

Motilal Oswal Financial Services Limited

CIN: L67190MH2005PLC153397

Regd. Off.: Motilal Oswal Tower,

Rahimtullah Sayani Road,

Opp. Parel ST Depot,

Prabhadevi, Mumbai – 400025

Board: +91 22 7193 4200 / 4263

Fax: +91 22 5036 2365

June 17, 2023

To,

BSE Limited

P. J. Towers,

Dalal Street, Fort,

Mumbai - 400001

Security Code: 532892

National Stock Exchange of India Limited

Exchange Plaza, Plot No. C/1, G Block,

Bandra-Kurla Complex, Bandra (E),

Mumbai - 400051

Symbol: MOTILALOFS

Sub.: Business Responsibility & Sustainability Report of the Company for the Financial Year 2022-23

Dear Sir/ Madam,

Pursuant to the provisions of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 (as amended from time to time), please find enclosed herewith the copy of the Business Responsibility & Sustainability Report for the Financial Year 2022-23.

Further, the aforesaid Report has also been uploaded on the website of the Company at www.motilaloswalgroup.com.

Kindly take the same on record.

Thanking you,

Yours faithfully,

For Motilal Oswal Financial Services Limited

Kailash Purohit

Company Secretary & Compliance Officer

Encl.: As above

KEY HIGHLIGHTS OF BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Principle 1

Conduct and govern with integrity, and in a manner that is Ethical, Transparent and Accountable

- 76% of our Directors, 80% of our KMPs and 85% of our employees received periodic training on business, regulations, code of business conduct and ethics as well as economic and environmental, social and governance parameters.
- No disciplinary action against Directors/KMPs/ Employees/Workers by any law enforcement agencies for charges of bribery/corruption.



Principle 2

Provide goods and services in a manner that is sustainable and safe

- 42.46% capital expenditure incurred towards IT hardware and software.
- No plastic use in the office premises except garbage bag which are also biodegradable in nature.
- The Information Security Management Systems (ISMS) of the Company are certified under ISO/IEC 27001.



Principle 3

Respect and promote the well-being of all employees, including those in value chains

- 100% of our permanent employees are covered under health insurance.
- 100% of our permanent employees are covered by maternity and paternity benefits.
- 100% return-to-work rate post parental leave.
- 90% of our employee are getting skill upgradation training.



Principle 4

Respect the interests of and be responsive to all its stakeholders

- Active engagement with Stakeholders on regular basis through multiple channels to address various economic, environmental, and social concerns, communicating company performance and discussing strategies.



KEY HIGHLIGHTS OF BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Principle 5

Respect and promote human rights

- 100% of our employees are getting training on Human Rights issues policy(ies).
- 100% of our permanent employees are paid more than the minimum wage.



Principle 6

Respect and make efforts to protect and restore the environment

- The Company in association with Motilal Oswal Foundation has undertaken various initiatives to protect and restore the environment such as seed ball making, tree plantation, rain water harvesting system installation, sensor based urinal pot installation, etc.



Principle 7

Influencing public and regulatory policy, in a responsible and transparent manner

- Associated with trade and industry chambers/ associations to foster dialogue on industry growth drivers, innovation and shaping public policy.



Principle 8

Promote inclusive growth and equitable development

- Positively impacted 22,766 individuals through CSR initiatives.



Principle 9

Engage with and provide value to the consumers in a responsible manner

- No data breaches reported during the reporting period.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

BACKGROUND

The Securities and Exchange Board of India (“SEBI”) has put in place the Business Responsibility & Sustainability Reporting framework for top 1,000 Listed Entities [based on market capitalisation on BSE Limited (“BSE”) and National Stock Exchange of India Limited (“NSE”)] pursuant to the amendments under the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“Listing Regulations”) (as amended from time to time), which requires Listed Companies to disclose information under the 9 (Nine) principles of the National Guidelines on Responsible Business Conduct (“NGRBC”).

Our Business Responsibility & Sustainability Report (“BRSR Report”) includes our responses to questions on our practice and performance on key principles defined by Regulation 34(2)(f) of the Listing Regulations, covering topics across environment, social, governance and stakeholder relationships. Further, the Company has also included separate section on Environment, Social and Governance (“ESG”) initiatives in the Annual Report of the Company.

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF COMPANY

Sr. No.	Particulars	Company Information
1	Corporate Identity Number (CIN) of the Listed Entity	L67190MH2005PLC153397
2	Name of the Listed Entity	Motilal Oswal Financial Services Limited
3	Year of incorporation	2005
4	Registered office address	Motilal Oswal Tower, Rahimtullah Sayani Road, Opposite Parel ST. Depot, Prabhadevi, Mumbai 400 025
5	Corporate address	Motilal Oswal Tower, Rahimtullah Sayani Road, Opposite Parel ST. Depot, Prabhadevi, Mumbai 400 025
6	E-mail	corpsec@motilaloswal.com
7	Telephone	022-39804200/ 4263
8	Website	www.motilaloswalgroup.com
9	Financial year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	₹ 14,79,47,126
12	Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR Report	Name: Mr. Niren Srivastava Chief Human Resources Officer Telephone: 022-39804200/ 4263, E-mail: corpsec@motilaloswal.com
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	The disclosures under this Report are made on standalone basis unless otherwise mentioned in the specific field.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

II. PRODUCTS/ SERVICES

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

Sr. 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	72.80
2.	Financial and Insurance Service	Other financial activities	27.20

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

Sr. No.	Product/ Service	NIC Code	% of total Turnover contributed
1.	Security dealing activities	67120	72.80

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	91	91
International	Not Applicable	1 ⁽¹⁾	1 ⁽¹⁾

⁽¹⁾ Representative Office in Dubai

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	The Company has offices in 22 States which includes 2 Union Territories
International (No. of Countries)	1 ⁽¹⁾

⁽¹⁾ Representative Office in Dubai

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

During the financial year ("FY") 2022-23, contribution of exports as a percentage of the total turnover of the Company on standalone basis is 0.37%.

c. A brief on types of customers

Motilal Oswal Financial Services Limited ("MOFSL") is an integrated technology-based Financial Services Sector Organization offering a wide range of services including retail and institutional broking, financial products distribution. Our customers include resident and non-resident individuals, HUF's, corporates, etc.

MOFSL execute transactions in capital markets/ equity derivatives/ commodity derivatives/ currency derivatives segments on behalf of its clients which include retail customers (including high net worth individuals), mutual funds, institutional investors, foreign institutional investors, financial institutions and

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

corporate clients. Besides stock broking, it also offers a bouquet of financial products and services like insurance, mutual funds, bonds etc. to its client base. MOFSL is also registered with the SEBI as Research Analyst, and with various other bodies/ agencies like IRDA, AMFI, CERSAI, KRA agencies (CVL, Dotex, NDML, CAMS and Karvy) etc. Further, MOFSL along with its subsidiaries, offers a diversified range of financial products and services such as broking and distribution, institutional equities, asset management business, housing finance, private equity, private wealth management, investment banking, loan against securities and investment activities.

IV. EMPLOYEES

18. Details as at the end of the financial year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	7,303	5,346	73.20	1,957	26.80
2.	Other than Permanent (E)	316	310	98.10	6	1.90
3.	Total employees (D + E)	7,619	5,656	74.24	1,963	25.76
WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total workers (F + G)					

Note: The Company does not have any workers as defined in the guidance note on BRSR issued by the and 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)	Nil	Nil	Nil	Nil	Nil
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently abled employees (D + E)	Nil	Nil	Nil	Nil	Nil
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	Not Applicable				
5.	Other than Permanent (G)					
6.	Total differently abled workers (F + G)					

19. Participation/ Inclusion/ Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20
Key Management Personnel	2 ⁽¹⁾	0	0

⁽¹⁾ Only Chief Financial Officer & Company Secretary are considered under the category of Key Management Personnel, as Managing Director and Whole-time Directors are covered under the category of the Board of Directors.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

Particulars	FY 22-23			FY 21-22			FY 20-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	70.47	76.45	74.09	56.50	66.76	64.59	50.81	64.09	65.50
Permanent Workers	Not Applicable								

