Network People Services Technologies Limited
CIN: L74110MH2013PLC248874
427/428/429, A-Wing, NSIL, Lodha Supremus II,
Near New Passport office, Road No. 22,
Wagle Industrial Estate, Thane (W), Maharashtra, India - 400604
Tel.: +91 22 61482100 I contact@npstx.com I www.npstx.com

ISIN: INE0FFK01017 **Date: 24.09.2026**

To,

The National Stock Exchange of India Limited,
Exchange Plaza, NSE Building, Bandra Kurla Complex, Bandra East, Mumbai-400 0513 Fax: 022-26598237, 022-26598238
SYMBOL: NPST

BSE Limited
Corporate Relationship Department
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai – 400 001
Scrip Code: 544396

Subject: Disclosure under Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 – ESG Audit Report

Respected Sir/Madam,

Pursuant to Regulation 30 read with Part A of Schedule III of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are pleased to inform that Network People Services Technologies Limited has successfully completed its annual ESG Rating Assessment conducted by Resurgent ESG Services Private Limited, an independent ESG rating agency.

We are delighted to share that the Company has been awarded an ESG Score of 72.9 with a rating of 'A+' for the financial year 2025-26 — a recognition that places NPST among companies demonstrating strong and credible ESG performance.

The 'A+' rating reflects the Company's sustained commitment across key ESG parameters, including responsible resource management, inclusive workplace practices, meaningful community engagement through its CSR initiatives, and robust corporate governance standards — validating its approach of embedding sustainability into its core operations and long-term strategy.

At NPST, we firmly believe that strong ESG performance is a fundamental driver of long-term value creation for all stakeholders — our shareholders, customers, employees, and the communities we serve. This rating is a testament to the collective efforts of our Board, leadership, and every member of the NPST family in building a company that grows responsibly and governs with integrity.

In this regard, please find enclosed herewith the ESG Rating Letter dated September24, 2026 along with the detailed ESG Report issued by Resurgent ESG Services Private Limited for your information and record.

This intimation is also being made available on the Company's website at www.npstx.com .

Kindly take the above on record.

For Network People Services Technologies Limited

Chetna Avinash Chawla
Digitally signed by Chetna Avinash Chawla
Date: 2026.09.24 19:21:17 +05'30'

Chetna Chawla
Company Secretary and Compliance Officer
Membership No: A64291

To, **Date: 24.09.2026**

Mr. Inder Kumar Naugai
Chief financial officer
Network People Services Technologies Ltd
427/428/429, A-Wing, NSIL, Lodha, Supremus II,
Near New Passport office Road No. 22, Wagle Industrial Estate,
Thane (West), Thane, Maharashtra, 400604

Subject: Assignment of ESG Rating to Network People Services Technologies Ltd based on data for FY 2025-26

Dear Sir,

I hope this letter finds you well.

Resurgent ESG Services Pvt. Ltd. has undertaken the ESG Rating assessment of **Network People Services Technologies Ltd** based on data for FY 2025-26.

Following a thorough evaluation, the ESG Rating Committee has assigned an **ESG Score of 72.90**, corresponding to an **ESG Rating of A+** to Network People Services Technologies Ltd. The assigned rating indicates minimal risk and implies ESG practices adopted by the company to be good.

Please find attached the ESG Rating Report. The report presents a comprehensive assessment of the company's Environmental, Social, and Governance (ESG) performance, highlighting key strengths and identifying potential areas of improvement.

We appreciate the opportunity to evaluate your ESG performance and hope this report proves valuable in your ongoing sustainability journey. Should you need any further clarifications or wish to discuss the findings, please feel free to contact us.

We look forward to your response and continued collaboration.

Best Regards,

Sanjeet Kumar
Director

Amitkumar Panchal
Senior Rating Analyst

Company Name	Industry Classification	BRSR Reporting	BRSR (FY 2025-26)
Network People Services Technologies Ltd	IT Enabled Services	Standalone	Weblink

Company Overview

Network People Services Technologies Limited (NPST) is a listed financial technology company based in India, aligned with the *Make in India* initiative. The company provides UPI and digital banking solutions as both a Technology Service Provider (TSP) and a Payment Platform-as-a-Service (PPaaS) provider. The Company has successfully migrated from the SME Platform of the National Stock Exchange of India Limited (NSE) to the Main Board of both NSE and BSE Limited, with effect from 30 April, 2025. This migration represents a significant achievement in the Company's growth trajectory and enhances its visibility in the capital markets.

ESG Score*					
FY 2025-26		FY 2026-27*		YOY Change	
Score	Grade	Score	Grade	Score	Grade
66	A	72.90	A+	6.9↑	A+↑

ESG rating - This is the overall ESG rating assigned to a company, taking into consideration all material indicators based on the sector to which it belongs, and the weights assigned to the indicators under the respective sector/industry. Rating based on FY 2025-26 data.

The detailed ESG rating scale, including the score ranges corresponding to each grade, is provided in Annexure-A at the end of this report.

ESG Score		
Parameters	Weightage	Score
Environmental	20%	26.83
Social	40%	82.77
Governance	40%	86.05
Final Score		**72.90**

Graphical representation of each parameter:

RESURGENT ESG SERVICES PRIVATE LIMITED
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Nirvana Country, South City - II, Sector - 50, Gurgaon – 122018
Phone: +91 880045 3356, Email: enquiry@resurgentesgratings.com

ESG Ratings & Assessment Summary

Key Strengths / Good Practices Observed

1. **Strong Overall ESG Performance (72.90), Grade: A+**

   The Company has achieved an overall ESG score of 72.90 (A+ grade), placing it in the "Leader" category and reflecting a strong and well-established ESG framework.

2. **Governance Performance**

   The Company demonstrates a structured governance framework, supported by a well-composed Board, independent oversight through Board committees, and established monitoring and risk management mechanisms. The Company has achieved a Governance score of 86.05, reflecting established governance practices and oversight mechanisms.

3. **Social Performance**

   The Company demonstrates comprehensive social practices focused on employee well-being, workplace health and safety, diversity, customer responsibility and stakeholder engagement. The Company has achieved a social score of 82.77, supported by employee welfare initiatives, health and safety measures, parental leave support, customer grievance mechanisms and community development initiatives.

4. **Improvement in Environmental Efficiency:**

   Despite growth in operations, the Company has reported improvement in **energy and GHG emission intensity**, supported by energy-efficient infrastructure and power-saving measures.

5. **Community & Environmental Initiatives:**

   The Company has undertaken initiatives extending beyond its direct operational footprint, including **sanitary-waste recycling and plantation of 336 fruit-bearing saplings**, contributing to environmental conservation and community impact.

6. **Structured Stakeholder Engagement & Transparency:**

   The Company has defined engagement mechanisms for employees, customers, investors, suppliers, business partners and regulators, supported by disclosures through its Annual Report, website, earnings calls and other communication channels.

7. **Comprehensive Employee Welfare:**

   The Company provides employee insurance, parental benefits, employee assistance programmes and health and safety measures. The **100% return-to-work rate following parental leave** also reflects supportive parental leave practices.

8. **Information Security & Business Continuity:**

   The Company has **ISO 27001:2022 and ISO 22301:2019 certifications**, supporting its approach to information security, data protection and business continuity, particularly relevant given its fintech operations.

