are not immediately available to fill the vacancy. Based on the number of successors identified, their readiness to move to the next level role and the feasibility of conducting restructuring in the event of the role holder's exit, a score called the Leadership Cover Index (LCI) is derived for each key role. An annual exercise is carried out to identify the LCI for each key role along with the talent development actions and is reviewed annually by the Board Nomination and Remuneration Committee. The Company has a Board approved compensation policy which drives meritocracy in the framework of prudent fiscal management wherein the high potential employees are rewarded appropriately from long term and retention perspective. The policy defines a fair mix of fixed, variable, and long-term compensation to ensure a fair balance between the long term and short-term performance objectives of the Company and aligns the employee interest with the Company's goals and objectives. In FY2022, around 30% of the total workforce were promoted within the organization.

Rewards & Recognition

The Company believes in rewarding and recognizing employees who have demonstrated exceptional performance and initiatives in their overall assessments including stakeholder feedbacks. Like every year, we felicitated such employees on a Company-wide platform like I-Sec day, which was attended by the Directors, Senior Management, and all employees of the Company. Apart from this, the respective businesses also conduct various rewards and recognition programs for employees on regular basis.





Employee Value Proposition and well-being

In FY 2021, we had formally articulated the employee value proposition called 'PLEDGE' which is a promise of what our employees should expect from the Company. PLEDGE value proposition has five anchors - Pride @ Workplace, Care, Growth & Learning, Enabling Work Environment & Meritocracy. In FY 2022 through various senior leadership forums/town halls and employee pulse feedbacks the Company conducted monthly / quarterly intervals took inputs on the five anchors of Pledge and necessary actions were taken on the various feedbacks received from employees on value delivery. Digitization of internal processes and policies is one of the key themes of Pledge anchor - Enabling Work Environment. Towards this theme, in FY22, we launched AMIGO – the employee mobile application which is a one stop solution for our employees for their day-to-day work needs, query resolution, productivity tracking, approvals and communication. The key features of Amigo are:

1. Transaction management of various employee benefit policies like including leave application, muster updating, e-pass, approvals etc.
2. Quick access to all sales CRMs and various other platforms like the LMS - MPower, Healthcare
3. Quick view and access to documents like salary slips, tax details, insurance ID cards & policy details, visiting cards, ID card etc.
4. Chat BOT to resolve any query related to the policies of the Company
5. Facility to mark themselves safe during any natural calamities and raise an alarm when in an exigency
6. View and wish work anniversaries, birthdays & season's greetings
7. View videos/podcasts/photos of various Company driven initiatives & learning content

The anchor Pride @ Workplace of PLEDGE endorses creating value for society at large. During FY22, under this theme, we facilitated the following initiatives:

1. Daan Utsav in collaboration with ICICI Foundation and Give India wherein we provided an opportunity to the employees to contribute towards the betterment of the society. Some of the initiatives under implementation are ensuring nutrition for children undergoing cancer treatment at AIIMS Delhi, eye care camps in rural parts of the country, water conservation in the drought prone Marathwada to name a few.
2. Green Environment Initiative wherein plant seeds were distributed to employees and they were encouraged to plant them/ share them with their friends and families.
3. Sapling & Tree plantation initiative wherein employees got opportunity to plant trees & samplings as part of the Company's initiative towards creating a better environment.

Employee-Centric Benefits

ICICI Securities has adopted employee-oriented policies covering areas such as growth & development, employee benefits, grievance redressal framework, health & safety and prevention of sexual harassment at the workplace which endeavors to provide an environment of care, nurturing, opportunity to accomplish professional aspirations and inclusion.

Our Company has a Board approved compensation policy which drives meritocracy in the framework of prudent fiscal management. The policy defines a fair mix of fixed, variable and long-term compensation to ensure a fair balance between the long term and short-term performance objectives of the Company and aligns the employee interest with the Company's goals and objectives. The policy is applicable to all the employees of the Company including the Whole-time Directors, Key Managerial Personnel and Senior Managerial Personnel of the Company are covered under the Company's Compensation policy.

The various other policies adopted by ICICI Securities to ensure employee well-being are as mentioned below:

1) **Salary advances to employees:** This benefit is aimed at providing financial assistance to employees of the Company in case of any exigency. This benefit allows employees to avail salary advance upfront towards their future salary payout.

2) **Leave Policy:** Leave policy at ICICI Securities is designed to meet various life stage needs of employees. Various types of leaves that are available to eligible employees are mentioned below:

   i. Privilege Leave (PL)
   ii. Casual Leave (CL)
   iii. Sick Leave (SL)
   iv. Maternity Leave (ML) including Sabbatical Leave post maternity
   v. Adoption leaves
   vi. Paternity Leave (PAT)
   vii. Compensatory Off (CO)
   viii. During medical emergencies as well as during the pandemic, the Company has also granted special leave to employees to take care of self/ family members on need basis.

3) **Flexible work arrangements:** We provide flexible/ hybrid work arrangements on need basis to the employees to ensure that employees can manage any unexpected/unavoidable personal situation.

