

Annexure 9 Business Responsibility and Sustainability Report

A: General Disclosures

A.1: Details of the listed entity

1.	Corporate identity number (CIN) of the listed entity	: L72200TN1999PLC054429
2.	Name of the listed entity	: SAKSOFT LIMITED
3.	Year of incorporation	: 24-11-1999
4.	Registered office address	: GLOBAL INFOCITY PARK, BLOCK A, 2ND FLOOR, #40 Dr MGR SALAI, KANDANCHAVADI, PERUNGUDI, CHENNAI - 600096
5.	Corporate address	: GLOBAL INFOCITY PARK, BLOCK A, 2ND FLOOR, #40 Dr MGR SALAI, KANDANCHAVADI, PERUNGUDI, CHENNAI - 600096
6.	E-mail	: complianceofficer@saksoft.com
7.	Telephone	: +91 44 24543500
8.	Website	: www.saksoft.com
9.	Financial year for which reporting is being done	: 2023 - 2024
10.	Name of the stock exchange(s) where shares are listed	: NSE, BSE (Permitted to trade)
11.	Paid-up Capital (in Rs.)	: 10,60,41,000 (As on March 31 2024)
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	: Ms. Meera Venkatramanan, Group Company Secretary, +91 44 24543500, complianceofficer@saksoft.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).	: Disclosures made in this report are on a Standalone Basis
14.	Name of assurance provider	: Not Applicable
15.	Type of assurance obtained	: Not Applicable

A.2: Products/services

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

S. No.	Description of main activity	Description of business activity	% of turnover of the entity
	Saksoft is a leading player in providing digital transformation solutions to help businesses stay relevant in a highly connected, rapidly evolving world. Saksoft is a niche technology specialist that provides a comprehensive suite of business transformation, information management, application development and testing services.	Computer Programming, Consultancy and Related Activities	100

17. Products/services sold by the entity (accounting for 90% of the entity's turnover):

S. No.	Product/Service	NIC code	% of total turnover contributed
	Saksoft is a niche technology specialist that provides a comprehensive suite of business transformation, information management, application development and testing services. Saksoft helps their clients level the playing field by helping them transform their business spaces. Saksoft is headquartered in Chennai (India), and has 14 offices across the USA, Europe and Asia employing over 1,500+ people	62099	100

A.3: Operations

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

Location	Number of plants	Number of offices	Total
National	0	4	4
International	0	0	0

19. Markets served by the entity:

a. Number of locations:

Location	Total
National	4
International	0

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

: 57.69

c. A brief on types of customers:

The Company caters to critical verticals, including FinTech, Healthcare, Retail e-commerce, Telecom, Transportation and Logistics, and the Public Sector, with its clientele extending across these sectors.

- 1) **FinTech:** Services include Mobile Cash Disbursement Solutions, API Integration, Mobile/Web Development, Big Data Analytics, Credit Scoring, Fraud Prevention & Risk Assessment, as well as strategies to anticipate and handle disruptions.
- 2) **Healthcare:** Offerings encompass Telehealth, EHR Integration, Imaging Analytics, Integrated Health Monitoring through wearables, and HL7/FHIR-enabled provider applications.
- 3) **Retail E-commerce:** Solutions provided are Social Listening (Micro Influencer), Customer 360 views, Customer Journey Tracking, and eCommerce Portal Development.
- 4) **Telecom:** The company delivers SharePoint Development, Advanced Analytics to mitigate customer churn, Oracle Support, and Testing Centers of Excellence.
- 5) **Transportation and Logistics:** This sector benefits from IoT Solutions, Freight Management Software, Warehouse Management, Supply Chain Management, EDI Integration, and Logistics Dashboards.
- 6) **Public Sector:** Initiatives include Smart Cities with Machine Learning and Facial Recognition from IoT data feeds, Predictive Analytics & Business Intelligence aimed at enhancing healthcare, reducing crime rates, and improving the quality of life for citizens, as well as People Identity Management systems.