9. **Integration of ESG within Risk Management:**

   ESG-related risks are incorporated into the Company's broader risk management framework, with oversight through the Risk Management Committee, indicating that ESG considerations are being integrated into enterprise-level risk management.

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10. **Strong Committee Independence:**

    The Company has independent representation across key Board committees, supporting effective oversight of audit, risk, remuneration and other critical matters.

11. **D&O Insurance:**

    The Company provides **Directors & Officers (D&O) insurance**, providing protection to its directors and officers against specified liabilities arising from their roles and responsibilities.

Analytical observations/OFIs

1. **Customer Grievance Resolution**

   The significant increase in customer complaints, with **25,062 complaints reported and 298 remaining unresolved at year-end**, indicates scope to further strengthen grievance monitoring, root-cause analysis and timely closure.

2. **Workforce Gender Diversity**

   Women represented **26.11% of the workforce**, indicating scope for further improvement in gender diversity.

3. **Employee Training Coverage**

   Training coverage stood at **66%**, providing scope to extend skill development and health & safety training across the workforce.

4. **Renewable Energy Adoption**

   Greater adoption of renewable energy could further support the Company's environmental performance and emissions reduction efforts.

5. **Scope 3 Emissions Assessment**

   Expanding Scope 3 emissions measurement would provide a more comprehensive assessment of the Company's value-chain emissions.

6. **Time-bound Environmental Targets**

   Establishing measurable and time-bound targets for energy, emissions, water and waste could strengthen monitoring of environmental performance.

7. **Enhanced ESG Oversight**

   The Company could further strengthen Board-level ESG monitoring through defined ESG KPIs, targets and periodic review of performance.

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1. Environmental

Overall Environmental Weightage: 20% | Overall Environmental Score: 26.83

NPST's environmental profile is typical of an office-based fintech, with total energy use rising moderately from 649.23 GJ in FY 2024–25 to 674.45 GJ in FY 2025–26 while energy intensity per rupee of turnover improved by 7.33% to 0.00000035 under an ECBC-aligned Energy Efficiency & Electricity Policy featuring 100% LED lighting with motion sensors, BEE/Energy Star-rated IT equipment, server-room optimisation at 24°C or above, workstation sleep modes and "Last Out, Lights Off" routines; however, electricity consumption remains broadly flat at 570 GJ, fuel use has increased from 71.35 GJ to 104.45 GJ, the renewable-energy share is 0% and the Company relies entirely on grid power, underscoring the need for time-bound energy-intensity and renewable-adoption targets, operational I-RECs/open-access green power and integration of energy KPIs into decarbonisation roadmaps.

Its water footprint is modest but rising, with total consumption increasing from 2421 KL to 3013 KL and water intensity per rupee of turnover up 11.03% to 0.00000155173, managed through a 4R Water Policy (Reduce, Reuse, Recycle, Respect), high-recovery RO reuse, "Half-Glass Water" protocols, metered tracking, micro-fibre mops, biodegradable cleaners and "Water-Wise" workshops, yet lacking site-level baselines, source-wise tracking and water-risk assessments, pointing to the need for measurable efficiency targets and explicit consideration of local water stress.

Waste generation remains low and service-sector aligned, with e-waste (0.17 MT, up 17.73% from 0.14 MT) and 0.01 MT of other non-hazardous waste managed under a "Zero Waste to Landfill" policy with four-stream colour-coded segregation and 100% recycling including 43.03 kg of sanitary waste routed to PadCare Labs, avoiding an estimated 92 kg CO2e though reporting is concentrated on e-waste and sanitary waste, rising e-waste reflects asset-refresh cycles without lifecycle-extension targets, and embodied carbon from office fit-outs is not yet captured, creating opportunities for landfill-diversion and e-waste-reduction goals, enhanced intensity metrics, longer hardware lifecycles and circular fit-out procurement.

On climate, NPST's GHG profile is dominated by grid electricity, with Scope 1 emissions declining from 7.02 tCO2e in FY 2023-24 to 6.64 tCO2e in FY 2024-25 and then stabilising at 6.65 tCO2e in FY 2025-26, whereas Scope 2 rising from 81.99 tCO2e in FY 2023-24 to 115.43 tCO2e in FY 2024-25 and then stabilising at 115.22 tCO2e in FY 2025-26, driving an 11.4% improvement in combined GHG intensity from 0.000000070 to 0.000000063 and zero conventional air pollutants, but with 0% renewable share, no Scope 3 assessment for business travel, commuting, cloud and purchased goods/services, no formal reduction or neutrality targets and no independent assurance, highlighting the need for a clear decarbonisation roadmap, renewable sourcing (I-RECs, open-access green power, green PPAs), phased Scope 3 screening and assured GHG disclosures.

Biodiversity and ecology impacts are correctly assessed as low material given operations in leased urban offices in Noida, Karnataka and Maharashtra, with no sites near sensitive ecosystems, no EIAs required and no penalties under the Water, Air or Environment Protection Acts, yet the absence of standalone biodiversity programmes or supply-chain biodiversity considerations means co-benefits from urban greening and nature-positive procurement are unrealised; NPST can therefore enhance its ESG narrative through voluntary, visible measures such as indoor plants, terrace gardens or green walls and preferences for FSC-certified paper, sustainable pantry supplies and eco-labelled cleaning products, supported by concise disclosures that explain low materiality while showcasing relevant greening and community initiatives in line with evolving ESG expectations for Indian service-sector companies.

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1.1 Energy Consumption and Management

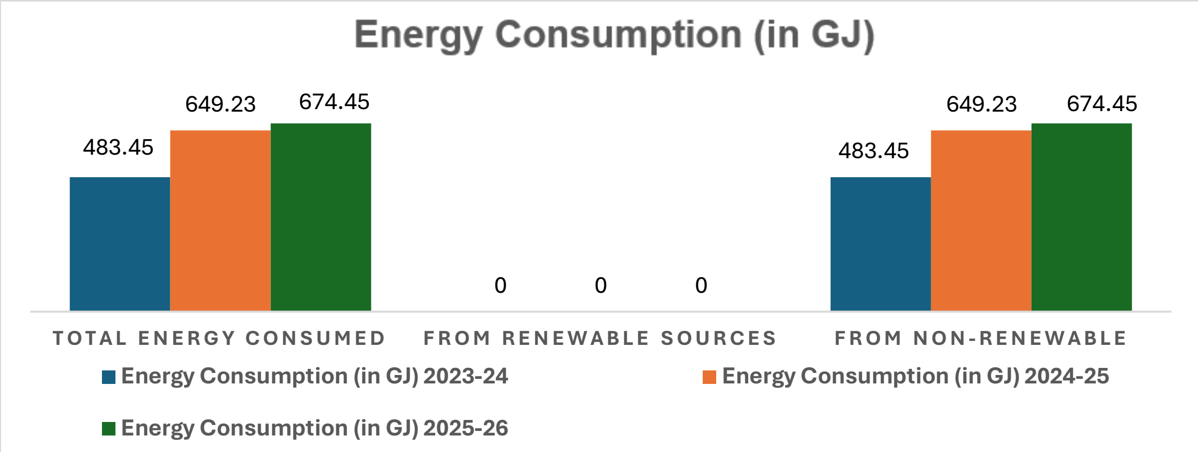

Fig. 1.1.1 Energy consumption trend (in GJ)

NPST's energy profile reflects that of a service-sector fintech company, where consumption is mainly driven by office electricity and limited diesel generator backup, with total energy consumption increasing to 674.45 GJ in FY 2025–26 as compared to 649.23 GJ in FY 2024–25. Electricity consumption remains the same at 570 GJ in FY 2025-26 as compared to 570.19 GJ in FY 2024-25; fuel consumption from petrol and diesel rose to 104.45 GJ in FY 2025-26 as compared to 71.35 GJ in FY 2024-25. Despite this growth, energy intensity per rupee of turnover improved marginally, reducing by 7.33% to 0.00000035 in FY 2025–26 as compared to 0.00000037 in FY 2024–25.