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

21. Names of holding/ subsidiary/ associate companies/ joint ventures (as at March 31, 2023)

Sr. No.	Name of the holding/subsidiary/ associate companies/ joint ventures	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)
A)	Indian Subsidiaries			
1.	Motilal Oswal Asset Management Company Limited	Subsidiary Company	100.00	Yes
2.	Motilal Oswal Home Finance Limited	Subsidiary Company	75.35	Yes
3.	Motilal Oswal Finvest Limited	Subsidiary Company	100.00	Yes
4.	Motilal Oswal Wealth Limited	Subsidiary Company	100.00	Yes
5.	MO Alternate Investment Advisors Private Limited	Subsidiary Company	100.00	Yes
6.	Motilal Oswal Investment Advisors Limited	Subsidiary Company	100.00	Yes
7.	Glide Tech Investment Advisory Private Limited	Subsidiary Company	100.00	Yes
8.	TM Investment Technologies Private Limited	Subsidiary Company	61.64	Yes
9.	MO Alternative IFSC Private Limited	Subsidiary Company	100.00	Yes
10.	Motilal Oswal Securities International Private Limited	Subsidiary Company	100.00	Yes
11.	Motilal Oswal Finsec IFSC Limited	Subsidiary Company	100.00	Yes
12.	Motilal Oswal Capital Limited	Step-down Subsidiary Company	100.00	Yes
13.	Motilal Oswal Trustee Company Limited	Subsidiary Company	100.00	Yes
14.	Motilal Oswal Commodities Broker Private Limited	Subsidiary Company	100.00	Yes
B)	Companies incorporated outside India			
15.	India Business Excellence Management Company	Step-down Subsidiary Company	100.00	Yes
16.	Motilal Oswal Asset Management (Mauritius) Private Limited	Step-down Subsidiary Company	100.00	Yes
17.	Motilal Oswal Capital Markets (Singapore) Pte. Limited	Subsidiary Company	100.00	Yes

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Name of the holding/subsidiary/ associate companies/ joint ventures	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)
18.	Motilal Oswal Capital Markets (Hong kong) Pte. Limited	Subsidiary Company	100.00	Yes

The policies and processes adopted across all the companies within Motilal Oswal Group ("MO Group") are largely uniform. Further, at group level, subsidiary companies participate in Business Responsibility ("BR")/ Corporate Social Responsibility ("CSR") activities through Motilal Oswal Foundation.

VI. CSR DETAILS

22. (i) Whether CSR is applicable as per Section 135 of the Companies Act, 2013: Yes
(ii) Turnover (₹) - 2,666.26 Crores
(iii) Net worth (₹) - 4,453.54 Crores

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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	Refer response below	Nil	Nil	Nil	Nil	Nil	Nil
Investors (other than shareholders)		Nil	Nil	Nil	Nil	Nil	Nil
Shareholders		1	Nil	Complaint was suitably resolved in a timely manner	1	Nil	Complaint was suitably resolved in a timely manner
Employees and workers		1,860 ⁽¹⁾	14	Under investigation	1,294	48	Under investigation
Customers		3,264	106	Under investigation	2,501	40	Under investigation
Value Chain Partners		8	1	-	11	Nil	-

⁽¹⁾ Pertain to day to day service request at work place.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Some of the policies on the Company's Conduct with its stakeholders, including grievance redressal mechanisms are placed on the Company's website. Here are link to grievance redressal mechanisms for investors & customers <https://www.motilaloswalgroup.com/Downloads/IR/1256475153IG-policy.pdf>. The Company has constituted a Stakeholders Relationship Committee for redressal of grievances of its security holders. In addition, the Company has framed Vigil Mechanism/ Whistle Blower Policy to enable directors and employees to report genuine concerns or grievances, significant deviations from key management policies and reports of any non-compliance and wrong practices, e.g. unethical behavior, fraud, violation of law, inappropriate behavior/ conduct, etc., the same can be accessed at https://www.motilaloswalgroup.com/Downloads/IR/785307607MOFSL_Vigil-MechanismWhistle-Blower-Policy.pdf.

Further, the investors including shareholders can also write their concern/ grievance to the Company on shareholders@motilaloswal.com and customers/client on query@motilaloswal.com.

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

Sr. 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.	Data Security & Customer Privacy	Risk	The Company relies on its technology infrastructure. As majority of transactions are processed digitally, which involves cyber/ information security risk.	Information Technology and Cybersecurity Committee & Risk Management Committee of the Company keep track of cyber risk and its mitigation within the effective framework for cyber risk management that the Company has in place. The Company is continuously working upon enhancing data privacy and cyber security to improve security posture. Also, all the activities and IT systems of the Company are monitored on regular basis and are also subject to audit on periodic basis to ensure its effectiveness.	Negative: - Reputational Risk - Data security issue may lead to litigation risk/ financial risk - Regulatory risk in terms of disciplinary actions, fines & penalties, etc.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/ O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2.	Digitisation	Opportunity	The demand for and acceptance of digital transactions is growing immensely due to low cost internet data, high smartphone penetration, India's biometric identity card, global access and rural area.	<p>To ensure that the organisation uses the least amount of paper for transactions and communications, the Company has constantly made investments in technology and established a strong digital environment.</p> <p>The Company has implemented e-KYC system, Chatbot, Voicebot & Robotic Process Automation to automate process & enhance the customer experience.</p>	<p>Positive:</p> <ul style="list-style-type: none"> - Cost effective - Better & larger customer reach & service through digital operations - Paperless & environment friendly
3.	Human Capital and Talent Management	Opportunity & Risk	<p>Opportunity: Human Capital is one of the key strategic imperative for the Company and we consistently invest in the growth & development and alignment of employees to the Company growth strategy.</p> <p>Risk: Risk of failure in any of the elements of talent management can impact the Company's ability to fulfill demand and grow its revenues.</p>	<p>The Company has a meritocratic, transparent and equal opportunity culture. The Company provide growth & development opportunities to high performing employees ahead of time. The Company has also supported its employees and their families during COVID-19 by facilitating health & vaccination related assistance to ensure their well-being. The Company invested in hiring key and critical talent to accelerate digital and fair product & process offerings customers. We deeply invest in initiatives to promote learning & development, performance support, career growth, engagement, diversity and inclusion at the workplace. The Company has grievance redressal mechanism to address employee concerns.</p>	<p>Positive: Retention of key talent through various human resources proposition increases productivity.</p> <p>Negative: High attrition possibilities leads to wage inflation and loss in continuity.</p>

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/ O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
4.	Corporate Social Responsibility	Opportunity	<p>CSR has been a long-standing commitment at Motilal Oswal, Driven by the motto of "Knowledge First". The Company believes that education can bring prosperity and equality in the society.</p> <p>Activities undertaken by the Company not only improves its corporate good will and social reputation, but also helps the Company to resonate with community sentiments and aspirations, which helps in its sustainable growth in the longer run.</p>	<p>The Company recognizes the importance of being socially responsible and making a difference in lives of people. Through Motilal Oswal Foundation, the Company invests in social welfare activities focused on building educational institutions and improving the quality of education at all levels. The Company also supports projects for skills development, employment generation, rural development, etc. For further details, kindly refer to Annexure 4 of the Board's Report.</p>	<p>Positive: Commitment to Social welfare increases social reputation and loyalty, increases employee engagement, improves brand image and attracts investment opportunities.</p>
5.	Business Continuity	Risk	<p>Business Continuity is critical for organization in case of any crisis during any disaster or technical glitches.</p>	<p>We have robust processes and technology in place to ensure that business process can run as usual after recovery from any sort of disaster.</p> <p>Regular disaster Recover drill, periodically business processes are operated from disaster recover sites for real world testing.</p>	<p>Negative: Reputation Risk, Business loss, Customer dis-satisfaction.</p>

