

Intellect/SEC/2024-25

June 04, 2024

- 1. National Stock Exchange of India Limited**
Exchange Plaza, 5th Floor, Plot No. C/1, G Block,
Bandra Kurla Complex,
Bandra (E), Mumbai – 400 051.
- 2. BSE Limited**
1st Floor, New Trade Ring, Rotunda Building, PJ Towers,
Dalal Street, Fort, Mumbai – 400 001.

Scrip Symbol :
INTELLECT

Scrip Code :
538835

Dear Sir/Madam,

Sub- Business Responsibility and Sustainability Report

Pursuant to Regulations 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations 2015 (“Listing Regulations”), we are submitting herewith the Business Responsibility and Sustainability Report for FY 2023-24, which forms an integral part of the Annual Report FY 2023-24, submitted to the Exchanges *vide* letter dated June 04, 2024.

We request you to take this on record and to treat the same as compliance with the applicable provisions of the Listing Regulations.

Thanking You,

For Intellect Design Arena Limited,

**VUDALI
VENKATA
NARESH**

Digitally signed by VUDALI
VENKATA NARESH
Date: 2024.06.04 11:50:22
+05'30'

V V Naresh

Company Secretary and Compliance Officer

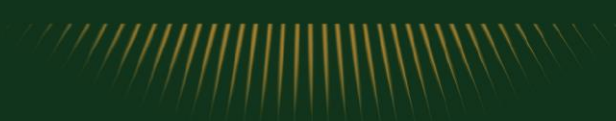
Enclosed: as above

Intellect Design Arena Limited

Registered Office: 244 Anna Salai, Chennai - 600 006, India | Ph: +91-44-6615 5100 | Fax: +91-44-6615 5123
Corporate Headquarters: SIPCOT IT Park Siruseri, Chennai - 600 130, India | Ph: +91-44-6700 8000 | Fax: +91-44-6700 8874
E-mail: contact@intellectdesign.com | www.intellectdesign.com



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT



This report is given pursuant to Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L72900TN2011PLC080183
2.	Name of the Listed Entity	INTELLECT DESIGN ARENA LIMITED
3.	Year of incorporation	2011
4.	Registered office address	244, Anna Salai, Chennai – 600 006
5.	Corporate address	Plot No. 3/G3, SIPCOT IT Park, Siruseri, Chennai – 600 130, India.
6.	E-mail	company.secretary@intellectdesign.com
7.	Telephone	+91-44-6615 5100
8.	Website	www.intellectdesign.com
9.	Financial year for which reporting is being done	April 01, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited BSE Limited
11.	Paid-up Capital	Rs. 68,41,20,365
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. V. V. Naresh - Company Secretary and Compliance Officer Telephone - +91-44-6615 5100 Email ID - company.secretary@intellectdesign.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).	On Standalone basis
14.	Name of assurance provider	*
15.	Type of assurance obtained	*

Table No. 4.1

*Independent assurance carried out by Chakra4 Sustainability Consulting Services, For details, refer Sustainability Report 2023-24

II. 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
1	Information and Communication	Computer programming, consultancy and related activities	100%

Table No. 4.2

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
1	Software application development and maintenance, IT consulting	620	100%

Table No. 4.3

III. 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	NA	8	8
International	NA	*	*

Table No. 4.4

*Refer "Global Offices" section in the Annual Report 23-24 for International Locations

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	All States and Union Territories
International (No. of Countries)	57+ Countries

Table No. 4.5

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

- 63%

c. A brief on types of customers

- Our customers are global leading banks (including central banks), Insurance providers and other financial institutions

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	5615	4095	73%	1520	27%
2.	Other than Permanent* (E)	284	196	69%	88	31%
3.	Total employees (D + E)	5899	4291	73%	1608	27%

Table No.4.6

*Other than permanent employees, including vendors and contractors. The entire workforce of Intellect is categorised as 'Employees' and none as 'Workers'. Therefore, the information required in all sections in the 'Workers' Category is not applicable to Intellect.

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	51	36	71%	15	29%
2.	Other than Permanent (E)	1	-	-	1	100%
3.	Total differently abled employees (D + E)	52	36	69%	16	31%

Table No. 4.7

- Numbers mentioned above are based on voluntary disclosures by employees

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14.29%
Key Management Personnel	4 (includes two of the Board members)	1	25%

Table No. 4.8

22. Turnover rate for permanent employees and workers

Particulars	FY 2023-2024 (Turnover rate in current FY) (In %)			FY 2022-2023 (Turnover rate in previous FY) (In %)			FY 2021-2022 (Turnover rate in the year prior to the previous FY) (In %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14.13	15.50%	14.51%	17.05%	19.37%	17.71%	28.54%	29.78%	28.89%

Table No. 4.9

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

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

S. NO	Name of the holding/ subsidiary/ associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	INTELLECT DESIGN ARENA PTE. LTD., SINGAPORE	Subsidiary	100%	No
2.	INTELLECT DESIGN ARENA LIMITED, UNITED KINGDOM	Subsidiary	100%	No
3.	INTELLECT DESIGN ARENA SA, SWITZERLAND	Subsidiary	100%	No
4.	INTELLECT DESIGN ARENA PT, INDONESIA	Subsidiary	100%	No
5.	INTELLECT DESIGN ARENA CHILE LIMITADA. CHILE	Subsidiary	100%	No
6.	INTELLECT DESIGN ARENA INC., US	Subsidiary	100%	No
7.	INTELLECT COMMERCE LIMITED	Subsidiary	100%	No
8.	INTELLECT DESIGN ARENA CO. LTD, VIETNAM	Subsidiary	100%	No
9.	INTELLECT DESIGN ARENA FZ - LLC, DUBAI	Subsidiary	100%	No
10.	INTELLECT DESIGN ARENA PHILIPPINES, INC	Subsidiary	100%	No
11.	SONALI INTELLECT LTD, BANGLADESH	Subsidiary	51%	No
12.	INTELLECT APX PRIVATE LIMITED (Formerly Known as SEEC Technologies Asia Private Limited)	Subsidiary	100%	No
13.	INTELLECT DESIGN ARENA INC., CANADA	Subsidiary	100%	No
14.	INTELLECT DESIGN ARENA, SDN BHD, MALAYSIA	Subsidiary	100%	No
15.	INTELLECT PAYMENTS LIMITED	Subsidiary	100%	No
16.	INTELLECT INDIA LIMITED	Subsidiary	100%	No
17.	INTELLECT DESIGN ARENA PTY LTD, AUSTRALIA	Subsidiary	100%	No
18.	INTELLECT DESIGN ARENA LIMITED, THAILAND	Subsidiary	100%	No
19.	INTELLECT DESIGN ARENA LIMITED, KENYA	Subsidiary	100%	No
20.	INTELLECT DESIGN ARENA GmbH, GERMANY	Subsidiary	100%	No
21.	INTELLECT POLARIS DESIGN LLC, USA	Subsidiary	100%	No
22.	INTELLECT DESIGN ARENA (MAURITIUS) LTD, MAURITIUS	Subsidiary	100%	No
23.	INTELLECT DESIGN ARENA ARABIA LIMITED	Subsidiary	100%	No
24.	INTELLECT DESIGN ARENA HUNGARY LLC	Subsidiary	100%	No
25.	ADRENALIN ESYSTEMS LIMITED	Associate	44.54%	No
26.	NMSWORKS SOFTWARE PRIVATE LIMITED	Associate	42.74%	No

