

# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity: L72200MP2011PLC025622
2. Name of the Listed Entity: InfoBeans Technologies Ltd
3. Year of incorporation: 2011
4. Registered office address: Crystal IT Park, STP-I 2<sup>nd</sup> Floor, Ring Road, Indore MP 452001 IN
5. Corporate address: Crystal IT Park, STP-I 2<sup>nd</sup> Floor, Ring Road, Indore MP 452001 IN
6. E-mail: [compliance@infobeans.com](mailto:compliance@infobeans.com)
7. Telephone: 0731-7162102
8. Website: <https://www.infobeans.com/>
9. Financial year for which reporting is being done: 2022-2023
10. Name of the Stock Exchange(s) where shares are listed:
  - National Stock Exchange of India Ltd (NSE)
  - BSE Limited (BSE)
11. Paid-up Capital: ₹ 24,25,079,00/-
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:

Surbhi Jain  
Company Secretary & Compliance Officer  
Tel: 0731-7162102  
Email- [compliance@infobeans.com](mailto:compliance@infobeans.com)
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together): The disclosure under this report are made on Standalone Basis, unless otherwise specified.

### II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Software and IT Consulting	Software application development and maintenance, IT Consulting	>95% of the turnover

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

S. No.	Product Services	NIC Code	% of Turnover of the entity
1.	Software application development and maintenance, IT Consulting	620	>95% of the turnover

**III. Operations**

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

Location	Number of plants	Number of offices	Total
National	NA	5	12
International	NA	7	-

17. Markets served by the entity:

a. Number of locations

Locations	Number
National ( No. of States)	4 (MP, Maharashtra, TN, Gujrat)
International (No. of Countries)	4

b. What is the contribution of exports as a percentage of the total turnover of the entity?  
84%

c. Types of customers and beneficiaries:

Business to Business

**IV. Employees**

18. Details at the end of fiscal:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total(A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
	<b>Employees</b>					
1	Permanent(D)	1077	744	69.08%	333	30.91%
2	Other than permanent(E)	44	28	63.64%	16	36.36%
3	Total employees(D+E)	1121	772	68.86%	349	31.13%
	Differently abled employees			Nil		

19. Participation/Inclusion/Representation of women

	No. of % of Females		
	Total (A)	No.(B)	%(B/A)
Board of Directors*	6	2	33%
Key Management Personnel**	3	1	33%

\*&\*\*As on March 31, 2023

20. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023			FY 2022			FY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent employees	11.5%	5.5%	17.01%	19.5%	10.2%	29.7%	12.6%	3.8%	16.4%

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

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

Refer to the Annexure A to the Board's Report for information on holding/ subsidiary/ joint ventures

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## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes)(Refer to the Annexure F to the Board's Report

(ii) Turnover (in ₹)- 248.35 Cr.

(iii) Net worth (in ₹)- 239.44 Cr.

## VII. Transparency and Disclosures Compliances

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

InfoBeans' stakeholders include our investors, clients, employees, vendors / partners, government, and the community. A strong whistleblower policy and non-retaliation clause is available to all our stakeholders. Our whistleblower policy is available at <https://www.infobeans.com/wp-content/uploads/2015/12/Whistle-Blower-Policy.pdf>. For details on investor complaints received and resolved, refer to the 'Investor complaints' available in the Corporate governance report of this Integrated Annual Report. For details on employee grievances and resolution, refer to question 6 of principle 5.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	FY 2023			FY 2022		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities							
Investors							
Shareholders							
Employees & Workers	Yes*	Nil	Nil	NA	Nil	Nil	NA
Customers							
Value Chain Partners							

**\*Please find here the policy which details the grievance redressal mechanism available for all our stakeholders**

<https://www.infobeans.com/wp-content/uploads/2015/12/Whistle-Blower-Policy.pdf>

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

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

<b>S.No.</b>	<b>Material issue identified</b>	<b>Indicate whether risk or opportunity (R/O)</b>	<b>Rationale for identifying the risk / opportunity</b>	<b>In case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate positive or negative implications)</b>
1	<b>Data Privacy and Security</b>	Risk & Opportunity	Rising cyberthreats and more stringent data protection laws	Regular security audits, encryption measures, staff training, and robust data protection protocols	Positive: Utilising cutting-edge cybersecurity solutions, reduce cybersecurity dangers to InfoBeans and consumers.
2	<b>Talent Management</b>	Opportunity	Securing workforce diversity and skill development, enticing and keeping great talent	Offering competitive pay and benefits, giving possibilities for job advancement, using diversity recruitment techniques, and spending money on training and development programmes	Given the shortage of digital expertise, there is a huge opportunity to build a talent pool and speed up our clients' digital transformation processes.
3	<b>Climate change event</b>	Risk & Opportunity	Increasing awareness of climate change and regulations on carbon emissions, additionally, it provides opportunities brought about by advancements in renewable energy and energy efficiency.	Implementing energy-efficient technologies, renewable energy sources, carbon offset initiatives, and adopting sustainable practices	The Company firmly believes that prioritizing environmental sustainability is crucial for long-term business success. Moreover, it not only enhances operational efficiency but also ensures long-term financial viability.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

