intellect
live your dream

Holistic Sustainability

Holistic Sustainability

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Message from the
Chairman & Managing Director

As we complete the second year of our journey on Sustainability, I am proud to share the significant progress that we have made towards the vision on Holistic Sustainability. We have addressed Holistic Sustainability across 3 spheres viz..

SUSTAINABILITY WITHIN INTELLECT

SUSTAINABILITY ACROSS COMMUNITIES

SUSTAINABILITY ACROSS ECOSYSTEM
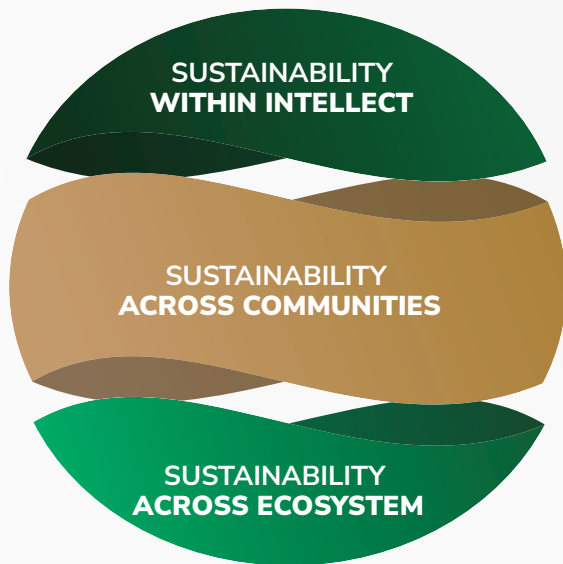
1. SUSTAINABILITY WITHIN INTELLECT

Initiatives within the organisation across the three dimensions of Environment, Social and Governance towards making a positive impact on the Environment as well as Social and Business Ecosystems comprising our Customers, Business Partners, vendors, associates and the communities around us through sound, equitable and transparent Business practices and responsible operations

2.SUSTAINABILITY ACROSS COMMUNITIES

Influencing our associates and Business partners through our Social Impact initiatives driven by Ullas Trust in shaping young minds by developing a

'Can do' spirit in them. Mission Samriddhi and its ecosystem of development accelerators, implementation partners and government agencies in ensuring holistic, sustainable development across the five dimensions of personal, social, economic, ecological and institutional development. Our initiatives in this sphere will have a spiralling/cascading effect on the communities with multiplier impact on benefits accrued

3.SUSTAINABILITY ACROSS ECOSYSTEM

Impacting the larger ecosystem by influencing the Thinking process in Policy design and deployment, anchored through the School of Design Thinking which collaborates with leaders in Academics, Industry and Government in shaping equitable and transparent policy frameworks

This report documents the progress and shares key milestones achieved towards the goals that we had set for ourselves.

As outlined in our maiden report last year, our Business aims to promote Sustainable Business practices in the Financial world by partnering with our customers in simplifying operations, reducing costs by elimination of wasteful activities and conserving resources. Using First principles thinking, we had elementalised the Banking domain to a finite number of microservices, events, APIs with the launch of our eMACH.ai platform last year , so that Banks and Financial Institutions could leverage these building blocks to eliminate complexities in their Business. Our technology enables us to readily leverage the Cloud platform for achieving Efficiency, Security and Scalability. We also seek to propagate Responsible AI that is explainable, traceable, secure and reduces bias. Apart from driving efficiency, our products and platforms also further the Governance agenda in ensuring transparency, addressing risks, enhancing security and aiding informed decisions.

Alongside sustainable business practices, we made significant strides on our sustainability programs and initiatives supported by metrics that demonstrate satisfactory progress and provide assurance that we are on track to achieving our medium/long term goals as envisaged. We achieved further certifications and assurance levels during the year.

At our largest facility, the Chennai campus, the installation of vermicompost for 100% composting of biodegradable waste and programs towards elimination of single use plastic are initiatives towards the larger goal of Zero waste to landfill. We have also achieved the two milestones set towards the goal of 'Net Zero Water' viz achieving 100% rain water harvesting and zero liquid discharge at our Chennai campus. Our associate retention has improved in FY24 compared to prior years. Building the leadership pipeline and grooming young talent received significant impetus with assessment, training and development programmes at multiple levels for skills in Technology, Project Management and Leadership. Per employee training hours registered a significant increase in FY24. Our corporate governance systems and risk frameworks are robust and enable us to run our operations ethically and responsibly.

In the second sphere, we hosted a nationwide Summit of Mission Samriddhi, our Social Impact

initiative in February 2024, converging over 300+ diverse participants - young Panchayat leaders, women leaders and frontline/grass root level volunteers, first generation micro entrepreneurs from rural India, apart from Development accelerators and programme partners. It was both humbling and gratifying to listen to the stories of Impact. This was preceded by multiple engagements with Development accelerators, Government institutions as well as international agencies. We have scaled up support and engagement for more specific initiatives during FY24. The Summit has opened more avenues to extend this engagement and expand/deepen the impact to the targeted communities. Specific progress made by Mission Samriddhi across the domains and regions it operates is highlighted in detail later in this report.

In the third sphere too, we continue to collaborate both with Government institutions as well as Academia in instilling a thinking process shift amongst the policy makers and administrators, Faculty and students. The School of Design Thinking significantly expanded its reach by signing collaborative arrangements with prestigious institutions. The School also hosted a National conclave for Academicians , converging the leadership of Institutions from diverse disciplines. Here again, exciting opportunities have emerged to positively shape the thinking of future generations. We also hosted a series of Design Thinking sessions for our customers, entrepreneurs, and students as a part of the School's anniversary celebrations.

We are convinced, more than ever, with the progress made thus far, that we can make a positive difference by being a model of a Sustainable, Inclusive, well governed Human Corporate. We hope to share greater milestones and success stories as we move ahead and count on the support of all our stakeholders - the Board, Leadership teams, Associates, Customers, Partners, Investors, Bankers and Regulators in realising this collective vision.
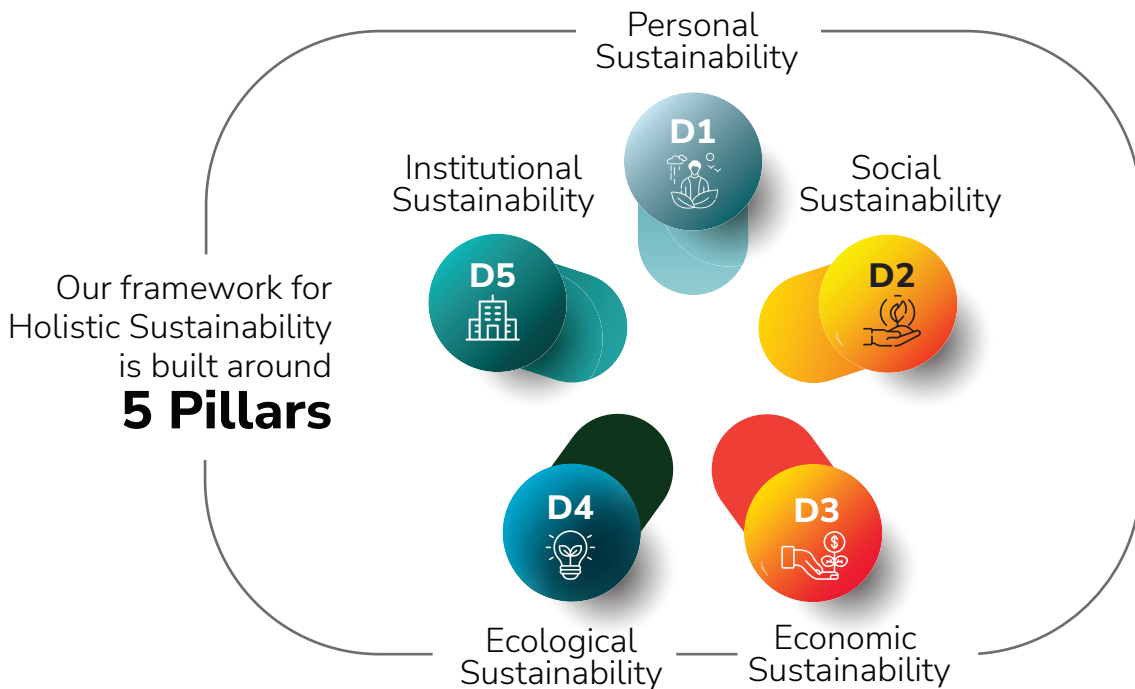
Warm Regards,

Arun Jain
Chairman & Managing Director

Intellect's
'Holistic Sustainability'

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.