4) **Higher education policy (HEP):** We have a higher education policy which facilitates employees to pursue their desire for professional qualification and accreditation for upskilling themselves on continuous basis or as may be required in their jobs.

5) **Internal Job Posting (IJP):** We provide growth opportunities to employees by providing internal job openings across departments and functions wherein employees can apply for varied jobs basis the eligibility criteria. Some of these internal job movements may entail promotion and/or change in salary.

6) **Insurance Policies:** ICICI Securities ensures that all employees & their dependents (wherever applicable) are protected under various insurance covers like Health Insurance including maternity expenses, Personal Accident & Life Insurance. Further, during medical emergencies pertaining to employees, wherever required, the Company goes beyond the pre-defined limits to assist employees in their hour of medical needs.

   We also facilitate employees based on their family's specific hospitalization needs, to take enhanced medical insurance coverage in the form of top up policies & parental coverage at attractive premiums with day zero coverage of pre-existing ailments.

   Additionally, we facilitate employees to avail additional personal accident insurance covers at discounted premium rates.

7) **Employees' Children Scholarship Scheme:** We have an Employee's Children Scholarship Scheme which aims to help eligible employees meet the educational requirements of their children who are outstanding in their studies. Employees can opt for any course for their children's higher education both in India & overseas subject to the eligibility criteria.

8) **Gym & gaming facilities:** To cultivate a healthy lifestyle, we extend Gym facilities, Table Tennis facilities on-site in our prominent offices with high workforce concentration.

9) **Retirement Benefits:** ICICI Securities has a Board approved policy to cover post-retirement benefits for employees retiring from the services of the Company after attaining the age of superannuation in the normal course or under an approved voluntary retirement scheme where specifically mentioned.

Employee Governance

ICICI Securities' DNA endorses 'Compliance with Conscience' as a key threshold behavior. Every employee of the Company is expected to work with 'Compliance with Conscience' in their work and their interactions with customers and stakeholders. We have zero tolerance towards any violation or misconduct on grounds of non-compliance. Our employee value proposition – PLEDGE also emphasizes on creating an environment which protects against any kind of biases and facilitates professionalism in all engagements.

We strictly follow our code of conduct (Code) which defines the professional and ethical standards that employees and Directors need to adhere to in compliance with all applicable statutory laws, regulations and internal policies. Through the Code of Conduct & Business Ethics, the Prevention of Sexual Harassment at the Workplace policy, the Whistle-blower Policy and the Employee Grievance Redressal framework, the Company provides a safe and secure workplace. Through the Company's internal policy on Talent Acquisition and Equal Opportunity, Diversity, Equity and Inclusion Policy, Human Rights policy, the Company affirms its commitment to being an equal opportunity, meritocratic employer with zero tolerance towards any form of discrimination. Our Company is governed by the Code of Conduct for Stockbrokers issued by SEBI which covers aspects such as integrity and fairness to clients.

We regularly conduct awareness campaigns to familiarize employees with the various policies to ensure adherence to the highest standards of ethical behavior. Regular communications via Company's intranet- I-Sec Universe, mobile application – Amigo, SMS campaigns, mails etc. are sent to sensitize employees around governance & ethical practices.

We have a grievance redressal policy which clearly articulates the definition of grievance, investigating team, grievance redressal committee, timelines and the grievance redressal mechanism to ensure that all grievances are suitably investigated as per the grievance redressal framework and action is taken as per due process and timelines while adhering to the principles of natural justice. The redressal process outlines the method by which employees may register their grievances, the role of the Employee Governance team and classification of grievances, the process of enquiry, disciplinary action, appeal mechanism and reporting. Further the grievance redressal policy also articulates that grievance reported of any nature is dealt with utmost confidentiality. The policy is available to employees on the Company's intranet – Isec Universe for easy access.



Mr. Dhall, Chairman addressing employees during I-Sec day

Engagement through active communication (Staying connected)

1. **CEO Connect:** Engagement Sessions are conducted with the MD & CEO and all the employees on regular basis to disseminate the Company performance, strategy updates, employee well-being etc. wherein the employees get a common platform to directly engage with the MD & CEO and share their perspectives, express their views, feedback, ideas, etc. in a larger forum.
2. **Senior Leadership Townhall:** We conduct regular townhall/focused group discussions with cross team business leaders and give employees an opportunity to interact with senior leadership of the Company.



Interaction with Pullela Gopichand, Chief National Coach for the India national badminton team

