August 3, 2023

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: Business Responsibility and Sustainability Report of the Company for the financial year 2022-23

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

Please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') of the Company for the financial year 2022-23.

The said BRSR 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: 2023.08.03 19:30:52 +05'30'

Raju Nanwani
Company Secretary

Encl.: As above

Business Responsibility & Sustainability Reporting

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L67120MH1995PLC086241
2.	Name of the Listed Entity	ICICI Securities Limited
3.	Year of incorporation	1995
4.	Registered office address	ICICI Venture House, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025
5.	Corporate address	Shree Sawan Knowledge Park, Plot No. D-507, T.T.C. Ind. Area, M.I.D.C, Turbhe, Navi Mumbai - 400 705.
6.	E-mail	investors@icicisecurities.com, IR@icicisecurities.com
7.	Telephone	(91 22) 6807 7100
8.	Website	www.icicisecurities.com
9.	Financial year for which reporting is being done	FY 2023
10.	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited and National Stock Exchange of India Limited.
11.	Paid-up Capital	₹ 1,614.3 Million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Rabin Ghosh, Head Corporate Communications Email: rabin.ghosh@icicisecurities.com Ph: + 91 22 6637 7190
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Disclosures made in this report are on a standalone basis.

II. Products/services

14. Details of business activities (accounting for 90% of the turnover)

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Financial and Insurance Service	Financial Advisory, Brokerage and Consultancy Services	97%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Broking	66120	66%
2	Merchant Banking and distribution of financial products	66190	31%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	136	136
International	Not Applicable	2	2

Note: The Company has a subsidiary and a step-down subsidiary in the United States of America. The United States step-down subsidiary has a branch in Singapore.

17. Markets served by the entity:

a. *Number of locations*

Locations	Number
National (No. of States)	24
International (No. of Countries)	0

The Company provides services to NRI customers across the world except for certain countries which are Comprehensive Sanctioned Countries & FATF's Jurisdictions under Increased Monitoring & Call for Action. During the year ended March 31, 2023, the Company served customers in over 150 countries across the world.

b.	What is the contribution of exports as a percentage of the total turnover of the entity?	5%
c.	A brief on types of customers	Resident and Non Resident individuals, HUF's, Corporates etc.

IV. Employees

18. Details as at the end of Financial Year: FY2023

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	4,494	3,357	75%	1,137	25%
2.	Other than Permanent (E)	2	2	100%	0	0%
3.	Total Employees (D + E)	4,496	3,359	75%	1,137	25%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total Workers (F + G)	-	-	-	-	-

Note: The Company does not have any workers as per the definition of Workers under the guidance note on BRSR, issued by SEBI.

b. Differently abled Employees and Workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	7	7	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	7	7	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

Note: The Company does not have any workers as per the definition of Workers under the guidance note on BRSR, issued by SEBI.

19. Participation/Inclusion/Representation of Women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	1	11.11%
Key Management Personnel	4	0	0%

Note: Key Management Personnel refers to the Managing Director & Chief Executive Officer, Whole-time Director, Chief Financial Officer and Company Secretary as defined under Section 203 (1) of the Companies Act, 2013.

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

	FY23			FY22			FY21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	38%	42%	39%	36%	41%	37%	21%	25%	22%
Permanent Workers	-	-	-	-	-	-	-	-	-

Note: 1. The Company does not have any workers as per the definition of Workers under the guidance note on BRSR, issued by SEBI.

2. The Turnover rate is inclusive of employees on probation.

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	ICICI Bank Limited	Holding Company	74.89%	No
2	ICICI Securities Holdings, Inc.	Subsidiary Company	100%	No
3	ICICI Securities, Inc.	Step Down Subsidiary Company	100%	No

Note: ICICI Securities Holdings, Inc. holds 100% shares in ICICI Securities Inc.

VI. CSR Details

22.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii) Turnover (in ₹ Million)	34,222.7
	(iii) Net worth (in ₹ Million)	28,250.9

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redressal policy) Number of complaints filed during the year	FY23			FY22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-
Shareholders	Yes Shareholders can register their complaints / grievances at the Company's following e-mail ids: investors@icicisecurities.com, IR@icicisecurities.com	1	0		3	0	
Employees and workers	Yes	9	0		7	0	
Customers	Yes https://secure.icicidirect.com/customer/customersupport	27,301	198	-	43,913	420	-
Value Chain Partners	Yes Dedicated email id isecpartners@icicisecurities.com on which our value chain partners can reach for any kind of grievances/ concerns. They can also reach us at our customer care number.	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	

24. Overview of the entity's material responsible business conduct issues:

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along with its financial implications, as per the following format