Our success in approaching sustainability in a holistic way, 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. Considering sustainability presents a complex set of problems, having multiple moving parts, this 2 pronged approach is a winning strategy.

Our framework for Holistic Sustainability is built around **5 Pillars**

Personal Sustainability
D1

Institutional Sustainability
D5

Social Sustainability
D2

Ecological Sustainability
D4

Economic Sustainability
D3

Under each of these pillars are programs and initiatives that touch lives, stories that are truly transformational

D1 - Personal Sustainability

Ullas Trust (A Polaris Foundation social initiative) was started in 1997, with the primary motive to recognise academic excellence in students from the economically challenged sections of our society and encourage the "Can Do" spirit towards chasing their dreams and aspirations. Very early in its evolution, Ullas decided to focus its energies on students from Class (Grade) 9th to 12th, during the most vulnerable stage in their jouney - adolescence!

THE ROAD MAP

1. SELECTION OF YOUNG ACHIEVERS
Ullas selects students from Municipal / Corporation, Government, and Government-Aided schools every year through an Entrance Examination and a well-defined selection process and brings in the 'Young Achievers' into the fold

2. SEEDING THE CORE THOUGHT
A large-scale Annual Workshop for over 1200+ students – Ullas Young Achievers, is anchored by our Founder Arun Jain, along with our volunteers. This workshop focuses on 3 main objectives: a) Recognise the Young achievers in a public platform and award merit scholarships b) "Seed" the thought of looking beyond their immediate environment and encourage them to dream big and articulate their dreams with conviction in a specially-created 'Diary of Dreams' workshop. c) Provide an opportunity to interact with eminent personalities and role models

3. IGNITING THE BEST
Ullas created a unique self-enrichment module called SUMMIT. The Summit program comprises Personality Development modules, graded as Level 1 to Level 4, with Level 1 for Class 9th and finishing with Level 4 for Class 12th. These sessions are conducted based on specially crafted lesson plans that encompass communication skills, confidence-building, memory skills, active teamwork, public speaking and leadership skills. All the classes are anchored by employees (and their friends and families) during the weekends, thus giving the employees a special opportunity to mentor the Young Achievers

4. UNLEASHING THEIR POTENTIAL HIGHER EDUCATION SCHOLARSHIPS AND MENTORING PROGRAM

After the 12th standard, aspirants apply for the Higher Education Scholarships and go through a formal interview by panels of employee volunteers, where they build a case of why they should be awarded the scholarships. This again gives them a head-start in facing interviews. In parallel, the employees use this interaction to gauge the commitment of the student in pursuing their dreams as well as counsel the student, if they find an important area for development.

TRANSFORMATION FROM MENTEE TO MENTOR

The Higher Education scholarship holders are role-models for Ullas students in classes 9th to 12th. The self-confidence of a senior student grows manifold if he/she can actively participate in grooming junior students. Putting both objectives together, Ullas trains students (pursuing higher education) to become Facilitators for the weekend enrichment sessions (that is being imparted to the younger students). This initiative has proved to be a great success with Transformation from Mentee to the role of Mentor.

EXPANDING THE FOOTPRINT – TOUCH THE SOIL

Through the "Touch the Soil" program, Ullas gives an opportunity to the volunteers to "re-connect with the roots" and conduct the 'Can Do' workshops in the Districts of rural India. This helps motivate young minds in the rural canvas when they get an opportunity to interact with role models who made it big from within their environment. The expansion of this rural footprint has seen Ullas evolving into a movement apart from symbolising inclusivity of the social initiatives of the organisation.

ULLAS – ECOSYSTEM PARTNERSHIPS

Ullas, strongly believes in partnering with like minds to be able to reach and ignite as many bright young minds as possible. This belief has helped us build a partnership ecosystem with:

Corporate Partner: Morgan Stanley, NGO Partner: Vidyarambam Trust, Youth Volunteer

Movement: Talent Quest for India Trust (TQI Trust), National Service Scheme (NSS) – NSS volunteers from colleges and Mission Samriddhi: Tamil Nadu Cluster Development Program (TNCDP).

IMPACT OF SCHOOL OF DESIGN THINKING (SODT) IN THE FIELD OF EDUCATION

Since 2016, School of Design Thinking (SoDT) based out of Chennai is working towards creating awareness about Design Thinking as a 'Human Centered – Future Focused' approach, to the society at large. It strives to bring the culture of Design Thinking in all aspects of life by focusing on preparing the Design Mind and help solve complex challenges as well as create meaningful and immersive experiences.

DESIGN THINKING IN ACADEMIA

SoDT works with educational institutions to prepare outstanding individuals to learn and adopt Design Thinking through :

i-Innovate
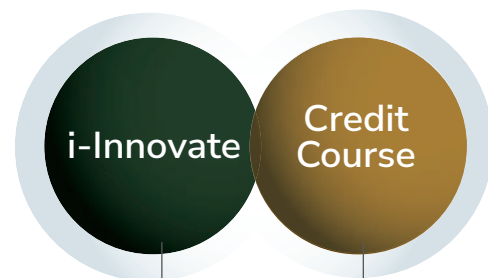
A program for the serious potential entrepreneur to utilize Design Thinking as a stepping stone for the student's entrepreneurial journey

Credit Course

Design Thinking is today integrated as a value added course in the curriculum of many colleges and higher education institutions

DESIGN THINKING PROGRAMS FOR FACULTY

The Faculty programs by the School of Design Thinking have been carefully crafted and curated keeping in focus the unique needs of the Academic Faculty, be it enhancing the learning experience of students, self-development or exploring new opportunities for the departments and the institution. In these programs, while they learn the concepts of Design Thinking, they also

get hands-on experience in leveraging its processes, frameworks and tools for a truly impactful outcome.

The immersion is in the form of Faculty Development programs, Train the Trainer and Customised workshops. We have seen great success with reputed educational institutions for both the Student and Faculty programs, such as SRMIST, NIET, IIM Calcutta, VIT, BIM, Sairam Institutions, KREA University, SSN, Crescent, KL University, SOIL, XIME to name a few.

ENGAGEMENT WITH SCHOOL CHILDREN IN RURAL INDIA

Books remain as a tenuous link to our imaginations, in this age of digital and visual media. Through child friendly books and a structured framework and monitoring process, Mission Samriddhi's Ullas library program in 5 states across 9 districts, brings the joy of reading to the classroom and helps improve reading in native and English languages in 56 schools, covering 10,600 children.. Through the Ullas Science kit program, Mission Samriddhi focuses on developing the scientific temperament, spirit of enquiry and creativity through experiential learning. 6500 school children from 39 schools in 5 districts can now access the science kits, fostering logical, rational and scientific thinking.