3. **ICICI Securities Day:** ICICI Securities Day is the ultimate platform not only to acknowledge and celebrate our success as an organization but also to recognize and felicitate individuals and teams who exemplify our achievement orientation and cultural ethos. It is also an opportunity to take inspiration from our rich past & heritage and to imagine a future which all of us aspire to build for our organization. Theme of this year's celebration was" Working together" aimed at not only celebrating those teams and individuals who have excelled at it but also to inspire other employees as well to intensify their efforts to work together as unified team.
4. **Employee feedback:** We have integrated a feedback application with our mobile application AMIGO through which we take feedback from employees on real time basis on the 5 anchors of our employee value proposition PLEDGE. Apart from this we also seek feedbacks from employees through branch visits, focused group discussions, etc. The non-hierarchical culture of the organization also gives space and comfort to employees to reach out to their HOD/ Senior Leadership with any feedback they might have.
5. **Employee wellness:** Employee wellness is one of the uncompromising factors that the Company firmly believes and follows dutifully. Apart from ensuring that the employee gets a safe and secured infrastructure to work under, we also ensure that periodic communication and sessions on various safety aspects are conducted and circulated on regular basis. Covid protocol and every care to ensure that our employees are getting the best during such trying times was ensured during the pandemic. We believe in extending all kind of support when it comes to any exigency in the employee's personal life. We have arrangements for dedicated doctors' visit at two of the Corporate offices on daily basis. Employees can also post their queries on my.doctor@ext.icicisecurities.com wherein the query is addressed by consulting panel of professionally qualified medical practitioners. Our mobile application AMIGO helps employees to mark themselves safe during any pandemic/ natural calamities and raise an alarm when in an exigency. The AMIGO application also has the emergency contacts of the employees which helps the HR/immediate manager to get in touch with the contacts in case the employee is unreachable.

We have stringent guidelines to ensure safety of employees and visitors. We monitor air quality at our corporate offices and take steps to improve it on a regular basis and have plants in open areas to help with oxygen levels. The air quality is checked once a year. We have installed a UVGI system in our internal duct of cooling equipment at our registered corporate office. Frequent equipment checks, such as air conditioners, chillers, UPS, stabilizers and DG, are performed to mitigate any wear and tear caused by ongoing operation. We also conduct Quarterly Fire Drill Training at all our branches and corporate offices

which equips personnel to respond to any fire that can occur in the premises. Fire extinguishers are kept stocked to ensure that they can be used effectively in the event of an emergency. All the branches and corporate offices have smoke detectors and fire alarm systems. Employees are informed about assembly points for the corporate officers. The floorplans of the premises are exhibited at strategic spots. The display board at offices also includes emergency contact information such as police, hospitals and the fire department.

Employee well-being was enabled through the three stages of building awareness, instituting enabling policies and facilitating habit formation. Various initiatives were launched to promote physical & mental well-being and nudge employees to develop healthy behaviors and habits. All employees & their immediate families are eligible for hospitalization coverage. ICICI Securities has enhanced the employee benefits for protection of health and well-being such as Group term insurance and Personal Accident insurance. We encourage our employees to avail of top up insurance plan on personal accident insurance for themselves and top up Mediclaim for their eligible dependents. Employees were encouraged to download the IL Take care application which carries the details of Insurance benefits extended by the Company and top up facility availed by the employee. The IL Take Care application is a mobile based application through which even hospitalization has become easy, employees can locate the hospitals that are empaneled, they can get the formalities in the hospital done by fetching the UHID details while on the go which can ease the situation for them at the time of crisis. Additionally, employees can also submit hospitalization claim forms and track the settlement status of their claims through this application.

The Company has tied up with a 24X7, mobile based medical concierge facility for its employees and their immediate family members. This facility is free for the employees as the cost of the medical concierge facility is borne by the Company. Through this online platform, the employees can access specialist doctors, and employees were encouraged to use the mobile app for medical consultations including mental health and counselling sessions to deal with the associated stress due to the pandemic. Around 3,062 unique consultations (1,908 unique employees and 1,154 family members) were done through the platform.

This platform offers services in 12 languages making it convenient to use for employees as well as their family members in any part of the country. To keep the employee engaged on the said platform we conducted 11 Health Sessions on various health related topics during the year.



Delivering an exemplary Customer Experience

We consistently endeavor to exceed our customers' expectations and delight them. Our broad product offerings meet a wide spectrum of our clients' financial demands. Our advanced digital platform enables users to effortlessly transact across asset classes, analyze their portfolio, and retrieve information Our skilled relationship managers counsel customers on their specific requirements. The platform-led business model and the network of relationship managers have worked together to enable us to develop a scalable and digital wealth management practice.

Towards this motive, we have constituted a Customer Service Council, that is responsible for conducting out and reviewing the following tasks:

1. Customer Service and Quality Standards.
2. Customer complaint trends over a period of time
3. Feedbacks received from customers
4. Steps taken for enhancing the quality of customer service and improvement in the overall satisfaction level of the customers
5. Key learnings

We have various other initiatives and process embedded within, that helps us in connecting better with our customers and include their requirements, insights and suggestions to serve them better. Few such initiatives are listed below:

Product Governance Forum

We have constituted a Product Governance Forum comprising of Business, Research, Risk & Compliance to oversee new third-party products to be distributed by the Company. The forum focuses on reviewing such products keeping the customer's best interest in

mind. Towards this end, the forum reviews areas such as product features, suitability and merits / demerits of products and tie-ups with third parties.

i-Community

iCommunity is a free-speech platform for and by the people, where individuals may exchange and even acquire financial information. Our team of iCommunity consists of research analysts, specialists from many fields, and iCommunity members who are always willing to serve clients. We want to be able to answer customer questions and give them the opportunity to answer others. From novice to seasoned investor, everyone is invited to join our community. Our platform includes a chat bot that assists clients in understanding our product offers.