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 ⁽¹⁾	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	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes, Policies wherever stated have been approved by the Board/ Committee of the Board/ Senior Management of the Company.								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Disclosure Questions		P1	P2 ⁽¹⁾	P3	P4	P5	P6	P7	P8	P9
	c. Web Link of the policies, if available	The Corporate policies of the Company can be viewed at https://www.motilaloswalgroup.com/Investor-Relations/Corporate-Policies-And-Codes . Some of the policies of the Company are accessible only to employees and other internal stakeholders.								
Principle-wise policies										
Principle	Particulars	Policies								
P1	Ethics & Transparency	<ul style="list-style-type: none"> • Whistle Blower Policy • Advertisement Policy • Unauthenticated News Policy • Anti-Bribery & Anti-Corruption Policy • Anti-Money Laundering Policy • Code of Conduct for Directors & Senior Management • Policy for Determination of Materiality of Events • Policy on Related Party Transactions • Code of Practices & Procedures for Fair Disclosure of Unpublished Price Sensitive Information • Investor Grievance Resolution Policy • Cyber Security Policy • Cyber Resilience Policy • Fraud Prevention Policy • Open Architecture Policy • Business Continuity & Disaster Recovery Policy • Other internal policies that elucidate ethical behaviour, transparency and accountability 								
P2	Product Responsibility	<p>The Company complies with regulations governing its products and services and has been responsive towards all stakeholders. The Company provides a range of investment and trading products and services to cater to all segments of the society and catering to needs of investors at various stages of lifecycle.</p> <p>The Company has moved towards digitisation and developed entirely paperless contract notes and periodic statements thereby providing speed and convenience to customers and having a positive impact on the environment.</p>								
P3	Well-being of Employees	<p>In addition to the Code of Conduct, other policies include:</p> <ul style="list-style-type: none"> • Policy on Prevention of Sexual Harassment at workplace • Whistle Blower Policy • Board Diversity Policy • Nomination and Remuneration Policy • Attendance and Leave Policy (Leave Donation Policy) • Loan & Salary Advance Policy • Employee Housing Loan Policy 								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Disclosure Questions		P1	P2 ⁽¹⁾	P3	P4	P5	P6	P7	P8	P9
		<ul style="list-style-type: none"> Heritage Club Policy Motilal Oswal Group SIP (MOG-SIP) Policy Policy for Promotion Transfer Women Workplace Safety Policy Reimbursement Policy 								
P4	Responsive to stakeholders particularly the marginalised	<ul style="list-style-type: none"> Corporate Social Responsibility Policy 								
P5	Respect for Human Rights	<ul style="list-style-type: none"> Policy on Prevention of Sexual Harassment at workplace Whistle Blower Policy Equal Opportunity Policy Board Diversity Policy Nomination and Remuneration Policy 								
P6	Environmental Protection	<ul style="list-style-type: none"> Business Continuity & Disaster Recovery Policy The Company is in financial services industry and hence does not consume high levels of energy. However, the Company made regularly efforts to adopt appropriate energy conservation measures. 								
P7	Public Policy Advocacy	<ul style="list-style-type: none"> The Company shares its expertise to help in the formulation of public policy as and when required, but it does not directly engage in advocacy activities. 								
P8	Inclusive Growth	<ul style="list-style-type: none"> The Company's CSR Policy covers activities focused on the marginalised and vulnerable sections of the society. 								
P9	Customer Engagement	<ul style="list-style-type: none"> Customer Grievance Redressal Policy Advertisement Policy Outsourcing Policy Open Architecture Policy Business Continuity & Disaster Recovery Policy 								
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)	No, other business partners of the Company do not directly participate in the Company's BR initiatives. The Company endeavors to encourage its franchisees/ suppliers/ distributors (wherever possible) to participate in the initiatives towards BR and to adopt practices which would help them to carry out business in a fair manner.								
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.	The policies adopted by the Company are in conformity with the applicable statutes/ guidelines/ polices/ rules and regulations etc. issued by the Government of India. These policies were formulated, keeping in view industry practices and standards.								

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Disclosure Questions		P1	P2 ⁽¹⁾	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>The Company recognizes its role in creating a positive impact in the lives of communities by identifying the core focus areas and achieving these commitments and goals through investor awareness programmes and CSR activities.</p> <p>The Company promotes healthy environment at the workplace and does not treat anybody differently based on their gender, race, caste, religion, marital status, disability or any other category and also believes in hiring the right talent based on merit. Presently, one-fourth (approx.) of our Company's permanent employees are women. We aim to increase the women employee strength in the organisation to 28% by the end of next fiscal.</p> <p>For the employees' overall growth and to keep up with the evolving business climate, the Company believes in upskilling its workforce.</p> <p>The Company is committed towards inclusive environment development and reducing its carbon footprint and it is focused on executing a strong ESG proposition by working with all stakeholders and is also focused on sustainable sourcing while procuring materials relating to day to day office use and infrastructures.</p>								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<ul style="list-style-type: none"> • Inclusive Growth Through CSR activities, the Company has contributed towards education, skills training, rural development and environment. • Employee Diversity ~24% of the Company's permanent employees are women. The Company is working with several organisations to build the Diversity, Equity, and Inclusion framework. • Energy & Waste management The Company is gearing up for deepening its environmental commitments by promoting energy-efficient equipment. <p>We have a robust waste management system with the separation of dry and wet waste as well as solid waste management. In order to prevent food waste, we have launched initiatives that reduce food wastage and creates awareness for all the stakeholders for avoiding wastage of food.</p>								

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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

We have a highly qualified and diversified Board and ESG expert executives 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 cyber security 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.

The Company has made detailed presentation & disclosure over its Environmental, Social and Governance activities 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):

Business Responsibility & Sustainability (BRS) Committee is the highest authority responsible for implementation of the Business Responsibility Policy(ies).

Composition of the BRS Committee are as follows:

Name of Member	Designation	DIN	Category
Mr. Motilal Oswal	Chairman	00024503	Executive Director
Mr. Navin Agarwal	Member	00024561	Non-Executive Director
Mr. Shalibhadra Shah	Member	Not Applicable	Chief Financial Officer

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 BRS Committee as stated above in point 8 is responsible for decision making on sustainability related issues

10. Details of review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by the Director/ Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
Performance against above policies and follow-up action	Policies wherever stated have been approved by the Board/ Committees of the Board/ Senior Management of the Company. Policies are reviewed at periodic intervals in all aspects including statutory requirements depending on the frequency stated in respective policies or on need basis whichever is earlier and necessary updates are made to the policies.	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company has necessary procedures in place to ensure the compliance with all relevant 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.

The processes and compliances are subject to audit and inspections as applicable. The policies are reviewed on a periodical basis by the respective Departments, Committees/ Board, and updated accordingly. The updated policies with changes recommended by the management of the Company are placed before the Committee/

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Board for its approval, as applicable. An internal assessment of the working of the policies has been carried out from time to time by respective department.

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 ⁽¹⁾	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
retenThe 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)									

⁽¹⁾ The Company complies with regulations governing its products and services and has been responsive towards all stakeholders. The Company provides a range of investment and trading products and services to cater to all segments of the society and catering to needs of investors at various stages of lifecycle.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

United Nations Sustainable Development Goals ("UN SDG")

Achievements and growth aside, philanthropy continues to be at the heart of MOFSL. At MOFSL, we place great importance on the role our organisation and employees can play in helping the communities we live and work to flourish.

Further, the Company has strived to achieve all the UN SDG to its best efforts.



BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT



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	5	6	76%
	The Company conducts orientation programmes after the appointment of new Directors on its Board, wherein the Management of the Company makes presentations to familiarise the Directors with the business/ industries practices, systems and policies adopted by various departments of the Company, especially the governance practices and compliance process adopted by the Company.		
Key Managerial Personnel	5	6	80%
	The Company has a Code of Conduct for Senior Management Personnel which covers topics like ethical conduct, bribery and corruption, conflict of interest, transparency, health & safety of employees, etc.		
Employees other than BoDs and KMPs	1,323	6	85%
	The Company conducted various workshop on ethics & transparency, product responsibility, well-being of customer engagement for its employees. Employees also undergo various training programmes, some modules are mandatory for the new recruits viz, prevention of sexual harassment, information security, prohibition of insider trading, etc.		
Workers	Not Applicable		

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

Monetary:

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial Institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment				
Punishment				
Not Applicable				

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

It may be noted that the SEBI along with Exchanges and Depositories had conducted joint inspection of our trading and demat business i.e. Annual Audit conducted at every broker by the SEBI in routine practices. In this regard, the SEBI had certain observations during inspection which were technical and operational in nature and had issued a show cause notice vide letter no: SEBI/EAD-3/BM/LD/31186/2021 against MOFSL dated November 01, 2021, with respect to their observations. Accordingly, the SEBI vide its adjudication order no. ORDER/BM/LD/2022-23/16301 dated April 29, 2022 have imposed the penalty of ₹ 25 lakhs. The same was also disclosed to the stock exchanges.