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Privacy and Data Security	Opportunity & Risk	Opportunity: Having a robust information security structure (software, expert manpower and operational practices) helps us reduce cyber threats and ensure privacy, data security for all our stakeholders' privileged information thereby also facilitating business expansion. Risk: Privacy and Data Security is becoming a major risk due to increasing digitisation and more so in post pandemic where the number of digital users grew exponentially.	The Company has framed policies with respect to information technology/cyber security risk which set forth limits, mitigation strategies and internal control. Information Security Management Policy and Cyber Security and Cyber Resilience Policy are in place for protecting the organisation's cyberspace against cyber-attacks, threats and vulnerabilities. The Company has a Personal Data Protection Standard which aims to create a responsible culture of data protection within ICICI Securities and increase employee awareness of data protection, acceptable data handling practices and applicable requirements in relation to Personal Data.	Positive: Easier business process automation, increased trust and credibility of stakeholders, improved data management and protected brand reputation. Negative: Breach of Privacy and Data Security.
2	Community and Social Impact	Opportunity & Risk	Opportunity: At ICICI Securities, Corporate Social Responsibility (CSR) is considered as an opportunity to improve the quality of lives of the lesser privileged sections of the society. It helps in building brand image. The CSR objective to support meaningful socio-economic and sustainable projects in the key development sectors of healthcare, skill development and environment, through initiatives that can enable a larger number of people to participate and benefit in country's economic progress. Risk: The risks are regulatory risks and a risk of incorrect utilisation by an implementing agency.	The mitigation of the risks are regular monitoring by any combination of the below mentioned methods: Company, visits, web calls, photographs, supporting documents and reports and engagement with the proposed beneficiaries where possible.	Positive: Supporting the CSR activities helps us to strengthen community engagement is vital for creating a sustainable impact in the society we operate in, and we take many such impactful initiatives through ICICI Foundation and other partners. Negative: Non-utilisation or incorrect utilisation, for which we seek audited utilisation certificates.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Human Capital	Opportunity & Risk	Opportunity: Human Capital is one of the key strategic & imperative resource for the Company and we consistently invest in their growth & development and synergising our Human capital with the Company's growth strategy. Risk: Market demand for skilled and experienced talent is high. Hence, the Company is continuously investing in skilling new employees and re-skilling existing employees to make them business ready and at the same time automating and streamlining our processes is of vital importance for enhancing the employees' experience and engagement levels.	We have a transparent and equal opportunity culture. We provide growth & development opportunities to our employees irrespective of their gender/caste/creed/race/etc. We also support our employees through the well-crafted policies which meets their various life stage needs. In line with our Employee Value Proposition - PLEDGE, we have in place generous insurance facilities, pan-India hospital tie-ups for better medical facilities, flexibilities at workplace, paid leaves policies including child care leaves, assistance for children with special needs, travel accompaniment facilities for employees with young child(ren) when on official travel etc. We also invest in hiring key and critical talent to accelerate digital and fair product & process offerings to our customers. We have partnered with Engineering & Management campuses across India to on-board bright, energetic and aspiring candidates. We have tie-ups with various academies and invested in creating curriculum to provide us job ready young graduates from Day 1. We deeply invest in initiatives to promote learning & development, performance support, career growth, engagement, diversity and inclusion at the workplace. We heavily invest in technology and digitisation to assist scaling up of our processes and make them people-agnostic and minimise errors. We also have a robust grievance redressal mechanism to address employee concerns. We measure employee alignment to our Employee Value Proposition of PLEDGE at regular intervals to take corrective actions if any. We take regular feedback from our employees through Pulse surveys, have periodic check-ins by business leaders, human resources and CEO through various Connect sessions. Further, we have created an enabling environment for our employees and provided opportunities for them to belong and pursue their interests while at work. We also engage families of our employees in various events and celebrations.	Positive: Retention of key talent through various human resources proposition increases productivity. Negative: High attrition possibilities lead to wage inflation and loss in continuity.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
	b. Has the policy been approved by the Board? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c. Web Link of the Policies, if available	The Corporate policies of the Company can be viewed at weblink https://www.icicisecurities.com/AboutUs.aspx Some of the policies of the Company are accessible only to employees and other internal stakeholders.								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
4.	Name of the national and international codes/ certifications / labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	-	-	-	-	-	-	-	-	-
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	Targets to reduce electricity consumption by 20%, paper consumption and travel by 35% each by FY2025 over FY2019 baseline.	-	-	-
6.	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	-	-	-	-	-	Reduction in electricity consumption by 30%, paper consumption by 90% and travel by 65% in FY2023 over FY2019 baseline.	-	-	-

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)

   Doing business in a responsible and sustainable manner is one of the key imperatives for us. We continuously engage in discussion with all our stakeholders to identify key ESG issues and have identified Ethical Business Conduct, Efficient and Transparent Customer Service, Corporate Governance, Risk Management, Human Capital Development, Engagement with Communities and Environmental Footprint to be some of the most important issues.

   We have a highly qualified and diversified Board and ESG executive forum which oversees the Company's ESG journey.

   We instituted practices like Comprehensive Code of Conduct and Business Ethics, sound risk culture, digitisation of business, launching innovative products, investment in emerging areas of cybersecurity and information security, Employee welfare policies, monitoring consumption of resources and taking targets towards reduction in consumption of electricity, fuel and paper and various other practices.

   Reference should also be made to our Environmental, Social and Governance report which carries an exhaustive list of our ESG related challenges, targets and achievements.

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

9.	Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. The Company has in place an Executive-level ESG forum comprising of various functional heads to oversee the sustainability-related issues. The ESG Forum works under the guidance of the Board.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow-up action	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes	*	*	*	*	*	*	*	*	*
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company is in compliance with all applicable regulations.																	