Resolving customer grievances

We have two verticals, a call center, a corporate office and 139 customer service locations across the country, with the major tasks of helping clients address and resolve their queries. On a monthly basis, around 5000 customer responses are recorded to identify areas for development, which are then departmentally analyzed and appropriate modifications are implemented. After receiving the feedback, we submit it to the relevant department for action. In addition, we compute net performance scores based on client feedback. We provide SMS and WhatsApp notifications as well as a mobile app for feedback and experience. The Process note is mentioned on our website and below is the link which can be accessed after logging in to the website.

https://secure.icicidirect.com/customer/customersupport

Setting seal on customer privacy data

To address cyber security, we've implemented a policy that establishes limitations, mitigating techniques, and internal controls. Information Security Management Policy, as well as Cyber Security and Cyber Resilience Policy, are in place to safeguard the organization's cyberspace from cyber-attacks, threats, and vulnerabilities.

We have a Personal Data Protection Standard in place to ensure that all Personal Data is kept secure using appropriate technical and organizational means, such as the policies, processes, and controls that are required. We also comply with applicable laws and regulations by implementing and monitoring information security standards and frameworks.

We have **received Zero (0) complaints** regarding customer data breaches in FY 2021-22.

Our Product portfolio

Empowering and delighting customers is at the core of everything we do at ICICI Securities. Our business continuity, market reputation, and success depend on the differentiated experience we deliver to win our customers trust. The challenges of the pandemic made it even more imperative for us to stay connected and engaged with our customers to understand and deliver to their changing needs while ensuring safety for them and our employees. We bring a broad portfolio of offerings to our customers that include:

Products & Services

Retail Equity	Investment and trading across asset classes, including equity, commodity, derivatives, currency, margin trading funding, offshore investments, etc.
Distribution of Financial Products	Third-party financial products and services offered to ICICI Securities customers such as Mutual Fund, Gold Bonds, ETFs (Exchange Traded Funds), NPS (National Pension Scheme), Corporate FDs (Fixed Deposits) and Bonds, Insurance (Life, General and Business), Credit (Home Loans, Loan against Securities / Property / FD / Bonds / MF), Rental Discounting, Asset Financing and Overdraft
Private Wealth Management	Investment solutions, such as Equity, Fixed Income, Offshore and Alternate Investments; Value-added services like Protection, Mortgages & Loans, Tax Advisory and Estate Planning; Customer engagement on their business needs, like raising equity capital, debt syndication and monetising assets
Institutional Equity	Equity brokerage service for domestic and international institutional clients; Value-added products and services, including Block Deal, Algo Trading, Corporate Access, Investor Meets, and Equity Research
Issuer and Advisory Services	Full-service investment banking services, including, Equity Capital Market, Debt Advisory, Mergers & Acquisitions, Advisory, Private Equity Services, Structured Products and Restructuring

Our innovative product sections

We are constantly expanding our product range to provide our customers with revolutionary goods and services. Several new products were introduced this year to amplify our capabilities for customer wealth management.

- We have introduced a mutual fund one click basket – "Sustainable Investing" which comprises companies identified based on the Environmental, Social and Governance (ESG) theme. This is a portfolio of Kotak ESG Opportunities Fund, ICICI Prudential ESG Fund and Invesco India ESG Equity Fund.
- In partnership with Interactive Advisors, we offer a few global ESG investment portfolios to our clients. These are baskets of US based stocks, available through our global investment platform.
  - ESG Broad Market: Invests in large and mid-cap stocks
  - ESG Dividend: Invests in large and mid-cap high dividend stocks
  - ESG Value: Invests in large and mid-cap value stocks
  - ESG Growth: Invests in large and mid-cap growth stocks
  - ESG Quality: Invests in large and mid-cap quality stock
- We launched an innovative product called LIFEY - Lifestage Investments for You, which is aimed at helping customers to accomplish their "lifestage" milestones.
- We added products like One Click Derivatives, Basket Order, Payoff Analyzer and Option Express for traders
- During the year, we launched Trading API – Breeze, which allows market participants to use the power of computer programming to interact with the market
- In order to make the customer journey stable and keep ICICIdirect always available, we have upgraded our disaster recovery (DR) site capable to manage 100% load of our primary site. It also brings lots of stability and trust for customer and API consuming partners. Our DR site and process has been successfully live tested at full capacity multiple times.

Educating the Customer

With millions of Gen Z entering the job market every year, we feel there exists a lot of scope for providing high quality educational content related to markets, investments and personal finance in a gamified format. The content is free and available for all.

Our "Investonomics" microsite is designed to boost client engagement and keep them apprised of relevant market developments. The key features of the microsite are:

- Interviews with eminent market leaders on market outlook and investment strategy
- Views and debates on investment
- Live sessions & launches
- Articles on Investing

We also come out with regular:

- Economic Outlooks - Sharing of insights on performance of the economy and inflation trends
- Market Wraps - Weekly wraps to understand the performance of the stock market and forecast with top stock pick
- Masterclass - Helps clients understand the basics of investing in commodity markets
- Investalk- Expert Fund Manager sessions across mutual fund industry to help clients understand the market outlook and top investment ideas
- Financial Literacy videos are posted regularly on our social media handles
- The ICICIdirect Knowledge Centre helps investors to have a better understanding of how, when, and where to invest

iLearn

ICICIdirect iLearn is yet another initiative by ICICIdirect aimed towards 'Empowering Investors'. ICICIdirect iLearn' aims to familiarise investors with the knowledge on financial or investment tools by including both, standard and contemporary content, catering to the requirement of beginners as well as evolved investors.