Table No. 4.10

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
(ii) Turnover (in Rs.): 17,352.53 million
(iii) Net worth (in Rs.): 17,574.27 million

VII. 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 (Yes/No)	FY 2023 - 2024 Current Financial Year			FY 2022-2023 Previous Financial Year		
	(If Yes, then provide web-link for grievance redress policy)	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	Yes (Internal)	NIL	NIL		NIL	NIL	
Investors (other than shareholders)	Yes (https://scores.gov.in/)	NIL	NIL		NIL	NIL	
Shareholders	Yes (https://www.intellectdesign.com/investor-relations/)	2	NIL		NIL	NIL	
Employees and workers	Yes (Internal)	2	1	The Company has received two complaints during the financial year - 2023-24, out of which one complaint was closed post March 31, 2024	1	1	Complaint received from Employee has been resolved after March 31, 2023.
Customers	Yes (Internal)	1	NIL	Complaint received on cyber security was resolved during the FY 23-24	NIL	NIL	
Value Chain Partners	Yes (Internal)	NIL	NIL		NIL	NIL	
Other (please specify)	-	-	-		-	-	

Table No. 4.11

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 Or Opportunity (R/O)	Rationale For Identifying The Risk / Opportunity	Incase of risk, approach to adapt Or mitigate retention	Financial Implications Of The Risk Or Opportunity (Indicate Positive Or Negative Implications)
1.	Increase in the demand for technology skill sets / talent and inadequate supply	Risk / Opportunity	Risk: Organisation's success is largely dependent upon availability of highly skilled technology professionals and ability of the Company to attract	Future talent acquisition strategy has been put in place with appropriately categorised Campus to hire technical talent, fungible talent & future leadership talent. Structured training	Positive: Increased retention or attracting new talent from Campus which brings in fresh thinking and energy in the

	resulting in higher costs.		such talent from the market. Opportunity: Need an increasing demand for digitisation by Banking & Financial services sector would result in increase in the growth prospects and thereby revenue of the Company	programmes have been institutionalised to accelerate time to productivity. Future emerging leader programme is put in place for hiring mid management talent.	system. Negative: Higher costs for retention of skilled talent / attracting required talent from the market & creating required pool of the skilled talent.
2.	Increasing threats of cyber security & data breach incidents in the technology industry	Risk	Risk: Company may face reputation risk and increase in the liability to customers for any damages that may be caused on account of cyber security / data breach incidents or any non compliance to privacy & protection laws & regulations . This risk gets accentuated on account of increased industry wide practice of working remotely.	Cyber Security and data breach threats are assessed on a continual basis and necessary remediations are taken to address the threats through continuous monitoring and advisory tracking. As an organisation, the assurance is obtained with certifications like ISO 27001, SOC2 (Service Orgnisational Controls) & PCI DSS (Payment Card Industry Data Security Standard) (some are specific to products ,services and customers).	Negative: Adverse reputation impact for the project, imposition of fines / penalties by the regulators or damages by the customer
3.	Changes in the work environments and associate expectations	Risk / Opportunity	Risk: Changed industry wide preferences to work from remote locations if not managed adequately may have impact on confidentiality, integrity & availability of the information, productivity and service delivery resulting in client dis-satisfaction or higher associate attritions Opportunity: Ability to tap skilled resources from remote locations which shall enable cost optimisation	Productivity decline observed with adoption of work from home on a continual basis hence the default working option is from office with exceptions being provided by managers who are empowered to authorise work from home on case to case basis	Positive: Flexibility to work from home coupled with recognition of distinct advantages of work from office culture given the nature of business of the Intellect. Negative: Adverse reputation impact for the project, imposition of fines / penalties by the regulators or damages by the customer in case of work from home in case of privacy violations
4.	Technology Disruption with enhanced usage and dependency	Risk	Recent changes in the higher adaptation and upcoming of newer technology requires continuous upskilling of the existing talent to meet customer / market expectations	Continuous training programmes in place to upskill the existing talent. Refer to the section on Training of this report	Positive: Continuous upgrade and upskilling of associates contributing to the innovative social environment
5.	Diversity, Equity & Inclusion	Risk	Inadequate affirmative action programmes around DEI may result in inability to attract diverse talent and thereby impact the innovation and upbrining of the new ideas by the organisation	Actions underway to increase the gender, differently abled diversity within Intellect. Refer to: Intellect' Sustainability Report 2023 - 2024 for further details	Positive: Inclusive culture foster better ideation and innovations
6.	Waste Management	Risk	Inappropriate disposal of waste will lead to breach of compliance and non adherence to the regulatory requirement	Obsolete batteries, E Waste (Laptops and other electronic scraps) are recycled through the authorised vendors. Handling of Food waste is planned through an authorised organic vendor who shall use the food waste to generate biogas.	Negative Implications Regulatory Violations or release of toxic/hazardous materials into the environment.
7.	Adverse Climate change	Risk / Opportunity	Risk: The overall climate change globally impacts businesses with	a) Enhancing energy efficiency and progressive movement from fossil	Positive: Resources and Cost Optimisation.

			<p>natural calamities, higher temperature, water scarcity which may result in increased business costs in a longer run if not effectively addressed.</p> <p>Opportunity: Climate change issues may help generate opportunities to improve resource productivity e.g increasing energy efficiency thereby reducing their costs ; it can spur innovation, inspiring new products and services which can ensure faster processing, lesser consumption of infrastructure and computing resources and demands lesser dedicated resources. Further, resilience can be enhanced by reducing reliance on fossil fuels and shifting towards renewable energy. Together, these actions can foster competitiveness and unlock new market opportunities.</p>	<p>based energy to renewable energy.</p> <p>b) Reduction of waste generation and increase in recycling of the hazardous & non hazardous waste.</p> <p>c) Water conservation by improving water use efficiently and reuse and recycling of treated waste water.</p> <p>d)Efforts are made to reduce travel by substituting with virtual meetings wherever feasible.</p> <p>Encouragement of carpooling culture across the Company. With the shift to cloud native architecture, Intellect's products enable its customers' use the products & services through shared public cloud infrastructure providers rather than having to set up their own data centers, servers and all other energy consuming supporting infrastructure needed for them to operate our products. Refer section on Water, Energy & Waste management in the Intellect' Sustainability Report 2023 - 2024 for further details</p>	Reduction of operational cost on energy, water and waste management and travel logistic
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Table No. 4.12

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.

Principle-wise (as per NVGs) Business Responsibility Policy/policies

P1 Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

P2 Businesses should provide goods and services in a manner that is sustainable and safe

P3 Businesses should respect and promote the well-being of all employees, including those in their value chains.

P4 Businesses should respect the interests of and be responsive to all its stakeholders.