A.4: Employees

20. Details as at the end of financial year:

Employees and workers (including differently abled): S.No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	% (B/A)	No. (C)	% (C/A)	No. (H)	% (H/A)
EMPLOYEES								
1.	Permanent (D)	1090	835	76.61	255	23.39	0	0
2.	Other than Permanent (E)	107	73	68.22	34	31.78	0	0
3.	Total employees (D + E)	1197	908	75.86	289	24.14	0	0
WORKERS								
4.	Permanent (F)							
5.	Other than Permanent (G)							
6.	Total workers (F + G)							

a. Differently abled employees and workers:

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

21. Participation/inclusion/representation of women:

Leadership team	Total (A)	Number and percentage of females	
		No. (B)	% (B / A)
Board of Directors	7	2	28.57
Key Management Personnel	3	1	33.33

Notes: KMP includes Chairman & Managing Director, COO, CFO and Company Secretary

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

Particulars	FY 2023 - 2024 (Turnover rate in current FY)				FY 2022-2023 (Turnover rate in previous FY)				FY 2021-2022 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
	Permanent Employees	15%	14%	0	14.43%	Not Tracked			24.19	Not Tracked		
Permanent Workers	NIL				NIL				NIL			

Notes: The total turnover rate has been calculated for FY 22-23 and FY 21-22. However, turnover rates for males and females were not tracked separately during these periods. Starting from FY 23-24, the company has begun tracking turnover rates by gender.

A.5: Holding, Subsidiary and Associate Companies (including joint ventures)

23. Details of holding/subsidiary/associate companies/joint ventures.:

S. No.	Entity name (A)	Entity type	% of shares held	Entity (A) participate in the BRSR initiatives of the parent entity?
1	Saksoft Inc.,	Subsidiary	100	The subsidiary/associate/joint venture have their own Business Responsibility Initiatives which are predominantly in line with the Business Responsibility initiatives of the Company.
2	Nanda Infotech Services Inc. (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
3	Faichi Solutions Inc., (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
4	Saksoft Solutions Limited	Subsidiary	100	
5	Acura Solutions Limited (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
6	Saksoft Ireland Limited (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
7	Saksoft Pte Limited	Subsidiary	100	
8	MC Consulting Pte Ltd (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
9	MC Consulting Malaysia (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
10	Three sixty Logica Testing Services Private Limited	Subsidiary	100	
11	Terafast Networks Private Limited (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
12	DreamOrbit Softech Private Limited	Subsidiary	100	
13	DreamOrbit Inc., (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
14	Solveda Software India Private Limited (Stepdown Subsidiary of Saksoft Limited)	Subsidiary	100	
15	Solveda LLC (Stepdown subsidiary of Saksoft Limited)	Subsidiary	100	

A.6: CSR Details

24. CSR details of the company:

- a. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- b. Turnover (in Lakh Rs.) : 22,506.08
- c. Net worth (in Lakh Rs.) : 20,188.00

Notes: Amount spent on CSR for FY 23-24 : INR 54 Lakhs.

A. 7: Transparency and Disclosures Compliances

25. 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?	If yes, then provide web-link for policy	FY 2023 - 2024 Current Financial Year			FY 2022-2023 Previous Financial Year			If NA, then provide the reason
			No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	
Communities	Yes								
Investors (other than shareholders)	Yes	https://www.saksoft.com/investor/corporate-governance/							
Shareholders	Yes								
Employees and workers	Yes								
Customers	Yes								
Value chain partners	No								

26. Overview of the entity's material responsible business conduct issues. (Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.):

S. No.	Material issue identified	Indicate whether risk(R) or opportunity (O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
1	Employee Health and Well Being	O	It is our Company's overarching responsibility to effectively manage the well-being of all employees and workers by providing a secure working environment, which is supplemented by formal occupational health and safety training programs. - We ensure required compliance with ISO 14001:2015, ISO 45001:2018 and National Safety Council (NSC) and address other health and safety related matters		Positive Implications
2	Use of Energy Efficient Equipment's	O	The company has undertaken initiatives to replace conventional lights with LED lights. Other initiatives including non-usage of plastics, usage of rented laptops reduces operational costs and environmental impact, positioning the company as a leader in sustainability.		Positive Implications
3	Transparency in Governance	O	We have in place a robust Governance system to address protected issues concerning bribery, corruption, and other unethical behaviors. Our Code of Conduct is very comprehensive in nature and covers various aspects of governance and ethical conduct. We also have a Whistle Blower Policy and Vigil Mechanism in place that governs all our stakeholders to report any kind of protected disclosures.		Positive Implications
4	Corporate Social Responsibility	O	Corporate social responsibility ensures a company operates in an ethical and sustainable way. There are multiple benefits to undertaking initiatives focused on community development such as increased stakeholder engagement, brand awareness and recognition etc.		Positive Implications

B: Management and Process Disclosures

B. 1: Policy and management processes

1-6. Policy and management processes:

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs.	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
b. Has the policy been approved by the Board?	Yes, the Business Responsibility Policy covering the above-mentioned principles has been approved by the Board.								
c. Web Link of the Policies, if available	https://www.saksoft.com/investor/corporate-governance/								
2. Whether the entity has translated the policy into procedures.	Yes, the Company has translated the policies as applicable and imbibed the same into procedures and practices in all spheres of activities that the Company undertakes.								
3. Do the enlisted policies extend to your value chain partners?	No. Currently the policies are not extended to value chain partners. The company would be taking initiatives to ensure that the policies are extended even to our value chain partners								
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.	a. ISO 27001:2018- Information Security Management System b. ISO 9001:2015-Quality Management System c. ISO 45001:2018-Occupational Health & Safety Management System								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company is dedicated to fostering a greener workspace by minimizing travel requirements, leveraging digital communication, and pursuing paperless operations whenever feasible. The Company has also set a target of being Carbon Neutral by 2030. Additionally, the Company is committed to - ensuring equal employment opportunities for all groups and - upholding a gender-inclusive workplace environment.								
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Not Applicable.								

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.):

Saksoft Limited is committed to conducting business with sensitivity to people, transparency in governance, and environmental responsibility. Consequently, Saksoft adopted BRSR reporting even voluntarily for March 31, 2022. As regulatory requirements evolve, Saksoft will ensure compliance and enhanced disclosure. Saksoft's greatest asset is its human resources. The company invests in training and skill development to optimize employee performance while maintaining a compliant and supportive work environment. Saksoft encourages staff referrals to foster a positive workplace and ensure future growth. Consultants and support staff are treated equally, and the company's insurance policy provides comprehensive coverage for employees and their families. Governance has always been a cornerstone of Saksoft's success, characterized by transparency, ethics, and integrity. The low attrition rate among top management underscores the quality of corporate governance.

Understanding the environmental impact of energy use, Saksoft, though not energy-intensive, strives to minimize its carbon footprint. The company employs energy-efficient resources, reduces electronic waste, and implements both manual and automated measures to conserve energy, lowering costs and promoting sustainability.

8. Details of the highest authority responsible for implementation and oversight of the business responsibility policy(ies):

The Board of Directors are responsible for implementation and oversight of the Business Responsibility and Sustainability Policy.

9. Details about the entity's committee of the board/director responsible for decision making on sustainability related issues?

a. Does the entity have a specified committee of the board/director responsible for decision making on sustainability related issues?
: Yes

b. If yes, provide details:

Yes, the Company Secretary and COO & CFO of the Company monitor various aspects of Environmental, Social and Governance aspects on a continuous basis. This activity is also assessed by Risk Management Committee to the extent of Environmental/Social/governance Risks.

B.2: Governance, Leadership and Oversight

10. Details of review of NGRBCs by the company:

a. Details about reviewing authority

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Each of the Policies and performance against the same are being reviewed by the Board as required under the relevant regulations.								
Description of any other committee									
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Each of the Policies and performance against the same are being reviewed by the Board as required under the relevant regulations.								
Description of any other committee									

b. Details about frequency:

Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Annually								
Description of any other frequency									
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Annually								
Description of any other frequency									

11. Information about the independent assessment /evaluation of the working of its policies carried out by the entity by an external agency.:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency?	The Company's policies and procedures are subject to internal scrutiny by the Management, Internal Auditors for the purposes of ensuring operating effectiveness of the policies and critical evaluation of the same. The Statutory Auditors would also refer to these policies, to the extent, relevant and applicable to assess the Entity Level Controls and Governance aspects								
If yes, provide name of the agency									

B.3: Details of Review

12. If answer to Q1 of section B.1 - Policy and management processes is "No" i.e. not all principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles									
The entity does not have the financial or/ human and technical resources available for the task									
It is planned to be done in the next financial year									
Any other reason (please specify)									

C: Principle Wise Performance Disclosures

C.1: Principle 1

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		The Board of Directors and Key Managerial Personnel (KMP) at Saksoft Limited possesses extensive experience in key areas such as Financial Management, Global Business, Board Service & Governance, and Mergers & Acquisitions. These skills are essential for the effective functioning of the company. During Board Meetings, there are regular discussions on Risk Mitigation Factors, Business Responsibility, and Conduct, ensuring that these principles are continuously addressed.	
Key Managerial Personnel		The Board of Directors and Key Managerial Personnel (KMP) at Saksoft Limited possesses extensive experience in key areas such as Financial Management, Global Business, Board Service & Governance, and Mergers & Acquisitions. These skills are essential for the effective functioning of the company. During Board Meetings, there are regular discussions on Risk Mitigation Factors, Business Responsibility, and Conduct, ensuring that these principles are continuously addressed.	
Employees other than BoD and KMPs	6	1. Training on Prevention of Sexual Harassment 2. Awareness Programme on Mental Health 3. Data Privacy and Cyber Security 4. Corporate Social Responsibility 5. Awareness on Environment Social Governance	100
Workers			