No.	Questions	P	P	P	P	P	P	P	P
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2023/06/Supplier-Code-of-Conduct.pdf">https://www.infobeans.com/wp-content/uploads/2023/06/Supplier-Code-of-Conduct.pdf</a> and <a href="https://www.infobeans.com/wp-content/uploads/2015/12/Whistle-Blower-Policy.pdf">https://www.infobeans.com/wp-content/uploads/2015/12/Whistle-Blower-Policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2023/06/Human-Rights-policy.pdf">https://www.infobeans.com/wp-content/uploads/2023/06/ Human-Rights-policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2015/12/Corporate-Social-Responsibility-Policy.pdf">https://www.infobeans.com/wp-content/uploads/2015/12/ Corporate-Social-Responsibility-Policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2023/06/Prevention-of-Sexual-Harassment-Policy-1.pdf">Prevention-of-Sexual-Harassment-Policy-1.pdf</a> & <a href="https://www.infobeans.com/wp-content/uploads/2023/06/Human-Rights-policy.pdf">https://www.infobeans.com/wp-content/uploads/2023/06/Human-Rights-policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2023/06/ESG-Policy.pdf">https://www.infobeans.com/wp-content/uploads/2023/06/ESG-Policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2015/12/Corporate-Social-Responsibility-Policy.pdf">https://www.infobeans.com/wp-content/uploads/2015/12/ Corporate-Social-Responsibility-Policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2023/06/ESG-Policy.pdf">https://www.infobeans.com/wp-content/uploads/2023/06/ESG-Policy.pdf</a>	Refer to our <a href="https://www.infobeans.com/wp-content/uploads/2015/12/Corporate-Social-Responsibility-Policy.pdf">https://www.infobeans.com/wp-content/uploads/2015/12/ Corporate-Social-Responsibility-Policy.pdf</a>
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No
4	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity, and mapped to each principle.						ISO 27001		

5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Aiming to achieve carbon neutrality in the Company's operation by 2030 Establish volunteering and community involvement programs to cover team members Education of under privileged students through InfoBeans Foundation and supporting other educational institutes.
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	InfoBeans has set the goals for specific component of sustainability, and we make sure they're carried out, tracked, and met within the allotted time frames.
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	We at InfoBeans, have always been committed to create a positive impact on society and tackle environmental challenges. Continuing with this philosophy we took several steps to further integrate excellent Environmental, Social and Governance (ESG) practices in our business operations. We have established a goal to attain net-zero carbon emissions by 2030 through energy-efficient technology, renewable energy sources, and carbon offset programmes because we recognise the serious concerns that climate change poses. We place a high value on diversity and inclusion, and by 2023, we hope to see more members of underrepresented groups in positions of leadership. We also place a lot of emphasis on waste reduction, community involvement, and ethical supply chain practices.
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	The ESG committee of the Board oversees the Business Responsibility and progress on our ESG ambitions.
9	Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the ESG committee of the Board is responsible for decision making on sustainability issues.
10	Details of review of NGRBC by the company	<p>Subject for Review</p> <p>Indicate whether a review was undertaken by the Director / Committee of the Board / Any other Committee</p> <p>Frequency (Annually/ Half yearly/ Quarterly)</p>
Performance against the above policies and follow-up action		<p>P1 P2 P3 P4 P5 P6 P7 P8 P9</p> <p>Yes</p> <p>Annually</p>
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances		We abide by all relevant laws in the countries where we conduct business.

11	<p>Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes / No) If yes, provide name of the agency.</p>	<p>ISO 27001 i.e. infosec policy gets reviewed annually by external entity. The processes and compliances in place undergo regular scrutiny by internal auditors and are subject to regulatory requirements, as applicable. We follow best practices and examine our policies on a regular basis, making sure department heads and business leaders review and update them. To keep alignment with risk management goals, management or the board approval is required.</p>
12	<p>12. If answer to question (1) above is no i.e. not all principles are covered by a policy, reasons to be stated</p>	<p>Not Applicable</p>

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

### Essential Indicators

- 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			100%
Key Managerial Personnel	2	POSH & INFOSEC	100%
Employees other than BoD and KMPs			100%

- 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 Obligations) Regulations, 2015 and as disclosed on the entity’s website): **Not Applicable**
- 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.: **NA**
- Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy: **Yes** <https://www.infobeans.com/wp-content/uploads/2023/06/Anti-Bribery-and-Anti-Corruption-Policy-.pdf>
- Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: **There has been no disciplinary action taken by any law enforcement agency for charges of bribery/corruption against any Directors, KMPs or employees in FY 21-22 or FY 22-23**
- Details of complaints with regard to conflict of interest: **There have been no complaints received in relation to issues of Conflict of Interest of the Directors or KMPs in FY 21-22 or FY 22-23**
- Provide details of any corrective action taken or underway on issues related to fines / penalties action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.: **Not Applicable**

### Leadership Indicators

- Awareness programmes conducted for value chain partners on any of the principles during the financial year.