STREET PLAYS (NUKKAD NATAKS) TO TACKLE SOCIETAL EVILS

In Sonbhadra district of Uttar Pradesh, under the auspices of the Banwasi Sewa Ashram, a Mission Samriddhi partner, street play troupes have been encouraged to take up social themes. These "nukkad nataks" have been staged across multiple gram panchayats to tackle societal evils like alcohol abuse, child marriages etc.

EMPLOYEES ENGAGEMENT IN SUSTAINABILITY INITIATIVES

We constantly engage our associates in sustainability practices and encourage them to take an active role in adopting socially and environmentally responsible practices. We initiate training programs, incentives for sustainable behaviour, and regular communication about sustainability initiatives.

Sustainability topics are covered during the monthly Induction program to make aware the new joinees about the Sustainable practices followed at Intellect.

Annual sustainability initiatives such as Sustainability Week Celebrations play a pivotal role in fostering environmental stewardship, social responsibility, and economic resilience within the company and its broader community. These initiatives serve as a proactive approach towards addressing pressing sustainability challenges, aligning with global efforts to mitigate climate change, reduce carbon footprint, and promote sustainable development.

With an aim to instil the importance of Reusability (of typical waste products) and unleash the power of collaborative innovation to design new ways of putting waste products into office/workplace/domestic use, a competition titled 'RRR -REPURPOSE-RECYCLE-RECREATE' was conducted during FY 2023-24 with engagement of all associates. A total of 26 teams participated to solve an interesting challenge - create something innovative and useful using cardboard boxes, used markers, old dusters, e-waste cables, and used old magazines etc.

D2 - Social Sustainability

Innovation today isn't only within the contours of corporations, but is also much needed in the social sector. A society has multiple stakeholders ranging from the government, social organisations and NGOs, public at large, policy makers, administrative officials and many more. Design Thinking is the platform to align all the stakeholders to resolve core issues of societal impact. The programs are dedicated to socially-motivated organisations to create wider and deeper impact – targeting scale and reach. Key adopters include Panchayats and other stakeholders associated with Mission Samriddhi, NIRDPR, Banwasi Sewa Ashram, IRA, SeSTA, PRADAN, Freedom Trust,etc.,

The initiative of introducing kitchen gardens across Wardha district in Maharashtra was started to improve the haemoglobin levels amongst women in Wardha. The result - not only did the women stop suffering from anaemia, but they suddenly found money in their hands through sales of vegetables which was surplus, plus the benefit of better and more nutritious food. In addition, the Maharashtra State Rural Livelihoods Mission (MSRLM) in Wardha District along with some NGOS signed a MoU to scale the program to impact hundreds and thousands of villages across marginalised communities and this concept has been institutionalised.

D3 - Economic Sustainability

In Sonbhadra district of Uttar Pradesh, Banwasi Sewa Ashram, with the support of Mission Samriddhi has set up a Mushroom spawn production laboratory with technical help from ICAR-Indian Institute of Vegetable Research, Varanasi, to produce 750 kg of spawn per month. 65 farmers have been trained in a skill that will provide them an additional source of income. Encouraged by this a Farmer Interest Group (FIG) of 2500 farmers has come forward to get trained in mushroom cultivation and sell the produce under the registered company.

In Assam, development partner SeSTA (Seven Sisters Development Assistance) is helping convergence with different line departments, CSOs, CBOs, in attempts to better implement MGNREGA so that long term livelihood generating assets are created for the beneficiaries. Specifically, a Rs.18 lakh catalytic revolving fund from Mission Samriddhi topped up by Rs 33 lacs by the Assam State Rural Livelihood Mission (ASRLM) over 3 years is facilitating the SUSTAINABLE LIVELIHOODS for 2000 women so that the Household income increases by Rs 50,000/year thereafter, through a portfolio of opportunities such as pig rearing, poultry, backyard kitchen gardens and pisciculture.

D4 - Ecological Sustainability

RIVER REJUVENATION

Gramin Samasya Mukti Trust (GSMT), a partner organisation of Mission Samriddhi, has been working dedicatedly in the Yavatmal district towards Natural Resource Management. The 'Nirguda River Rejuvenation Campaign', designed and implemented by GSMT with the support from Mission Samriddhi, focused on the revival of the Nirguda River to increase river water infiltration, recharge groundwater and harvest rainwater to ensure the supply of water for irrigation. Under the initiative, GSMT and its partners revived 16 Km of the river in the upper catchment of the river, following the Doha model. At its full potential, the intervention would directly benefit a population of around 9000 across 17 villages by boosting agriculture, and horticulture and improving the availability of drinking water for more than 1800 households.

In Yavatmal District, Maharashtra, at Shiratoki village, Mission Samriddhi has been incubating a Holistic Collective farming initiative, where over 20 farmers came together to pool their land to over 100 acres. Mission Samriddhi assisted them in building large farm ponds for storage of water during the monsoons, as well as in contour bunding to properly channel the rainwater and reduce runoff. The overall plan has facilitated the establishment of water structures to harvest an estimated 200 crore litres of water through farm ponds, compartment bunding and continuous contour trenching.

During Wave 2 of COVID-19, UNICEF and Mission Samriddhi worked together in Project Co-Vijay to provide disaster and resilience support in over 250 Panchayats in 6 States. This has given UNICEF much confidence in Mission Samriddhi's ability to collaborate with partners on the ground and deliver sustainable outcomes. Now in 2024, UNICEF is working with us and other stakeholders to provide path-breaking climate-resilient and climate-smart agriculture in 75 Gram Panchayats in UP, Bihar and Tamil Nadu over the next 4 years.

In the Jhansi district of Uttar Pradesh, Mission Samriddhi works closely with the 2030 WRG (Water Resources Group), an initiative hosted by the World Bank, to enable thousands of small farmers, with 90% subsidy for micro-irrigation schemes.

D5 - Institutional Sustainability

In 2022, Dr. W.R.Reddy, ex-Director General of the National Institute of Rural Development & Panchayati Raj (NIRD&PR) was to draw up a new National Capacity Building Frame (NCBF) on the request of the Ministry of Panchayati Raj. Dr. Reddy and his team partnered with Mission Samriddhi and the School of Design Thinking (SoDT), along with partner organisations such as ANODE Governance Lab and Teesri Sarkar Abhiyaan. Design thinking tools such as Persona mapping and Empathy mapping were used to devise effective solutions to understand user behaviour. The new NCBF 2022 has recommended the Samriddhi Yatra approach of taking PRI/Community representatives from the Gram Panchayat Clusters to visit model panchayats like Hiware Bazaar and Ralegaon Siddhi in Maharashtra and Eraviperoor in Kerala to ensure that they imbibe the steps taken in the panchayats to better the lot of their people and bring about a mindset change.

Department of Panchayati Raj (DoPR), Government of Jharkhand, has been open to adopt several progressive practices such as setting up of Gyan Kendras in about 1500 Gram Panchayats, initiation of Thematic GPDP planning process, increasing state budget and expenditure towards human resources and CB&T of PRI members, all in close coordination with the State Project Management Unit (SPMU) – an initiative of PRADAN supported by India Panchayat Foundation and Mission Samriddhi. The SPMU along with Jharkhand CSO Forum is supporting the drafting of PESA rules in Jharkhand as well as building draft documentation on 'Own Source Revenue' (Non-Tax Revenue & Tax Revenue) and 'Effective Convergence'. Systems change and Design thinking has helped bring about small changes in the power dynamics between the PRI members and officials of DoPR, GoJ. (Influencing policy making decisions).

In Tamil Nadu, 45 Gram Panchayats have put their faith in Mission Samriddhi through their Gram Sabha resolutions to help facilitate a more proactive and participative GPDP process for better governance which involves strategic projects in education, gender equality and livelihood empowerment.