NPST has adopted an Energy Efficiency & Electricity Policy aligned with India's Net Zero 2070 aspirations and the Energy Conservation Building Code (ECBC), covering energy-efficient infrastructure including 100% LED lighting with motion sensors in cabins, conference rooms, and server rooms, BEE star-rated or Energy Star-certified laptops, monitors, and printers, and server room optimisation maintaining 24°C or higher with Cold Aisle/Hot Aisle containment. Operational protocols include workstations auto-switching to sleep mode after 15 minutes of inactivity, a "Last Out, Lights Off" routine ensuring non-essential equipment is switched off after office hours, and internal thermostats capped at 24°C or above to reduce central HVAC load. The policy also commits to exploring International Renewable Energy Certificates (I-RECs) where rooftop solar is not feasible due to leased premises and advocating for Open Access green power where regulations permit, with quarterly energy-efficiency audits conducted using a checklist covering LED coverage, sensor functionality, power-save settings, thermostat set-points, night-time "vampire load" control, signage, and monitoring of monthly electricity bills.

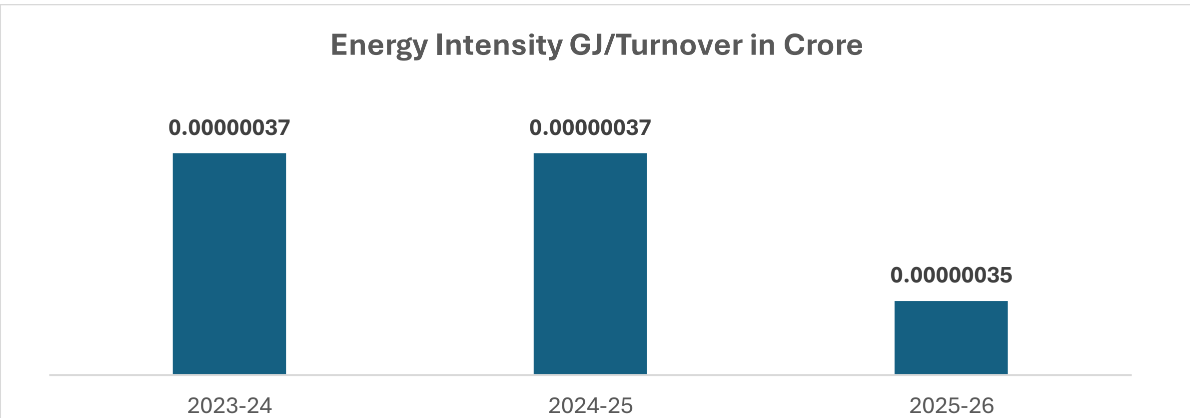

Fig. 1.1.2 Energy intensity trend (in GJ/Turnover in Crore)

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NPST demonstrates a marginal 7.33% energy intensity reduction per rupee of turnover, reflecting an effective optimization in a growing IT-fintech business via a comprehensive policy covering infrastructure, operations, and future renewables. Tech measures, including 100% LED lighting, motion sensors, sleep-mode enforcement, server-room optimization enabled efficient digital operations, bolstered by quarterly audits, monthly "Earth Hour" engagement, and transparent three-year data by source/location for target-setting.

The Company's electricity consumption has remained fully reliant on grid-based power over the past three years, with no reported deployment of on-site renewable-energy systems, procurement of renewable electricity through power purchase agreements (PPAs), or use of International Renewable Energy Certificates (I-RECs). Total energy consumption has increased year on year during this period, resulting in a marginal increase in location-based Scope 2 greenhouse-gas emissions. While the Company has begun evaluating opportunities to increase renewable-energy adoption and intends to establish more structured environmental-performance targets, its transition towards lower-carbon electricity sources remains at an early stage. The Company's ongoing evaluation of renewable-energy options and its stated commitment to develop structured environmental targets provide a foundation for measurable progress towards energy transition and decarbonisation in the coming years.

1.2 Water Consumption and Management

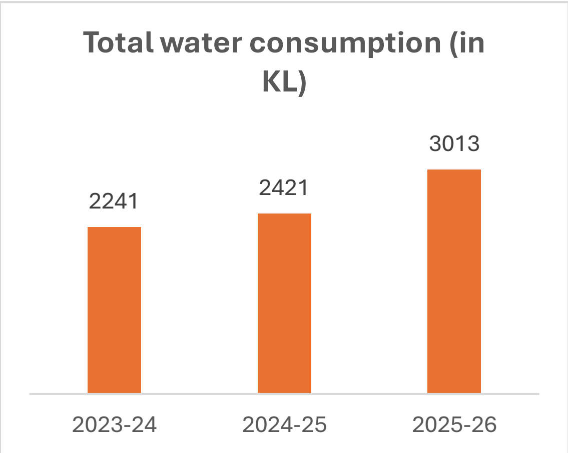

Fig. 1.2.1 Water consumption trend

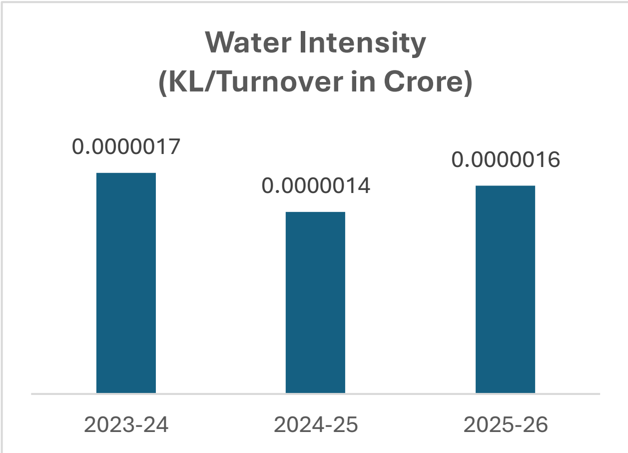

Fig. 1.2.2 Water intensity trend

As a pure service-sector entity operating in leased offices, NPST's water footprint is modest and limited to potable water use in pantries and for housekeeping, with total water consumption increasing to 3013 KL in FY 2025–26 from 2421 KL in FY 2024–25 as operations expanded. Water intensity per rupee of turnover increased by 11.03% to 0.0000016 in FY 2025–26 as compared to 0.0000014 in FY 2024–25. All water is sourced entirely from third-party suppliers or municipal sources, with no groundwater, surface water, or desalinated water extraction. NPST reports no water discharge to surface water, groundwater, sea, or third parties, as office wastewater is managed through building infrastructure, correctly identifying Zero Liquid Discharge (ZLD) as not applicable.