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	<ol style="list-style-type: none"> <li>POSH (Prevention of Sexual Harassment) training</li> <li>INFOSEC</li> </ol>	20%



- Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.

Yes, the Code of Conduct for Directors and Senior Management covers the definition of 'conflict of interest'. Clause B explains the requirement of not involving in any subject matter which could cause a conflict of interest. The policies and procedures under this code requires that the Directors of InfoBeans shall avoid any activity or association that creates or appears to create a conflict between the personal interests of the Directors and the business interests of the company.

This policy is available on the InfoBeans website:

<https://www.infobeans.com/wp-content/uploads/2023/06/CODE-OF-CONDUCT.pdf>

**PRINCIPLE 2:** Businesses should provide goods and services in a manner that is sustainable and safe.

### Essential Indicators

- 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.

Majority of our office operations are conducted from Crystal IT Park Indore. This facility uses an energy efficient air conditioning plant and has a sewage treatment plant for recycling water. The computers and electric equipment used to deliver software services are also rated for high energy efficiency. We are investing in reducing and recycling waste produced in our facilities. It is under 2% of our capital expenditure for the year.

- Does the entity have procedures in place for sustainable sourcing?

We are an IT Services company, we do not source materials. However, all our procurement follows the principles of sustainable sourcing.

- Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for: (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) other waste

Not applicable. We don't manufacture any products. We are a software services company. We are working with vendors to dispose of e-waste from our facility.

- Whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Not applicable. We are an IT services company, we do not manufacture any tangible product.

### Leadership Indicators

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

Not Applicable

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

### Essential Indicators

1. 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)
<b>Permanent employees</b>											
<b>Male</b>	744	744	100%	744	100%	0	0	744	100%	-	-
<b>Female</b>	333	333	100%	333	100%	333	100%	0	0	-	-
<b>Total</b>										-	-
<b>Other than Permanent employees</b>											
We cover only permanent employees for Health & Accident Insurance											

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

Benefits	FY 2023 Current Financial Year		FY 2022 Previous Financial Year	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Y	100%	Y
<b>Gratuity</b>	100%	Y	100%	Y
<b>ESI</b>	-	Y	-	Y

3. Accessibility of workplaces:

Are the premises / offices of the entity accessible to differently abled employees 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. The office of the entity is so enabled that associates with disabilities have a barrier-free access.

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

Yes, we have a Human Rights Policy which covers the clause for Equal Opportunity.

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

Permanent employees		
Gender	Return to work	Retention Rate
Male	58	100%
Female	20	95%

6. Is there a mechanism available to receive and redress grievances for the Permanent and Non-permanent employees' categories of employees? If yes, give details of the mechanism in brief.

Permanent Employee	Yes
Other than Permanent Employee	Yes

We have a Human Resources Business Partner (HRBP) model that assigns an HRBP to each department that has been put into place. These HRBPs act as designated points of contact for people to voice their complaints and issues. Within their respective departments, they are always available to listen, support, and offer advice on a variety of HR-related topics.

The HR help desk helps address team members queries and grievances within 2 working days.

- a. We also have Internal Committee(IC), where anyone who is a victim of or witness to sexual harassment or discrimination can raise a complaint with their name or anonymously. The IC members consist of more than 50% of the female members and one external member trained in handling any case without any bias.
  - b. The Audit Committee has been mandated to establish a vigil mechanism for reporting genuine concerns or grievances
  - c. The Stakeholders Relationship Committee has been formed for the redressal of all security holders' and investors' grievances, such as complaints related to transfer of shares, including non-receipt of share certificates and review of cases for refusal of transfer/transmission of shares and debentures, non-receipt of the balance sheet, non-receipt of declared dividends, non-receipt of annual reports, etc., and assisting with quarterly reporting of such complaints.
7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:  
There is no Union/Association in InfoBeans that members are affiliated to
8. Details of training given to employees and workers:

Category	FY Current Financial Year				
	Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No.(C)	% (C/A)
Male	772	-	-	720	93.2%
Female	349	-	-	331	94.8%
<b>Total</b>	<b>1121</b>	<b>-</b>	<b>-</b>	<b>1051</b>	<b>94%</b>

9. Details of performance and career development reviews of employees and workers: 100% of eligible employees have received performance and career development reviews.
10. Health and Safety management system:
- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such a system?  
Yes
  - b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?  
Risk assessment is done on an annual basis by the organization which identifies the probability of occurrence & impact of the risk on individuals. Appropriate mitigation & contingency plans are drafted to deal with the same. In case any issues/ hazards are identified in between, similar exercise is being done to deal with the same in the most effective manner.
  - c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks.  
Yes, Incident management process is in place. In case of any incident (be it work related hazard) it will be reported and appropriate incident handling plan will be brought into effect. For eg. During the COVID 19 outbreak, covid advisory & guidelines were issued to the entire team ahead of time to ensure their safetyd.
  - d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)  
Yes, as a people first company, we take care of the well being of all our team members. We have tie ups with diagnostic centers who provide preventive health checks at optimal cost,we have recliner rooms in premises where team members can go and take rest in case they are unwell

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

Safety Incident/Number	Category	FY 2023	FY 2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
No. of fatalities	Employees	Nil	Nil
High consequence work-related injury \ or ill-health (excluding fatalities)	Employees	Nil	Nil

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

We have implemented comprehensive measures to ensure a safe and healthy workplace, taking into consideration physical safety as well as the overall well-being of our employees.