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

a. Monetary:

Penalties and Fees	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred?
Penalty/Fine					
Settlement					
Compounding fee					

b. Non-monetary::

Legal sanctions	NGRBC principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred?
Imprisonment				
Punishment				

Not Applicable

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. Details about anti-corruption or anti-bribery policy

- Does the entity have an anti-corruption or anti-bribery policy? :
Yes
- If yes, provide details in brief:
The Company's Whistle Blower policy (<https://www.saksoft.com/wp-content/uploads/2024/06/Whistle-Blower-Policy.pdf>) takes care of ensuring discipline in terms of reporting of corruption and related cases.
- If available, provide a web-link to the policy:
<https://www.saksoft.com/wp-content/uploads/2022/10/Whistle-Blower-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:

Organizational roles	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Directors		
KMPs	NIL	NIL
Employees		
Workers		

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

Organizational roles	FY 2023 - 2024 (Current Financial Year)		FY 2022-2023 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors				
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		NIL		NIL

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.:

There have been no cases of fines/penalties/actions by regulators/law enforcement agencies/judicial institutions during the Financial year.

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

Organizational roles	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Number of days of Accounts Payable	58	40

Notes: This is excluding MSMEs.

9. Open-ness of business: Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Not Applicable	Not Applicable
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses		
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made		
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	29.87%	24.22%
	b. Sales (Sales to related parties / Total Sales)	37.14%	46.19%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	1.05%	1.24%

C.2: Principle 2

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.:

Expenditure type	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	0	0	The Company as a part of Business as usual investsinR&DandCapexforTechimprovements and these are not tracked separately
Capex	0	0	The Company as a part of Business as usual investsinR&DandCapexforTechimprovements and these are not tracked separately

2. Details about sustainable sourcing:

a. Does the entity have procedures in place for sustainable sourcing? :

Yes

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

100

Notes: Yes, Saksoft has a procedure in place for sustainable sourcing. We look at the following sustainability factors, while procuring IT assets from their suppliers: (i) Vendor diversity (ii) MSMED status (iii) Yearly revenue (iv) Quality certification (v) POSH policies (vi) ISO certification (vii) Environmental management While empanelment of our suppliers, we ensure that all the above-mentioned factors are thoroughly checked. This is done through a supplier registration form which the vendor must complete.

3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for the following waste categories.:

Product type	Process description
a. Plastics (including packaging)	The company is in the core business of delivering software services. As a result, the reclamation of products is not applicable to the company's operations.
b. E-waste	
c. Hazardous waste	
d. Other waste	

4. Details about Extended Producer Responsibility (EPR):

Questions	Response
Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities.	No
If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards?	No
If not, provide steps taken to address the same.	The business of the Company is such that there is no Extended Producer Responsibility for the entity's activities.

C.3: Principle 3

Essential indicators

1. Details regarding well-being of employees and workers:

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	835	835	100	835	100	0	0	835	100	0	0
Female	255	255	100	255	100	255	100	0	0	0	0
Other	0	0	0	0	0	0	0	0	0	0	0
Total	1090	1090	100	1090	100	255	23.39	835	76.61	0	0
Other than permanent employees											
Male											
Female											
Other											
Total											

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											
Female											
Other											
Total											
Other than permanent workers											
Male											
Female											
Other											
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Question	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Cost incurred on wellbeing measures as a % of total revenue of the company	1.05%	1.24%

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

Benefits	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100	0	Yes	100	0	Yes
Gratuity	100	0	Yes	100	0	NA
ESI	0.35	0	Yes	0.58	0	Yes

3. Accessibility of workplaces:

Questions	Response
Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.	Yes

Notes: Our workplaces / offices are located in places which is fairly accessible to all people including differently abled employees and workers. Our facilities are leased out properties in reputed information technology parks which have extended similar facilities to other tenants as well.