P5 Businesses should respect and promote human rights

P6 Businesses should respect and make efforts to protect and restore the environment.

P7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.

P8 Businesses should promote inclusive growth and equitable development.

P9 Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Policies covering certain principles are available on Company's website: www.intellectdesign.com/investor-relations/ Other policies are in the Intellect Intranet site (iPort). For details, Please refer to 'Annexure -- A' - - Links to Intellect's Key Policies' at the end of this Report.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes

3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>The certifications received by the Company are ISO 27001 for Information Security Management System, ISO 27017 for cloud security controls, PCI – DSS certification for Card solution business segment, CMMi level 5 by CMMI Institute, USA for its Global Consumer Banking (iGCB) business, ISO 27018 n for cloud privacy and SOC 2 certification for Insurance products. The Chennai campus of the company has been certified to ISO 45001 for Occupational Health & Safety management system and ISO 14001 for Environmental Management System.</p> <p>In addition, the company reports its sustainability performance in accordance with GRI Standards.</p> <p>(Refer Intellect Sustainability Report 2023 - 2024: Certifications section)</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	To adhere to the policies covering each principle and its core elements of the NGRBC. - (Refer Intellect Sustainability Report 2023 - 2024: Performance and Targets)								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Yes. The details of performance on our ESG goals is available. (Refer Intellect Sustainability Report 2023 - 2024: Performance and Targets)								
Governance, leadership and oversight									
<p>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (<i>listed entity has flexibility regarding the placement of this disclosure</i>)</p> <p>We are all familiar with Sustainability as defined by the 17 Sustainable Development Goals (SDG) adopted by all members of the United Nations. At Intellect, we believe in ‘Holistic Sustainability’. Intellect’s lens on sustainability is about building capacity and competency in societies and communities wherein people own the problem and solve it themselves. We firmly believe businesses can have a far-reaching societal impact by utilising their entrepreneurial energy, creativity, and innovation. Our approach towards Holistic Sustainability revolves around three key areas.</p> <ul style="list-style-type: none"> • Initiatives within the organisation across the three dimensions of Environment, Social and Governance • Influencing our associates and Business partners to contribute towards Holistic sustainability through our Social Impact initiatives • Impacting the larger ecosystem by influencing the Thinking process in Policy design and deployment <p>Our success in approaching sustainability holistically stems from our commitment to First Principles Thinking, deeply ingrained in our DNA, alongside Design Thinking. First-principles thinking enables us to deconstruct complex issues and offers a fresh way of understanding and solving sustainability challenges and designing resilient and regenerative systems and practices. Design Thinking, on the other hand, fosters innovative solutions, transcending linear boundaries to yield nonlinear outcomes.</p> <p>Intellect hosted three major events this fiscal. Mission Samriddhi Summit 9 event brought together over 275 delegates from 18 different locations in India. School of Design Thinking (SoDT) and Intellect hosted the ‘1st National Conclave on Design Thinking for Academic Leaders’ with the theme ‘Talent 2040’. We hosted Global eMACH.ai Summit 2024, the world’s first open finance summit in our Global Headquarters in Chennai, which was attended by over 350 senior Intellect leaders and advisors.</p> <p>With the progress made thus far, we are more convinced than ever that we can make a positive difference by being a model of a Sustainable, Inclusive, well-governed Human Corporate.</p> <ul style="list-style-type: none"> • Coverage under “Message from the Chairman & Managing Director” in Intellect Sustainability Report 2023 - 2024 									
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Arun Jain, Chairman & Managing Director								
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 Corporate Social Responsibility Committee of the Board, Stakeholders’ Relationship Committee and Risk Management Committee are responsible for decision making on sustainability related issues.								
10. Details of Review of NGRBCs by the Company:									
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee					Frequency (Annually/ Half yearly/Quarterly/ Any other – please specify)			
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Responsible Business conduct is reviewed through Code of Business Conduct and Corporate Social Responsibility engagements by the respective Committees at an Annual basis.								

	<p>The Board of Directors assess CSR initiatives, Sustainability, Risk and Strategic initiatives. The CSR Head and the MD connect on a need basis to oversee implementation of CSR projects / programmes / activities to be undertaken by the Company. The CSR Committee of the Board meets annually to oversee the functioning of CSR activities and implementation of projects.</p> <p>The Risk Management Committee meets at least twice in a year to assess various risks particularly financial, operational, sustainability, cyber security risks and oversee the implementation of the policy.</p>								
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	We comply with statutory requirements relevant to the principles.								
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Yes, While these Policies are reviewed from time to time by the Management and experts in respective areas, Evaluation of processes and policies are also covered under ISO 14001 certification for Environment Management System, ISO 45001 for Occupational, Health & Safety, ISO 27001 certification for Information Security Management System, ISO 27017 certification for cloud security, ISO 27018 certification for cloud privacy etc, by Intertek. Please refer to "Certifications" Section in Intellect Sustainability Report 2023 - 2024.								
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:									
Questions	P 1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	All Principles are covered by required policy/policies								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

Table No. 4.13

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 categorised 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.

Intellect believes that good corporate governance is the foundation of a sustainable business. The Company was built on this foundation, and operates across the globe with integrity, ethics, transparency and accountability. The Company has built a business with strong values and a mission to act as an agent of social change, and continues on this journey keeping the values and principles at the heart of everything it does. These values and the commitment to ethical business practices are reflected in the Code of Conduct. The Code inspires the Company to set standards which not only meet the requirements of applicable legislation, but aspire to go beyond in many areas of functioning.

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	% of persons in respective category by the awareness programmes
Board of Directors	11	During the year, the Board and the Key Managerial Personnel engaged in various updates pertaining to regulatory changes, business operations, risk management, cyber security	100%
Key Managerial Personnel	11		100%

		and sustainability initiatives.	
Employees other than BOD and KMPs	227	*All employees undergo training programmes on a regular basis in the areas of skill upgradation, process orientation, soft skill development, induction on sustainability initiatives of the company, Code of Conduct, anti bribery and anti corruption, CSR activities undertaken by the Company, IT security and safety. These trainings are imparted through online and classroom modes as well as on-the-job	100%
Workers	NA	NA	NA

Table No. 4.14

*Note: All Employees are covered under at least one of the topics

- 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:
 - There are no Monetary and Non-Monetary Actions on the Company or its Directors / Key Managerial Personnels with regulators / law enforcement agencies/ judicial institutions, in the financial year 2023-24.
- 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	Not Applicable

Table No. 4.15

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

- Yes, the Company’s Code of Conduct policy complies with the legal requirements of applicable laws and regulations, and specific policies and procedures put in place with regard to work practices, code of conduct, anti bribery, anti-money laundering, data protection and privacy etc. Consultation support is also taken from reputed tax firms.