- 1) We prioritize the health of our employees by providing comprehensive health insurance coverage. This ensures that they have access to necessary medical services and treatments, promoting their overall well-being and financial security.
- 2) We have established the Sehat Group, which actively encourages and motivates employees to participate in various health initiatives. These initiatives may include health and wellness programs, fitness challenges, marathons, workshops, and awareness campaigns.
- 3) We also recognize the importance of mental well-being and have taken steps to address this aspect. The Manan Group, within our organization, promotes mental well-being by sharing knowledge and resources. This includes organizing educational sessions, providing access to relevant books, and creating a supportive environment that encourages open conversations about mental health.
- 4) In order to promote a culture of fitness and support individual aspirations, we encourage and support our team members' participation in marathons. Several team members complete marathons each year.
- 5) We have established proper fire exits and evacuation routes throughout our premises. Our fire safety systems, including fire alarms, extinguishers, and sprinkler systems, are regularly inspected and maintained to ensure their effectiveness in case of emergencies. Regular fire drills are conducted to familiarize employees with evacuation procedures and enhance their preparedness.

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

	FY (Current Financial Year)			FY (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	NIL	NIL	-	NIL	NIL	-
Health & Safety	NIL	NIL	-	NIL	NIL	-

## 14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	No assessment has done so far, however company covers issues like COVID-19 and safety precautions related to the same
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 and safety practices and working conditions.

Not Applicable

## Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of? (A) Employees (Y/N) (B) Workers (Y/N):
  - (A) Yes, company offers compensation to the insured person's family in case of death of any team member..
  - (B) Not applicable as we are a IT Company.
2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners:
 

The Company ensures that statutory dues as applicable to the transactions within the scope of the Company are deducted and deposited in accordance with extant regulations, which is also reviewed as a part of the Internal Audit.
3. Provide the number of employees having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:
 

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

Yes
5. Details on assessment of value chain partners:
 

No, we have not conducted any formal assessments of our Value Chain Partners. However, we recognize the utmost importance of ensuring a safe and healthy working environment for our stakeholders and as part of our future ESG reporting efforts, we plan to implement a structured assessment framework to provide more detailed insights
6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners:
 

No corrective actions have been undertaken during the last fiscal year and no such needs or concerns have been identified that require immediate attention. However, we continuously evaluate and monitor our value chain partners' practices and conditions to ensure compliance with our health and safety standards

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

## Essential Indicators

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

The stakeholders that we identified are employees, shareholders and investors, customers, channel partners, and key partners, regulators, lenders, vendors, credit rating agencies, communities, and non-governmental organizations.

The identification of key stakeholders is carried out in collaboration with the Company's management to establish priorities, which includes:

  - 1) Stakeholder mapping, identifying individuals and organizations affected by its activities
  - 2) Prioritization process assesses stakeholders based on influence, dependence, and impact on operations
  - 3) External research and materiality assessment
  - 4) Engaging in dialogue and consultation through various means helps understand stakeholders' expectations and concerns
  - 5) Ongoing monitoring ensures the identification process remains up to date as stakeholder priorities may change.

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

<b>Key Stakeholders</b>	<b>Whether identified as Vulnerable &amp; Marginalised Group</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others</b>	<b>Frequency of engagement (Annually/ Half Yearly/ Quarterly/ Others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Clients	No	Project-related calls and meetings; project management reviews; relationship meetings and reviews; executive meetings and briefings; customer visits, sponsored events; mailers; newsletters; brochures	As needed	Client expansion, Bettering Services, Feedback
		Company website; social media (LinkedIn, Facebook, Instagram)	Continuous	
		Customers Surveys	Annual	
Employees	No	Emails, Internal Newsletter – TIDES, Employee Help desk, Celebrations of Events, All Hands(Community Meeting),Skill Orientation Programme, Fitness and Gaming Club	Continuous	Career Opportunity, Skill Development, Employee Wellness
Shareholders/ Investors	No	Earnings Calls, Email for updates, Press Release	Quarterly and as needed	Disclosure, Corporate Governance, Sustainable Performance
		AGM, Annual Report	Annual	
		Investor Section on website	Continuous	
Suppliers and Alliance Partners	No	Meetings/ Calls, Partner events, Business reviews	As needed	Strengthen relationship and actively engage in progressive development
Community	No	Personal visit to the NGO's Inviting the students for office visit, Social Media, Press release, Founders Interaction with students	As needed	Uplifting society by giving access to better education and health, Benefiting humans
Vendors	No	E-mail , Meetings, Calls, Contracts	As needed	Fair business practices, Governance, Sustainability of demand, Creditworthiness
Govt. and Regulatory Bodies	No	Interactions with statutory bodies like SEBI, ROC, RBI, MPAKVN etc, Policy Advocacy Interaction and participation in events with Industry Associations like NASSCOM	As needed	Better Governance, Compliance