The app simplifies complex financial concepts and enhances the users' investment acumen, thus building their confidence and helping them make informed decisions about investing their money.

Unique features of ICICIdirect iLearn App

- Curated content for beginners to advanced investors
- Quick learning with 2-5 minutes' capsules in the "Shorts" section; in-depth learning through "Modules"
- Opinions by experts in the "Xpert view" section
- Investment learning simplified through "Infographics"
- Challenge yourself and earn certificates with "The Quiz"
- Sharpen your investment acumen, invest confidently!





Environment Stewardship

ICICI Securities has always strived to be a facilitator for its industry peers and has worked relentlessly to develop itself and its services. At ICICI Securities, our goal has always been to optimize our existing systems and eliminate any source of inefficiency. We have the same ambition when it comes to the environmental variables that our industry deals with.

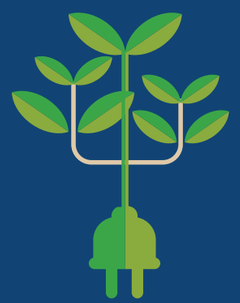
We are always striving to reduce our carbon footprint to contribute to the greater goals and objectives towards combating climate change. In Fiscal Year 2019, we began monitoring and reporting our emissions, and in the Fiscal Year 2020, we formed our environment policy. One of our major milestone this fiscal year has been the decline in our Carbon footprint, dropping from over ~7300 MT in FY19 to ~3700 MT in FY 22.

Our Environmental Footprint

Plastic Ban

We have made a conscious effort to reduce the usage of plastic in our workplaces by encouraging the use of environmentally friendly glassware substitutes. We no longer purchase office supplies made from plastic, such as jacket files and folders. Furthermore, for tasks that required the use of plastic, such as waste bags, we made sure that environmentally favorable polymers were utilized. Despite having a marginal footprint, our real objective for making this shift was to reduce our environmental impacts due to the use of plastic.





Energy Management

Our energy consumption is one of our major emission contributors thus we've taken a variety of initiatives and programs to optimize the same and plug any unintended leaks throughout the organization. Our IT team replaces outdated systems with new ones according to predetermined timelines, and we educate employees to be vigilant and aware of their immediate surroundings to limit any source of avoidable emissions.



Highlights of our ESG Initiatives in terms of the environment:

We realize the significance of our connection with our environment and recognize our obligation to safeguard it. We actively work as a financial institution to facilitate India's transformation to a more ecologically responsible economy and to endorse activities that have a positive impact on the environment.

Here is a snapshot of our contributions to the mission:

Waste	Water	Energy	Environment-Friendly Actions	Air
1. Generated 300 kg's of Manure by recycling wet waste and Recycled 2.04 Tonnes of Dry waste 2. 100 % of E-waste is disposed of in an environmentally safe manner.	1. Installation of water meter in 60 locations for tracking water consumption metrics to monitor and identify abnormal fluctuatations . 2. Installation of dual flush systems in all of our facilities. 3. Installed urinal pots at all our branches which saves between 5 to 10 litres of water per usage	1. Conserved 27,600 kwh units by replacing outdated air conditioners with new ones. 2. Conserved 36,990 kWh units by installing LED lights. 3. Conserved approximately 100 liters of diesel by revaluating the diesel generator requirement at branches. 4. Electrical Audits conducted: Corporate headquarters yearly, Every 3 years in branches.	1. Increased consumption of eco-friendly paper (Wheat Straw) and reduced paper consumption by digitizing internal business processes. 2. 24-degree temperature policy is maintained and monitored to keep the ACs operating at optimal temperatures.	1. Ultraviolet Germicidal Irradiation System to preserve the purity of air taken in by the cooling system. 2. We conduct air quality assessments at corporate headquarters yearly to monitor and improve air quality.

Employee-led initiatives

Enhancing employee engagement in sustainable development is assisting us in designing a more motivated, productive, and dynamic workforce – one that understands the importance and value of good business ethics and corporate responsibility. We encourage our employees to undertake such initiatives and contribute to the greater wellbeing of the company as well as the environment. Our workforce's contribution is highlighted herein.