Conducting business in an ethical and compliant manner is at the forefront of all Intellect interactions. Intellect takes a zero-tolerance approach to bribery and corruption and is committed to acting professionally, fairly and with integrity at all times. All employees of Intellect are expected to perform with integrity every day across all divisions and locations. To reinforce this expectation, all employees, regardless of job responsibility or location are required to complete Intellects Code of Conduct training with a specific focus on recognising, avoiding and reporting any actual or suspected corruption activities. Our company upholds high standards of integrity through stringent policies and procedures on anti-corruption, anti-bribery, and conflicts of interest. Employees receive comprehensive training to ensure compliance and ethical behavior. Continuous awareness is maintained through various channels, including posters and employee communications, to reinforce these principles.

All policies are available on the Company’s Intranet portal (iPort) and maintained internally for employees and regular promotions are done for employees to visit the portal.

- Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:
 - There have been no cases involving disciplinary action by any law enforcement agency against Directors/KMPs/employees that have been brought to our attention
- Details of complaints with regard to conflict of interest:

Particulars	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	NIL		NIL	
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL		NIL	

Table No. 4.16

- There were no complaints received with regard to conflict of interest against the Directors / KMPs
- 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
 - Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Particulars	FY 2023-2024	FY 2022-2023
Number of days of accounts payable*	18	18

Table No. 4.17

*Trade payables excluding accrued expenses and dues to overseas affiliates.

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	FY 2022-2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Not Applicable	Not Applicable
Concentration of Purchases	a. Sales from dealers / distributors as % of total sales	NIL	NIL
	b. Number of dealers / distributors to whom sales are made	NIL	NIL
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Sales of RPTs in*	a. Purchases (Purchases with related parties / Total Purchases)	19%	10%
	b. Sales (Sales to related parties / Total Sales)	42%	37%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	26%	21%
	d. Investments (Investments in related parties / Total Investments made)	26%	30%

Table No. 4.18

*Relates to transactions with subsidiaries (Indian and Overseas) as the reporting boundary defined is Standalone

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

By going beyond the demand of mandates and regulations, and by focusing on innovation through design thinking, we aim to make responsible business one of our important dimensions. While ensuring increased profitability and benefit for all our stakeholders, and working towards the overall well-being of the larger community around us, we aim to do so using a lesser quantum of scarce natural resources

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.

Particulars	Current Financial Year (In %)	Previous Financial Year (In %)	Details of improvement in environmental and social impacts
R&D	Currently, there are no R&D Investments in specific technologies to improve the environmental and social impacts.	There are no R&D Investments in specific technologies to improve the environmental and social impacts	
Capex	33.12	9.55%	In the FY 2023-24, We have invested in energy efficient systems like LED Lights, energy efficient air conditioning systems, variable frequency drives, , setting up Vermi compost plant, Upgradation of Air conditioning system, installation of Digital Water flow meters

Table No.4.19

- A. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 - Yes, In our ongoing commitment to sustainability and responsible business practices, we proudly uphold a robust Supplier Code of Conduct, a cornerstone of our procurement strategy. This document encapsulates our expectations and standards for ethical conduct, environmental stewardship, social responsibility, and business integrity, not only within our organisation but throughout our supply chain.

Every supplier engaging in business with us is required to affirm their commitment to our Supplier Code of Conduct by signing an agreement. By doing so, they pledge to adhere to the principles and guidelines outlined

therein, aligning their operations with our values and aspirations for a sustainable future.

Our Supplier Code of Conduct encompasses a spectrum of critical areas, including Ethical Business Practices, Environmental Responsibility, Labor Standards, Human Rights, Health and Safety and Diversity and Inclusion.

By integrating our Supplier Code of Conduct into our procurement processes and supplier relationships, we endeavor to catalyse positive change, drive continuous improvement, and mitigate risks associated with unethical or unsustainable practices. Together with our suppliers, we strive to build a supply chain ecosystem grounded in integrity, responsibility, and shared values, ultimately contributing to a more sustainable and equitable world.

Processes followed under Sustainable Value Chain

Supplier Selection

Potential suppliers must adhere to Intellect's Supplier Code of Conduct, covering integrity, ethical practices, legal compliance, anti-corruption, data protection, labor rights, diversity, and environmental safety. Suppliers must follow Intellect Procurement's terms, including not employing underage or forced labor, ensuring workplace safety, statutory & regulatory requirements and paying fair wages etc. Supplier selection involves identifying qualified suppliers, requesting quotations, and evaluating financial stability and capability to meet commitments through a competitive bidding process.

Supplier Assessment

Supplier assessment involves evaluating new suppliers' potential through background checks on service quality and financial strength. Onboarding includes completing statutory documentation, regulatory formalities, and familiarising suppliers with products and services, establishing a detailed

operational roadmap. This ensures new suppliers comply with our standards.

Supplier Evaluation

Supplier evaluation assesses long-term vendors' performance to improve relations and performance. This involves monitoring project management, response to requests, adherence to schedules, and safety practices. Periodic feedback is provided to identify performance issues and improve quality, health, safety, and environmental standards. Audits on statutory regulations and continuous evaluation conducted to ensure suppliers meet our expectations.

- B. If yes, what percentage of inputs were sourced sustainably?
 - 100% of the Company's suppliers are covered in the responsible sourcing program. As a part of engagement with Intellect, all suppliers are expected to abide by the Intellect' Supplier Code of Conduct (SCoC), Health, Safety and Environment (HSE) requirements for contractors and the applicable policies.
- 3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.
 - Not Applicable. We don't manufacture any products. We are an IT Company.
- 4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.
 - Not Applicable.

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

Associate's well-being is a continuous process at Intellect, enabling associates to feel good, live healthy and work safely. Intellect believes that its competitive capability to build future-ready businesses and create enduring value for stakeholders is enriched by a dedicated and high-quality human resource pool. Therefore, nurturing quality talent and caring for the well-being of associates are an integral part of our work culture, which focuses on creating a conducive work environment that helps to deliver winning performance.

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	4095	4095	100%	4095	100%	NA	NA	NA	NA	2398	59%
Female	1520	1520	100%	1520	100%	1520	100%	NA	NA	945	62%
Total	5615	5615	100%	5615	100%	1520	100%	NA	NA	3343*	60%

Table No. 4.20

*Day Care facility count pertains to Chennai location

The health and accidental insurance coverage for other than permanent employees are covered by their respective employers as per applicable statutory norms in the country of operation. The Day care facilities have been extended to all working out of the facility.

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

- Not Applicable

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

	FY 2023-2024 current Financial Year	FY 2022-2023 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company	1%	1%

Table No. 4.21

2. Details of retirement benefits, for Current FY 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 (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	1.25	NA	Yes	1%	NA	Yes
Others – Please specify	-	-	-	-	-	-

Table No. 4.22

3. Accessibility of workplaces

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

- Yes, the organisation is sensitive to the requirements of differently abled employees. All our facilities are differently abled-friendly, with basic amenities such as wheelchair access, differently abled-friendly restrooms, and ramps wherever needed. In addition, we have the following facilities at our Chennai campus, where the majority of our workforce operates.

(i) Special transport facility: There is a separate transport facility provided by the organisation free of cost with assistance provided for getting in and out of the vehicle and to the workstations.

(ii) Accessibility within campus: For those who prefer to commute by their own transport, special parking lots are allocated for ease of entry into the office after parking.