## Leadership Indicators

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Periodic discussion between the Board, management, and relevant departments helps us identify significant stakeholder concerns and ensure our priorities align with their expectations. The Stakeholder Relationship Committee, overseen by the Board, guides us in addressing grievances and complaints from stakeholders, as well as aligning stakeholder priorities with InfoBeans business strategy. Additionally, the CSR committee reviews the company's social obligations towards the community and identify the areas where we should make efforts to improve the same. The valuable inputs we receive through these processes influence the development of appropriate policies and practices that govern responsible business conduct.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into the policies and activities of the entity.

We recognize the importance of stakeholder consultation and are in process of establishing a formal mechanism for stakeholder consultation and plan to take necessary actions to incorporate stakeholder's inputs.

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

Not Applicable

**PRINCIPLE 5** Businesses should respect and promote human rights.

## Essential Indicators

1. Employees who have been provided training on human rights issues and policy(ies):

Category	FY Current Financial Year			FY Previous Financial Year		
	Total (A)	No. employees workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	-	-	-	-	-	-
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	-	-	-	-	-	-

No such training were conducted during the last fiscal year.

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

Category	FY Current Financial Year March-2023					FY Previous Financial Year March-2022				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. ©	% (C/A)		No. (B)	% (B/A)	No.	% (C/A)
<b>Employees</b>										
<b>Permanent</b>	<b>1096</b>	<b>12</b>	<b>-</b>	<b>1084</b>	<b>-</b>	<b>1171</b>	<b>13</b>	<b>-</b>	<b>1158</b>	<b>-</b>
Male	759	12	-	747	-	791	13	-	778	-
Female	337	0	-	337	-	380	-	-	380	-
<b>Other than permanent</b>	<b>17</b>	<b>0</b>	<b>-</b>	<b>17</b>	<b>-</b>	<b>74</b>	<b>0</b>	<b>-</b>	<b>74</b>	<b>-</b>
Male	10	0	-	10	-	41	0	-	41	-
Female	7	0	-	7	-	32	0	-	32	-
<b>Workers</b>										
<b>Permanent</b>	Not applicable									
Male										
Female										
<b>Other than permanent</b>	Not applicable									
Male										
Female										

## 3. Details of remuneration/salary

	Male		Female	
	Number	Median remuneration / salary/wages of respective category	Number	Median remuneration / salary/wages of respective category
Board of Directors	2 (WTD)	98,40,000	-	NA
Key Managerial Personnel	1	52,80,000	1	800,000
Employees other than BoD and KMP	757	18,45,000	336	1,000,000
Workers	NA	NA	NA	NA

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

Yes

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

We have a Human Resources Business Partner (HRBP) model that assigns an HRBP to each department that has been put into place. These HRBPs act as designated points of contact for people to voice their complaints and issues.

The HR help desk helps address team members queries and grievances within 2 working days.

We also have Internal Committee (IC), where anyone who is a victim of or witness to sexual harassment or discrimination can raise a complaint with their name or anonymously. The IC members consist of more than 50% of the female members and one external member trained in handling any case without any bias. We also have helpdesk for all of our team members, where the query can be raised for any concerns or grievances.



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

	FY Current Financial Year			FY 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	NIL	NIL	-	NIL	NIL	-
Discrimination at workplace	NIL	NIL	-	NIL	NIL	-
Child Labour	NIL	NIL	-	NIL	NIL	-
Forced Labour/ Involuntary Labour	NIL	NIL	-	NIL	NIL	-
Wages	NIL	NIL	-	NIL	NIL	-
Other human rights related issues	NIL	NIL	-	NIL	NIL	-

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

The Company is an equal employment opportunity provider. As part of its Equal Opportunity Policy, it provides equal opportunities at all levels of employment without discrimination on the grounds of race, ethnicity, nationality, gender, language, age, sexual orientation, religion, marital status, socio-economic status, or special ability. Approximately 32% of our team is women, while our leadership team, including the composition of the Board, consists of one-third women.

- An awareness program is conducted for all new hires on discrimination and harassment.
- The policy is drafted and shared across the organization for quick reference.
- Employees can raise concerns or complaints with the Company's Help Desk.