11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes / No). If yes, provide name of the agency.	P1 P2 P3 P4 P5 P6 P7 P8 P9 No, all policies and processes are subject to audits / reviews done internally in the Company from time to time.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	Please see note below	-	-

Note: While there is no specific Policy outlined for principle 7, the Code of Business Conduct and Ethics governs all employees, officers and Directors and requires them to act in accordance with high professional and ethical standards.

The Company, through trade bodies and associations, puts forth a number of suggestions with respect to equity markets. The Company, directly, and along with ICICI Foundation for Inclusive Growth has been working on several initiatives for promotion of inclusive growth.

**Policies wherever stated have been approved by Board / Committee / Senior Management of the Company and each policy is reviewed at periodic intervals depending on the frequency stated in the policy or on a need basis and necessary updates are made to the policies.*

SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	-	-	-
Key Managerial Personnel	-	-	-
Employees other than BoD and KMPs	-	-	-
Workers	-	-	-

Note:

1) During FY2023, various updates were made at the Board and Committee meetings. Independent Directors in their capacity as members of various Committees of the Board were informed on developments relating to diverse topics such as regulatory, economic and operating environmental changes, new business initiatives, Corporate Governance, Information Technology and various risk indicators. Strategic presentations were made to the Directors, regularly on Company strategy, performance and growth plans. These presentations covered the entire range of business activities including macro-economic and market review, equity performance, earnings outlook, operational efficiencies, service and product offerings, update on sales performance, digitisation initiatives, customer engagement strategies, risk management framework, fraud prevention, cyber security, CSR initiatives, business sustenance and employee practices.

   Further, updates on performance review, strategy and key regulatory developments are presented at the quarterly Board meetings and Annual Strategy Board Meeting. Independent Directors who are members of various Committees are presented with the necessary information to enable them to review and grant approvals as per the terms of reference of the respective Committees.

   The Board and Audit Committee is updated on key compliance, risk and audit observations, impact arising out of the issues along with management action plans.

   Considering all of the above, approximately 81 hours have been spent during FY2023 by the Board of Directors on various familiarisation programmes during Board/Committee meetings including ten one-on-one/group sessions.

2) The Company's DNA articulates 'Compliance with Conscience' as a key threshold behaviour. Every employee of the Company is expected to work with 'Compliance with Conscience' in their work and their interactions with customers and stakeholders. The Company has zero tolerance towards any violation or misconduct on grounds of non-compliance. Our employee value proposition – PLEDGE also emphasises on creating an environment which protects against any kind of biases and facilitates professionalism in all engagements. The Company has a 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. The Code is published on the Company's website, https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Code_of_Conduct_Business_Ethics.pdf and Intranet.

Employees including Whole-time Directors are required to annually confirm that they have read and understood the Code. All new employees are also required to confirm that they have read and understood the Code at the time of their induction. In addition, the Company has instituted several policies to ensure adherence to existing statutory laws and regulations such as The Whistle Blower (WB) policy, The Prevention of Sexual Harassment (POSH) at the Workplace policy, Framework for managing Conflict of Interest etc. The Company regularly conducts awareness campaigns to familiarise employees with the various policies to ensure adherence to the highest standards of ethical behaviour. Regular communications via mobile application – Amigo, SMS campaigns, mails, etc. are sent to sensitise employees around governance and ethical practices. 98% of our employees have attended the training sessions around governance and ethical practices.

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

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

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

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

Case Details	**Name of the regulatory / enforcement agencies / judicial institutions**
-	-

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

Yes, the Company has an anti-corruption and anti-bribery policy which is available on the intranet of the Company. Further a brief of the policy is included in the Code of Conduct of the Company available at the below weblink: https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Code_of_Conduct_Business_Ethics.pdf

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

	FY23	FY22
Directors	-	-
KMPs	-	-
Employees	-	-
Workers	-	-

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

	FY23		FY22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

7. **Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators / law enforcement agencies / judicial institutions, on cases of corruption and conflicts of interest.**
Not Applicable

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
-	The Company on an annual basis sends an email communication to all vendor partners informing them about the Code of Conduct and Business Ethics of the Company.	100%

2. **Does the entity have processes in place to avoid / manage conflict of interests involving members of the Board? (Yes / No) If Yes, provide details of the same.**
There is a Board-approved 'Framework for managing conflicts of interest' ('the Framework') comprising of the principles and the measures to manage conflicts to conduct its activities in an ethical and transparent manner. The Framework applies to all employees of the Company, Directors of the Company and employees of the subsidiaries of the Company.

The Company has established a tradition of best practices in managing Conflict of Interest ('COI') through adoption of a strong corporate governance framework. The governance framework adopted by the Company includes independent Board, the separation of the Board's supervisory role from the exclusive management and the constitution of Committees of the Board, generally comprising a majority of Independent Directors and chaired by an Independent Director, to oversee critical areas.

The Directors, on an annual basis, provide an affirmation that they have complied with the Framework for the financial year and that there were no instances of COI during the year. Further, in terms of the Companies Act, 2013, the Directors do not participate in discussions on agenda items in which they are interested.