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. It is available in our Internal Portal (iPort)

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

Permanent Employees		
Gender	Return to work rate	Retention rate
Male	NA	NA
Female	59%	99%
Total	59%	99%

Table No. 4.23

** There are no permanent workers in the Company

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

	Yes / No (If Yes, then give details of the mechanism in brief)
Permanent Employees and	Yes. The organisation has defined channels for expression of grievances like ICC (for POSH related complaints), Ombudsman (for grievance of any type), Unified ticketing system through which grievances can be registered and HR business partners in every unit to whom grievances can be raised. Skip level meetings are also held periodically to encourage sharing of grievances if any. There are supporting policies like the Code of Conduct, Ombudsman Policy, POSH Policy and Disciplinary action policy that support in giving directions and actions. The process for grievance redressal is also given in the relevant policies. Principles of natural justice are followed in all enquiries conducted in the organisation. iPort is the common intranet portal for associates to view policies or raise grievances through helpdesk.
Other than Permanent Employees	

Table No. 4.24

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

- The organisation respects the right of association, right to communicate and right to collective representation of all its employees within the purview of the overall policies of the organisation. Going above the basic requirement provisioning the rights, the organisation gets employees to talk freely by organising them in groups and encouraging them to talk freely in what is called as “circle time” meets where they can represent their case to the management as equals.

Intellect does not have any employee associations. The Company, however, recognises the right to freedom of association and does not discourage collective bargaining.

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 (D)	No. of employees / workers in respective category, who are part of association(s) or Union (D)		% (D/C)
Total Permanent Employees								
Male	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Total Permanent Employees								
Male	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Female	NIL	NIL	NIL	NIL	NIL	NIL	NIL	NIL

Table No. 4.25

8. Details of training given to employees and workers:

Category	FY 2023 – 2024 Current Financial Year					FY 2022 – 2023 Previous Financial Year				
	Total (A)	On Health and Safety Measures		On Skill upgradation		Total (D)	On Health and Safety Measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	4291	2402	56%	3376	79%	3791	3791	100%	2394	63%
Female	1608	913	57%	1150	72%	1457	1457	100%	944	75%
Total	5899	3315	56%*	4526	77%	5248	5248	100%	3338	64%

Table No. 4.26

*Reduced % is due to recalibrating assessment for increase in scope of coverage.

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

Category	FY 2023 – 2024 Current Financial Year			FY 2022 – 2023 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	3648	3648	100%	3339	3339	100%
Female	1402	1402	100%	1315	1315	100%

Table No. 4.27

10. Health and safety management system:

- a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?
- Yes. "Nxt Lvl" facility at Chennai has been certified ISO 45001:2018 Occupational Health and Safety (OHS) Management System. Intellect across its locations, has a well-defined Occupational Health and Safety (OHS) policy and supporting processes to ensure the safety and well-being of its employees. The safety committee reviews the company's health and safety performance on a quarterly basis.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
- As a part of ISO 45001:2018 Occupational Health and Safety Management System, Intellect has a documented procedure to carry out identification of work-related hazards and assessment of risks for all routine and non-routine activities. Hazard identification and risk assessment is carried out by the process owners in consultation with the safety experts. The process owners are responsible to ensure adequate controls are identified and implemented to eliminate or control the OHS risks. Mitigation plan and controls are provided to eliminate the identified hazards and risks
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
- Yes. Intellect has a safety incident reporting and management process to ensure that all work-related incidents (including accidents, near-misses, unsafe conditions, and unsafe acts) are reported and closed after taking necessary preventive and corrective actions. This is enabled through an online unified helpdesk facility safety reporting tool, accessible to all Intellect employees, to facilitate transparent reporting and preventive action.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)
- Yes. Intellect recognises that overall physical and mental wellbeing of its employees is integral to its success and growth aspirations. Intellect has a people focus approach by involving consulting and training employees on physical health, mental health, and wellbeing. These well-being programs were imagined to look at various aspects such as mental health, ergonomic health, physical health, and safety at home, delivered through digital channels, hospital insurance services. Intellect has comprehensive medical and healthcare services to employees through the company provided medical insurance to employees and their dependents.

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

Safety Incident/Number	Category*	FY 2023 - 2024	FY 2022-2023
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NA	NA

Table No. 4.28

*Including in the contract workforce

The Employees of the Company have not experienced any safety related incident.

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

- Intellect recognises that Occupational, Health & Safety (OHS) and prioritises the safety and wellbeing of its employees by implementing various measures:
 - Fire detection and suppression systems are provided and maintained.
 - Regular safety reviews, inspections, and audits are conducted.
 - Mock drills for fire and medical emergencies are held on a periodic basis.
 - Ergonomically designed chairs and workstations are provided.
 - Low radiation computer monitors are used for better visual health.
 - Indoor air quality is monitored regularly, and HVAC ducts are cleaned periodically.
 - Employees receive regular occupational health and safety training.
 - Engagement campaigns cover topics on fire safety, emergency evacuation, and ergonomics.
 - For Employee well being, Medical Camps organised, Yoga sessions conducted, Blue Dot Counselling through Optum Services (confidential helpline) where associates can seek guidance on various facets of their lives, including family dynamics, lifestyle adjustments, stress management, substance abuse concerns, work-related stressors, and legal queries

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

	FY 2023 – 2024			FY 2022 - 2023		
	(Current Financial Year)			(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	175	13	Pending tickets have been reviewed & closed post 31st Mar 2024	Intellect has not received any complaint on "Health & Safety" and "Working Conditions" in FY 22-23. However, the Company encourages its employees to proactively submit safety observations and report unsafe acts and conditions at workplace as a Health & Safety preventive action.		
Health & Safety	12	2				

Table No. 429

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	Internal Audit (By entity) covers these aspects for the largest campus of Intellect. 40% of our entity i.e 3 out of 8 locations were assessed for Health and safety practices. Electrical and Fire safety is audited by external agency (Respective Government departments) (Hyderabad, Chennai, Gurugram). For other locations, we are in the process of implementing the OHSMS practices in the FY 2024-25.
Working Conditions	

Table No. 4.30

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.

- During the reporting period, the company reported no safety related incidents of any employee whilst on duty. Also there have been no significant risks / concerns arising from Facility Risk assessments of health and safety practices and working conditions during the reporting period.

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

Intellect partners with many people and organisations that have a stake in its business. Engaging with stakeholders is essential in understanding stakeholder concerns and expectations to create a sustainable business. Intellect believes that an effective stakeholder engagement process is necessary for achieving its sustainability goal of inclusive growth. Accordingly, we anchor our stakeholder engagement on the following principles:

- a. **Materiality** - Prioritised consideration of the economic, environmental and social impacts identified to be important to the organisation as well as its stakeholders.
- b. **Completeness** - Understanding key concerns of stakeholders and their expectations.
- c. **Responsiveness** - Responding coherently and transparently to such issues and concerns.

Essential Indicators

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

- A 1 Our stakeholders are our Investors, Clients, Employees, Suppliers, Government / Regulators and the Community. Some other stakeholders that the Company closely engages with are Industry Analysts and News Media.