Quiz competition held on Environment Day for Awareness raising	We handed flags laced with seeds instead of plastic to raise awareness about the need of reducing the usage of plastic.	Tree planting exercise on Independence day	Sapling plantation activity at our corporate office	We send emails thrice a month to raise employee awareness on environmental issues. E-mails emphasizing how to reduce emissions and the importance of using conventional resources effectively are mailed to employees

Few glimpses of Employee-led initiatives





Sapling Plantation on World Earth Day





















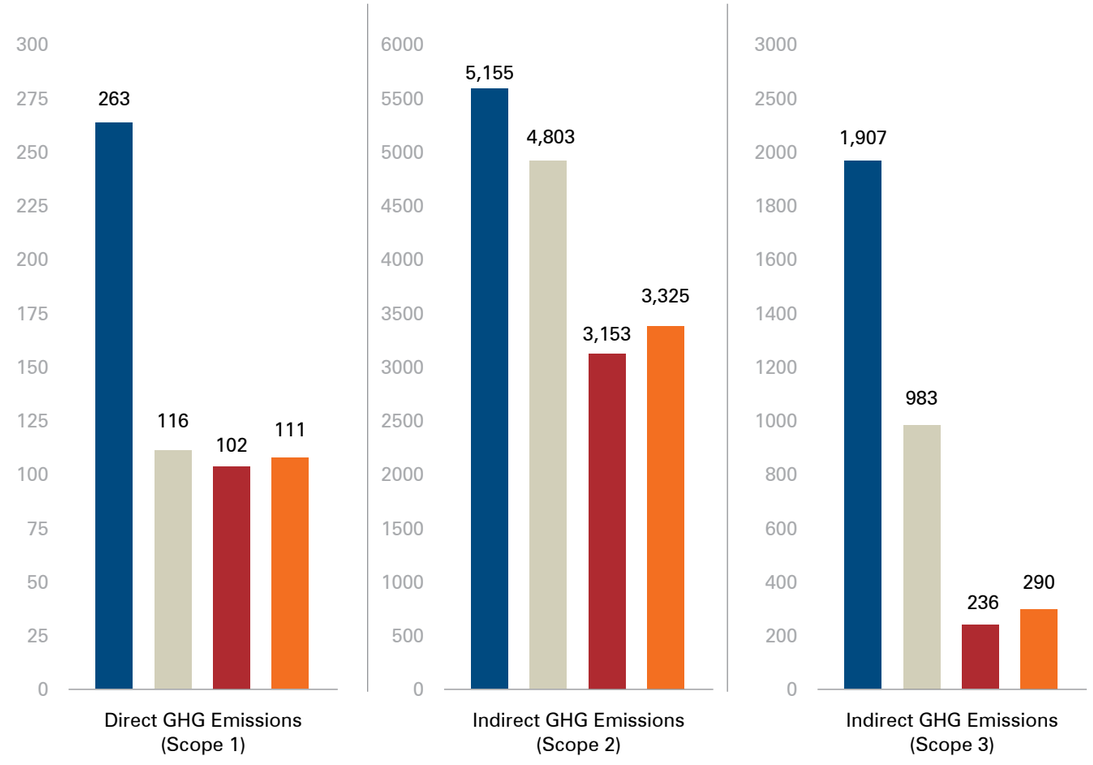


Tree Plantation on 15th August 2021

Taking positive steps towards environment

We aim to minimize our impact on the environment as much as possible. We continue to invest in energy efficiency, renewable energy, GHG emissions reduction, and the development of sustainable and safe environments for our employees and customers. However, due to the pandemic, workplace disruptions and work-from-home arrangements had a significant impact on our global energy, waste, and water reductions. As a result, we anticipate increased utilization of our resources such as fuel, energy, water, etc. as employees return to the office. We believe that causing a positive impact as a corporate citizen is our duty and responsibility. To fulfill that purpose, we have developed an environmental policy covering ICICI Securities Limited's operations and activities. You can read the full policy here: Click here.

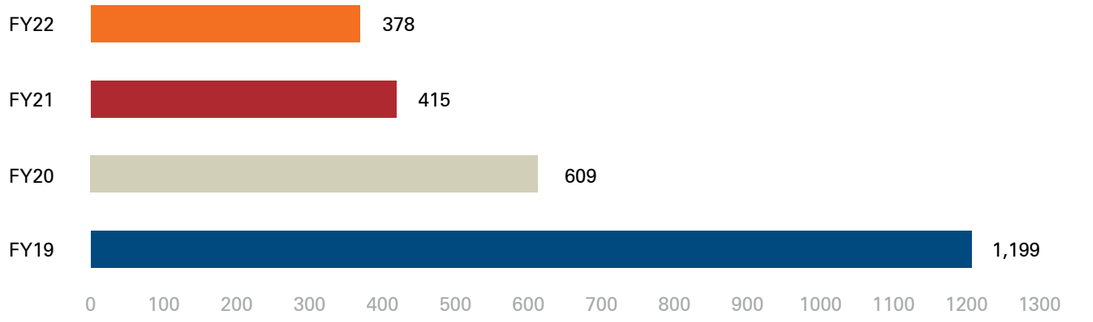
GHG Emissions



The significant decrease in scope 3 emissions is due to decrease in air travel during COVID19 lockdown and then to be in line with our digitization efforts we embraced digital transformation and try to minimize air travel as much as we can.