NPST's 4R Water Policy (Reduce, Reuse, Recycle, Respect) suits leased offices with high-recovery RO systems reusing reject water (brine) for mopping/landscaping, "Half-Glass Water" protocols to cut leftovers, and 20L can/metered tracking for intensity. Housekeeping uses micro-fibre mops/vacuuming, biodegradable agents (minimal rinse), leftover/recycled water for plants, immediate leak reporting, and annual "Water-Wise" workshops. It tracks total withdrawal, per-employee intensity, BRSR initiatives; audits confirm RO reuse, leak-free fixtures, mopping methods, spray bottles, "Save Water" signage, procurement, and training.

During FY 2025–26, the Company strengthened its broader environmental-management approach by monitoring water-intensity metrics alongside energy and waste intensity indicators. Its reported workplace-management practices also include regular housekeeping, maintenance of workplace hygiene, provision of safe drinking water and sanitation facilities, and preventive maintenance across office locations. These measures support responsible day-to-day water management within its office-based operations.

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Going forward, the Company could further strengthen its water stewardship by establishing location-wise water-consumption baselines, tracking source-wise water withdrawal & consumption and discharge, assessing water-related risks across its operational locations, and setting measurable, time-bound water-efficiency targets.

1.3 Waste Management and Circularity

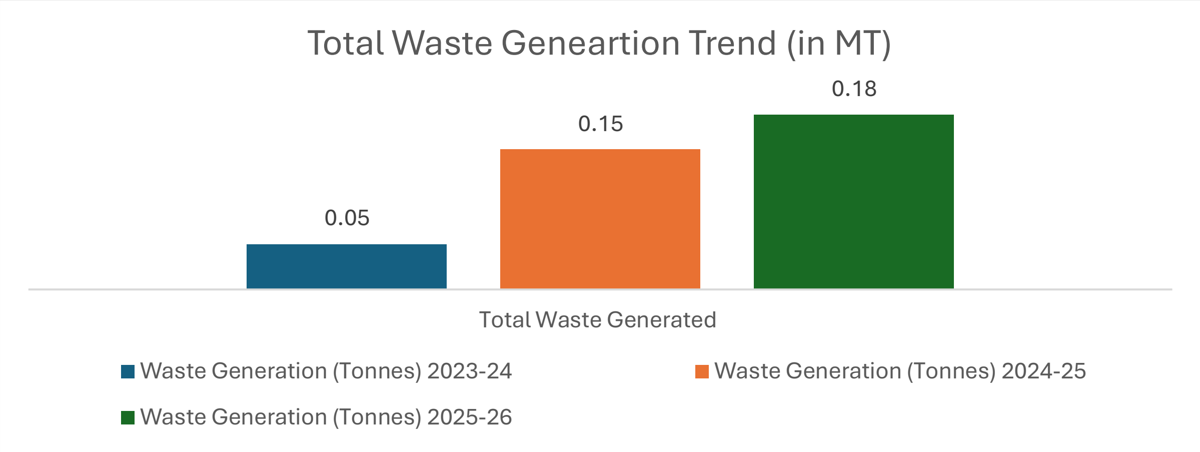

Fig. 1.3.1 Total waste generation trend (in MT)

NPST generates minimal physical waste consistent with its role as a software services provider, with electronic waste (e-waste) from IT equipment representing the primary waste stream, recorded at 0.17 MT in FY 2025–26, increasing 17.73% from 0.14 MT in FY 2024–25, likely reflecting planned IT infrastructure upgrades and hardware refresh cycles as the company expanded operations across its three locations. The company has also recorded 0.01 MT of other non-hazardous waste for the reporting year. All other waste categories, including plastic waste, biomedical waste, construction and demolition waste, battery waste, radioactive waste and other hazardous waste, are reported as zero across all three financial years, with NPST noting that its office-based fintech operations do not generate significant quantities of these waste types compared to manufacturing industries. The company has recycled 100% of waste generated during the reporting period (sanitary waste is disposed of through an authorised eco-friendly recycler, while e-waste is handed over to an authorised recycler and disposal certificates are maintained).

NPST's Waste Management and Circularity Policy targets "Zero Waste to Landfill" per Solid Waste Rules (2016), requiring source segregation into four colour-coded streams, including green (for organic/wet: food scraps, fruit peels, compostable pantry); blue (for dry recyclables: paper, cardboard, plastic bottles, metal cans); red/yellow (for hazardous: masks, sanitary products, batteries); and black (for non-recyclables: multi-layered plastics, inert materials). For IT-intensive ops, e-waste (laptops, servers, wires, keyboards) goes exclusively to CPCB-authorised recyclers with prior data wiping and Form 6 manifests for audits. Zero Single-Use Plastic bans straws, stirrers, thin bags, small bottles, mandating ceramic/glass/steel alternatives; promotes paperless digital workflows, minimal printing, and default double-sided networked printers. Vendors ensure unmixed segregated transport, monthly hazardous/e-waste disposal certificates, and clean/pest-free storage. Facility Management tracks total waste (kg/tons), landfill diversion rates, and authorised e-waste volumes for ESG reporting. Monthly audits confirm bin availability, plastic ban, secure e-waste storage, scrap paper bins, signage, vendor licensing, and storage conditions (mostly compliant).

NPST's waste management excels for fintech operations with a comprehensive, IT-tailored policy addressing e-waste challenges, exceeding regulations via Zero Single-Use Plastic and paperless digital approaches that support circular economy principles. Four-stream colour-coded segregation with visual signage enables responsible handling, while secure data destruction in e-waste disposal links environmental efforts to information security, which is critical for financial services. Monthly audits confirm high compliance in segregation, storage security,

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scrap paper reuse, and signage; quarterly "Clean Desk, Green Desk" campaigns engage employees for low-waste workspaces.

The company has also introduced a sanitary-waste recycling initiative in partnership with PadCare Labs across its offices. The initiative enables responsible and CPCB-compliant collection and recycling of sanitary waste; during the year, it facilitated the recycling of 43.03 kg of sanitary waste, resulting in estimated savings of 861 litres of landfill space and avoidance of 92 kg CO2 equivalent emissions. The Company also monitors waste-intensity metrics as part of its broader environmental-management framework and promotes responsible resource use within its office-based operations. This initiative represents a positive step towards waste diversion and improved hygiene-related waste handling.

1.4 GHG and Other Air Emissions

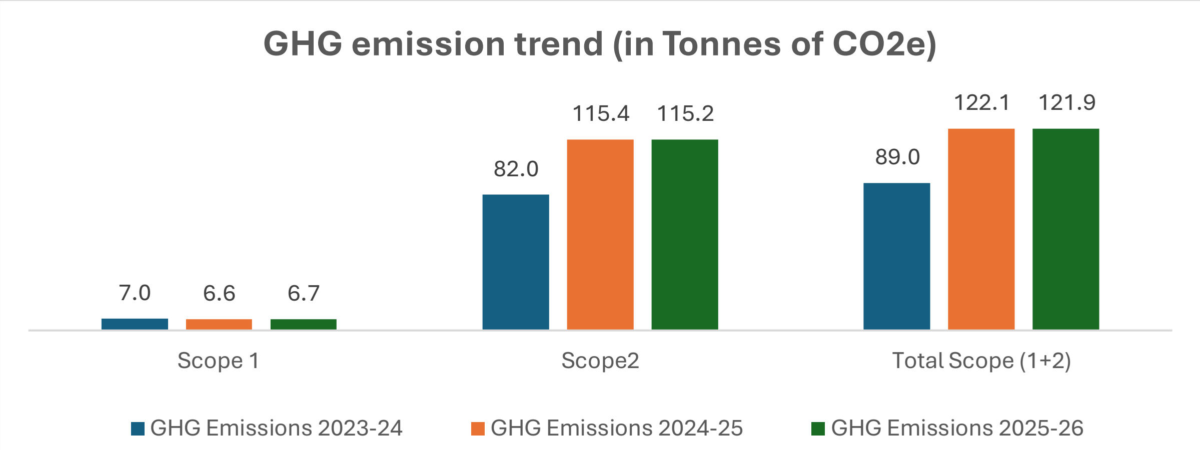

Fig. 1.4.1 GHG emission trend (in Tonnes of CO2e)