Key Stakeholder groups are identified and their interests are managed by various board committees such as:- i. Audit Committee ii. Nomination, Remuneration & Compensation Committee iii. Stakeholders' Relationship Committee iv. Corporate Social Responsibility Committee v. Risk Management Committee

Refer to Intellect Sustainability Report 2023-2024 - Stakeholder Engagement Section & "Stakeholder Relationship Committee" (Annual Report)

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers (External)	No	Customer Feedback (Net Promoter Score), Website, Corporate Newsletter Customer Meet Press Releases, Newsletters from LOB, Ticketing Tools such as Service Now and JIRA	Quarterly Customer Feedback obtained through NPS Annual Corporate Newsletter Annual Customer Meet	<ul style="list-style-type: none"> • Delivery Commitments • Product quality • Resolution of customer complaints • New business Opportunities
Employees & contractual Workforce (Internal)	No	Surveys, Events, Employee - Centric Applications (iPORT), Periodicals(Incredible Intellect Newsletters), Workshops/ Trainings, Website, Social Media Platforms, Townhalls, Performance Development Dialogues(PDD)	Quarterly, Monthly, weekly Quarterly Surveys Annual Performance Development Dialogues(PDD) Annual Day Address by Chairman Foundation Day Address by chairman	<ul style="list-style-type: none"> • Career development Performance feedback • Fair evaluation and compensation • A comfortable organisational culture and workplace • Learning Opportunities • Rewards and Recognition • Career growth prospects • Grievance redressal mechanism • Ethics, transparency and accountability
Shareholders & Investors (External)	No	Investor & Analyst Meet, Annual General Meeting, Investor Conferences & meets, Annual Reports, Corporate website and press releases/press conference	Annually, Quarterly, Need based Quarterly Investor Call Annual Investor meet Annual AGM Need Based - Third Party Investor's calls	<ul style="list-style-type: none"> • Business growth and stability • Corporate reputation • Transparency in corporate governance • Financial performance • Risk management • Optimising operational costs • Corporate Governance
Suppliers, contractors & vendors, Business Partners (External)	No	Contract Agreement, Meeting with Contractors	Need Based	<ul style="list-style-type: none"> • Fair and accountable transactions • Transparency in tendering process • Supply & Distribution, Quality and Quantity, Customer Satisfaction
Local Communities	No	Awareness Programmes, Community Meetings	Need based Annual CAN DO Workshop Annual Touch the Soil Weekends Summit Programme Need Based connect - School Of Design Thinking	<ul style="list-style-type: none"> • Minimum environmental impact on the communities • Recruitment of the people from the community • Supporting the local economy • Corporate Social Responsibility Initiatives, Societal Priorities, etc.
Civil Society Organisations, NGOs	No	Interactions, meetings, Webinars	Monthly	Implementation of CSR Projects. Partnership for sustainability programs
Government / Regulatory Bodies	No	Meetings, Industry Forum, Regular Updates Tamil Nadu Startup and Innovation Mission	Need Based	<ul style="list-style-type: none"> • Legal Compliance • Policy implementation review, Apprising the Government on organisation plans and

		(TANSIM) Software Technology Parks of India (STPI)		progress, Communicating industry's challenges and issues, etc
Media	No	Press Release, Social Media, Media Event, Magazines, Meetings organised at regular interval	Need based Annual PoleStar Awards	<ul style="list-style-type: none"> Keeping our stakeholders updated about the developments in the company Financial and operational performance Risk management Entry into new markets Corporate governance and corruption

Table No. 4.31

PRINCIPLE 5: Businesses should respect and promote human rights

Intellect does not discriminate in the treatment of people based on caste, creed, sex, race, ethnicity, age, colour, religion, disability, socio-economic status or sexual orientation. Intellect's commitment to human rights and fair treatment is set in its Code of Conduct. The Code provides to conduct the operations with honesty, integrity and openness with respect for human rights and interests of associates. Intellect's approach to uphold and promote human rights in three ways:

- In its operations by upholding its values and standards
- In its relationships with suppliers and other business partners, and
- By working with external initiatives, like NGOs.

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			FY 2022 - 2023		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. employees/ workers covered (B)	% (B / A)	Total (C)	No. employees/ workers covered (D)	% (D / C)
Employees						
Permanent	5615	5615	100%	5248	5248	100%
Other than permanent	284	284	100%	230	230	100%
Total Employees	5899	5899	100%	5478	5478	100%

Table No. 4.32

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

Category	FY 2023 - 2024					FY 2022 - 2023				
	Current Financial Year					Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. C	% (C/A)		No. E	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	5615	-	-	5615	100%	5248	-	-	5248	100%
Male	4095	-	-	4095	100%	3795	-	-	3795	100%
Female	1520	-	-	1520	100%	1453	-	-	1453	100%
Other than permanent										
Male	All the partners adhere to the required statutory compliances. We monitor the compliance of the same.									
Female										

Table No. 4.33

All permanent employees and other than permanent employees have been paid more than minimum wage in accordance with statutory laws in the country of operations.

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

Please refer to Annexure 4 under Directors' Report of Annual Report FY 23-24

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

Particulars	FY 2023-2024	FY 2022-2023
Gross wages paid to females as % of total wages	20.56%	20.44%

Table No. 4.34

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.

- Internal mechanisms are available for associates to raise their grievances and unit HR is authorised to redress and report any grievances pertaining to human rights issues. The reporting avenues have been communicated and are made aware of occurrence of any event which leads or could potentially lead to human rights violation.

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

	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	2	1	The Company has received two complaints during the financial year -2023-24, out of which one complaint was closed post March 31, 2024	1	1	The case was reviewed and closed post the financial year.
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour /Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

Table No. 4.35

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

Particulars	FY 2023-2024	FY 2022-2023
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	1
Complaints on POSH as a % of female employees / workers	0.1%	0.1%
Complaints on POSH upheld	2	1

Table No.4.36

8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.
- Any complaints pertaining to discrimination and harassment are dealt with in a confidential and secure manner. The Company has zero tolerance towards such discrimination and harassment and anyone involved in discriminating or harassing any person would be subject to disciplinary action.
9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)
- Yes
10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	The Company internally monitors compliances for all relevant laws and policies relating to these issues. There have been no observations by local statutory authorities/third parties in India pertaining to these issues for FY 2023-2024.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others	

Table No. 4.37

11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.
- Not Applicable

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

Intellect’s approach to reduce, reuse and recycle has helped to minimise its environmental impact across the value chain. Intellect has contributed to environmental security by not only ensuring efficient use of resources, but also by augmenting precious natural resources. At the Chennai Campus, 65.6% of total energy consumption was generated through Wind Energy (through Group Captive Power) and 100% Rainwater harvesting is done at Intellect owned premises in Chennai & Gurugram. At Intellect, we responsibly source water from groundwater and also utilise harvested rainwater to minimise any potential impact on groundwater levels.