PRINCIPLE 2 Businesses should provide goods and services In a manner that is sustainable and safe

Essential Indicators

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

	FY23	FY22	Details of improvements in environmental and social impacts
R&D	-	-	-
Capex	-	-	-

Note: *Given the nature of Company's business Capex investments were largely in information technology. Accordingly, investments were made by way of addition to capital assets in the form of IT infrastructure like equipment and software to give impetus to the Company's digital initiatives. The share of investments in R&D and capex on account of information technology was 89% in FY2023 (71% in FY2022) of total addition to fixed assets by the Company.*

2.	a. Does the entity have procedures in place for sustainable sourcing? (Yes / No)	No
	b. If yes, what percentage of inputs were sourced sustainably?	-
3.	Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.	Not Applicable
4.	Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.	Not Applicable

Leadership Indicators

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
-	-	-	-	-	-

2. **If there are any significant social or environmental concerns and / or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same.**

Name of Product / Service	Description of the risk / concern	Action Taken
-	-	-

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

Indicate input material	Recycled or re-used input material to total material	
	FY23	FY22
-	-	-

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY23			FY22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
E-waste	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Hazardous waste	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Other waste	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Not Applicable	Not Applicable

PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	3,357	3,357	100%	3,357	100%	NA	NA	3,357	100%	-	-
Female	1,137	1,137	100%	1,137	100%	1,137	100%	NA	NA	-	-
Total	4,494	4,494	100%	4,494	100%	1,137	100%	3,357	100%	-	-
Other than Permanent employees											
Male	2	2	100%	2	100	NA	NA	0	0%	-	-
Female	NIL	NIL	NIL	NIL	NIL	NIL	NA	NA	NA	NA	NA
Total	2	2	100%	2	100%	NIL	NA	-	-	-	-

Note: *To enable women employees to stay invested in their careers, the Company offers supportive policies that cater to their needs at various life stages. Some of these policies include maternity leave including sabbatical leave, adoption leave of three months and medical leave in case of miscarriage / medical termination of pregnancy, any illness arising out of pregnancy and trust based sick leave and paternity leave.*

We have tied up with crèche facilities and offer the facility to employees who show interest in availing these services with children below 6 years of age on a regular basis.

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

Benefits	FY23			FY22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	100%	100%	NA	100%
Gratuity	100%	NA	NA	100%	NA	NA
ESI	NA	NA	NA	100%	NA	NA
Others – Please Specify	100%	NA	NA	100%	NA	NA

Note: *Employees retiring from the services of the Company are eligible for various post-retirement benefits including Group Health Insurance, domiciliary medical expenses, transportation to home town, vesting of outstanding employee stock options for participants of the Company's Employee Stock Option Scheme, Employee Stock Unit Scheme and vesting of Long Term Incentive (LTI) cash.*

3.	**Accessibility of workplaces**	
	Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.	**Yes.** 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 in our registered corporate office premises.
4.	**Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**	The Company has in place its Diversity, Equity and Inclusion policy and Human Rights policy which can be accessed by employees on intranet. The Company believes in promoting diversity and inclusion in its work culture which allows all employees to bring their authentic selves to work and contribute wholly with their skills, experience and perspective for creating unmatched value for all stakeholders.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	64%	NA	NA
Female	100%	59%	NA	NA
Total	100%	63%	NA	NA

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent Employees	Yes. The Company has a culture where employees can freely raise and discuss issues concerning themselves with their Superiors, Business Leaders or Human Resource (HR) Managers. The Company has created several channels through which employees can discuss, have an engagement and seek clarification on their issues. The employees can provide their feedback or complaints to their respective HR managers or register the same on imentor@icicisecurities.com. For grievances pertaining to sexual harassment, employees can also write to sakhi@icicisecurities.com Any cases falling under the purview of the Whistle Blower Policy or Senior Management Escalations are handled as per the Whistle Blower Policy, which enables employees to freely communicate their concerns on illegal or unethical practices by writing to whistleblower@icicisecurities.com or registering a complaint in the Employee Grievance Board at http://apps.icicidirect.com/EGB/wfrmWhistleBlowerCaseManagement.aspx. Further regular communication and awareness campaigns are conducted by the Company through various channels of employee app – Amigo, intranet – I-Sec Universe, mailers, sms etc. for employees at regular intervals.
Other than Permanent Employees	NA

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

Category	FY23			FY22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association (s) or Union(D)	% (D/C)
Total Permanent Employees	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

8. Details of training given to employees and workers:

Category	FY23					FY22				
	Total (A)	On Health and safety measures*		On Skill upgradation**		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	3,357	3,357	100%	3,354	99.9%	3,066	3,066	100%	2,962	97%
Female	1,137	1,137	100%	1,132	99.5%	1,028	1,028	100%	975	95%
Total	4,494	4,494	100%	4,486	99.8%	4,094	4,094	100%	3,937	96%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	4,494	4,494	100%	4,486	99.8%	4,094	4,094	100%	3,937	96%

Note: **The Company conducts various health and safety awareness campaigns via a multi-pronged framework. These include fire drills, webinars by experts on physical and mental wellness, road safety & traffic safety sessions etc. We have conducted 16 online sessions on Health related topics for our employees during FY2023.*