Civilian and Societal problems are wicked problems. In Design parlance, wicked problems are those complex issues where there are multiple stakeholders with varied interests, changing dynamics of the public, regulations and laws, other societal and civilian constraints, etc. Our indigenous Design Thinking Process and crafted Design Tools are instrumental in navigating through such complexities and align every stakeholder to address the core issue of civilian and social impact. Thus, it becomes inevitable to adopt Design Thinking as a life-skill.

SoDT has helped redesign the approach the departments take by adopting User Centricity using the Human Centric tools of Design Thinking, thus driving enhanced Customer experience, understanding unstated requirements from 'outside-in' perspective, and improving the focus on garnering patterns and anti-patterns of public services thereby helping them to upscale leveraging Design Thinking and effectively execute policies.

Our involvement with the Government has been both at the State and Centre. Some of the key departments we have worked with include Niti Aayog, NIC, AICTE, Startup TN, DIET, SCERT, GeM, CLRI.

This is to design the next-generation product landscape for the organisation by knowing what the user really needs

Design leadership and team alignment to the larger purpose of the organisation

PRODUCT DESIGN

STRATEGY DESIGN

Sustainability Design for Business:

CULTURE DESIGN

GTM DESIGN

A program for the organisation's leadership to design the next version of the organisation by breaking silos and connecting business, technology and operations

To penetrate the market with the solution and inspire and impact through value-based GTM strategies

DESIGN THINKING WORKSHOPS FOR FEW CORPORATES
Cavinkare, Sony, BCCL Times group, Sundaram Clayton, Integra, Trigent, Ashok Leyland, Waaree, Banca Sella, Indian Oil, to name a few

About the
Report

This second Sustainability Report of Intellect Design Arena Limited aims to provide material Environmental, Social and Governance topics and the strategy to reduce the impact in the journey towards a sustainable organisation. The information disclosed in this Report pertains to the reporting period from 1st April 2023 to 31st March 2024 (Referred hereinafter in short as '23-24').

REPORTING FRAMEWORK, REPORTING PRINCIPLES & APPROACH

This Report contains disclosures on material topics in accordance with the latest Global Reporting Initiative (GRI) standards (Universal standards and Topic standards). The Report has considered the application of the reporting principles, i.e. accuracy, clarity, balance, comparability, completeness, timeliness, sustainability context and verifiability as per the GRI Standards. The various sustainability programs/initiatives and the performance indicators for these programs are reviewed and validated by the Sustainability Working Committee (SWC) and Sustainability Executive Committee (SEC). Stakeholder relationships and materiality form the foundation of our reporting process. The Reporting Cycle is on an Annual Basis. This Report also references the Annual Report and Business Responsibility and Sustainability Report (BRSR), which was prepared per the requirements of SEBI to provide insight into environmental, social, and governance initiatives.

SCOPE AND BOUNDARY

Intellect, serving over 270 customers in 57 countries, has a diverse workforce of solution architects, and domain and technology experts in major global financial hubs.

However, from the perspective of material impact on sustainability, the boundary of this Report covers the performance, initiatives, and information on the business activities of Intellect Design Arena Limited corporate and operational sites in India, with the intent of expanding the boundary of reporting to subsidiaries and other business entities in future.
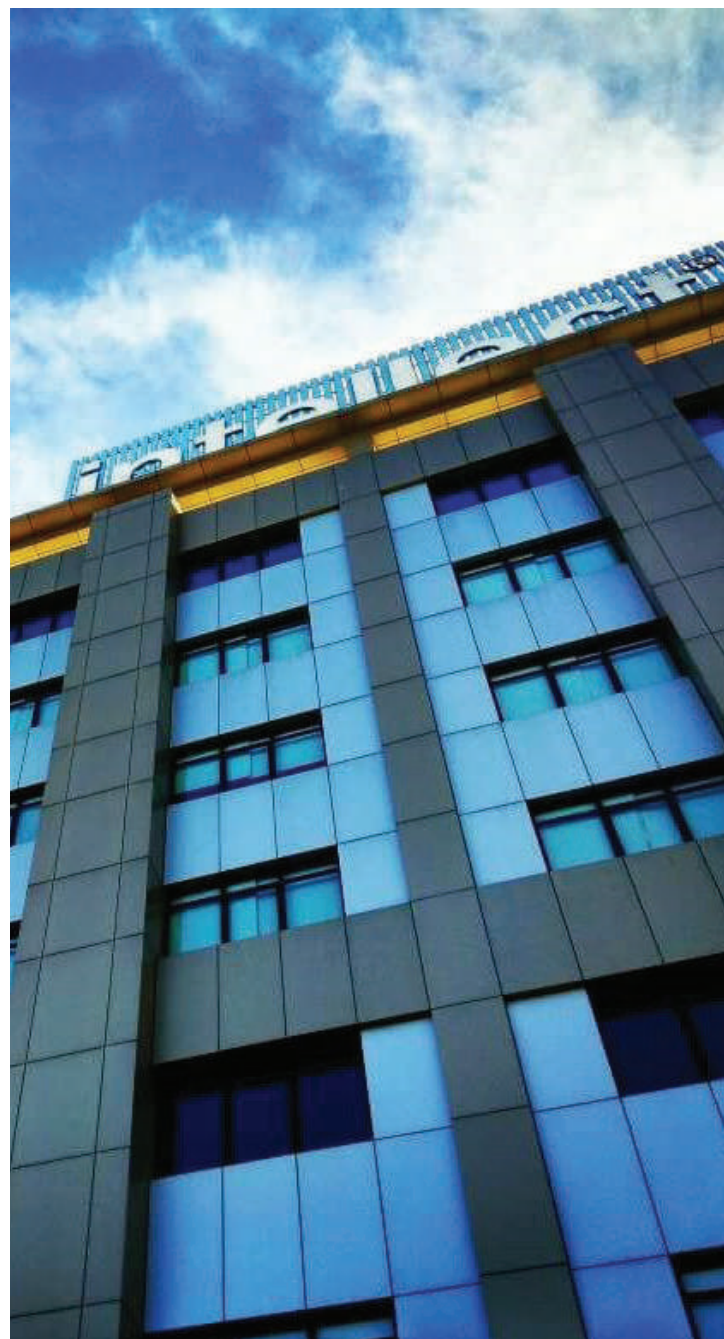
Our Corporate office is at Plot No. 3/G3, SIPCOT IT Park, Siruseri, Chennai – 600 130, India. (hereinafter referred to as "Largest campus of Intellect")

Enumerated below are the corporate and operational sites

Gurugram
249, Udyog Vihar, Phase – IV, Gurugram, Haryana, India

Mumbai
2nd, 8th, 9th and 10th floor, Silver Metropolis, Jai Coach, Western Express Highway, Goregaon (East), Mumbai-400 063, India

Unit 35-A, SDF II, Unit 174-C & 175-C, SDF VI, SEEPZ-SEZ, Andheri East, Mumbai – 400 096, India

Unit No. A/1, 8th Floor, Ashar IT Park, Road No. 16/Z, Wagle Estate, Thane West, Mumbai – 400604, India

Hyderabad
SEEC Towers, Plot No. 6, APIIC Layout, Hi-Tech City, Madhapur, Hyderabad – 500081, India

Pune
Marisoft III West Wing 5th Floor, Marigold Complex, Kalyani Nagar, Pune-411006, India

Chennai
244, Anna Salai, Chennai – 600006, India.

Plot No. 3/G3, SIPCOT IT Park, Siruseri, Chennai – 600 130, India

ASSURANCE STATEMENT
An independent third-party assurance provider has externally assured this Sustainability Report as per AA1000 Assurance Standard (AA1000 AS v3) at a Type 2 moderate level of assurance. The assurance statement can be found in Annexure - C.