The Company has a policy against sexual harassment and a formal process for dealing with complaints of harassment or discrimination. The Company has strict guidelines for preventing sexual harassment. POSH training is conducted regularly; this is mandatory for all new joiners. The Company encourages participation of women & building representation through focused initiatives and interventions. To prevent any adverse impact, the Company has undertaken initiatives to make the workplace safe for women, which include building employee awareness and stringent guidelines on Prevention of Sexual Harassment

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

Yes

9. Assessments for the year:

	% Of offices that were assessed (by the entity or statutory authorities or third parties)
Child labour	The Company follows the laws, as applicable. Although no assessment was done by the Company, no complaints were received.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Sexual harassment Discrimination at workplace	
Wages	
Others- please specify	

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

With a detailed assessment of topics mentioned above related to Human Rights, the Company has followed the applicable laws. Hence, it does not foresee any significant risks/concerns

### Leadership Indicators

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

The Company has not received any grievances or complaints regarding Human Rights Violation in FY 22-23.

The following tools and processes were implemented to strengthen the Human Rights policy in the Company:

- Internal Help Desk, to address all the queries and grievances
- Response to the grievance raised will be within 2 working days

2. Details of the scope and coverage of any human rights due diligence conducted.

The Company has a Code of Conduct in place to ensure that all Human Rights protocols are respected and followed

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

Yes

4. Details on assessment of value chain partners:

The Company expects its value chain partners/vendors to adhere to the same values, principles, and business ethics upheld by the Company in all their dealings. No specific assessment in respect of value chain partners/Vendors have been carried out, other than certain covenants where some of these parameters are being monitored closely.

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

No corrective action plan has been necessitated on the above-mentioned parameters in FY 2022-23

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

### Essential Indicators

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

Parameter	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
Total electricity consumption (A)	1586556 MJ	993924 MJ
Total fuel consumption (B)	20951 MJ	20951 MJ
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>1607507 MJ</b>	<b>1014875 MJ</b>
Energy intensity per upee of turnover (Total energy consumption/turnover in rupees)	4172 MJ/Crore rupees	2634 MJ/Crore rupees
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

Yes, independent assessment/ evaluation/assurance has been carried out by Sprih.

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Not Applicable

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

<b>Parameter</b>	<b>FY 22-23 (Current Financial Year)</b>	<b>FY 21-22 (Previous Financial Year)</b>
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal <b>(in kilolitres) (i + ii + iii + iv + v)</b>	-	-
Total volume of water consumption <b>(in kilolitres)</b>	-	-
Water intensity per rupee of <b>turnover (Water consumed / turnover)</b>	-	-
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	-	-

Our organization operates in leased spaces alongside other organizations, making it challenging to calculate the total volume of water withdrawal or consumption. Since we do not have separate water meters or individual utility bills, it is difficult to obtain precise measurements for our organization's water usage. The facility that we operate from, has a sewage treatment plant to recycle and reuse waste water. While we may not have an exact figure for our total volume of water withdrawal/consumption, we are committed to promoting water conservation practices within our organization and strive to reduce our environmental impact wherever possible. Although we may not have an exact figure for our overall water usage, we have calculated our drinking water consumption for FY 22-23 as 285.6 kilolitres and for FY 21-22 as 199.92 kilolitres. These figures represent the usage specifically for drinking water within our organization.

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

The Company does not discharge untreated effluent, for sewage water we have a water treatment plant with few of our units, which are located in SEZ Unit. For other leased spaces, the wastewater is discharged into municipal sewers, which undergo further treatment.

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

<b>Parameter</b>	<b>Please specify unit</b>	<b>Fy (Current Financial Year)</b>	<b>FY (Previous Financial Year)</b>
Nox			
Sox			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others- please specify			

Given the nature of our operations, our air emissions are negligible to none. Our business activities primarily involve the use of information technology equipment and software, which do not typically produce air emissions.

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

Parameter	Unit	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	1.38	1.38
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	403.25	252.62
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	tCO <sub>2</sub> e/ Crore rupees	1.05	0.6592
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

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

Yes, independent assessment/ evaluation/assurance has been carried out by Sprih.

7. Does the entity have any project related to reducing GreenHouse Gas emissions? If yes, then provide details.

We actively contribute to environmental sustainability through annual tree planting initiatives, promoting a paperless work culture and adopting zero waste principle. These efforts have restored green spaces, mitigated climate change impacts, and minimized our GHG footprint, demonstrating our commitment to environmental stewardship and sustainable practices.

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

Parameter	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)		
E-waste (B)	-	0.821
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. (Break-up by composition i.e. by materials relevant to the sector)	10.17 (Paper waste)	6.012 (Paper waste)
<b>Total (A+B + C + D + E + F + G + H)</b>	10.17	6.833
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	10.17	6.833
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>10.17</b>	<b>6.833</b>

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)**

Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>	-	-

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

Given the nature of the business, there is no usage of hazardous and toxic chemicals by the organisation.

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

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

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

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

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

Yes, InfoBeans is compliant with all the applicable environmental laws and regulations based on its nature of business.