Essential Indicators

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

Parameter	FY 2023 - 2024 (Current Financial Year) (in MJ)	FY 2021 - 2022 (Previous Financial Year) (in MJ)
From renewable sources		
Total electricity consumption (A)	6926216	6192299
Total fuel consumption (B)	NIL	NIL

Energy consumption through other sources (C)	NIL	NIL
Total energy consumption (A+B+C)	6926216	6192299
From non-renewable sources		
Total electricity consumption (D)	14056124	13784567
Total fuel consumption (E)	2162606	1206603*
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	16218730	14991170*
Total energy consumed (A+B+C+D+E+F)	23144946	21183469
Energy intensity per rupee of turnover (Total energy consumption/ Revenue from operations)	0.001334/ Rs. Turnover	0.001399/ Rs. Turnover*
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption/ turnover in rupees)	0.02988/ Rs. Turnover	0.03101/ Rs. Turnover*
Energy intensity in terms of physical output (Total Energy consumption in MJ /FTE)	3923.54	3867.01
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Table No. 4.38

* Restated due to Unit conversion error in FY 22-23.

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, independently assured as part of the Sustainability Report by Chakra4 Sustainability Consulting Services

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

- Not Applicable

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

Parameter	FY 2023 - 2024 (Current Financial Year)	FY 2022 - 2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	153	NIL
(ii) Groundwater	31612	21257
(iii) Third party water	22766	4565
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (Rain Water Harvested)	NIL	110
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	54531	25932
Total volume of water consumption (in kilolitres)	41938	25932
Water intensity per rupee of turnover (Total Water consumed / Revenue from operations)	0.00000241 / Rs. Turnover	0.00000171 / Rs. Turnover
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.000054/ Rs. Turnover	0.00004/ Rs. Turnover
Water intensity in terms of physical output (Total Energy consumption in KL /FTE)	7.11	4.73
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

Table No. 4.39

Note: In FY 22-23, Water consumption reported only for Chennai and Gurgaon where as In FY 23-24, Water consumption for all 8 locations are reported

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, independently assured as part of the Sustainability Report by Chakra4 Sustainability Consulting Services

4. Provide the following details related to water discharged:

Parameter	FY 2023 - 2024 (Current Financial Year)	FY 2022 - 2023 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) Groundwater	NA	NA

- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) Sent to Third parties (for treatment)	NA	NA
- No treatment	12593	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Seawater / desalinated water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	12593	NA

Table No. 4.40

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, independently assured as part of the Sustainability Report by Chakra4 Sustainability Consulting Services
5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
- Yes, Intellect has achieved zero liquid discharge across three campuses (Chennai, Gurgaon & Pune). Intellect optimises water consumption through conservation measures, recycling of sewage and use of harvested rainwater. The treated sewage water is utilised for flushing and gardening purposes.
6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023 - 2024 (Current Financial Year)	FY 2022 - 2023 (Previous Financial Year)
NOx	ppm	132	134
SOx	mg/NM ³	12	21
Particulate matter (PM)	mg/NM ³	43	52
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

Table No. 4.41

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, independently assured as part of the Sustainability Report by Chakra4 Sustainability Consulting Services

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)**	Metric tonnes of CO2 equivalent	162.64	90.74*
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	3213.39	3101.53*
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Per Rs of Turnover	0.000000195 / Rs. Turnover	0.00000021 / Rs. Turnover*
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Per Rs of Turnover	0.000004/ Rs. Turnover	0.000005 / Rs. Turnover*
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Total Scope 1 and Scope 2 GHG emissions per FTE	0.57	0.58
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	NA	NA	NA

Table No. 4.42

* restated due to error in GHG computation for FY 2022-23

** Only 0.21% of N2o and 0.38% of CH4 is present in total scope-1 GHG emissions and hence not reported separately

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, independently assured as part of the Sustainability Report by Chakra4 Sustainability Consulting Services

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

- Yes, process completed for purchase of additional quantum of renewable energy from 20 lakhs to 22 lakhs effective from 1st April 2024. Intellect is planning to set up a 200 kW rooftop solar power plant by FY 24-25, to reduce the energy consumption through the grid. All these measures will lead to reducing the Scope 2 GHG emissions.

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

Parameter	FY 2023 – 2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	3.953	3.543
E-waste (B)	9.137	0.908
Bio-medical waste (C)	NIL	NIL
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	1.916	5.59
Radioactive waste (F)	NIL	NIL
Other Hazardous waste - Used Oil (G)	0.740	NIL
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	6.152	8.235
Total (A+B + C + D + E + F + G + H)	21.897	18.276
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.000000013/ Rs. Turnover	0.000000012/ Rs. Turnover
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated /Revenue from operations adjusted for PPP)	0.000000028/ Rs. Turnover	0.000000026/ Rs. Turnover
Waste intensity in terms of physical output (waste in tonnes/FTE)	0.0037	0.0033

Waste intensity (optional) – the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	17.94	14.73
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	17.94	14.73
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	3.953	3.543
(iii) Other disposal operations	NA	NA
Total	3.953	3.543

Table No. 4.43

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, independently assured as part of the Sustainability Report by Chakra4 Sustainability Consulting Services

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.
- Intellect being an IT Company does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of our processes.
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? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable			

Table No. 4.44

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 (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

Table No. 4.45

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:

- Yes, Intellect has complied with all the applicable environmental law/ regulations/ guidelines in India

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
Not Applicable				

Table No. 4.46

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

Intellect believes that a lot can be achieved if it works together with the Government, legislators, regulators and NGOs to create positive social and environmental outcomes. Intellect's approach to advocacy is guided by the Code of Conduct. The Code provides that any contact by the Company or its agents with Government, legislators, regulators or NGOs must be done with honesty and integrity.

School of Design Thinking partners with Educational Institutions, Corporations, Businesses, Startups, Government agencies and institutes to nurture and enable the culture of Design Thinking as an approach to innovation and problem solving.

Essential Indicators

- A. Number of affiliations with trade and industry chambers/ associations. - 9
- B. 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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Madras Chamber of Commerce & Industry (MCCI)	National
3	Madras Management Association (MMA)	National
4	Indo-American Chamber of Commerce & Industry	International
5	Indo Japan Chamber of Commerce & Industry	International
6	Indo-Australian Chamber of Commerce	International
7	Indo-German Chamber of Commerce	International
8	The Indus Entrepreneurs (TiE)	International
9	Federation of Indian Chambers of Commerce and Industry	International

Table No. 4.47

- 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.
 - There were no adverse orders from regulatory authorities on anti-competitive conduct by the entity and hence not applicable.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

The collective social responsibility of Intellect that brings together our associates with the adolescent young minds in the communities we live and work in, and even going back to our roots in the districts, to experience the magic of mentoring young minds! Ullas Trust (implementing agency) has grown into a thriving community of dedicated associate volunteer mentors from Intellect, from our Clients, and other Corporates; partners from Civil Society Organisations, and youth from Colleges – all united by the common purpose of shaping the thinking of adolescent young minds. Mission Samridhi is the social impact platform dedicated to the holistic human development of rural India, through the design and development of projects that are sustainable and capable of scale to positively impact the larger population. We harness the energy of existing programmes that are aimed at the poorest of our rural poor, activate and extend self-initiated projects, collaborate with Development Accelerators / CSOs and endeavour to be that change in the rural landscape of our nation, for more details refer to Community Engagement Section of Intellect Sustainability Report 2023-2024.