However, the above said adjudication order passed by the SEBI is not a material information in terms of Regulation 30 read with Part A-Para B of Schedule III of the Listing Regulations.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	

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

Yes, the Company has put in place an Anti-Bribery & Anti-Corruption Policy ("the Policy"). The Policy has been developed in alignment with its Code of Conduct and various other policies, as well as rules and regulations on anti-bribery and anti-corruption in India. The Policy states that the Company shall have zero tolerance towards bribery and corruption. The Policy applies to all individuals working at all levels and grades including directors, senior management, employees, and all other persons directly associated with the Company. The Policy is available on the website of the Company at <https://www.motilaloswalgroup.com/Downloads/IR/1522231674Anti-Bribery-Anti-Corruption-Policy.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:

Case Details	FY 22-23	FY 21-22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

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

Particulars	FY 22-23		FY 21-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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
During the year under review, the Company has conducted various awareness programmes to its value chain partners including investors, distributors, dealers, clients, etc. The Company also conducts regular product training for its distributors, franchise, etc.		

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:

Yes, the Company has formulated Code of Conduct for its Directors and Senior Management to avoid clash of his/ her personal interest with the interest of the Company or his/ her ability to perform his/ her duties and responsibilities for the well-being of the Company and it is available on Company's website & can be accessed at <https://www.motilaloswalgroup.com/Downloads/IR/1584990557Code-of-Conduct-for-Directors-and-Senior-Management.pdf>.

The Company has also formulated the Policy on Materiality and dealing with Related Part Transactions for providing guidelines in relation to identification of related party transactions. It is available on Company's website & can be accessed at <https://www.motilaloswalgroup.com/Downloads/IR/235673531Policy-on-Materiality-and-Dealing-with-Related-Party-Transactions.pdf>.

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:

Particulars	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Refer response below note		
Capex			

Note: The Company is primarily into financial services including broking and distribution, hence, the relevance of the above is largely restricted to capital expenditure towards information technology. Capital expenditure incurred towards IT hardware and software was ₹ 44.09 Crores.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

The Company intends to continue identifying and acting on opportunities to reduce its impact on the environment. It has consistently invested in technology and built a robust digital environment in the organization.

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

The Company is into service-oriented business primarily involved in flow of information and financial transaction. The consumption of resources i.e. energy, water, raw material, etc. is limited to running of operations.

Further, the Company is equipped with recycling waste water to reuse as watering plants. Further, sensors based urinal pots are installed to reduce wastage of water. The Company has launched initiatives to reduce food wastage and creates awareness for all the stakeholders for avoiding the wastage of food.

The Company remains cognisant of reducing its resource consumption by procuring energy efficient equipment. The major suppliers of hardware are green standard compliant. The Information Security Management Systems (ISMS) of the Company are certified under ISO/IEC 27001.

Also, there is micro technology glass and sun film which help in elimination of cross-contamination and reducing the heat transfer thereby improving cooling inside the building and hence, reducing power consumption. Usage of LED light and motion sensors are installed in office premises to save electricity.

The Company is gearing up for deepening its environmental commitments by promoting energy efficient equipment such as laptops instead of desktops. Further, Computer hard disk is replaced with solid state drivers in place of Magnetic/ Spindle. Also, Data center's physical bare metal server hardware are replaced with virtual hyper converged servers to reduce server footprint and power consumption which helps for minimize carbon emissions, reduction of cost & physical space.

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

Since, the Company is not involved in any manufacturing activity, the reporting on sustainable sourcing is not applicable. The Company's major material requirements are related to office infrastructure, administration and IT related equipment and services. Although, there is very limited procurement requirement, the Company takes various initiatives to have responsible sourcing.

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:

As the nature of business of the Company is providing financial Services, there is no hazardous waste and the only key waste products are paper, plastic and e-waste. During the financial year, approximately 21.58 metric tonnes of waste was generated at the Corporate Office out of which 14.81 metric tonnes of waste was put to reuse.

The Company engages with certified e-waste handlers for disposal of e-waste.

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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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?**

The Company is engaged in the broking business (institutional and retail) including allied services, distribution of financial products and advisory services and is not involved in manufacturing or selling of tangible products. Life Cycle Perspective/ Assessments (LCA) of products is not applicable.

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

Not Applicable.

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

Nil.

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:**

Particulars	FY 2022-23			FY 2021-22		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Plastic waste generated from our office premises are minimal as the majority of the plastics used in our office premises including plastic bags are biodegradable in nature. The amount generated is negligible in terms of metric tonnes, hence, it is not relevant to our activities.					
E-waste	3.93 metric tonnes of e-waste was generated and safely disposed through registered vendors.			3.10 metric tonnes of e-waste was generated and safely disposed through registered vendors.		
	IT wastes are outsourced to vendor which disposes off the wastes as per proper waste disposal mechanism.					
Hazardous Waste	Our services do not involve producing or disposing hazardous waste of any kind. Hence, this is not applicable to the Company.					
Other waste	Old papers, documents, tissue and cardboard waste are scrapped in such a manner that they may be recycled. Further, food wastage awareness drive is conducted in Corporate Office.					
	There is segregation of dry and wet waste and the solid waste management is done by recycling paper, tissue, plastic bottles and cardboard waste.					

The focus of the Company is to recycle waste/ scrap. The Company recycles materials wherever it is used in the Company and the scrap/ waste so generated which cannot be recycled are sold to approved vendors for disposal as per the applicable guidelines.

The Company also follows waste management rules, as prescribed by the respective pollution control board where the Corporate Office of the Company is located.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Not Applicable.

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

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	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	5,346	5,346	100.00	NA	NA	NA	NA	5,346	100.00	-	-
Female	1,957	1,957	100.00	NA	NA	1,957	100.00	NA	NA	-	-
Total	7,303	7,303	100.00	NA	NA	1,957	26.80	5,346	73.20	-	-
Other than Permanent employees											
Male	310	53	17.10	NA	NA	NA	NA	310	100.00	-	-
Female	6	1	16.67	NA	NA	6	100.00	NA	NA	-	-
Total	316	54	17.09	NA	NA	6	1.90	310	98.10	-	-

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

Category	% of workers covered by										
	Total (A)	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	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

2. Details of retirement benefits, for current & previous financial year:

Benefits	FY 2022-23			FY 2021-22		
	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/NA)	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/NA)
PF	82%	Not Applicable	Y	77%	Not Applicable	Y
Gratuity	12%		NA	10%		NA
ESI	29%		Y	34%		Y
Others – Post retirement benefits ⁽¹⁾	NA		NA	NA		NA

⁽¹⁾ Employees retiring from the services of the Company are eligible for various post-retirement benefits including provided fund, vesting of outstanding employee stock options for participants of the Company's Employee Stock Option Scheme in terms of applicable provisions of respective ESOP Scheme.

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:

Our Corporate Office have wheelchairs and wheelchair friendly lift which can be accessed from the parking lot, thus making access friendly to our differently abled employees and visitors.

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

Yes, the Company believes in equal opportunity for all its employees and is committed to an inclusive work environment free from any kind of discrimination, and this practice has been duly incorporated in its Equal Opportunity Policy, which is available on the website of the Company at <https://www.motilaloswalgroup.com/Downloads/IR/1999352340Equal-Opportunity-Policy.pdf>. The Company values and welcomes diversity and does not treat anybody differently based on their race, sex, caste, religion, disability, or age.

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 ⁽¹⁾	Return to work rate	Retention rate ⁽¹⁾
Male	100%	75	Not Applicable	
Female	100%	58		

⁽¹⁾ Retention rate determines employees who have returned to work after parental leave ended and were still employed 12 months later based on FY 2021-22.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Not Applicable
Other than Permanent Workers	Not Applicable
Permanent Employees	Yes, the Company has Vigil Mechanism/ Whistle Blower Policy for redressal of grievances of employees and to ensure that all communication channels are open and receptive, and all employees have an adequate opportunity to express their grievances. The Policy lays down a mechanism and the said mechanism has been approved by the Board and it is available on the website of the Company at https://www.motilaloswalgroup.com/Downloads/IR/785307607MOFSL_Vigil-MechanismWhistle-Blower-Policy.pdf .
Other than Permanent Employees	

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

There is no employee association. However, mechanisms are in place for employees to represent their issues, if any, and the same are resolved amicably.