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
NA	NA	NA	NA	NA

### Leadership Indicator

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

Parameter	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	1586556 MJ	993924 MJ
Total fuel consumption (E)	20951 MJ	20951 MJ
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>1607507 MJ</b>	<b>1014875 MJ</b>

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

Yes, independent assessment/ evaluation/assurance has been carried out by Sprih.

2. Provide the following details related to water discharged:

Parameter	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment		
_ With treatment-please specify level of treatment		
(ii) To Groundwater		
- No treatment		
_ With treatment-please specify level of treatment		
(iii) To Seawater		
- No treatment		
_ With treatment-please specify level of treatment		
(iii) To Seawater		
- No treatment		
_ With treatment-please specify level of treatment		
(iv) Sent to third- parties		
- No treatment		
_ With treatment-please specify level of treatment		
(v) Others		
- No treatment		
_ With treatment-please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

Waste water generated is treated in sewage treatment plants and reused for purposes like flushing, gardening and cleaning outdoors. There is no discharge in any of these categories.

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

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): NA
4. Please provide details of total Scope 3 emissions & its intensity, in the following format:

The Company is presently not tracking Scope 3 emissions.

Currently, we are capturing the emission data from three categories of scope 3, travel, waste and water.

Parameter	Unit	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	147.2	60.42
Total Scope 3 emissions per rupee of turnover	tCO <sub>2</sub> e/Crore rupees	0.382	0.157
<b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity	-	-	-

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

Yes, independent assessment/ evaluation/assurance has been carried out by Sprih.

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities. N/A
6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format.

We are dedicated to environmental sustainability, actively participating in annual tree planting initiatives and promoting a paperless work culture. These initiatives have successfully restored green spaces, mitigated the impacts of climate change, and significantly reduced our GHG footprint. Our unwavering commitment to environmental stewardship and sustainable practices is evident in our adherence to the "Zero Waste Principle". We remain deeply concerned about environmental issues and strive to make a positive impact

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

InfoBeans follows a well-defined Business Continuity Plan (BCP) that guides the Company's response to natural or human-made calamities and disasters, which could disrupt or severely contain the Company's operations. The BCP program addresses all aspects of business continuity – Governance, Situation Monitoring, Risk Assessment, Mitigation Planning & Tracking, Stakeholder Communication, Liaison with external entities, and Scenario Planning. The Company has a specific task force to drive the transition to work-from-home and ensure business continuity. Over the years and currently during the pandemic, the Company has successfully implemented its business continuity plans including achieving efficient work-from home practices to ensure connectivity across the enterprise.

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

N/A

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

N/A

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

#### Essential Indicators

1. Number of affiliations with trade and industry chambers/associations: 2
2. List the top 10 trade and industry chambers/associations (determined based on the total members of such a body) the entity is a member of/affiliated to: NASSCOM & CII
3. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities:  
Not Applicable

#### Leadership Indicators

1. Details of public policy positions advocated by the Company: NA

**PRINCIPLE 8:** Businesses should promote inclusive growth and equitable development:

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.  
The Company has not undertaken any SIAs in the current financial year
2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity: NA
3. Describe the mechanisms to receive and redress grievances of the community: NA
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 22-23
Directly Sourced from MSME's / Small Producer	61%
Sourced directly from within the district and neighbouring districts	50%

#### Leadership Indicators

1. **Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**  
Not Applicable
2. **Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**  
Not Applicable
3. **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized / vulnerable groups? (Yes / No)**  
Being an IT company, our major procurement is for IT related goods and services, which we predominantly sourced from large multinational OEMs directly or through distributors. However, at InfoBeans, we strive to support local procurement in other areas wherever possible.
4. **Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current fiscal), based on traditional knowledge:**  
Not Applicable
5. **Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.**  
Not Applicable