*** The Company's skill upgradation programme consists of induction, regulatory, conduct & compliance, domain specific, behavioural and leadership development programmes conducted through instructor-led trainings and e-learning modules. Certain employees who joined in the last quarter of the financial year and had partially completed their training journey till March 31, 2023 are not considered in the above table.*

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

Category	FY23			FY22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3,357	3,357	100%	3,066	3,066	100%
Female	1,137	1,137	100%	1,028	1,028	100%
Total	4,494	4,494	100%	4,094	4,094	100%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	4,494	4,494	100%	4,094	4,094	100%

Note: *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.*

10. Health and safety management system:

a.	Whether an occupational health and safety management system has been implemented by the entity? (Yes / No). If yes, the coverage such system?	No
b.	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	-
c.	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y / N)	-
d.	Do the employees / workers of the entity have access to non-occupational medical and healthcare services? (Yes / No)	Yes. At two of our corporate offices, we have dedicated doctors who are on site for an hour each day. Our employee mobile application has a feature to raise an emergency alarm in case of assistance required by the employee. The application also carries another feature wherein employees can mark themselves "Safe" in case of any mass crisis or natural calamities.

Note: *The Company has 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. We also 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, stabilisers, 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 of the branches and corporate offices have smoke detectors and fire alarm systems. Employees are informed about assembly points for the corporate offices. The floor plans 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.

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

Safety Incident/Number	Category	FY23	FY22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

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

- We check for Air quality at our corporate offices spaces and take regular measures to improve the same; we also have plants at open spaces to promote oxygen levels.
- We have installed UVGI system in our internal duct of cooling equipment's at one of our corporate offices.
- Frequent equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners, Chillers, UPS, Stabilisers and DG.
- We also conduct Quarterly Fire Drill Training at all our Branches and Corporate offices; this empowers employees to counter any fire occurred in the premises.
- Quarterly fire drills are carried out at all locations pan India.
- Employees are made aware of assembly points for larger premises.
- Premise Floorplans are displayed at crucial locations.
- Fire alarm systems and smoke detectors are installed at all premises.
- Fire extinguishers are kept filled to ensure effective use during any untoward incidents.
- We have dedicated doctors at two of our corporate offices.
- Emergency Contact details such as Police, Hospitals and Fire Brigade are also displayed on the display board.
- The AMIGO application 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 offer free Executive Health Checkup for employees of 40 years and above.
- We conduct Health awareness sessions for promoting healthy lifestyle.

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

	FY23			FY22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and Safety Practices	No assessment has been done by statutory authorities or third parties
Working Conditions	No assessment has been done by statutory authorities or third parties

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

'Not Applicable' - No safety related incidents or significant risks / concerns identified.

Leadership Indicators

1.	**Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y / N)**	Yes, the Company extends support to families in the event of an employee's death. This includes Group Term Life cover, Group Personal Accident cover (if applicable) and Retiral benefits (PF, Gratuity and Employees Deposit Linked Insurance Scheme). In the event of death, gratuity is paid even if the employee had not completed five years of continuous service with the Company. Additionally, in case of death/permanent disability, all employee stock options (if any) and deferred LTI cash (if any) immediately vest in the employee's successors, in line with the Company's Employee Stock Option Scheme and Compensation Policy. The above benefits are extended to all employees.
	(B) Workers (Y / N)	The Company does not have any workers as per the definition of Workers under the guidance note on BRSR, issued by SEBI.
2.	**Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**	The Company is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, ESIC etc. as applicable from time to time. Value chain partners (vendors) are equally responsible to comply as per the contract with the Company. The Company has statutory and internal audit policies and procedures to ensure the above.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY23	FY22	FY23	FY22
Employees	NIL	NIL	NIL	NIL
Workers	NIL	NIL	NIL	NIL

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

Yes.

The Company invests in holistic development of the employees during their course of employment and employees are upskilled through our robust Learning and Development Programmes that strive to enhance domain specific, behavioural and leadership skills of the employees. In addition to the same, the rich experience the employees garner from the Organisation keeps them updated on their skill sets and ensures they are always market ready. These experience and expertise learnt by the employees during their association with the organisation keeps them updated and employable.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety Practices	-
Working Conditions	-

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

All value chain partners who work in our offices have access to the same health and safety resources as the employees and any major risk to their health and safety is managed appropriately within specified timeline.