4. Details about equal opportunity policy as per the Rights of Persons with Disabilities Act,2016

Questions	Response
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 Yes, there is an Equal Opportunity Policy that is part of the Employee Handbook and is available on the company's local intranet.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	100	100
Female	100	100	100	100
Other	0	0	0	0
Total	100	100	100	100

6. a. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? : Yes

b. If yes, give details of the mechanism in brief.:

Category	Yes/No	If Yes, then give details of the mechanism in brief
Permanent employees	Yes	Employees contact their respective HR departments either via email or in person to communicate grievances and seek resolution. Depending on the nature of the grievance, the HR point of contact will collaborate with the relevant party to address it promptly. Additionally, the Whistleblower Policy promotes employees to report concerns related to potential violations, such as unethical behavior, fraud, or breaches of the company's code of conduct, without encountering obstacles or fear of reprisal
Other than permanent employees		

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total permanent employees	No Trade Union and Worker Association					
Male						
Female						
Other						
Total permanent workers						
Male						
Female						
Other						

8. Details of training given to employees and workers:

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total employees/workers in respective category (A)	No. of employees/workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/workers in respective category (C)	No. of employees/workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Employees						
Male	The Company provides required training on Health and Safety and Skill upgradation. However, number of employees who have attended the training program has not been tracked during the year.					
Female						
Other						
Total						
Workers						
Male	Not Applicable					
Female						
Other						
Total						

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

Benefits	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total (A)	Number (B)	% (B/A)	Total (C)	Number (D)	% (D/C)
Employees						
Male	835	835	100	906	906	100
Female	255	255	100	274	274	100
Other	0	0	0	0	0	0
Total	1090	1090	100	1180	1180	100
Workers						
Male	Not Applicable					
Female						
Other						
Total						

10. Health and safety management system:

Questions	Response
a. Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system?	Yes As part of ensuring that the Company gives safe and hygienic work environment, it always ensures that OHS has been followed widely. The Company operates through leased premises and as part of safety measures the building provides evacuation training and drills. Saksoft recognizes and accords highest priority to safety and well-being of its employees and other relevant interested parties. Our Head Office and Noida Office are certified to ISO 45001:2018 standard, and covers 50% of our India locations. At the remaining locations, we have implemented processes based on legal requirements / internal benchmarks. We have established numerous interventions to address occupational health-related topics including emotional well-being, mental health, ergonomics, safety, lifestyle diseases and more. During the year, we ran programs for the wellbeing and the Mental Health of Employees. We also had doctors and physios helping employees and their dependents through virtual consultations leveraging our telemedicine portal.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Specific employees trained for first aid treatment and to attend to emergencies. Having first aid facilities at workplace Ensuring the furniture and equipment used are of best quality which do not endanger the employees.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.	Not Applicable
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services?	Yes

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

Safety incident/number	Category*	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Lost time injury frequency rate (LTIFR) (per one million-person hours worked)	Employees Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees Workers		
No. of fatalities	Employees Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees Workers		

Including the contract workforce.

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

Company gives utmost importance to its employee's health and ensuring a safe work environment Saksoft recognizes that occupational, health & safety (OHS) and overall physical and mental wellbeing of its employees is integral to its success and growth aspirations as spelled out in its OHS Policy. Saksoft is committed to provide safe workplaces focusing on preventing injuries, illnesses, and continuously strives to eliminate hazards and reduce OHS risks. Key occupational health related risks are associated with the key generic H&S risks identified typical to Saksoft's nature of operations include workplace ergonomics risks arising due to computer usage, indoor air quality, workplace illumination and noise and fire risk typical to an office building and general office risks including slips, trips, falls, electrical shock, etc. Hazard identification and risk assessment process is conducted to help identify each such risk and ensure that proper mitigation measures are put in place to create a healthy and safe work environment. Some of the mitigation measures to prevent or mitigate significant occupational health & safety impacts include: 1. Provision and maintenance of fire detection, alarm and suppression systems 2. Regular site review, inspections and audits to assess safety preparedness 3. Regular mock drills for fire as well as medical emergencies organized by the IT Park 4. Provision of ergonomically designed chairs and workstations to prevent musculoskeletal disorders (MSD's) and low radiation computer monitors for better visual health 5. Digital monitoring of indoor air quality and periodic cleaning of the HVAC ducts to avoid sick building syndrome 6. Regular training on occupational health & safety training to sensitize employees on OHS aspects to inculcate a culture of safety 7. Employee engagement campaigns on health & safety topics such as fire safety, road safety, emergency evacuation, ergonomics among others There are no major H&S risks associated with Saksoft services as the company provides customized software solutions and IT services.

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	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						
Health and safety	NIL			NIL		

14. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	NIL
Working conditions	

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 such incidents in the year under review

C.4: Principle 4

Essential indicators

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

The company has employed a systematic approach to identify its crucial stakeholder groups. This process involves examining several key parameters, comprising the potential impact of stakeholders, the heterogeneity of stakeholder groups, their power and sway, and the legitimacy of their connection to the company. The company has proficiently charted its stakeholders in accordance with their relevance to the execution of its business operations as well as in compliance with all relevant regulations. This mapping process ensures all essential stakeholders are identified, their interests are recognized, and their potential effects on the business are fully understood. This thorough identification procedure contributes to fostering mutually beneficial relationships, driving corporate performance and ensuring regulatory compliance.