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures ⁽¹⁾		On Skill Upgradation ⁽²⁾		Total (D)	On Health and safety measures ⁽³⁾		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	5,346	735	13.75	4,802	89.82	5,025	Nil	Nil	2,878	57.27
Female	1,957	245	12.52	1,760	89.93	1,894	Nil	Nil	999	52.75
Total	7,303	980	13.42	6,562	89.85	6,919	Nil	Nil	3,877	56.03
Workers										
Male	Not Applicable									
Female										
Total										

⁽¹⁾ The Company conducts various health and safety awareness campaigns via a multi-pronged framework. These include fire drills, COVID-19 safety SOPs, awareness initiatives by experts on COVID-19, webinars by experts on physical and mental wellness, road safety and traffic safety sessions, etc.

⁽²⁾ The Company's skill upgradation programme consists of induction, regulatory, conduct and compliance, domain specific, behavioural and leadership development programs conducted through instructor-led trainings and e-learning modules.

89.85% of our permanent employees (including women employees) have received skill up-gradation training the during year. Employees based on Corporate Office, undergo fire drill and fire safety training every year.

The Company has done basic grooming, etiquettes sessions for the employees. Also as part of their ongoing

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

development, there is continuous focus on how they can be developed and groomed to be absorbed on-rolls for roles within the organisation. In the past, the Company has absorbed several such employees and we have many such success stories e.g. many success stories are published as part of our 'Know More Grow More' series.

⁽³⁾ As the employees were working remotely due to the measures taken by the Company to contain the spread of COVID-19, no trainings were given during FY 2021-22.

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

All employees undergo an annual performance appraisal process based on their defined KRAs and ratings are being given on a 4-point scale, based on which their increments and variable pay are decided. The Company has an established performance and talent management framework.

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	5,346	4,183	78.25	5,025	3,388	67.42
Female	1,957	1,562	79.82	1,894	1,263	66.68
Total	7,303	5,745	78.67	6,919	4,651	67.22
Workers						
Male	Not Applicable					
Female						
Total						

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?**

Owing to the nature of the business, per se there are no occupational health and safety risks. However, considering the pandemic, the Company recognizes the risks of infections that could take place in the office premises. To minimize these risks, the Company took necessary precautions at all its offices and branches.

To protect employees and visitors from fire and other emergencies, the Company undergo fire drill and fire safety training every year to all the employees. This fire drill training serve to educate building occupants, assist in the evaluation of emergency plans and identify potential issues with the building's means of egress.

Fire extinguishers are kept stocked to ensure that they can be used effectively in the event of an emergency. Corporate Office and most of our branches have smoke detectors and fire alarm systems. Employees are informed about assembly points for the Corporate Office.

The display board at offices also includes emergency contact information such as police, hospitals, and the fire department.

At our Corporate Office, we have dedicated doctors who are on site for an hour each day. Company goes beyond the pre-defined limits to assist employees in their hour of medical needs.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

All employees and their immediate families (i.e. employee, spouse and first two living child upto the age of 21 years) are eligible for hospitalisation coverage. The Company has enhanced the employee benefits for protection of health and well-being such as group life insurance. The Company encourages employees to avail of top up insurance mediclaim for their eligible dependents.

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

MOFSL is a financial services entity and hence, this question is not applicable to us.

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

Owing to the nature of the business of the Company, this question is also not applicable to us. Also, the Company does not have workers.

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

Yes, all employees of the Company are covered under the Company's health/ term life insurance policy. Our employees have access to non-occupational medical and healthcare services. First aid kits are maintained and are available at all times on the premises. For employees who are unwell, we offer infirmary rooms with sleeping facilities set up on larger premises. Medical emergency numbers are prominently displayed in each branch. For emergency needs, emergency vehicles are accessible at the Corporate Office. Dedicated team of doctors who are on site for an hour are available on daily basis at our Corporate Office.

Further to cultivate a healthy lifestyle, the Company has Gym facilities, Table Tennis facilities on-site at our Corporate Office with high workforce concentration. We conducted wellness sessions on various health related topics during the year.

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

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

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

The Company ensures a safe and healthy workplace for comfort and wellbeing of all its employees. The Company's Corporate Office building, which is the center point of all our business operations and from where a major portion of our back-office workforce operates, has been certified with "Great Place To Work" Certification for its endeavors towards welfare and well-being of its employees.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Apart from the above, the Company has undertaken the following measures to ensure a safe and healthy work place:

- We have plants at open spaces to promote oxygen levels.
- 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 Fire Drill Training at the Corporate Office; this empowers employees to counter any fire occurred in the premises.
- Covid protocols are reiterated periodically to all employees.
- 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.
- Fire extinguishers are kept filled to ensure effective use during any untoward incidents.
- We have dedicated doctors at our Corporate Office.
- Emergency Contact details such as Police, Hospitals and Fire Brigade are also displayed on the display board.

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

Type	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	1,480 ⁽¹⁾	14	Under investigation	1,050	48	Under investigation
Health & Safety	379	0	NA	244	0	NA

⁽¹⁾ Pertain to day to day service request at work place.

14. Assessments for the year:

Type	% 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:

No corrective action plan has been necessitated on the above-mentioned parameters.

LEADERSHIP INDICATORS

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

Yes, the Company extends support to families in the event of an employee's death. This includes group life insurance and retiral benefits (provident fund, gratuity). In the event of death, gratuity is paid even if the employee

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

had not completed five years of continuous service with the Company. Additionally, in case of death/ permanent disability, all employee stock options (if any) immediately vest in the employee's successors, in line with the Company's Employee Stock Option Scheme and Nomination and Remuneration Policy. The above benefits are extended to all employees.

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

Type	Total no. of affected employees/ workers		No. of employees/ workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23	FY 2021-22	FY 2022-23	FY 2021-22
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA

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

The Company during the course of employment provides opportunities for all employees to upskill themselves through domain, skills and leadership trainings.

5. Details on assessment of value chain partners:

Type	% of value chain partners (by value of business done with such partners) that were assessed
Health and Safety practices	Refer response below
Working Conditions	

The Company expects all its value chain partners to follow existing regulations with regard to health, safety and 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:

No corrective action plan has been necessitated on the above-mentioned parameters.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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:

Key stakeholders are determined based on the significance of their impact on the business and the impact of the business on them. Further, any person that adds value to the business chain of the Company is identified as a key stakeholder. This *inter alia* includes customers, employees, shareholders, academic institutions, head-hunters, staffing firms, other suppliers, partners and collaborators, industry bodies, governments, NGOs, local communities, regulators and society at large.

Some other stakeholders that MOFSL closely engages with such as industry analysts including equity analysts, media, customers, shareholders, and society at large.

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 & Marginalized Group (Yes/ No)	Channels of communication (E-mail, 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, Press/ Media releases, Website.	Ongoing engagement with at least once on a quarterly basis and as per regulatory requirements and Annual Global Investor Conference (“AGIC”).	Answering investor queries on financial performance. Presenting business performance highlights to investors. Presenting adherence to the regulatory compliances in true spirit of transparency & governance. Discussion publicly available Company information to shareholders and investors.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, 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 channels such as E-mail, SMS, app, calls, chatbot, postal communication, call center, digital platform, website. Customer satisfaction measurement and relationship management Media campaigns, advertising, road/ reverse road shows, Dedicated Relationship Managers.	Ongoing	Regular updates on Launch of new products, trade related communication, New product features are shared with customers. Understanding client, industry and business challenges Identifying opportunities to improve MOFSL' service and products for cross-selling Stock updates and alerts on stocks in their demat account are sent Understanding client's data privacy and security requirements.
Employees	No	Direct interactions and other communication mechanisms such as email, SMS, MyZone Portal & App., webinars, awards & recognition programs, appraisal process and employee feedback survey.	Ongoing and need basis	Learning opportunities, Career Management, Growth Prospects, Compensation structure, Building a safety culture and inculcating safe work practices among employees and Improving Diversity.
Government and Regulators	No	Meetings with key regulatory bodies, Written communications, Presentations	Ongoing	Seeking clarifications on queries and communicating challenge and regulatory inspections.
Partners and Collaborators	No	Meetings/ calls; visits; seminars/ webinars	Ongoing and need basis	Stronger partnerships, Credit worthiness, Ethical Behavior, Fair Business Practices, Governance.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (E-mail, 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
Communities	Yes	Directly and through implementing agencies	Ongoing and need basis	To support the sustainable growth of communities through continuous engagement via CSR activities.
Bankers, Vendors Custodians and others in value chain	No	E-mails, physical meetings, website, and other digital platforms.	Ongoing and need basis	To decide technical terms & conditions, Underdressed Product & Service quality and support, contract commercial custodial services, statutory compliances.
Media	No	Newspaper, televisions, advertisement, email, annual reports, website, transcripts conference and other meetings.	Need basis	To stay abreast on the developments of the Company and market updates.