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

Essential Indicators

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

The stakeholders are determined based on the significance of their impact on the business and the impact of the business on them.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meet, Media releases, Website, Newspaper advertisements pertaining to Notice of Annual General Meeting/Postal Ballot and e-voting for the same, e-mail communication to shareholders pertaining to declaration of dividend.	Ongoing engagement with at least one engagement on a quarterly basis.	• To answer investor queries on financial performance • To present business performance highlights to investors To discuss publicly available Company information to shareholders and investors
Government and Regulators	No	Meetings with key regulatory bodies, Written communications, Presentations, Industry associations.	Ongoing	Seeking clarifications and relaxation, communicating challenges and providing recommendations, knowledge sharing consultation on proposed regulatory changes, regulatory inspections and queries.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Business Partners and Vendors	No	Channel partner meets, workshops, conferences and forums, One-to-one meetings, Telephonic and email communication, Channel partner management portal and app.	Ongoing	All activities pertaining to infrastructure and services are done by our vendor partners with periodic engagements like: • Assignment and closure of jobs • Discussion on scope of work and other details • Taking No Due confirmations from them at set intervals • Encouraging E-Invoicing Educating them on Business Ethics, integrity and code of conduct. (Annually)
Employees	No	Direct contact, Social Intranet – I Sec Universe, Email, Employee app - Amigo, physical and virtual Town halls - CEO connect and senior leadership connect programmes, team engagements, survey, SMS, calls.	Ongoing	To create an effective communication channel and inform employees on key developments within the Company; align them to the shared purposes of the Company & business strategy and ensure delivery of key goals and service. Energised employees and deliver on the employee value proposition - PLEDGE. Further it also helps to create opportunities to take employee feedback, suggestions, ideas and involve them in the delivery of the Company's commitment towards its stakeholders.
Communities	Yes	Social media, websites, Annual Reports and ESG Reports.	Social media-based on milestones accomplished. Updates in reports are Annually done or as per mandates.	A society-centric, employee driven initiative by name Avsar is created where employees contribute in the areas of Care, Environment sustainability and spreading financial literacy. Various programs such as Beach cleaning, distributing mid-day meals to municipal school children, blood donation, Educating villagers on personal hygiene. Monitor, review and reporting of activities

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Multi-modal distribution network and engagement (email, SMS, app, calls, chatbot, postal communication, call centre, 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, community engagement platform for investment community	Ongoing	• Regular updates on Launch of new products, New product features are shared with customers. • Communication pertaining to customer experience on website, applications etc. are shared • Communications on cross selling various products are sent to customers • Newsletters and weekly e-magazine are sent to customers for engagement Stock updates and alerts on stocks in their demat account are sent

Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.	Stakeholder consultation is carried out through the means of reaching out to the stakeholders and obtaining their views on material environmental and social topics.
2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.	Yes. Stakeholder consultation was carried out to identify the material ESG topics for the Company. The inputs received from the consultation was incorporated in the Company's materiality assessment. Details on the policies and activities were disclosed in the Company's ESG report.
3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable / marginalised stakeholder groups.	Women empowerment initiatives such as in generating income, ensuring their support for conservation, and maintaining a long-term relationship with the surrounding natural resources.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY23			FY22		
	Total (A)	No. of employees and workers covered (B)	% (B/A)	Total (C)	No. of employees and workers covered (D)	% (D/C)
Employees						
Permanent	4,494	4,494	100%	4,094	4,094	100%
Other than permanent	2	NIL	NIL	3	NIL	NIL
Total Employees	4,496	4,494	99%	4,097	4,094	99%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
Total Workers	-	-	-	-	-	-

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

Category	FY23					FY22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent										
Male	3,357	-	-	3,357	100%	3,066	-	-	3,066	100%
Female	1,137	-	-	1,137	100%	1,028	-	-	1,028	100%
Other than permanent										
Male	2			2	100%	3			3	100%
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-

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

	Male		Female	
	Number	Median remuneration / salary / wages of respective category	Number	Median remuneration / salary / wages of respective category
Board of Directors (BoD)	2	42.83	NIL	NIL
Key Managerial Personnel	2	10.76	NIL	NIL
Employees other than BoD and KMP	3,353	0.60	1,137	0.48
Workers	NA	NA	NA	NA

1. *Salary includes basic, allowance, retirals & perquisites (Excluding Perquisites pertaining to exercising ESOPs).*
2. *Details for Board of Directors (BoD) pertains to data for two whole time directors who draw remuneration from the Company.*
3. *Details for Key Managerial Personnel exclude the two Whole-time directors, which is captured under Board of Directors (BoD) row.*
4. *The Non-Executive Directors and Independent Directors do not draw fixed remuneration from the Company and are paid sitting fees for attending meetings of the Board and its Committees.*
5. *Data for 'Employees other than BoD and KMP' does not include fixed term contract staff.*

4. Do you have a focal point (Individual / Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?
(Yes/No)

The Head of Human Resources who is responsible for the human resources function and Chief Risk Officer jointly oversees and addresses any issue arising from any human rights impact or issues caused or contributed to by the business.

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.
Yes. The Company has instituted "Employee grievance" portal (EGB) on the Company's intranet for employees to record and register their grievance. The EGB serves as the repository of all relevant information pertaining to each grievance and for the purpose of monitoring and tracking of all grievances for timely resolution. Employees may also write their grievance over email to imentor@icicisecurities.com or raise their grievance through their line hierarchy or Human Resources. Anonymous grievances are also recorded in the EGB portal and are investigated appropriately. On receipt of the grievance, the Employee Relations team examines the nature and type of the grievance. For grievances pertaining to sexual harassment, the Internal Complaints Committee (ICC) is constituted in line with the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013 to investigate the case. The EGB also records, addresses and resolves any customer-related grievance. Our ORMG team is responsible for investigating, evaluating and deciding on the resolution of grievances. The ORMG team operates as an independent central grievance redressal unit to ensure that the resolution provided for each and every grievance is done in a fair and impartial manner. The Company has appropriate forums to address all forms of grievances, conflicts and issues. Details of the various channels for registering and redressal of grievances are available on Intranet of the Company for employees.