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	Channels of communication	Details of other channels of communication	Frequency of engagement	Details of other frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Other	Conference Calls/ Meetings	Quarterly	Quarterly / Half Yearly	Post Earnings Calls
employees	No	E-mail	In person, Town hall meetings	Others - please specify	Ongoing	Ongoing and as when required
Regulators	No	Other	Statutory reporting to the regulators, participation in seminar/webinar	Others - please specify	Ongoing	Timely disclosure of information

C.5: Principle 5

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 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Total (A)	No. of employees /workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
Employees						
Permanent	1090	1090	100	1180	1180	100
Other than Permanent	107	107	100	95	95	100
Total Employees	1197	1197	100	1275	1275	100
Workers						
Permanent	Not Applicable					
Other than Permanent						
Total Workers						

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

Category	FY 2023 - 2024 (Current Financial Year)				FY 2022-2023 (Previous Financial Year)						
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage		
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)	
Employees											
Permanent	1090		1090	100	1180		1180	100			
Male	835	Nil	835	100	906		906	100			
Female	255		255	100	274		274	100			
Other	0		0	0	0		0	0			
Other than permanent	107		107	100	95	Nil	95	100			
Male	73		73	100	67		67	100			
Female	34		34	100	28		28	100			
Other	0		0	0	0		0	0			
Workers											
Permanent			Not Applicable								
Male			Not Applicable								
Female		Not Applicable									
Other		Not Applicable									
Other than permanent		Not Applicable									
Male		Not Applicable									
Female		Not Applicable									
Other		Not Applicable									

3. Details of remuneration/salary/wages: Median remuneration/wages:

Category	Male		Female		Other	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	5	*80	2	*8		
Key Managerial Personnel	1	*123.73	1	*23.3	0	0
Employees other than BoD and KMP	833	# 13	254	# 10	0	0
Workers	Not Applicable					

a. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Question	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Gross wages paid to females as % of total wages	20	20

Notes: *Actual remuneration details provided are in Rs Lakhs. #Average remuneration details provided are in Rs Lakhs.

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

Notes: All issues relating to the above are addressed/ handled by Human Resources department

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

The Company also has a Prevention of Sexual Harassment (POSH) Committee with an external consultant advising on POSH cases.

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

Category	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	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						
Discrimination at workplace						
Child labour						
Forced labour/involuntary labour						
Wages						
Other human rights related issues						

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Category	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)		
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld		

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

The Company always endeavours to create and provide an environment that is free from discrimination and harassment including sexual harassment. The Company has implemented multiple policies that cover various aspects of human rights to ensure non-discrimination and fair treatment of all employees, ethical conduct and prevention of sexual harassment at premises within its direct control as well as redressal mechanism. The policies also covers its subsidiaries. The Company has a committee handling Prevention of Sexual Harassment cases. There are no cases of child labor or forced labor other related issues at the workplace.

9. Do human rights requirements form part of your business agreements and contracts?

: Yes

10. Assessments for the year:

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

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

Not Applicable

C.6: Principle 6

Essential indicators

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

Parameter	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
From renewable sources			
Total electricity consumption (A)	GJ	0	0
Total fuel consumption (B)	GJ	0	0
Energy consumption through other sources (C)	GJ	0	0
Total energy consumed from renewable sources (A+B+C)	GJ	0	0
From non-renewable sources			
Total electricity consumption (D)	GJ	2620.99	2960
Total fuel consumption (E)	GJ	446.31	106
Energy consumption through other sources (F)	GJ	0	0
Total energy consumed from non-renewable sources (D+E+F)	GJ	3067.30	3066
Total energy consumed (A+B+C+D+E+F)	GJ	3067.30	3066
Energy intensity per rupee of turnover (Total energy consumed/revenue from operations)	GJ/crore ₹ turnover	13.6	14.6
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/revenue from operations adjusted for PPP)	GJ/million USD	30.55	
Energy intensity in terms of physical output	GJ/unit production		
Energy intensity (optional) – the relevant metric may be selected by the entity			
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		Not Applicable	Not Applicable