NPST's GHG emissions arise primarily from grid electricity (Scope 2) and diesel generator fuel use (Scope 1), as expected for a non-manufacturing, office-based business. Scope 1 emissions declined from 7.0 tCO2e in FY 2023–24 to 6.6 tCO2e in FY 2024–25 and remained broadly stable at 6.7 tCO2e in FY 2025–26, indicating that direct emissions from diesel-generator operations have been effectively maintained at a relatively stable level over the past two years. Scope 2 emissions increased from 82.0 tCO2e in FY 2023–24 to 115.4 tCO2e in FY 2024–25, primarily reflecting higher consumption of grid-supplied electricity. Emissions remained broadly stable in FY 2025–26 at 115.2 tCO2e, marginally lower than the preceding year, indicating that indirect emissions from purchased electricity were effectively maintained despite the Company’s continued operational growth.

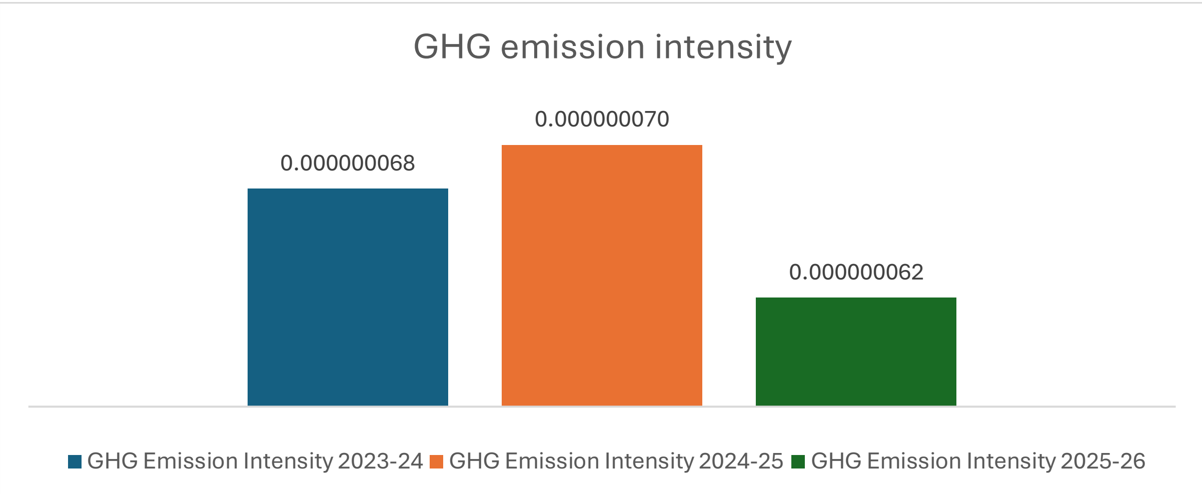

Fig. 1.4.2 GHG emission intensity trend

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The GHG emission intensity per rupee of turnover improved by approximately 11.4%, declining from 0.000000070 in FY 2024–25 to 0.000000062 in FY 2025–26. This reduction indicates improved carbon efficiency, with the Company generating comparatively lower combined Scope 1 and Scope 2 emissions per rupee of turnover during the reporting year. The renewable energy share remains at 0%, and Scope 3 emissions are not assessed. NPST reports zero emissions of conventional air pollutants, including NOx, SOx, particulate matter (PM), persistent organic pollutants (POPs), volatile organic compounds (VOCs), and hazardous air pollutants (HAPs), which is consistent with an office-based activity profile.

NPST's disclosures present an opportunity to clarify Scope 1 and Scope 2 emissions applicability for the service industry, despite providing quantitative data, and to highlight projects related to reducing greenhouse gas emissions. While the Energy Policy mentions promising renewable energy exploration through I-RECs and open access green power, implementing these initiatives would be a valuable next step. Introducing emission-reduction targets, carbon neutrality commitments, and a Scope 3 screening for business travel, cloud services, commuting, and purchased goods and services would further strengthen the framework. Obtaining independent assurance for GHG data would enhance credibility and stakeholder trust. Reporting zero conventional air emissions is accurate for a non-industrial office portfolio, avoiding unnecessary complexity, and limited DG usage keeps direct combustion emissions relatively low.

1.5 Biodiversity and Ecology

NPST operates from urban office locations in Noida, Karnataka, and Maharashtra and has no sites in or near ecologically sensitive zones such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, or coastal regulation zones, with no environmental approvals related to land or ecological impact applicable and no environmental impact assessments required or conducted during the reporting period. The company confirms compliance with relevant environmental laws, including the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment Protection Act, with no fines, penalties, or regulatory actions recorded in the last three years.

NPST's environmental policies focus on material topics such as energy, water, waste, and emissions and do not include standalone biodiversity commitments, which is appropriate given the urban, leased-premises nature of its operations and the absence of direct impacts on natural habitats. Biodiversity is correctly assessed as low material for an office-based fintech, allowing resources to be directed to higher-impact topics.

Biodiversity and land-use impacts are correctly assessed as low material for an office-based fintech, allowing resources to be directed to higher-impact topics, and urban office settings mean there is no direct disturbance to sensitive ecosystems. No recorded non-compliance or penalties under key environmental laws indicates sound basic environmental governance, and clear and transparent disclosure explaining why certain biodiversity-related disclosures are "Not Applicable" supports honest reporting. Although biodiversity is low-material, NPST could consider voluntary urban greening initiatives such as indoor plants, terrace gardens, or green walls, which also support employee well-being. Integrating biodiversity considerations into procurement, for example, by preferring FSC-certified paper and more sustainable pantry supplies, would be beneficial. Given NPST's business model, these actions would be voluntary enhancements rather than core requirements.

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2. Social

Overall Social Weightage: 40% | Overall Social Score: 82.77

The Company demonstrates a comprehensive approach to employee well-being, customer responsibility and stakeholder engagement through employee benefits, health and safety measures, skill development initiatives, customer grievance and feedback mechanisms, certified management systems, and structured engagement with key stakeholders. The Company also undertakes community-focused initiatives through CSR programmes covering education, sanitation, environmental conservation and rural livelihood support, including sanitary-waste recycling and plantation activities. Overall, the initiatives indicate continued focus on employee welfare, service quality, responsible customer engagement, stakeholder communication and community development.