FEEDBACK
In alignment with its commitment to Sustainable Development, Intellect Design Arena Limited will continue to produce its Sustainability Report annually. For your suggestions and feedback, kindly write to us at sustainability@intellectdesign.com

Name of the Contact Person: **Ms Sudha Gopalakrishnan**
Designation: Chief Assurance & Governance Officer
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Website - https://www.intellectdesign.com/

Certain statements in this Report are aspirational or otherwise forward-looking, and company goals are not guarantees or promises that all goals will be achieved. Due to unknown risks, uncertainties, and other factors, the actual results, developments, or performance of the company may vary from our forecasts and announcements.

ORGANISATION
AT A GLANCE

Intellect Design Arena Limited (BSE: 538835, NSE: INTELLECT) hosts the world's largest cloud-native, API-led microservices-based multi-product platform for Global leaders in Banking, Insurance, and Capital Markets. With over three decades of domain expertise, Intellect is the brand that institutions rely on for digital transformation initiatives.

We enable global Tier 1 to Tier 3 banks in their Core Banking, Lending, Wealth, Transaction Banking, Trade and Supply Chain transformation. We have built the largest composable and contextual Open Finance platform - eMACH.ai.

Our "first principle" technology suite, eMACH.ai, is an AI-led comprehensive open finance platform offering composable solutions for banks and financial institutions to curate and contextualise products to address specific customer's needs, across verticals like Retail, Corporate, Wealth. These include platforms for Retail Banking, Core Banking, Lending for Retail, SME and Corporate segments, Credit Cards, Core Banking for Central Banks, Digital Engagement, Wealth Management, Liquidity, Virtual Accounts and Cash Management, Payments, Digital Transaction Banking encompassing Payments, Receivables and Collection, Trade and Supply Chain Finance, AI-led Data platform and Underwriters Exchange for Insurance.

We are the chosen partner for the Top 6 of 10 North American Banks, Top 9 of 10 European Banks, Top 10 of 15 Middle Eastern Banks, Top 13 of 15 Indian Banks and Top 7 of 10 South East Asia & ANZ Banks. Intellect serves over 270 customers across 57 countries and has a diverse workforce of solution architects, domain experts, and technology experts in major global financial hubs.

We pioneered Design Thinking to create cutting-edge products and solutions for banking and insurance, with design being the key differentiator in enabling digital transformation. 8012 FinTech Design Center, the World's first Design Center dedicated to Design Thinking Principles, celebrated its 11th anniversary recently, reflecting our commitment to continuous and impactful innovation, addressing the growing need for digital transformation.

OUR PURPOSE:
To provide Large Enterprise Grade Composable and Contextual solutions driving higher business growth, reducing cost and risk on a sustainable basis

1 Intellect

30 Languages

29 Nationalities

Our Board of
Directors

The Board of Directors of Intellect possess the highest personal and professional ethics, integrity, and values. It provides leadership, strategic guidance, and objective judgement on the company's affairs. The Board is fully conscious of its fiduciary responsibilities and is committed to representing the long-term interests of stakeholders. The Board has adopted corporate governance principles and continues to be informed, participatory, and independent in implementing its broad policies and guidelines. It has also established adequate review procedures.

The cornerstone of good corporate governance lies in the optimal blend of executive and non-executive directors on the Board and the degree of their independence. As of 31st March

2024, the Board, which has convened five times during the reporting period, is composed of seven members. This includes a Chairman and Managing Director, a Whole-time Director, a Non-Executive Director, and four Independent Directors, one of whom is a lady. The Board members bring a wealth of knowledge and experience from diverse fields, enabling them to effectively address the issues raised by the management and other relevant stakeholders.

The Chairman and Managing Director manages the Company's day-to-day affairs under the Board's supervision. To maintain the Board's independence and separate its governance and managerial functions, an appropriate mix of Executive, Non-Executive, and Independent Directors are employed.

Mr. Arun Jain

Chairman and Managing Director

Nomination, Remuneration & Compensation Committee – Member
Risk Management Committee – Member | CSR Committee – Member

Mr. Anil Kumar Verma

Whole-time Director

CSR Committee – Chairman | Audit Committee – Member
Stakeholders' Relationship Committee – Member

Mr. Arun Shekhar Aran

Independent Director

Audit Committee – Chairman
Nomination, Remuneration & Compensation Committee – Member
Stakeholders' Relationship Committee – Member | Risk Management Committee – Member

Mr. Andrew Ralph England

Non-Executive Director

Risk Management Committee – Chairman

Ms. Vijaya Sampath

Independent Director

Audit Committee – Member
Nomination, Remuneration & Compensation Committee – Member

Mr. Abhay Anant Gupte

Independent Director

Nomination, Remuneration & Compensation Committee – Chairman
Stakeholders' Relationship Committee - Chairman
Audit Committee – Member | CSR Committee – Member

Mr. Ambrish Pandey Jain

Independent Director

Nomination, Remuneration & Compensation Committee – Member
Audit Committee – Member

eMACH.ai

eMACH.ai is a groundbreaking and transformative suite designed using "first principles" thinking to significantly simplify technology in the banking and insurance sectors. With its extensive offering of 329 microservices, 535 events, and over 1757 APIs, it serves as the most comprehensive Open Finance Platform, enabling the creation of customer-centric solutions instead of traditional product-focused ones.

This suite keeps a bank's customer in focus, be it Retail, HNI, SME, or Corporate, the events in their financial journey, or events created by bank operations or events generated by regulators and compliance. Financial institutions orchestrate their offerings based on these events to ensure customer satisfaction and regulatory compliance.

A Business Impact Technology launched for banks and financial institutions worldwide, eMACH.ai helps banks Transform their Growth, Operations, Experiences, and Capabilities with the Intellect suite of products, where eMACH.ai is embedded.

eMACH.ai Technology leverages the smartness of the Cloud to design Bank's own composable Business Impact solutions based on Event-driven architecture, ready to use deeply rich functional Microservices and scores of API on Cloud Headless.

329 Microservices   **1757** APIs   **535** Events
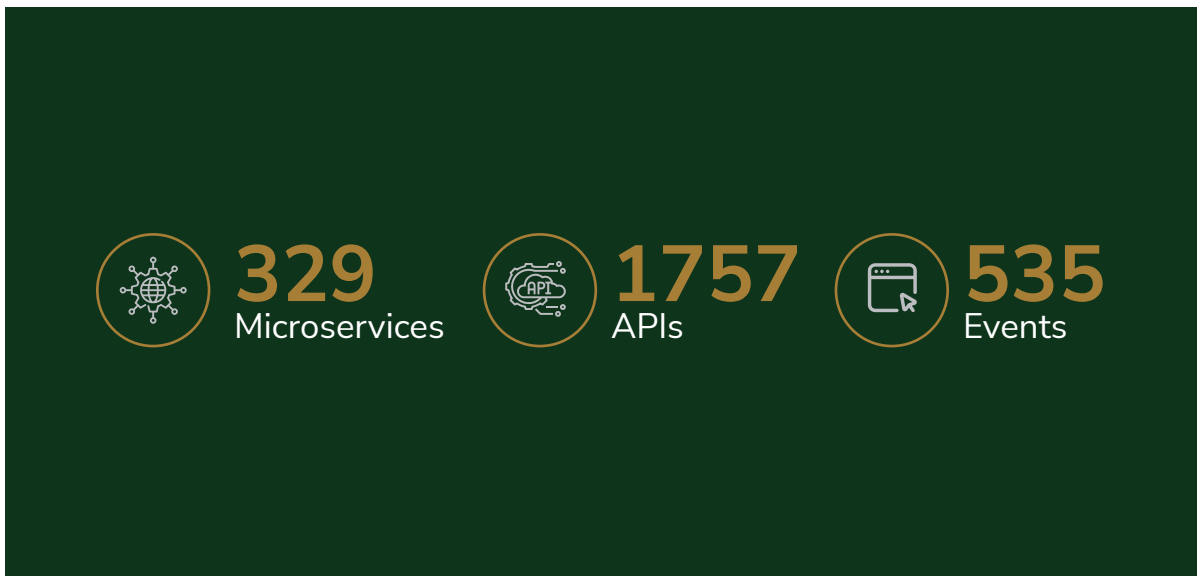
Our Lines
of Business

Intellect Global Consumer Banking (iGCB)

iGCB, the Retail and Central Banking Solutions arm of Intellect, offers an end-to-end Contextual Banking suite for retail and corporate banking across Core Banking, Lending, Cards, Digital Banking, and Central Banking. Its unique blend of integrated functionality and agility is made possible by its Microservices-based, API-first, cloud-native architecture with powerful integration capabilities. iGCB brings to the table a deep knowledge of the developed and developing financial market space and seeks to be the Innovation Partner for those who are passionate about transforming the future of fintech! www.igcb.com