2. Details about Performance, Achieve and Trade (PAT) Scheme of the Government of India:

Questions	Response
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?	No
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	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water withdrawal by source			
(i) Surface water	kilolitres		
(ii) Groundwater	kilolitres		
(iii) Third party water	kilolitres	859.91	1156.45
(iv) Seawater/desalinated water	kilolitres		
(v) Others	kilolitres		
Total volume of water withdrawal (i + ii + iii + iv + v)	kilolitres	859.91	1156.45
Total volume of water consumption	kilolitres	859.91	1156.45
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	kilolitres/crore ₹ turnover	3.82	5.53
Water intensity per rupee of turnover adjusted for purchasing power parity (Total water consumption / Revenue from operations adjusted for PPP)	kilolitres/million USD	8.56	
Water intensity in terms of physical output	kilolitres/unit production		
Water intensity (optional) – the relevant metric may be selected by the entity			
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		Not Applicable	Not Applicable

4. Provide the following details related to water discharged:

Parameter	FY 2023 - 24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	Not applicable	Not applicable
- No treatment		
- With treatment - please specify level of treatment		
(ii) To Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) To Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Sent to third-parties		
- No treatment		
- With treatment - please specify level of treatment		

Parameter	FY 2023 - 24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kilolitres)		
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		
If yes, name of the external agency.		

Notes: Not Applicable. The entity operates out of leased offices across all locations. Water discharge is taken care of by the property directly.

5. Details about zero liquid discharge (ZLD):

Questions	Response
Has the entity implemented a mechanism for zero liquid discharge (ZLD)?	No
If yes, provide details of its coverage and implementation.	Not Applicable

Notes: Not Applicable. The entity operates out of leased offices across all locations. Water discharge is taken care of by the property directly.

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

Parameter	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
NOx	Not Applicable	Not Applicable	Not Applicable
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?			
If yes, name of the external agency.			

Notes: Since the company is in the business of IT services, input to this section is not applicable.

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

Parameter	Unit	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total scope 1 emissions(Break-up of the GHG into ~CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	22.84	31.4
Total scope 2 emissions(Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	617	716.9
Total scope 1 and scope 2 emission intensity per rupee of turnover (Total scope 1 and scope 2 GHG emissions / Revenue from operations)	tCO2e/crore ₹ turnover	2.84	3.43
Total scope 1 and scope 2 emission intensity per rupee of turnover adjusted for purchasing power parity (PPP)(Total scope 1 and scope 2 GHG emissions/Revenue from operations adjusted for PPP)	tCO2e/million USD	6.37	
Total scope 1 and scope 2 emission intensity in terms of physical output	tCO2e/unit production	0	0
Total scope 1 and scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			
Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?		No	No
If yes, name of the external agency.		Not Applicable	Not Applicable

8. Does the entity have any project related to reducing GHG emission? If yes, then provide details.:

The Company is committed to environmental protection and energy conservation, continually developing new technologies to enhance energy efficiency. The Chennai delivery center is situated in an LED pre-certified gold-rated green building, underscoring our dedication to sustainable practices. Additionally, the Company has made a conscious shift to LED lights across all its locations. This transition not only reduces electricity consumption but also decreases heat generation, resulting in faster cooling with lower energy use. Furthermore, we have minimized the use of plastic and adopted leased laptops, which helps reduce electronic waste and promotes the reuse of technology. These efforts reflect our ongoing commitment to minimizing our environmental impact and promoting sustainable operations.

9. Details related to waste management:

a. Different types of waste generated by the entity, in the following format:

Parameter	FY 2023 - 24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total waste generated (in metric tonnes)	Not Applicable	Not Applicable
Plastic waste (A)		
E-waste (B)		
Bio-medical waste (C)		
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). Please specify, if any		
Total (A+B+C+D+E+F+G+H)		
Waste intensity per crore rupee of turnover (tonne/crore ₹ turnover)		
Waste intensity per crore rupee of turnover adjusted for Purchasing Power Parity (PPP) (tonne/crore ₹ turnover)		
Waste intensity in terms of physical output (tonne/unit production)		
Waste intensity (optional) – the relevant metric may be selected by the entity		

b. Different types of waste recovered or disposed by the entity, in the current financial year:

Category of waste (in metric tonnes)	Recycled	Re-used	Other recovery operations	Incineration	Landfilling	Other disposal operations
Plastic waste	Not Applicable					
E-waste						
Bio-medical waste						
Construction and demolition waste						
Battery waste						
Radioactive waste						
Other hazardous waste, if any						
Other non-hazardous waste generated, if any						
Total						

c. Different types of waste recovered or disposed by the entity, in the previous financial year:

Category of waste (in metric tonnes)	Recycled	Re-used	Other recovery operations	Incineration	Landfilling	Other disposal operations
Plastic waste	Not Applicable					
E-waste						
Bio-medical waste						
Construction and demolition waste						
Battery waste						
Radioactive waste						
Other hazardous waste, if any						
Other non-hazardous waste generated, if any						
Total						

Notes: The company specializes in delivering software services and operates from leased office spaces, ensuring that no hazardous waste is generated. We utilize leased electronic gadgets, which are returned to the supplier at the end of their lifecycle. Additionally, other types of waste, such as paper and bio-waste, are managed by the property and subsequently handled by designated vendors

10. 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.:

As a non-manufacturing firm, our entity has minimal involvement with managing hazardous waste or utilizing toxic chemicals in our operations. Nevertheless, we hold a steadfast commitment to contributing towards a greener, low carbon economy. This commitment is reflected through our choice of operations location – a Leed Platinum certified establishment, awarded with such esteem by the U.S. Green Building Council for its exceptional Operations and Maintenance practices. Our chosen operational base adopts state-of-the-art practices that emphasize energy efficiency, water conservation, and waste recycling programs.

This approach aligns perfectly with our broader corporate intentions, allowing us to effectively utilize the building's existing environmentally-friendly infrastructure as a conduit towards transitioning to a low carbon economy. Consequently, while our business's specific waste management practices may be indirectly executed, our strategic choice of location represents a substantial commitment to environmental sustainability.

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

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

Not Applicable

12. 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	Results communicated in public domain	Relevant web link
There were no Environmental Impact Assessment of Projects undertaken by the entity as required by any regulatory agency or law.					

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

S. No.	Specify the law/ regulation/guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
The Company does not own any Premises. It is operating out of a Grade A Leased Premises which are compliant with applicable laws				

C.7: Principle 7

Essential indicators 1.

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

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

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

C.8: Principle 8

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	Results communicated in public domain	Relevant web link
Not Applicable					

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

S. No.	Name of project for which R&R is ongoing	State	District	No. of project affected families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not Applicable						

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

The Company has a whistleblower email ID whistleblower@saksoft.com. Any stakeholder or public who have any grievance can write an email to the whistleblower email ID and the same would be addressed by the Company immediately.

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

Category	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	Rs 54.41 Crs	Rs 49.61 Crs
Directly from within India	100%	100%

5. Job creation in smaller towns – disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/ on contract basis) in the following locations, as % of total wage cost.:

Location	FY 2023 - 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Rural	Not Applicable	Not Applicable
Semi-urban		
Urban		
Metropolitan		

C.9: Principle 9

Essential indicators

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

In adherence to our company's ethos and given the nature of our industry, consumer satisfaction and feedback are considered highly valuable. Thus, several mechanisms have been instituted to facilitate the receipt and prompt resolution of consumer complaints and feedback. The purpose of these mechanisms is to maintain accountability for service quality and product excellence. One of our core mechanisms is the Business Team, which is tasked with the responsibility of ensuring that the services provided align with our consumers' expectations. This team acts as the first line of resolution for any consumer complaints or feedback. Additionally, we have an internal escalation procedure in place to address any execution issues effectively. Under this system, any delay or issue is promptly relayed to senior management to ensure a swift and adequate response. This process's primary purpose is to ensure that problems are addressed at the earliest and disruptive impacts on the consumer experience are minimized. In essence, these mechanisms ensure that our consumers' voices are heard and valued, and their concerns are addressed like a top priority. They also enable us to continually improve our service offerings based on the feedback and inputs received from our consumers.

Notes: To be reviewed

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not Applicable
Safe and responsible usage	
Recycling and/or safe disposal	

Notes: The company specializes in delivering software services. Hence, input to this question is not applicable.

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

Benefits	FY 2023 - 2024 (Current Financial Year)			FY 2022-2023 (Previous Financial Year)		
	Received during the year	resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	NIL			NIL		
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive trade practices						
Unfair trade practices						
Other						

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

Category	Number	Reasons for recall
Voluntary recalls	NIL	
Forced recalls		

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy?:

Questions	Response
Does the entity have a framework/ policy on cyber security and risks related to data privacy?	Yes
If available, provide a web-link of the policy.	https://www.saksoft.com/investor/corporate-governance/

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.:

The Company keeps strengthening and upgrading its infrastructure and implementing various monitoring tools in line with the cyber security and data privacy requirements of individuals and customers.

7. Provide the following information relating to data breaches.:

a. Number of instances of data breaches.

: NIL

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

: NIL