6. Details of beneficiaries of CSR Projects:

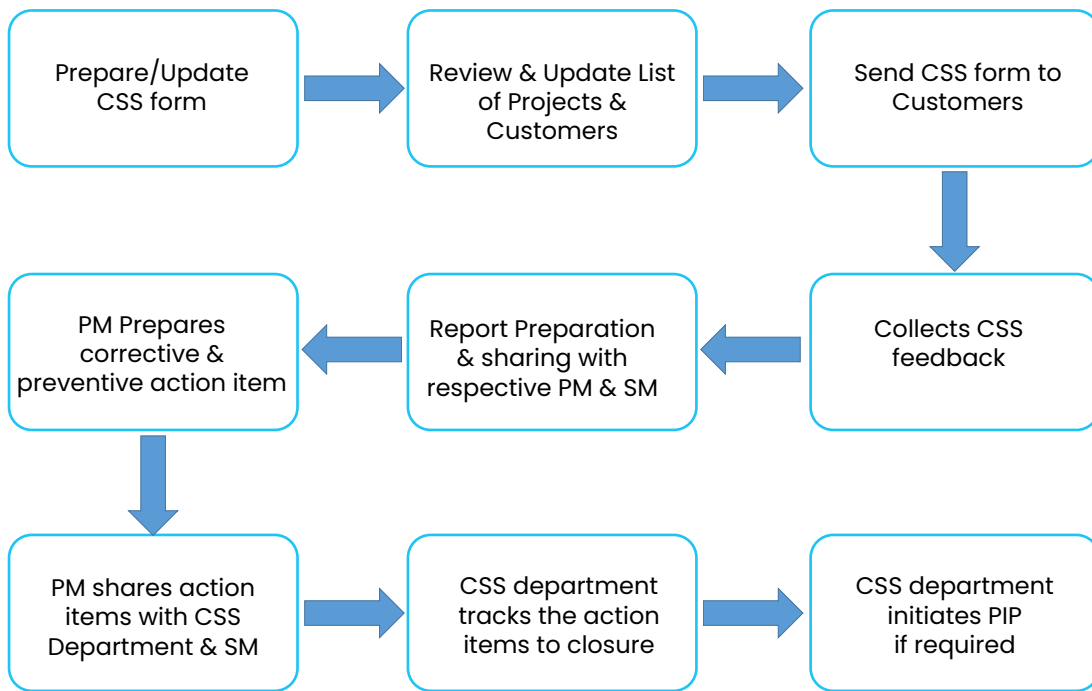
S. No.	CSR Project*	No. of Persons Benefited from CSR Project			
		Male	Female	Total	%
1	InfoBeans Social and Educational Welfare Society	38	41	79	100%
2	SD Foundation	11	43	54	100%
3	Sant Singaji Educational Society			25	100%
4	Anubhuti Social Empowerment & Educational Foundation	-	40	40	100%
5	Indian Red Cross Society	-	-	-	-

\* Details of Our CSR projects are given on Consolidated basis.

**PRINCIPLE 9:** Businesses should engage with and provide value to their consumers in a responsible manner.

1. Describe the mechanism in place to receive and respond to consumer complaints and feedbacks:

We have a Customer Satisfaction survey mechanism in place to take formal feedback from customers (CSAT) on the services provided on a periodic basis. PFB the flowchart for the same



Apart from this, the project management process handles all the informal feedback/ complaints received through a proper mechanism. Communication plan is set at the start of the project where issues escalation mechanism, communication channels (for raising risks, issues & giving & giving status updates) are decided. All the issues are recorded in issue tracker & risks noted in risk tracker. Discussions around the same are done in status meetings, root causes analysis done & appropriate corrective preventive actions are identified & shared with customers. We ensure to take customer feedback at the end of exercise so that risk/ issue is marked as closed.

InfoBeans is committed to create WOW and it's not only our tagline but our religion wherein we try to give an exceptional experience to our customers/clients and in every other aspect of our operations. We have established a comprehensive platform for receiving and responding to consumer complaints and feedback. This platform is designed to prioritize customer satisfaction, promptly address any issues that may arise, and utilize valuable input to enhance our products and services. Our mechanisms encompass dedicated customer support channels, efficient ticketing systems, an active presence on social media platforms, the utilization of feedback forms and surveys, proactive outreach initiatives, internal escalation processes, regular reporting and analysis, timely response and resolution practices, and continuous improvement efforts.

2. **Turnover of products / services as a percentage of turnover from all products / services that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal.**

Not Applicable

3. **Number of consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices**

During the last fiscal year we did not have any consumer complaints in respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, unfair trade practices.

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

Not Applicable

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

Yes, please refer to the link mentioned below: <https://www.infobeans.com/privacy-policy/>

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

During the last fiscal year 2022-23 no such action has been taken, and no such issue has arisen.

### Leadership Indicators

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

All the information related to the services of the entity can be accessed on our website:

<https://www.infobeans.com/>

2. Steps taken to inform and educate consumers, especially vulnerable and marginalised consumers, about safe and responsible usage of products and services

Not Applicable, InfoBeans delivers IT services and is not a product company

3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Respective Client Representative/Project Leads made such communication

We have a Business continuity policy in place to ensure uninterrupted services are provided to the clients. In the event of service disruption or disaster, business continuity plan is activated & necessary steps are followed as per the category of Disaster. (Cat A: Natural Calamities, Cat B: Local Disruption, Cat C: Other disruptions like power failure etc).

Business continuity drills are conducted periodically, scenarios tested & results are recorded for improvement. Call tree testing is done on a sample basis. Stakeholders of the project (including Team, Client, Senior Management) are informed as per the details provided in the communication plan of the project. Multiple modes of communication are agreed at the start of the project so that in case of disaster even if 1 of the channels is down, the team can coordinate using the alternate way. Critical function & resource identification is done at the start of project itself & review done from time to time to ensure Recovery Time Objective & Recovery Point Objective are always met. Notification to all the stakeholders is done as per the incident notification guidelines. Priority of the incident decides the status update frequency.

4. Does the Company display product information on the product over and above what is mandated as per local laws? Not applicable

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

Yes, We have a Customer Satisfaction survey mechanism in place to take formal feedback from customers (CSAT) on the services provided on a periodic basis.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along with impact:

NIL

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

NIL