Intellect Global Transaction Banking (iGTB)

Consumerisation of Commercial Banking – Offering banks a single global ecosystem of consumerisation for liquidity, investments, deposits, cash management, cash pooling, cash forecasting, payments, virtual accounts, SME lending, corporate DDA, trade and supply chain finance; iGTB suite of transaction banking products is specially designed to enable Corporate Clients to make, move & manage money and prepare Commercial Banks for a new era of customer-centric services. iGTB is the world's first complete Global Transaction Banking platform from Intellect Design Arena. With a rich suite of transaction banking products, iGTB enables banks to meet their ambition to be the Principal Banker to their corporate customers. The platform is powered by Contextual Banking eXperience (CBX), a white labelled Digital Engagement Banking Platform that offers a seamless and contextual user experience for managing Cash and Trade digital channels. For more information on iGTB, please visit www.igtb.com

IntellectAI

intellectAI

IntellectAI offers a suite of contemporary artificial intelligence products and data insights triangulated from thousands of sources that take a strategic approach to tackling the biggest challenges for the insurance and wealth business. Our underlying technology powers sophistication with simplicity ensuring an engaging and insightful user journey.

Our AI cloud native products are known to address the most complex business objectives with the highest accuracy of outcome. Our skilled technical experts and data scientists seamlessly augment our customer teams to accelerate their transformation journey, easily adapting as business models and technology evolves. www.intellectai.com

Intellect Digital Technology for Commerce (iDTC)

iDTC

iDTC, brings end-to-end commerce. We believe that commerce is a 24x7 activity and it could lead to high growth while minimising the risks, catering to a commerce canvas of desirability. With changing customer preferences, it is imperative to reduce friction points and ensure the smooth flow of commerce using the latest technology stack led by AI. Whether you are in the government, corporate or retail commerce space, iDTC has the digital technology for you to grow - providing end-to-end commerce solutions. With Design Thinking and open API-led products, iDTC envisions being at the forefront of innovation in Procurement, Payments & Retail solutions and aims to revolutionise enterprise procurement, account payables and retail front and back-end processes. www.idtc.com
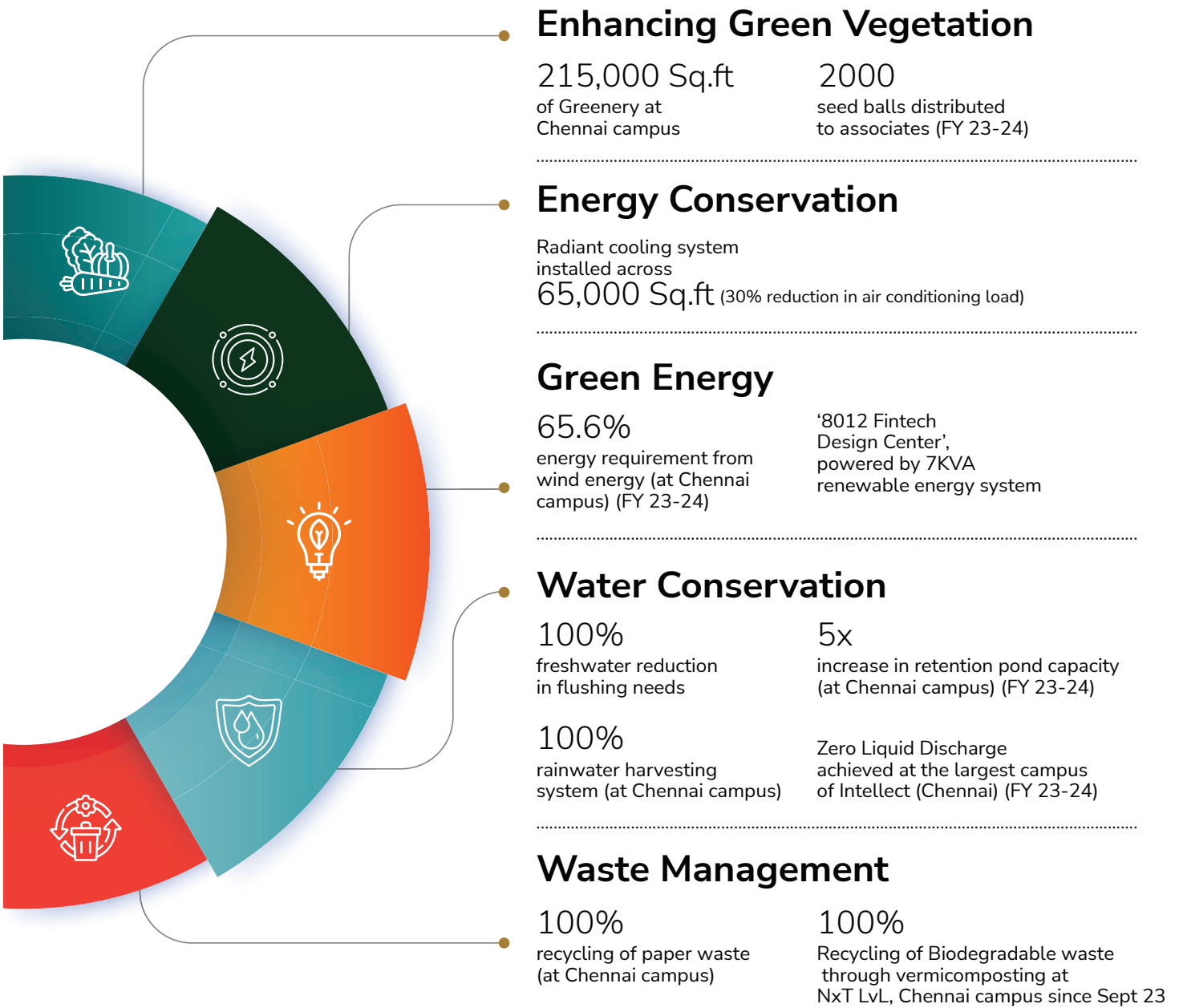
PARTNERSHIPS AND ALLIANCES

In line with our strategic goal to enhance our global footprint and drive diverse initiatives, Intellect has forged partnerships with leading consultants spanning from technology to business consulting domains. The Partnerships Organisation is committed to building a strong and vibrant partner community across all geographies and partner personas to fuel Intellect's growth to new heights. Partnerships encompass a number of partner types and personas. They include Influencing partners who champion Intellect and the power of our eMACH.ai driven technology in global FSIs across C1 & C2 countries, Implementation partners

empowered through eMACH.ai certification to build our solutions across C1 and C2 countries, Evangelising partners, a peerless network of highly respected board members of global financial institutions, key Industry Influencers and the leadership of our very own customers to help bolster our profile across all C1 & C2 countries, and finally, Distribution partners: a cohort of carefully nurtured regional boutique consulting partners and local SIs will help us cross the finish line in highly competitive and price sensitive regions.