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

	FY23			FY22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	NIL	NIL	3	NIL	NIL
Discrimination at Workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other Human Rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

a) The Company provides protection against discrimination to employees who makes disclosure or raises a concern under the whistle blower policy/grievance redressal framework where the employee discloses his/her identity, discloses the information in good faith, believes it to be substantially true, does not act maliciously nor makes false allegations and does not seek any personal or financial gain.

b) The Company strictly prohibits any attempt of retaliation by anyone against any employee who raises a concern under the policy in good faith.

c) Cases related to prevention of sexual harassment at work place are treated with utmost sensitivity and confidentially in line with the guidelines of the Sexual Harassment of Women at Work Place (prevention, prohibition and redressal) Act 2013.

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

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

9. Assessments for the year:

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

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

-

Leadership Indicators

1.	Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.	NA
2.	Details of the scope and coverage of any Human rights due diligence conducted.	NA
3.	Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?	NA

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	-
Discrimination at Workplace	-
Child Labour	-
Forced Labour/Involuntary Labour	-
Wages	-
Others – please specify	-

No. In all of our dealings, the Company expects its value chain partners to uphold the same values, beliefs, and business ethics as the Company. However, no formal examination of value chain partners has been conducted.

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

-

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

Essential Indicators

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

Parameter	FY23	FY22
Total electricity consumption (A)	17,031 Giga Joules	14,662 Giga Joules
Total fuel consumption (B)	1,962 Giga Joules	1,601 Giga Joules
Energy consumption through other sources (C)	NIL	NIL
Total energy consumption (A+B+C)	18,992 Giga Joules	16,262 Giga Joules
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0	0
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

EKI Energy Services Limited (EnKing International) has provided independent assurance in accordance with the AA1000AS v3 assurance standard.

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**
No

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

Parameter	FY23	FY22
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	NA	NA
Total volume of water consumption (in kilolitres)	24,846	12,264
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

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

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

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

Parameter	Please specify unit	FY23	FY22
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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

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

Parameter	Unit	FY23	FY22
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	224	188
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs,SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2,825	3,325
Total Scope 1 and Scope 2 emissions per rupee of turnover		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

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

EKI Energy Services Limited (EnKing International) has provided independent assurance in accordance with the AA1000AS v3 assurance standard.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
No

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

Parameter	FY23	FY22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NIL	NIL
E-waste (B)	14.46	10.10
Bio-medical waste (C)	NIL	NIL
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	NIL	NIL
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G)	NIL	NIL
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	37.03	5.20
Total (A + B + C + D + E + F + G + H)	**51.49**	**15.30**

Parameter	FY23	FY22
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	13.58	
(ii) Re-used		
(iii) Other recovery operations		
Total	**13.58**	
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	22.61	-
Total	**36.19**	

Note: All of our wet waste is composted through the municipal authority

9. **Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your Company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes**

We strive to reduce waste and recycle as much as possible. Our waste primarily comprises food, waste, paper, plastic and e-waste

- Curbing generation of plastic waste: We have stopped procurement of plastic stationery and encourage our employees to use glass bottles at our offices to reduce the number of plastic bottles being discarded after use. All our facilities use 100% biodegradable plastic garbage bags to collect and dispose of dry and wet waste.

- Reducing paper and printing consumption: We have implemented strong measures for digitising processes to reduce the need for paper. Further minimising the usage of paper across offices is an ongoing activity. Customer accounts have now transitioned to digital opening. The documents required as supporting are also uploaded digitally. Accounts are being opened without any paper consumption. Paper-based Office stationeries also have now been stopped apart from the mandatory ones.

- E-waste management: Our E-waste broadly includes computers, servers, scanners, UPSs, Batteries, Air conditioners etc. All such E-wastes are being disposed of through registered E-waste vendors.

10. **If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

S. No.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y / N) If no, the reasons thereof and corrective action taken, if any.
-	-	-	-

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

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

12. Is the entity compliant with the applicable environmental law / regulations / guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

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

Note: *Based on the nature of its business, the Company complies with applicable environmental norms.*

Leadership Indicators

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

Parameter	FY23	FY22
From renewable sources		
Total electricity consumption (A)	2,705 Giga Joules	64 Giga Joules
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	2,705 Giga Joules	64 Giga Joules
From non-renewable sources		
Total electricity consumption (D)	14,325 Giga Joules	14,598 Giga Joules
Total fuel consumption (E)	1,962 Giga joules	1,601 Giga Joules
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	16,287 Giga Joules	16,199 Giga Joules

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

EKI Energy Services Limited (EnKing International) has provided independent assurance in accordance with the AA1000AS v3 assurance standard.

2. Provide the following details related to water discharged:

Parameter	FY23	FY22
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

-

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

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

(i) Name of the area - NA

(ii) Nature of operations - NA

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY23	FY22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	24,846	12,264
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		

Parameter	FY23	FY22
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment-please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

-

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

Parameter	Unit	FY23	FY22
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	10,079	4,544
Total Scope 3 emissions per rupee of turnover		0.01	0.01
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

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

Yes.