2.1 Workforce Diversity & Well-being

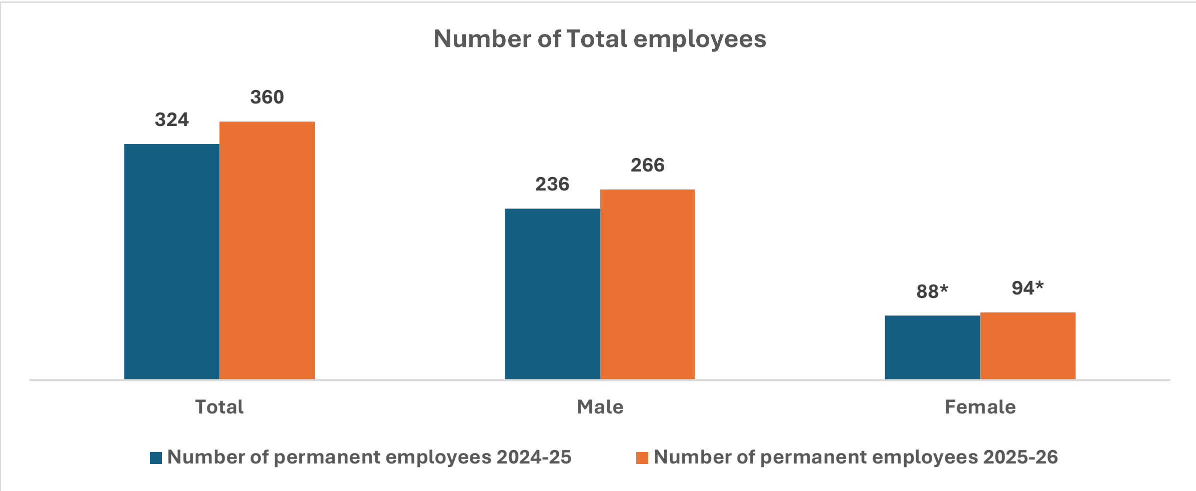

Fig. 2.1.1 Number of employee's trend

**Although the graph shows an increase in the absolute number of female employees from 88 in FY 2024–25 to 94 in FY 2025–26, their representation as a proportion of the total workforce declined from 27.16% to 26.11%. This indicates that while the number of female employees increased, overall workforce growth outpaced the increase in female representation during the reporting period.*

All permanent employees are covered by health and accident insurance, and statutory maternity and paternity benefits are extended to eligible employees. The company has a formal sexual harassment prevention policy in place, and no complaints were reported during the period. The company reported employee well-being expenditure equal to 2.33% of total revenue, indicating a meaningful allocation toward employee welfare. The Company is equally committed to the holistic wellbeing of its employees, and has partnered with MantraCare, a comprehensive employee wellbeing platform, to provide access to Employee Assistance Programs (EAP), mental health counselling, mindfulness and yoga, leadership coaching, nutrition guidance, physiotherapy, and financial wellbeing support. NPST also reported 100% return-to-work and 93.75% retention rates post-parental leave for both male and female employees, reflecting supportive work–life balance practices.

NPST has occupational health and safety measures in place, including CCTV surveillance, first-aid facilities, medical insurance, and fire and safety drills, with no reported lost-time injuries, fatalities, or work-related ill-health incidents during the reporting period. Employees can also report health, safety or workplace-related concerns through the KEKA portal or directly to the designated Compliance Officer, enabling timely assessment and resolution of identified hazards. Training coverage on skill upgradation and health and safety measures reached to 66% of employees for FY 2025-26 as compared to 57.26% in FY 2024-25, with higher participation among female employees, and no employee complaints related to human rights were reported.

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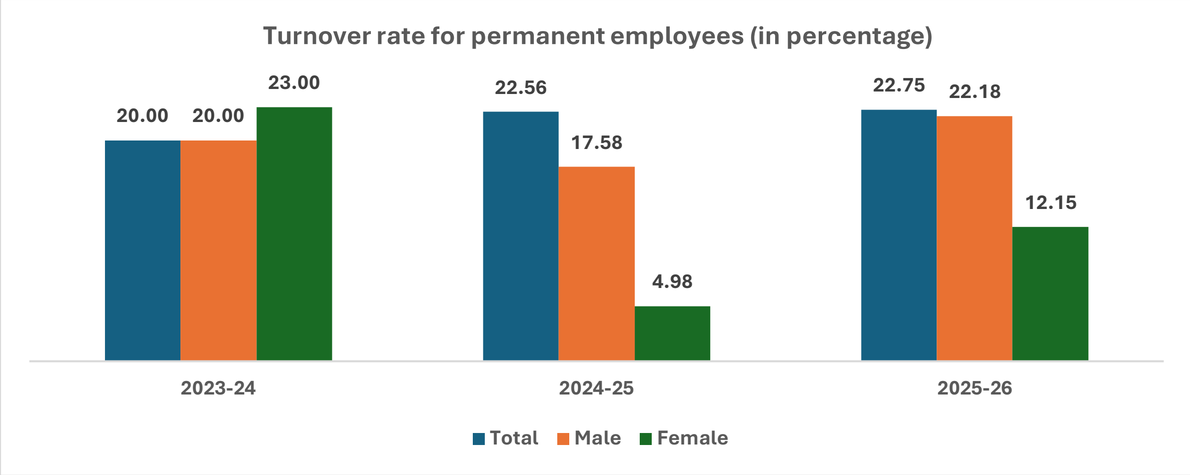

Fig. 2.1.2. Turnover rate for permanent employees (in percentage)

Employee turnover for FY 2025-26 stood at 22.75%, marginally increased from 22.56% in FY 2024-25.

2.2 Product and Customer Responsibility

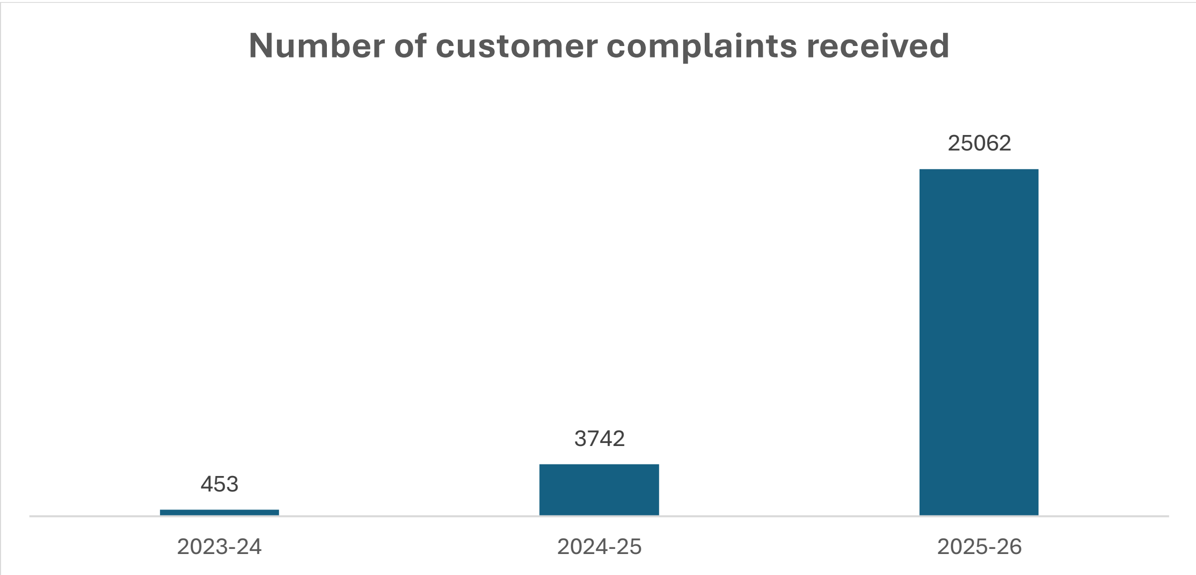

Fig. 2.2.1 Number of customer complaints received

The company has established mechanisms to receive and respond to consumer complaints and feedback and has disclosed channels and platforms through which customers can access information on its products and services. During the reporting period, the company reported no complaints across key categories, including advertising, delivery of essential services, restrictive trade practices, unfair trade practices, and other service-related issues, indicating an absence of reported customer grievances.