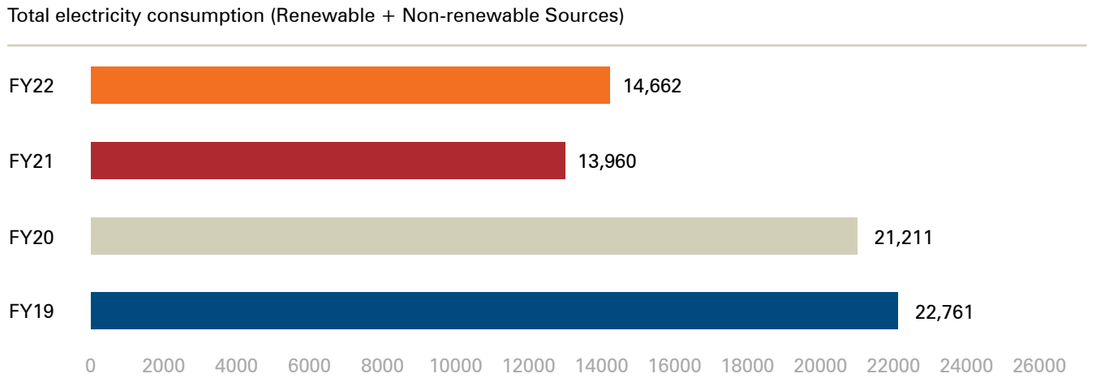
Fuel Consumption

Fuel Consumption (in Gigajoules)



Energy Consumption

Electricity Consumption (in Gigajoules)



Electricity and Fuel consumption has reduced from FY19 baseline due to energy conservation efforts and optimisation of office space usage being taken by Company. In FY21 due to COVID 19 induced lockdowns office premises were closed and with subsequent reopening of offices in FY22 electricity consumption has risen in FY22 over FY21.

Notable Environmental Achievement

We have received Gold Certification from the United States Green Building Council for our new Prabhadevi location.



Annexures

GRI (Global Reporting Initiative) Index

Statement of use	ICICI Securities has reported the information cited in this GRI content index for the FY 2021-22 with reference to the GRI Standards.
GRI 1 used	GRI 1: Foundation 2021

GRI STANDARD	DISCLOSURE	LOCATION
GRI 2: General Disclosures 2021	2-1 Organizational details	Our approach to Environmental, Social, Governance (ESG) reporting
	2-3 Reporting period, frequency and contact point	Our approach to Environmental, Social, Governance (ESG) reporting
	2-6 Activities, value chain and other business relationships	Reporting Scope and Boundary
	2-7 Employees	Nurturing our people - Key Highlights
	2-8 Workers who are not employees	Nurturing our people - Key Highlights
	2-9 Governance structure and composition	Corporate Governance - Committees of the board, Corporate Governance - Functional Committees
	2-10 Nomination and selection of the highest governance body	Corporate Governance - Committees of the board, Corporate Governance - Functional Committees
	2-11 Chair of the highest governance body	Corporate Governance - Committees of the board, Corporate Governance - Functional Committees
	2-14 Role of the highest governance body in sustainability reporting	Our ESG Roadmap/Current positioning
	2-16 Communication of critical concerns	Nurturing our people - Engagement through active communication
	2-29 Approach to stakeholder engagement	Stakeholder engagement & materiality assessment
GRI 3: Material Topics 2021	3-1 Process to determine material topics	Stakeholder engagement & materiality assessment - Materiality Matrix
	3-2 List of material topics	Stakeholder engagement & materiality assessment - Materiality Matrix
	3-3 Management of material topics	Stakeholder engagement & materiality assessment - Marterial topics

GRI STANDARD	DISCLOSURE	LOCATION
GRI 201: Economic Performance 2016	201-2 Financial implications and other risks and opportunities due to climate change	Corporate Governance - Risk Management/ Risks, Concerns and Threats
	201-3 Defined benefit plan obligations and other retirement plans	Nurturing our people - Employee-Centric Benefits
GRI 203: Indirect Economic Impacts 2016	203-2 Significant indirect economic impacts	Social Performance - CSR Projects at ICICI Securities
GRI 205: Anti-corruption 2016	205-2 Communication and training about anti-corruption policies and procedures	Corporate Governance - Our business culture
	205-3 Confirmed incidents of corruption and actions taken	Corporate Governance - Our business culture
GRI 301: Materials 2016	301-1 Materials used by weight or volume	Environment Stewardship - Highlights of our ESG Initiatives in terms of the environment
GRI 302: Energy 2016	302-1 Energy consumption within the organization	Environment Stewardship - Our Environment Footprint, Environment Stewardship - Taking positive steps towards environment
	302-4 Reduction of energy consumption	Environment Stewardship - Taking positive steps towards environment
	302-5 Reductions in energy requirements of products and services	Environment Stewardship - Taking positive steps towards environment
GRI 303: Water and Effluents 2018	303-1 Interactions with water as a shared resource	Environment Stewardship - Highlights of our ESG Initiatives in terms of the environment
GRI 304: Biodiversity 2016	304-2 Significant impacts of activities, products and services on biodiversity	Social Performance - Corporate Social Responsibility (CSR) Projects at ICICI Securities
GRI 305: Emissions 2016	305-1 Direct (Scope 1) GHG emissions	Environment Stewardship - Taking positive steps towards environment
	305-2 Energy indirect (Scope 2) GHG emissions	Environment Stewardship - Taking positive steps towards environment
	305-3 Other indirect (Scope 3) GHG emissions	Environment Stewardship - Taking positive steps towards environment
	305-5 Reduction of GHG emissions	Environment Stewardship - Taking positive steps towards environment
GRI 306: Waste 2020	306-2 Management of significant waste-related impacts	Environment Stewardship - Highlights of our ESG Initiatives in terms of the environment