EKI Energy Services Limited (EnKing International) has provided independent assurance in accordance with the AA1000AS v3 assurance standard.

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

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

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

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

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

Yes. The Company has 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 formalise the business continuity programme 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 resumption of critical and important processes in accordance with pre-established timeframes, restoration of the processing site and ultimately return to a permanent operating environment.

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

-

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

-

PRINCIPLE 7 Businesses, when engaging in influencing public and regulatory policy, should do so In a manner that is responsible and transparent

Essential Indicators

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

The Company was a member of eight trade and industry chambers/ associations during FY 2023.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Association of National Exchange Members of India (ANMI)	National
2	International Market Assessment India Private Limited-CFO	National
3	BSE Broker's Forum	National
4	The Association of Investment Bankers of India	National
5	Financial Planning Standards Boards, India	National
6	Confederation of Indian Industries (CII)	National
7	Federation of Indian Chamber of Commerce & Industry (FICCI)	National
8	The Associated Chambers of Commerce and Industry of India (ACCOCHAM)	National

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

Name of authority	Brief of the case	Corrective action taken
-	-	-

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually / Half yearly / Quarterly /Others – please specify)	Web Link, if available
-	-	-	-	-	-

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

Note: There are 3 impact assessments undertaken in the financial year. (A) Skill Development initiatives of ICICI Foundation. (B) Set up of Oxygen plants in BSF hospital. (C) Contribution to IIM B NSRCEL.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
-	-	-	-	-	-	-

3. **Describe the mechanisms to receive and redress grievances of the community.**
The Company has set up a framework of multiple mechanisms to receive and redress grievances, for the community. Regular interactions with community is carried out through physical visits, virtual meetings, feedbacks review of outcomes, third party reports, photos, etc. to receive and redress grievances.

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

	FY23	FY22
Directly sourced from MSMEs / small producers	NA	NA
Sourced directly from within the district and neighbouring districts	NA	NA

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
-	-

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

S. No.	State	Aspirational District	Amount spent (In ₹)

Note: Projects undertaken by the Company include providing medical equipment and treatment support to TATA Memorial Hospital in Mumbai and Navi Mumbai, which cater to treating patients suffering from cancer across the nearby districts including aspirational districts.

The Company contributed, through the ICICI Foundation, two basic life support ambulances to 73 Battalion Sein Thuk, Arunachal Pradesh, to Sashastra Seema Bal (SSB), a border-guarding force of India, under the Ministry of Home Affairs, that is deployed along India's borders with Nepal and Bhutan.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes/No)

No

(b) From which marginalized / vulnerable groups do you procure?

-

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

-

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

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

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

Name of authority	Brief of the Case	Corrective action taken
-	-	-

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Skill Development through ICICI Foundation	7,200	100%
2	Support cataract surgeries for needy senior citizens	2,000	100%
3	Alzheimer's SEVA	5,700	100%
4	Last-mile surgery for needy children	632	100%
5	Women Empowerment through WWF India	500	100%
6	Support Cancer Treatment for needy patients	674	100%
7	Early detection of Cancer camps for women	80,741	100%
8	Drinking water and sanitation	608	100%
9	Others	30,000	100%
10	Contribution to incubators for startups to encourage innovation and entrepreneurship		

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
11	Medical equipment and Infrastructure to TATA Memorial hospital (Mumbai and Navi Mumbai)	-	-
12	Setting up of Bio-Lab in SINE having sophisticated analytical instruments dedicated to advanced spectroscopy, cell imaging and molecular analysis	-	-
13	Two ambulances to Sashastra Seema Bal (SSB)	-	-

PRINCIPLE 9 Businesses should engage with and provide value to their consumers In a responsible manner

Essential Indicators

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

Complaints and queries are received through calls, emails and branches. Calls are handled by customer care and email desk is handled in-house. A resolution is provided to the customer and a ticket or service request is raised in CRM tool FCRM to ensure tracking of complaints and queries.

In case customer is not satisfied with the resolution provided, they can write to us as per the escalation matrix provided on our website for detailed investigation and satisfied resolution.

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

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

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

	FY23			FY22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other	5	5	Nil	4	3	NIL

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

	Number	Reasons for recall
Voluntary recalls	NA	NA
Forced recalls	NA	NA

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

   https://www.icicisecurities.com/AboutUs.aspx?About=59

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

Leadership Indicators

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

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

   a) Information is regularly updated on website

   b) Regular emailers, SMS and Notifications are sent to consumers

3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**
   Consumers are informed of any risk of disruption / discontinuation of essential services through the below means of communication:

   a) Call Centre

   b) Website

   c) Email and SMS

   d) ICICI direct branches

4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes / No / Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes / No)**
   Yes, we provide product information on our website over and above what is mandated under local laws under the FAQ section on our website. Survey is carried out to understand customer advocacy of ICICI Securities' products and services. This is carried out telephonically across all segments of our customer base.

5. **Provide the following information relating to data breaches:**
   a. Number of instances of data breaches along with impact

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

   The Company did not witness any instances of data breaches during the year.