Essential Indicators

- Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.
 - Not Applicable – We have no SIA Notification

- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:
 - Not Applicable - No rehabilitation and resettlement were undertaken by the entity during this reporting period
- Describe the mechanisms to receive and redress grievances of the community.
 - There are robust mechanisms in place to receive and redress grievances of the community by way of one-on-one discussions, group discussions, provide feedback, surveys and questionnaires that capture such grievances. Agreements that are entered by the Company with the stakeholders contain clauses on handling of grievances and redressal of disputes etc
- Percentage* of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023 – 2024 Current Financial Year	FY 2022 – 2023 Previous Financial Year
Directly sourced from MSMEs/ small producers	14%	17%
Directly from within India	28%	32%

Table No. 4.48

*Percentage have been determined using the bills of purchase of material/ services booked during the year.

- 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	NA	NA
Semi-Urban	NA	NA
Urban	NA	NA
Metropolitan	100%	100%

Table No. 4.49

(Place to be categorised as per RBI Classification System - rural / semi-urban / urban / metropolitan)

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner Intellect immensely values and carefully nurtures its customer relationships and works closely with them to pioneer new concepts. All businesses of the Company comply with relevant regulations and voluntary codes concerning marketing communications, including advertising, promotion and sponsorship. The Company's communications are aimed at enabling customers to make informed decisions through factual and truthful disclosure of information.

Essential Indicators:

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
 - A1. A Customer complaint once received is recorded centrally as part of the project's health dashboard. The Quality department of the business unit coordinates with the project teams and

tracks the complaint to closure. As part of this process, the project team needs to come up with a Go To Green Plan (GTGP), which details how the project will be brought back on track (made Green) by resolving the Customer complaint. Project teams can have multiple discussions with customers to understand the issue and discuss the resolution. The central team, which maintains the record of all such projects, also provides a mechanism whereby alert mails to relevant stakeholders are automatically triggered at various stages.

- We also have a well-established system to obtain customer feedback through the Net Promoter Score which is the industry benchmark on customer satisfaction. An independent corporate

team is tasked with triggering surveys, obtaining feedback and consolidation across Intellect. Assurance teams within business units ensure Service Delivery, Manufacturing and Support teams analyse the feedback, connect back with customers and put action plans in place to address customer concerns / Suggestions for improvements (if any). NPS ratings and analysis is shared with top management

2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about:
 - Not Applicable

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

Location	FY 2023 – 2024 Current Financial Year		Remarks	FY 2022 – 2023 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	-	NIL	NIL	-
Advertising	NIL	NIL	-	NIL	NIL	-
Cyber-security	1	0	Non Production demo application version wrongly tested	NIL	NIL	-
Delivery of essential services	NIL	NIL	-	NIL	NIL	-
Restrictive Trade Practices	NIL	NIL	-	NIL	NIL	-
Unfair Trade Practices	NIL	NIL	-	NIL	NIL	-
Other	NIL	NIL	-	NIL	NIL	-

Table No. 4.50

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

- Not Applicable

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

Yes. Company has implemented a policy on cyber security and risks related to data privacy are reviewed on an ongoing basis. • Intellect has obtained ISO27018 certification for data protection on cloud and has included data privacy as a principle for SOC2 (Service Organisation Control) attestation engagements (specific to products / clients).

- Internal practices and policy reference link
- <https://sites.google.com/intellectdesign.com/intellect-csg/policies-manual>

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.

- None

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
- c. Impact, if any, of the data breaches - NIL

Annexure - A

Links to Intellect’s Key Policies

Principle No.	Policy List	Location
P1	Code of Conduct Policy	https://www.intellectdesign.com/investor-relations/ Available in the Intellect Intranet Site (iPort) (Internal)
	Disciplinary Action Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Dress Code Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Whistle Blower Policy	https://www.intellectdesign.com/investor/general/whistle-blower-policy-2019.pdf
	Attendance Monitoring Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Human Resource Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P2	Information and Cyber Security policy	Available in the Intellect Intranet Site (iPort) (Internal)
	IT Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Green Initiative	Available in the Intellect Intranet Site (iPort) (Internal)
	Procurement Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Retired IT Assets - Disposal and Donation Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sustainability Policy	https://www.intellectdesign.com/investor/general/Sustainability-Policy.pdf
P3	Retirement Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sexual Harassment and Prevention Policy (POSH)	Available in the Intellect Intranet Site (iPort) (Internal)
	Equal Opportunity Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Exigency Fund Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Environment, Health and Safety policy	https://www.intellectdesign.com/investor/general/Environment-Health-and-Safety-Policy.pdf
	Medical Insurance policy	Available in the Intellect Intranet Site (iPort) (Internal)
P4	Corporate Social Responsibility Policy	https://www.intellectdesign.com/investor/general/csr-policy.pdf
	Sustainability Policy	https://www.intellectdesign.com/investor/general/Sustainability-Policy.pdf
	Group Tax Policy	Available in the Intellect Intranet Site (iPort) (Internal)
P5	Code of Conduct Policy	https://www.intellectdesign.com/investor-relations/ Available in the Intellect Intranet Site (iPort) (Internal)

	Equal Opportunity Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Modern Slavery Act Policy	https://www.intellectdesign.com/investor/general/modern-slavery-act-policy-2020.pdf
	Ombudsman Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Board Diversity Policy	https://www.intellectdesign.com/investor/general/intellect-board-diversity-policy-2019.pdf
P6	Environment, Health and Safety policy	https://www.intellectdesign.com/investor/general/Environment-Health-and-Safety-Policy.pdf
	Green Initiative	Available in the Intellect Intranet Site (iPort) (Internal)
	Energy Management Policy	https://www.intellectdesign.com/investor/general/Energy-Management-Policy.pdf
	Sustainability Policy	https://www.intellectdesign.com/investor/general/Sustainability-Policy.pdf
	Retired IT Assets - Disposal and Donation Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Supplier Code of Conduct	https://www.intellectdesign.com/investor/general/Supplier-Code-of-Conduct-Policy.pdf
P7	Data Protection and Privacy Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Sustainability Policy	https://www.intellectdesign.com/investor/general/Sustainability-Policy.pdf
	Ombudsman Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Code of Conduct Policy	https://www.intellectdesign.com/investor-relations/ Available in the Intellect Intranet Site (iPort) (Internal)
P8	Corporate Social Responsibility Policy	https://www.intellectdesign.com/investor/general/csr-policy.pdf
	Sustainability Policy	https://www.intellectdesign.com/investor/general/Sustainability-Policy.pdf
P9	Information and Cyber Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	IT Security Policy	Available in the Intellect Intranet Site (iPort) (Internal)
	Risk Management Policy	https://www.intellectdesign.com/investor/general/2021-Aug-Risk-Management-Policy.pdf
	Emergency Response - disruption in Intellect Live System	Available in the Intellect Intranet Site (iPort) (Internal)

Table No. 4.51

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