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:**

The Board and its various Statutory Committees is kept abreast on various developments and feedback on economic, environmental, and social topics on a quarterly basis through constant and proactive interactions with our key stakeholders.

- 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, enhancing value to stakeholders is a continuous Company process. Customer and investor's complaints/ grievances are reviewed for a root cause analysis, which also gives an opportunity to improve our services.

As part of CSR while working with communities all relevant stakeholders such as community, school staff/ trustees, parents, NGO, even students are involved in need assessment and implementation process. For instance, the need for syllabus books for 9th and 10th STD students was brought forward by the stakeholders. To cater to this need, the Company started Book Club for providing test books to students. As per need identified by the schools, the Company conducted training sessions for teachers.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

In terms of suggestions received from community, the Company, through Motilal Oswal Foundation ("MO Foundation") and other Implementing Agency, has initiated tree plantation, training in organic farming and women's self-help group. The Company has also extended its support for the aid of cancer patients coming to Mumbai from across India for treatment. The Company also supports initiatives for improving school infrastructure in tribal areas, creating new educational institutions such as schools, hostels. The Company has supported projects for the well-being of farmers in the drought prone areas.

During the year, the Company's employees participated in various volunteering activities such as seed ball making, tree plantation, school wall painting and sports activities for school children. Altogether 400 fruit trees were planted by the volunteers.

The Company, through MO Foundation, actively working upon development of vulnerable/ marginalized stakeholders, few of the instances are mentioned below:

Supporting Educational Institutions:

MO Foundation is determined to upgrade the quality of educational institutions so that future generations can receive education in an enriching environment. For this purpose, the MO Foundation supported Rishihood Foundation in Sonipat to build hostel facility, aided in school constructions at Uttarakhand and Karnataka, helped in constructing a science lab at a school in Mathura and provided salaries of teachers in a school at Palghar. MO Foundation has collaborated with Marudhar Mahila Shiksha Sangh for building a hostel for hundred girls in Rajasthan.

Transforming Rural Schools:

MO Foundation is on a mission to improve the learning environment for the students in the tribal area of Wada. In the past 4 years, MO Foundation has worked on the infrastructure of three secondary schools and five primary zilla parishad schools. Along with building new sanitation units, drinking water stations, classrooms, the schools are also equipped with rainwater harvesting system.

In four schools, the MO Foundation has set up Wall Library – a collection of 150 books in each classroom to promote the culture of reading. At 11 schools, Mobile Planetarium visits were organized to give the students an exposure of our solar system. The MO Foundation is also providing textbooks for 9th and 10th STD students. Close to 200 computers were also distributed among 15 schools at Wada.

Through the 4 days Teachers Training program organized by the MO Foundation, teachers of Mathematics, Science, English and Marathi from 20 schools were trained in improved pedagogy and use of teaching aids. The MO Foundation also organized a fun filled event Swad ki Pathshala, wherein students themselves prepared some tasty and healthy dishes and savoured them.

Farmers Training Centre:

MO Foundation has collaborated with Global Vikas trust to build a state of art Farmers Training Centre at Parli (Beed, Maharashtra). Global Parli is engaged with farmers in the drought-hit areas, to train farmers in more profitable techniques of farming.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sponsoring Ekal Vidyalayas:

In collaboration with Friends of Tribal Society, MO Foundation is supporting 113 schools Satpura Balaghat of Madhya Pradesh.

Science & Mathematics improvement Program:

The Group Companies are also equally participating in Company's Business Responsibility initiatives towards Society, wherein, in collaboration with Adhayayan Sanstha, MO Foundation is running a specialised program in 171 schools from Vasai, Wada & Vikramgad blocks of Palghar district. The program focuses on improving the conceptual understanding of students. More than sixteen thousand students from 5th-7th standards were covered through the program.

PRINCIPLE 5: Businesses should respect and promote human rights

ESSENTIAL INDICATORS

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. employees/workers covered (B)	% (B/A)	Total (C)	No. employees/workers covered (D)	% (D/C)
Employees						
Permanent	7,303	7,303	100.00	6,919	6,919	100.00
Other than permanent	316	316	100.00	287	287	100.00
Total Employees	7,619	7,619	100.00	7,206	7,206	100.00
Workers						
Permanent	Not Applicable					
Other than permanent						
Total Workers						

All employees at the time of joining as well as on a yearly basis declare that they have read and understood the Code of conduct and business ethics principles.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	5,346	Nil	NA	5,346	100.00	5,025	Nil	NA	5,025	100.00
Female	1,957	Nil	NA	1,957	100.00	1,894	Nil	NA	1,894	100.00
Other than Permanent										
Male	310	34	10.97	276	89.03	279	12	4.30	267	95.70
Female	6	Nil	NA	6	100.00	7	Nil	NA	7	100.00
Workers										
Permanent										
Male	Not Applicable									
Female										
Other Permanent										
Male	Not Applicable									
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 (BoDs) ⁽¹⁾	3	4,50,95,500	Nil	Nil
Key Managerial Personnel ⁽²⁾	2	1,09,36,679	Nil	Nil
Employees other than BoDs and KMPs	5,346	3,62,212	1,957	1,98,207
Workers	Not Applicable			

⁽¹⁾ includes Managing Director and Whole-time Directors only.

⁽²⁾ includes Chief Financial Officer and Company Secretary.

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

Yes, all associates of the organization are regularly informed, updated and made aware of the 'whistle blower' and 'grievances' redressal mechanism under internal mechanism.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

The Company has constituted Internal Complaints Committee (“ICC”) which takes care of these matters. Further, the Company has internally a Coffee and CFR mechanism where employees can directly share their grievances with the Chief Human Resources Officer (“CHRO”) or Head of the Department (“HOD”) of their respective business. The aforesaid mechanism ensures that all grievances are addressed on a timely basis.

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

Reporting avenues have been provided for employees, customers, suppliers and other stakeholders to raise concerns or make disclosures when they become aware of any actual or potential violation of the Company Code, policies or law including human rights violation.

The Company strives to support, protect, and promote human rights to ensure fair and ethical business and employment practices are followed.

Respect for human rights is considered as one of the fundamental and core values of the Company. The Company has formed ICC to handle various grievances and complaints including complaints related to human rights issues. The details of the ICC are placed on the website of the Company.

The Company has zero tolerance towards and prohibits all forms of child labour, slavery, forced labour, physical, sexual, psychological, or verbal abuse.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	Nil	NA	Nil	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/ Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human Rights related issues	Nil	Nil	NA	Nil	Nil	NA

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

The Company has in place a Code of Conduct, Equal Opportunity Policy and Vigil Mechanism/ Whistle Blower Policy which provides a mechanism to prevent discrimination and harassment at workplace. As per the policies, all the disclosures/ concerns made shall be treated as sensitive and non-retaliatory and are dealt with confidentially.

The Company is committed to maintaining safe and harmonious business environment and workplace for everyone, irrespective of the ethnicity, region, caste, gender, disability, work designation and such other parameters.

The Company does not tolerate any form of retaliation against anyone reporting good faith concerns. Anyone involved in targeting such a person raising such complaints will be subject to disciplinary action.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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)

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

9. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	MOFSL internally monitors compliance for all relevant laws and policies pertaining to these issues. There have been no observations by local statutory/ third parties in India in FY 2022-23.
Forced/ involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable.

LEADERSHIP INDICATORS

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

Not Applicable.

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

The Company has incorporated a culture where its employees and directors feel free to raise any concerns about wrongful conduct, with the help of its Whistle Blower Policy. The said policy provides a Vigilance Mechanism to channelize reporting of instances of wrongful conduct. The Audit Committee oversees the Vigil Mechanism. Employees have been facilitated direct access to the Chairperson of the Audit Committee, if need be.