Regional, Cloud, Consulting and GSI partners are the lifeblood of our dynamic partner program. Achieving Top Tier status with Microsoft and being a Global Strategically important partner in the financial services space for AWS, cements us as a Tier 1 financial technology creator with globally dominant Hyperscalers. In the consulting space, we maintain strong partnerships with the Big Four, Global Strategy and Management Consulting firms and smaller, more country focused, boutique consulting firms. Our fast growing tally of GSIs, and regional SIs armed with eMACH.ai knowhow form the backbone of our partner growth strategy. We cannot forget our regional partners, a strong contributor to our growth in both developed and emerging economies.

Our esteemed partners encompass industry giants such as Oracle, Red Hat, Broadcom (VMware), Microsoft, AWS, Azure, Redis, Elastic, Hewlett Packard Enterprise, Cisco, NetApp, Trend Micro, OpenText and Hasura, reflecting our commitment to collaborating with the best in the field.

ESG **Highlights**

Enhancing Green Vegetation

215,000 Sq.ft
of Greenery at
Chennai campus

2000
seed balls distributed
to associates (FY 23-24)

Energy Conservation

Radiant cooling system
installed across
65,000 Sq.ft (30% reduction in air conditioning load)

Green Energy

65.6%
energy requirement from
wind energy (at Chennai
campus) (FY 23-24)

'8012 Fintech
Design Center',
powered by 7KVA
renewable energy system

Water Conservation

100%
freshwater reduction
in flushing needs

5x
increase in retention pond capacity
(at Chennai campus) (FY 23-24)

100%
rainwater harvesting
system (at Chennai campus)

Zero Liquid Discharge
achieved at the largest campus
of Intellect (Chennai) (FY 23-24)

Waste Management

100%
recycling of paper waste
(at Chennai campus)

100%
Recycling of Biodegradable waste
through vermicomposting at
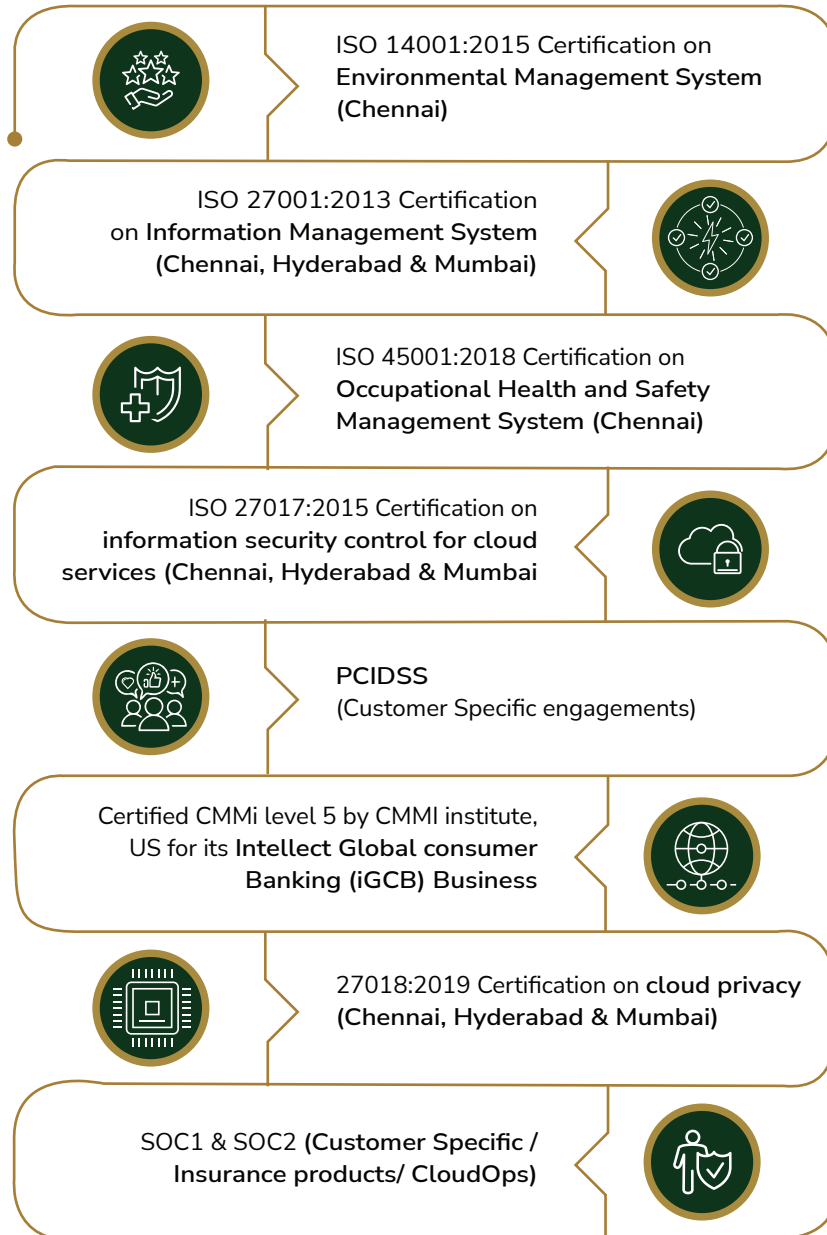NxT LvL, Chennai campus since Sept 23

Other Initiatives (FY 23-24)

12 Electric Vehicles (EV) charging
points (at Chennai campus)

40% of diesel vehicles
replaced with EV

Electric Vehicles (EV) Tractor for
emission-free landscape
maintenance (at Chennai campus)

Certifications

ISO 14001:2015 Certification on **Environmental Management System (Chennai)**

ISO 27001:2013 Certification on **Information Management System (Chennai, Hyderabad & Mumbai)**

ISO 45001:2018 Certification on **Occupational Health and Safety Management System (Chennai)**

ISO 27017:2015 Certification on **information security control for cloud services (Chennai, Hyderabad & Mumbai**

PCIDSS (Customer Specific engagements)

Certified CMMi level 5 by CMMI institute, US for its **Intellect Global consumer Banking (iGCB) Business**

27018:2019 Certification on **cloud privacy (Chennai, Hyderabad & Mumbai)**

SOC1 & SOC2 **(Customer Specific / Insurance products/ CloudOps)**

Membership
of Associations

Intellect places significant emphasis on intellectual capability when collaborating with industry associations. The company's membership in various associations worldwide allows it to conduct business more smoothly with customers in specific regions where the association is present.

Additionally, these associations provide a platform for Intellect to contribute to furthering the sustainability agenda in the respective forums. The company's association membership ties play a pivotal role in its collaboration strategy, enabling it to establish a stronger presence in specific regions and build better customer relationships.

1 Confederation of Indian Industry (CII)

2 Madras Chamber of Commerce & Industry (MCCI)

3 Madras Management Association (MMA)

4 Indo-American Chamber of Commerce & Industry

5 Indo Japan Chamber of Commerce & Industry

6 Indo-Australian Chamber of Commerce

7 Indo-German Chamber of Commerce

8 The Indus Entrepreneurs (TiE)

9 Federation of Indian Chambers of Commerce and Industry

Awards
and Accolades

Our products and technologies are among the best in the market, and we have received dozens of industry recognitions and accolades.

With over a decade of significant research and development investment, the Intellect suite is the largest across the Banking, Wealth, Insurance, Capital Markets, Procurement, and Retail industries.

At Intellect, we are proud to have garnered recognition from Analysts and received numerous awards. With a global customer base of over 270, we strive to deliver exceptional results to all our clients.