The Company has established mechanisms to receive and address consumer complaints and has disclosed various channels through which customers can raise their concerns regarding its products and services. During FY 2025–26, the Company reported 25,062 customer complaints, primarily relating to its Soundbox and TimePay offerings. However, 298 complaints remained unresolved at the end of the reporting period, indicating scope for further strengthening the grievance redressal mechanism to ensure timely resolution and closure of customer complaints.

NPST has established and maintained certified management systems that support service quality, information security and operational resilience. The Company holds ISO 9001 certification for its Quality Management

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System, supporting consistent service delivery and continuous quality improvement; ISO 27001:2022 certification for its Information Security Management System, reinforcing controls for information security and data protection; and ISO 22301:2019 certification for its Business Continuity Management System, strengthening preparedness, response and recovery capabilities in the event of operational disruptions. Further, no voluntary or forced product or service recalls were reported during the year, reflecting stability in service delivery and compliance with applicable quality and safety expectations.

The Company has established various channels and mechanisms to provide customers with information on its products and services through its official website, brochures, investor presentations, sales and marketing materials, and customer engagement teams. It also promotes the safe and responsible use of its products and services by providing user manuals and installation guides for hardware products such as Soundbox, along with guidance on the secure use of its digital payment solutions through its website and customer support channels. Mechanisms are also in place to inform customers of any planned disruption or discontinuation of essential services through registered email addresses. Further, the Company provides product information in accordance with applicable legal and regulatory requirements and facilitates customer feedback through its TimePay mobile application, enabling users to share feedback and rate their experience. These practices reflect the Company's focus on customer communication, product awareness, responsible usage and continuous customer engagement.

2.3 Stakeholder & Community Engagement

Fig. 2.3.1 CSR spending in 2025-26 (in Lakh)

NPST has established a structured stakeholder-engagement process through which key stakeholder groups are identified and prioritised based on their relevance, role and influence on the business. The Company engages with employees through periodic surveys, learning and development initiatives and need-based interactions; with customers through project meetings, relationship discussions and executive briefings; with shareholders and investors through quarterly disclosures, investor meetings, conferences and communication channels; and with suppliers, vendors, business partners and regulatory authorities through need-based and periodic engagement mechanisms. Inputs arising from these interactions are channelled to senior management and, where material, placed before the Board and relevant Board Committees to support decision-making, policy development and responsive grievance resolution.

Community engagement is pursued on an ongoing basis through CSR programmes focused on education, sustainable livelihoods, financial inclusion and environmental sustainability, with the Company having deployed a total of ₹69.75 lakh across five projects implemented in five Indian states.

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In collaboration with the Marpu Foundation, NPST has facilitated the distribution of high-quality solar study lamp kits to adolescent girls in communities where access to reliable grid electricity remains limited, thereby supporting safer, uninterrupted study hours and improved educational outcomes. Sri Aurobindo Divine Life Institution promotes holistic education and personal development through integral education, spiritual learning, yoga, sports, performing arts, organic farming, healthcare and research; as part of its CSR programme, NPST supports the Institution in strengthening holistic education and community well-being, helping create an environment that nurtures learning, physical development and personal growth.

Ladli Foundation addresses persistent barriers faced by women in underserved communities in accessing formal financial services, using digital tools and making informed financial decisions, with programmes on financial planning, digital transactions, banking access, credit awareness and long-term financial security; NPST acts as a strategic enabler by directing CSR investments to initiatives that expand access to learning and development, strengthen livelihoods and support sustainable, inclusive social impact.

Through its partnership with the Prabha Rastogi Cancer Research Charitable Foundation (PRCRPF), a registered not-for-profit trust focused on cancer prevention and women's health, NPST is supporting cervical cancer awareness, prevention and early detection among underprivileged girls and women across the NCR, particularly in Indirapuram, Vasundhara and Vaishali in Ghaziabad, Uttar Pradesh through a three-pronged approach centred on awareness, access and affordability, combining school and community outreach, basic screening support and subsidised HPV vaccination to address misinformation, reduce barriers to preventive care and promote early detection.

In addition, NPST has supported an afforestation initiative with the SankalpTaru Foundation, involving the plantation of 336 geo-tagged, fruit-bearing saplings under a rural livelihood support programme; while direct GHG reductions are not quantified, the project contributes over time to carbon sequestration, biodiversity conservation, ecological restoration and enhanced green cover in beneficiary communities, reinforcing the environmental dimension of the Company's CSR portfolio.

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3. Governance

Overall Governance Weightage: 40% | Overall Governance Score: 86.05

The company demonstrates a well-established governance framework, supported by active Board oversight, a majority representation of independent directors, woman representation, structured Board committees, and regular Board meetings. Its financial reporting and statutory audit framework are well established, with required financial ratios and significant changes disclosed and no qualifications or adverse remarks in the Statutory Auditor's Report. ESG-related risks are overseen by the Risk Management Committee, while the absence of a dedicated ESG/Sustainability Committee presents an opportunity to further strengthen ESG oversight. Following the resignation of an Executive Director on 24th August 2026, the Board currently comprises five directors, with the vacancy to be addressed within the prescribed three-month period. The combined Chairperson and Managing Director role and scope for further strengthening governance disclosures are also areas that can be considered as part of the Company's ongoing governance practices.