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

The Corporate Office of the Company has ramp for easy movement of differently abled visitors. Most of the branches are on ground floors or have infrastructure for our differently abled employees and visitors to get around.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings. However, no formal assessment/ examination of value chain partners has been conducted.
Discrimination at workplace	
Child Labour	
Forced Labour/ Involuntary Labour	
Wages	
Others – please specify	

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

No corrective action was necessitated.

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:

The Company is into service-oriented business primarily involved in flow of information and financial transaction, therefore, there is no significant consumption and energy intensity. However, as a proactive and responsible corporate, the Company is equipped with rainwater harvesting system and recycles waste water to reuse as flush water and in watering plants.

Further, sensors in water taps are used to reduce wastage of water. Further, there is thermal insulator which help in reducing the heat transfer thereby improving cooling inside the building and hence reducing power consumption. Usage of LED light and motion sensors are installed in office premises to save electricity.

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	53,743.95 Giga Joules	41,097.58 Giga Joules
Total fuel consumption (B)	-	28.20 Giga Joules ⁽¹⁾
Energy consumption through other sources (C)	NA	NA
Total energy consumption (A+B+C)	53,743.95 Giga Joules	41,125.78 Giga Joules
Energy intensity per rupee of turnover (Total energy consumption in Giga Joules/ turnover in ₹ Lakhs)	0.20	0.16

⁽¹⁾ The fuel consumption is on account of DG Set used at Corporate and Branch offices of the Company and does not include fuel consumed towards commutation to office by employees.

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

No.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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.

Not Applicable.

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

Parameter	FY 2022-23	FY 2021-22
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) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)		
Water intensity per rupee of turnover (Water consumed/ turnover)		
Water intensity (optional) – the relevant metric may be selected by the entity		

Refer response below note

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.

The Company's usage of water is restricted to human consumption purposes only. Taking the nature of business into consideration, the above prescribed table does not apply to the Company. Further, efforts have been made to ensure that water is consumed judiciously. In the Corporate Office, sensor taps are used in washrooms to economize water consumption.

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

As the Company's usage of water is restricted to human consumption purposes only, the Company has not implemented a mechanism for Zero Liquid Discharge. However, the Company has taken various initiatives as mentioned above to consume water judiciously.

Further, the Company is equipped with rainwater harvesting system and recycles waste water to reuse as flush water and in watering plants. Further, sensor based in water taps are used to reduce wastage of water.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	As the Company is not a manufacturing organization, the prescribed table does not apply to the Company.		
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous Air Pollutants (HAP)			
Others – please Specify			

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

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	Refer response below note	
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ Equivalent		
Total Scope 1 and Scope 2 emissions per rupee of Turnover			

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.

The Company is into service-oriented business primarily involved in flow of information and financial transaction, therefore, there is no adverse impact directly to the environment.

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details:

The Company is endeavoring to minimize its GHG emissions where feasible. Further, through its CSR initiatives, the Company has undertaken various projects on environmental sustainability such as reforestation.

During the year, through employee volunteering, the tree plantation drives were conducted. The Company also supported initiative for mass fruit tree plantation.

Also, the Company is shifting towards green methods of conducting business, such as shifting towards electronic transactions by creating a robust digital infrastructure, eliminating paper reports and forms wherever possible, recycling and reducing waste in all premises through certified vendors, etc. form part of the Company's contribution towards this cause.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Nil	Nil
E-waste (B)	3.93	3.10
Bio-medical waste (C)	Not Applicable	
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any (G)		
Other Non-hazardous waste generated (H)		
This is purely Solid Waste which is divided into three part i.e. dry waste, wet waste and inert waste	21.58	16.89
Total (A + B + C + D + E + F + G + H)	25.51	19.99
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	15.81	12.22
(ii) Re-used		
(iii) Other recovery operations	Nil	Nil
Total	15.81	12.22
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Our waste generation is minimal and consequently, there is no requirement of incineration or landfilling activities.	
(ii) Landfilling		
(iii) Other disposal operations		
Total		

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.

E-waste generated by the Company is processed & disposed-of through registered e-waste vendors in an eco-friendly manner and the Company has accordingly received the certificate from registered e-waste vendor.

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 of foodwaste, paper, plastic and e-waste.

There is segregation of dry and wet waste and the solid waste management is done by recycling paper, tissue, plastic bottles and cardboard waste.

Given the nature of the business, there is no usage of toxic and hazardous chemicals by the Company. The Company has adopted waste management practices in the manner mentioned below:

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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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: IT waste are outsourced to vendor which disposes-of the wastes as per proper waste disposal mechanism. 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.

Food wastage management: The Company has been monitoring food wastage at the Corporate Office and other locations and the same is communicated to the employees through a board put up in the cafeteria. Regular awareness is being created among employees for avoiding wastage of food.

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:

Sr. 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.
Not Applicable			

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
Not Applicable					

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:

Sr. 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
Based on the nature of its business, the Company complies with applicable environmental norms.				

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

LEADERSHIP INDICATORS

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

Parameter	FY 2022-23	FY 2021-22
From renewable sources		
Total electricity consumption (A)	Refer point no. 1 of essential indicators	
Total fuel consumption (B)		
Energy consumption through other sources (C)		
Total energy consumed from renewable sources (A+B+C)		
From non-renewable sources		
Total electricity consumption (D)	Refer point no. 1 of essential indicators	
Total fuel consumption (E)		
Energy consumption through other sources (F)		
Total energy consumed from non-renewable sources (D+E+F)		

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.

2. Provide the following details related to water discharged:

Parameter	FY 2022-23	FY 2022-22
Water discharge by destination and level of treatment (in kilolitres)	Please refer point no. 3 of essential indicators for initiatives taken in this regard	
(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.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format

Not Applicable.

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 3 emissions (Break-up of the GHG into CO ² , CH ⁴ , N ² O, HFCs, PFCs, SF ⁶ , NF ³ , if available)	Metric tonnes of CO ² equivalent	Refer response below note	
Total Scope 3 emissions per rupee of turnover			
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.

The Company is into service-oriented business primarily involved in flow of information and financial transaction and believe that there is no direct emission to the environment which have adverse impact. The Company does not measure Scope 3 emissions.

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

Not Applicable.

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
1	Installation of LED lights instead of conventional lights	1,580 units of LED light fixtures are installed of a total Wattage of 55,550 Watts.	By installing LED lights, we are saving 840 kWh saved (per day).
2	Sensor based urinal pot installation	We have installed sensor based urinal pots at Corporate Office and branches.	By installing sensors urinals we are saving 5 to 10 litres per use as compared to using a WC.
3	Tree plantation	Tree plantation drive through employee volunteering planted 400 trees. Supported an initiative for mass fruit tree plantation on the lands of marginal farmers.	Promoted ecological balance and also a source of income for the farmers in the long run.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
4	Rain water harvesting system	Under CSR initiatives, the Company has installed rain water harvesting systems in 8 rural schools at different locations.	This initiative ensured availability of water for the students throughout the year. More than 2000 students to be benefitted through these rain water harvesting system.
5	Seed ball making	The Company undertook seed ball making initiatives through its employees and volunteers of different trees, which helps for reforestation.	This initiative ensured reforestation at different locations.
6	Donating of computers to various schools in rural area	We have donated 165 desktop sets in useable condition to various schools situated in rural area.	Through this initiative, we have promoted computer education in rural area and also motivate us towards optimum utilization of resources and reducing impact on environment.
7	Replacement of old AC's with new	4 AC units with a total tonnage of 36 were replaced this year.	1188 kWh units saved (per day).
8	Waste recycling	We have engaged ourselves with a vendor who would manage waste for us at our tower locations for wet and dry waste.	In FY 2022-23, 7.23 metric tonnes of dry waste and 7.58 metric tonnes of wet waste were generated and recycled.
		Currently we have only commissioned vendor for one location but subsequently we would engage them for other locations as well depending on the quality of service.	Further, 3.93 metric tonnes metric tonnes of e-waste was generated and disposed safely.
9	Tap Water Purification Systems	The Company has installed tap water purification systems at our Corporate Office with the goal of reducing the environmental impact of consuming tap water versus bottled water and having better mineral content. In addition, tap water systems are more affordable than bottle water.	Tap water is safe, better for the environment, less expensive and offers health benefits such as fluoride that may be lacking in many bottled water products.
10	Dual Flush Valves Toilets	With a view of less water consumption for flushing liquid waste and positive environmental impact, the Company has installed dual flush valves toilets in Purification Systems the Corporate Office in some of the branches. Under dual flush system, we have two options to select i.e. a half flush and a full flush. A half flush is ideal for liquid wastes and a full flush is used for solid wastes.	Older toilet valves models would use as much as 15 liters per flush, a dual toilet loaves flush system uses only about 7 liters each flush.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Yes, the Company has a Business Continuity & Disaster Recovery Policy and Plan is in place.