GRI STANDARD	DISCLOSURE	LOCATION
GRI 401: Employment 2016	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	Nurturing our people - Employees-Centric Benefits
	401-3 Parental leave	Nurturing our people - Employees-Centric Benefits
GRI 403: Occupational Health and Safety 2018	403-4 Worker participation, consultation, and communication on occupational health and safety	Combating pandemic with resilient response
	403-6 Promotion of worker health	Combating pandemic with resilient response
GRI 404: Training and Education 2016	404-1 Average hours of training per year per employee	Nurturing our people - other key upskilling initiatives
	404-2 Programs for upgrading employee skills and transition assistance programs	Nurturing our people - Our specialized wing of Learning & Development, Nurturing our people - Our 3 Focused Initiatives
	404-3 Percentage of employees receiving regular performance and career development reviews	Nurturing our people - the performance evaluation procedure
GRI 405: Diversity and Equal Opportunity 2016	405-1 Diversity of governance bodies and employees	Nurturing our people - Diversity, inclusion and equal oppurtunity
GRI 406: Non-discrimination 2016	406-1 Incidents of discrimination and corrective actions taken	Corporate Governance - Our Business Culture
GRI 408: Child Labor 2016	408-1 Operations and suppliers at significant risk for incidents of child labor	Corporate Governance - Our Business Culture
GRI 409: Forced or Compulsory Labor 2016	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor	Corporate Governance - Our Business Culture
GRI 413: Local Communities 2016	413-1 Operations with local community engagement, impact assessments, and development programs	Social Performance - CSR Projects at ICICI Securities , Stakeholder engagement & materiality assessment
	413-2 Operations with significant actual and potential negative impacts on local communities	Social Performance - CSR Projects at ICICI Securities
GRI 414: Supplier Social Assessment 2016	414-2 Negative social impacts in the supply chain and actions taken	Reporting Scope and Boundary
GRI 418: Customer Privacy 2016	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	Our Company at a glance - ESG Highlights, Corporate Governance - our information technology Infrastructure

List of Abbreviations

Abbreviation	Full Form
ESG	Environment, Social & Governance
AIIMS	All India Institute of Medical Sciences
API	Application Programming Interface
ASLC	Application Security Life Cycle
BCP	Business Continuity Plan
BIA	Business Impact Analysis
CEO	Chief Executive Officer
CERT	Computer Emergency Response Team
CFO	Chief Financial Officer
CIN	Corporate Identity Number
CISO	Chief Information Security Officer
CL	Casual Leave
CO	Compensatory Off
COP	Conference of The Parties
COVID	Corona Virus Disease
CRM	Customer Relationship Management
CSR	Corporate Social Responsibility
DG	Diesel Generator
DII	Domestic Institutional Investors
DISA	Diploma in Information System Audit
DRP	Disaster Recovery Plan
ERP	Emergency Response Procedures
FPO	Follow-On Public Offer
FY	Financial Year
GHG	Greenhouse Gases
GRI	Global Reporting Initiative
GSP	Group Specific Business Continuity Plan
HEP	Higher Education Policy
HNI	High Net Worth Individuals
HOD	Head of Department
HR	Human Resource
IIMB	Indian Institute of Management Bangalore
IIT	Indian Institute of Technology
IJP	Internal Job Posting
IPO	Initial Public Offer
IRDAI	Insurance Regulatory and Development Authority
ISNP	Insurance Self-Network Platform
KPI	Key Performance Indicator
LAP	Loan Against Property
LCI	Leadership Cover Index
LMS	Learning Management System
LRD	Lease Renting Discounting
MTF	Multilateral Trading Facility
NABL	National Accreditation Board for Testing And Calibration Laboratories
NPS	Net Promoter Score
NRC	National Register of Citizens
NSE	National Stock Exchange
NSRCEL	NS Raghavan Center of Entrepreneurial Learning
ODOP	One District One Product
ODS	Ozone Depleting Substances
PMS	Portfolio Management Service
POSH	Prevention of Sexual Harassment
PWM	Pulse Width Modulation
RTPCR	Reverse Transcription Polymerase Chain Reaction
SDG	Sustainable Development Goals
SEBI	Securities and Exchange Board of India
SEO	Search Engine Optimization
SINE	Society for Innovation And Entrepreneurship
TBI	Technology Business Incubator
TMC	TATA Memorial Center
TOR	Terms of Reference
UHID	Unique Health Identification
UHNI	Ultra-High Net Worth Individuals
UN	United Nations
UNGC	United Nations Global Compact
UPSI	Unpublished Price Sensitive Information
UVGI	Ultraviolet Germicidal Irradiation
VAPT	Vulnerability Assessment and Penetration Testing
VPN	Virtual Private Network
WWF	World-Wide Fund For Nature



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