3.1 Board Composition, Committee Composition & Functioning

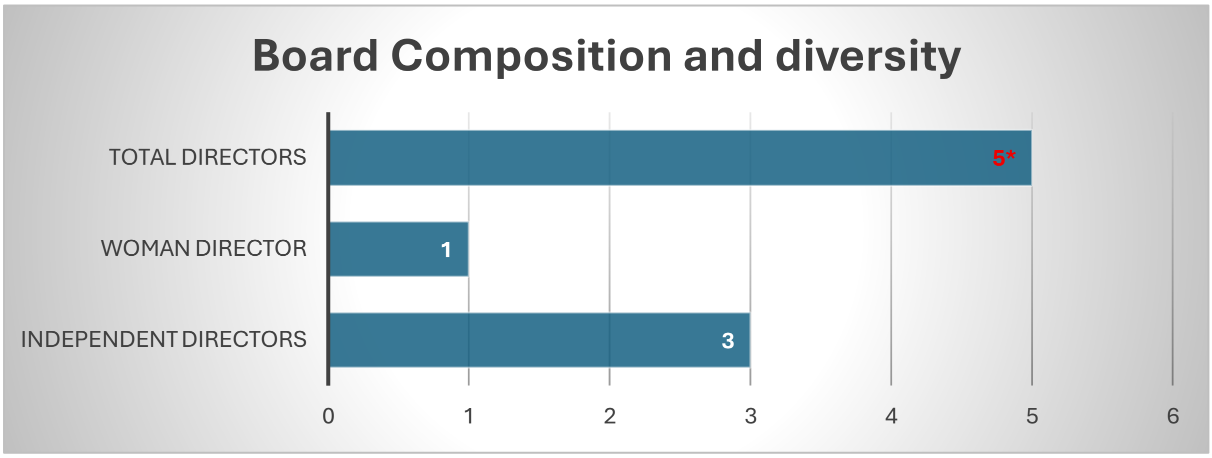

Fig. 3.1.1. Board composition and diversity

**Following the resignation of Ms. Savita Vashist, Executive Director, effective 24th August 2026, the Board strength of NPST Limited currently stands at five directors. As per Regulation 17(1E) of the SEBI LODR Regulations, any vacancy in the office of a director is required to be filled at the earliest and, in any case, within three months from the date of such vacancy. Accordingly, the Company has time until 24th November 2026 to fill the vacancy, subject to the applicability of the minimum six-director requirement under Regulation 17(1)(c). As the prescribed period has not yet elapsed, the vacancy is presently considered an ongoing compliance matter rather than a confirmed non-compliance.*

The company demonstrates a moderately strong board governance framework, supported by active Board engagement and a well-structured committee composition. Following the resignation of Ms. Savita Vashist, Executive Director, effective 24th August 2026, the Board currently comprises five directors, including three independent directors and two executive directors. The presence of one-woman independent director contributes to Board diversity. The Board met six times during the year, exceeding the minimum regulatory requirement and indicating active oversight of strategic and operational matters. Disclosure of a Board skills matrix further enhances transparency by enabling stakeholders to assess the alignment of directors' competencies with the Company's requirements. Further, both the Audit Committee and the Nomination and Remuneration Committee comprise three out of four independent directors, supporting independent oversight of audit, financial reporting and remuneration matters. The Risk Management Committee oversees ESG-related risks of the Company, providing a structured mechanism for monitoring ESG risks within the broader risk management framework.

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Further, the Company does not have a separately constituted ESG or Sustainability Committee. Although ESG-related risks are overseen by the Risk Management Committee, establishing a dedicated ESG/Sustainability Committee with clearly defined roles and responsibilities could provide more focused oversight of ESG strategy, performance and disclosures. Additionally, the Chairperson of the Board also holds the position of Managing Director, resulting in a combined Chairman and Managing Director role. While separation of these roles is not legally mandatory in the Company's circumstances, greater separation between Board leadership and executive management could strengthen independent oversight, reduce concentration of authority and further enhance the Company's governance framework.

3.2 Statutory Audit & Financial Reporting

The Company has established a robust statutory audit and financial reporting framework, supporting transparency, investor confidence and regulatory compliance. The Company has disclosed the statutorily required financial ratios in its Annual Report and has also provided explanations for significant changes in key financial ratios, in line with applicable disclosure requirements. Further, there were no qualifications, reservations, adverse remarks or disclaimers made by the Statutory Auditors in their Audit Report for the financial year ended 31 March 2026.

However, the Secretarial Audit Report contained one qualification relating to the Company's failure to obtain the requisite in-principle approval of the Stock Exchanges prior to the issuance of securities, as required under applicable provisions. Consequently, a fine of ₹ 59,000 (including GST) was levied by each of NSE Limited and BSE Limited. The Company subsequently regularised the non-compliance and paid the respective fines to NSE and BSE on 17 September 2025 and 23 September 2025, respectively. Management stated that the non-compliance occurred due to an inadvertent oversight, was proactively reported to the Stock Exchanges, and was subsequently regularised in accordance with the directions issued. The Company further stated that the matter had no material impact on its operations or financial position.

3.3 Management Practices, Disclosures & Transparency

The company demonstrates strong transparency and stakeholder engagement practices. Earnings calls and transcripts for each quarter are disclosed on the company’s website, facilitating timely and equitable information access for investors. No shareholder complaints were reported during the year, indicating effective grievance redressal mechanisms. Additionally, the company reported no whistle-blower complaints, suggesting the absence of reported ethical concerns during the period. The company has disclosed its anti-corruption policy on its website, and no complaints relating to corruption or bribery were reported. Further, the company has obtained Directors’ and Officers’ (D&O) insurance, providing protection to board members and senior management and supporting effective risk governance. The Company has implemented a RegTech-enabled compliance monitoring mechanism to track and manage regulatory obligations. This system supports continuous monitoring of compliance with applicable RBI and NPCI cybersecurity and digital payment regulations, enabling timely identification of gaps and ensuring appropriate remediation.

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Source of Information

While assigning the ratings, RESPL has taken into account the Company's annual reports, Business Responsibility & Sustainability Report (BRSR), and other relevant policies. Additional inputs and clarifications received from the company through management interactions were also considered in the evaluation.

Status of non-cooperation with previous ERP: Not Applicable

Rating history for the past three years

Sr. No	Name of Product	Previous Rating	Current Rating
		Date & Rating for FY 2025-26	Date & Rating for FY 2026-27*
		25.03.2026	24.09.2026
1.	ESG Rating	66	72.90

***Rating Based on FY 2025-26 data.**

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Disclaimer

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ESG Ratings are different from credit ratings.

Caveat

The findings in this report are based on Resurgent ESG's proprietary methodology, which has been carefully developed with a focus on accuracy and diligence. However, please note that our assessment relies on information provided by the company and publicly available information. Consequently, we cannot predict a company's exact future performance, as this may vary due to various internal or external factors. This report should be viewed as a supplementary tool for understanding ESG performance, rather than as an absolute indicator of a company's future value or stock price.

Our methodology is regularly refined to stay in line with the latest ESG standards, industry practices, and emerging sustainability trends. We encourage readers to use this report as a guiding framework for evaluating ESG performance, keeping in mind that it primarily focuses on ESG metrics and does not provide a holistic view of the company.

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About Resurgent ESG Services Pvt. Ltd.

Resurgent ESG Services Pvt. Ltd. specializes in ESG ratings and evaluations across a wide range of industries. As a subsidiary of Resurgent India Ltd., a respected name in financial services, Resurgent ESG combines financial rigor with a strong focus on sustainable practices to deliver accurate, credible ESG ratings. These ratings are designed to give companies, investors, and stakeholders a clear view of ESG performance based on robust, data-driven criteria.

Our ESG ratings assess how well companies perform across environmental, social, and governance dimensions, providing a standardized measure of sustainability. These ratings help investors make informed decisions by identifying companies with strong ESG practices and highlighting areas for improvement. By offering a reliable, consistent ESG rating system, we aim to drive accountability and support companies in their journey toward responsible and sustainable growth.

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Annexure A:

Overall ESG Grade:

The ESG (Environmental, Social, and Governance) scoring system rates companies on a scale from 0 to 100 and is also converted to “Alpha Numeric Grades”, showing their overall sustainability and associated risks.

Score Range	Risk Level	Performance Band	Grade
70+	Minimal Risk	Leader	A+
60-70	Low Risk	Good	A
40-59	Moderate Risk	Adequate	B+
30-39	Elevated Risk	Below Average	B
<30	High Risk	Improvement Needed	C

This system helps companies and investors understand the company's sustainability efforts and risks.

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