The purpose of the Business Continuity and Disaster Management Policy is to formalise 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 business. Business continuity plans is to prevent and recovery systems for potential threats, such as natural disasters or cyber-attacks. It is designed to protect personnel and assets and make sure they can function quickly when disaster strikes. Regular tests are conducted to ensure there are no weakness, which can be identified and corrected.

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?

Given the nature of the Company's business, there has been no adverse impact on environment and the Company also expects all its value chain partners to follow existing regulations to avoid adverse impact to the environment.

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

Not Applicable.

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

ESSENTIAL INDICATORS

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

The Company was a member of 5 (five) trade and industry chambers/ associations during the FY 2022-23.

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:

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	Society for Human Resource Management (SHRM)	National
2	Harvard Business School India	National
3	The National HRD Network (NHRDN)	National
4	Bombay Stock Exchange Brokers' Forum (BBF)	National
5	Association of National Exchanges of Members of India	National

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

Name of authority	Brief of the case	Corrective action taken
Not Applicable as No material instances reported		

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Leadership Indicators

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

Sr. 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
Not Applicable					

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

ESSENTIAL INDICATORS

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

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

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

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 INR)
Not Applicable					

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

The Company has various mechanisms in place to receive and redress grievances of community including regular interactions with community by physical visits and discussion over phone, fax, e-mail, personal visits and physical letters, etc.

The Company also deal with concern of community through various CSR initiatives run by Motilal Oswal Foundation directly and indirectly.

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

Particulars	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	Refer response below note	
Sourced directly from within the district and neighbouring districts		

Note: Taking the nature of business into consideration, the above prescribed table does not apply to the Company.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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):

Not Applicable.

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

Sr. No.	State	Aspirational District	Amount spent (In INR)
		Nil	

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

Since, the Company is not involved in any manufacturing activity, the reporting on sustainable sourcing is not applicable. The Company's major material requirements are related to office infrastructure, administration and IT related equipments and services. Although, there is very limited procurement requirement, the Company takes various initiatives to have responsible sourcing.

The Company, wherever practically possible and feasible, has tried to improve the capacity and capability of local and small vendors by patronizing them to supply/ provide different services required by the Company for its day to day administration/ operations.

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:

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating Benefit share
				Not Applicable

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

The Company is not in the business of inventions, literary, musical and artistic works and symbols, names, images, and designs used in commerce, for which IP owners are granted certain exclusive rights under national IP laws.

Name of authority	Brief of the case	Corrective action taken
		Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Seva Sahayog Foundation Working towards improving quality of education and school infrastructure at schools in Wada.	12,000	100.00
2.	Parmarth Seva Samiti Contribution towards supporting poor patients undergoing cancer treatment.	300	100.00
3.	Global Vikas Trust Supporting construction of Farmer's training centre at Parli.	1,000	90.00
4.	Global Vikas Trust Sponsoring fruit tree plantation on small farmers lands, financial support to farmers.	2,000	100.00
5.	Marudhar Mahila Sangh Contribution towards building girls hostel at the existing campus.	110	100.00
6.	Adhayayan Sanstha Mathematics improvement program in Wada, Vasai and Jawhar district.	6,000	100.00
7.	Bhagwan Mahaveer Jain Education Trust Construction of school at Ballari.	455	100.00
8.	Saare Tare Zameen Par Trust Mobile Planterium at Wada schools.	600	100.00
9.	Rosy Blue Foundation Wall painting project at BMC school.	300	100.00
10.	Sane Guruji English Medium School Sponsoring school fee for poor student.	1	100.00

A comparative summary of the CSR activities of the Company is as under:

(Amount in ₹)

Sr. No.	Particulars	FY 2022-23	FY 2021-22
(A)	CSR obligation for the year	9,03,86,430	7,43,27,409
(B)	Amount available for set-off	4,39,90,743	58,00,000
(C)	Amount required to be spent post set off (A-B)	4,63,95,687	6,85,27,409
(D)	Amount spent during the year:		
	Name of CSR Project	Sector in which Project is Covered	
	Global Vikas Trust	Promoting Education	3,00,00,000
	Marudhar Mahila Shikshan Sangh	Promoting Education	1,22,00,000
	Shrimad Rajchandra Jivdaya Trust	Animal Welfare	-
	Mahratta Chamber of Commerce Industries	Preventive Health Care	-
	Bharatiya Jain Sanghatana	Preventive Health Care	90,00,000
	Keshav Shrushti	Eradicating poverty	75,00,000
	Bhagwan Mahaveer Jain Education Trust	Promoting Education	51,00,000

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

Sr. No.	Particulars		FY 2022-23	FY 2021-22
	VIF Leadership Forum	Promoting Education	-	50,00,000
	Other projects		64,12,780	2,10,18,152
	Total Amount Spent		5,37,12,780	11,25,18,152
(E)	Amount available for set off in succeeding financial years (D-C)		73,17,093	4,39,90,743

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:

We receive client complaints/ queries via phone, fax, e-mail, personal visits, and physical letters from clients as well as through their affiliated authorised individuals and branches. We also receive complaints from clients through Regulatory Authority, Exchanges, Advocates, Consumer Forums, SCORES Login for Research Analyst, Consumer forums, etc.

The online centralised system stores complaints that are received from multiple sources together with the relevant information. Also, each complaint is first understood and its root cause is looked into. The grievance team is in charge of handling complaints that come over their desk with care.

We segregate all the client's queries and complaints separated. The client is then given a thorough response based on the examination of the facts, followed by the proper response or resolution with pre-decided TATs.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable to our products and services
Safe and responsible usage, Recycling and/or safe disposal	

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

Type of Complaints	FY 2022-23		Remarks	FY 2021-22		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cyber-Security	Nil	Nil	NA	1	Nil	NA
Delivery of essential Services	Nil	Nil	NA	14	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	568	14	Under investigation	534	8	Under investigation
Other	2,704	93	Under investigation	1,964	32	Under investigation

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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

Particulars	Number	Reasons for recalls
Voluntary recalls	Not Applicable	
Forced recalls		

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, the Company has framed policies with respect to information technology/ cyber security risk which set forth limits, mitigation strategies and internal controls.

Information Security Management Policy, Cyber Security Policy, Cyber Resilience Policy are in place for protecting the organisation's cyber space against cyber-attacks, threats and vulnerabilities.

The Company has Personal Data Protection Standard to ensure that all the Personal Data is kept secured using appropriate technical and organisational measures including necessary policies, processes and controls. The Company implements and maintains as a minimum the information security standards and frameworks required by applicable laws and regulations.

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:

No penalty/ Regulatory action has been levied or taken on the above-mentioned parameters.

LEADERSHIP INDICATORS

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

Information on products and services of the Company can be accessed on www.motilaloswalgroup.com.

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

We educate our client through various modes with respect to markets and risk associated with it. Our KYC Form itself has Rights & Obligations, Dos & Don'ts, Policy Procedures wherein all important information is mentioned with respect to their account, margins, collaterals, pay-in, pay-outs.

Further, for client awareness, we regularly upload important regulatory circular under client's login page which may impact clients:

We send all kind of communications to all the clients via SMS, e-mails and notification on every trade.

Further, the following steps are taken to inform and educate consumers about safe and responsible usage services

a) Information is regularly updated on website and

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

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) E-mail and SMS
- d) MOFSL's branches.

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

Yes, we provide product information on our website over and above what is mandated under local laws.

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

Yes, Survey is carried out to understand customer advocacy of the Company's 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:** Nil.
- b. **Percentage of data breaches involving personally identifiable information of customers:** The Company did not witness any instances of data breaches during the year.