This section showcases some of the significant accolades received in FY 23-24.

Intellect iGTB's Supply Chain Finance identified as LEADER in IBSi Supply Chain Finance Platforms, Q4 2023

IntellectAI's Xponent (P&C underwriting) identified as LEADER in IDC MarketScape: Worldwide P&C Intelligent Underwriting Workbench Applications 2023 Vendor Assessment.

Intellect iGTB's VAM Platform rated "BEST-IN-CLASS" and ranked #1 in Datos Insights' Vendor Guide (formerly Datos Insights Matrix Assessment): Virtual Account Management Platforms

IntellectAI's implementation at Foresight is featured under Selected Case Studies: Midsize P/C Insurer Initiatives in Datos Insights' (erstwhile Datos Insights-Novarica Group's) 'Insurance Technology Impact Awards Case Study Compendium 2023: Data Initiatives'

iGTB's Cash Management Solution rated "Leading Contender" in Datos Insights Matrix Report on U.S. Cash Management Technology Providers

IntellectAI recognised as a PROMINENT Traditional Underwriting Workbench Provider in Datos Insights' report 'P/C Commercial Underwriting Workbench'

iGTB Co-pilot is recognised as an established platform solution integrating GenAI Capabilities in Datos Insights' Top 10 Trends in Commercial Banking & Payments, 2024

CELENT

iGCB's Intellect Digital Core (IDC) won an XCelent award for 'Advanced Technology' and rated highly amongst Core Banking Platforms targeted for NA Mid-to-Large Banks in Celent's Report titled 'Retail Banking Core Banking Systems: North American Mid-Large Bank Edition.

Intellect was named among Sample Vendors for Digitally Engineered Underwriting in Gartner® Hype Cycle™ for Digital Life and P&C Insurance, 2023

Intellect was recognised as a Sample Vendor for Application Composition Technology in the 2024 Gartner® Report on Emerging Tech Impact Radar: Cloud-Native Platforms

Gartner

ISG

Intellect's - Payment Processing Platform (IDC) has been recognised as "LEADER" (top 4) in ISG Provider Lens™ Quadrant study for "Digital Banking Technology and Platforms 2023"

Intellect's - Digital Banking Engagement Platform (DBEP) has been recognised as "LEADER" (top 4) in ISG Provider Lens™ Quadrant study for "Digital Banking Technology and Platforms 2023"

Intellect's - Digital Core Banking Platforms (IDC) has been recognised as "LEADER" (Top 3) in ISG Provider Lens™ Quadrant study for "Digital Banking Technology and Platforms 2023"

IntellectAI was chosen as the winner in the 'Best WealthTech Solution – Overall' category at the Global Private Banker Awards in Q4

GLOBAL Private Banker WEALTHTECH AWARDS 2024

DESIGN FOR
SUSTAINABILITY

2.1 Sustainability **Program**

Our Sustainability Program is a testament to our unwavering commitment to environmental, social, and economic responsibility. Rooted in a vision of creating positive change, our program encompasses a holistic approach across all facets of our operations.

Sustainability is an integral part of our operations. We have been efficacious by being responsive to a rapidly evolving environment and adopting a sustainable and innovative strategy - giving equal impetus to people, profit, innovation, and the environment. Our Board of Directors reviews and approves strategic initiatives and considers issues that drive the Company's long-term performance. Our board-level CSR Committee, led by Mr Anil Kumar Verma, governs sustainability. Execution of various sustainability initiatives is delegated at multiple levels, such as the Sustainability Executive Committee (SEC), Sustainability Working Committee (SWC) and specific initiative-based councils.

We at Intellect see sustainability as a guiding principle for conducting business and creating solutions that contribute to changing the World.

We recognise that our responsibility is to address some of society's most significant shared challenges, including resource scarcity, access to quality education and economic opportunity, and data security and privacy. Sustainability is a powerful force for innovation. It drives progress toward our business priorities, from designing and delivering our core products and services to developing new business models and solutions that generate breakthrough technologies.

As we reflect on our achievements, we look forward to a future where Intellect continues to lead by example, proving that responsible business practices are not just a choice but a core element of our corporate identity.

2.1.1 Environmental Sustainability

We are conscious of the rising environmental risks and consider them while formulating our environmental strategy.

While we ensure increased profitability and benefit for all our stakeholders and work towards the overall well-being of the larger community around us, we strive to minimise adverse environmental impact through the optimum utilisation of natural resources.

We ensure the efficient use of resources and augment precious natural resources.

2.1.2 Social Sustainability

Social Sustainability is at the heart of our organisation's ethos. We prioritise the well-being of our workforce and actively engage in initiatives that benefit the communities we serve. By transforming how people live, learn, and work, we aim to improve their quality of life.

Our strategy is designed to achieve outcomes that enhance positive engagement, retention, diversity, productivity, and customer satisfaction. We believe in creating a supportive work environment that fosters high performance. Our commitment to diversity, inclusion, and collaboration is central to this effort, ensuring that every associate feels valued and empowered.

Our Intellect Learning and Development team plays a pivotal role in nurturing the capabilities of our associates. Through tailored learning programs for associates across all levels, we provide meaningful and sustained continuous learning opportunities. By embracing a people-centric approach and actively contributing to our workforce's and communities' well-being, we strive to be a socially responsible organisation that makes a tangible difference in the world.

2.1.3 Governance Sustainability

We deliver value to our customers ethically by complying with the law and maintaining transparency in our disclosures and communication. We have implemented several policies, mechanisms, and frameworks to ensure compliance as part of operational execution (Refer to Annexure A—Links to Key Policies).

During the FY 2023-2024, the Sustainability Policy, which outlines our commitment to sustainable practices and promoting environmental conservation; the Energy Management Policy, aimed at optimizing energy use and promoting renewable energy sources; the Supplier Code of Conduct Policy, which sets ethical standards for our suppliers; and the Environment, Health and Safety Policy, which ensures a safe and healthy working environment for all associates have been brought to the public domain for increased transparency and accountability with our stakeholders.

2.2 Alignment with the Sustainable Development Goals

We at Intellect support the United Nations Sustainable Development Goals (SDGs). We have existing programs that contribute to progress against 12 of the 17 goals and will continue to drive innovations that help achieve them. This table references sections of this report that relate to each goal.

United Nations Sustainable Development Goals	Intellect Action Areas
3 GOOD HEALTH AND WELL-BEING / 8 DECENT WORK AND ECONOMIC GROWTH	**Talent Management** • Employee Attraction and Retention • Employee Engagement and Satisfaction • Employee Development and Career Growth
4 QUALITY EDUCATION / 11 SUSTAINABLE CITIES AND COMMUNITIES	**Community Engagement**
5 GENDER EQUALITY / 10 REDUCED INEQUALITIES	**Diversity and Inclusion**
6 CLEAN WATER AND SANITATION / 13 CLIMATE ACTION / 7 AFFORDABLE AND CLEAN ENERGY / 15 LIFE ON LAND	**Environment and Carbon Management** • Energy Management • Water Management • Waste Management
8 DECENT WORK AND ECONOMIC GROWTH / 9 INDUSTRY, INNOVATION AND INFRASTRUCTURE	**Economic Value Generated & Distributed** • Development & Innovation
8 DECENT WORK AND ECONOMIC GROWTH / 16 PEACE, JUSTICE AND STRONG INSTITUTIONS	**Corporate Governance** • Privacy Protection and Cyber Security • Systematic Risk Management from Technological disruption

2.3 Sustainable Value Chain (GRI 204)

Intellect Design Arena is a global leader in financial technology for banking, Insurance and other financial services. With a rich suite of financial products engineered at Intellect, we enable our customers (Banks, Insurance providers, financial institutions) to realise their business aspirations through digital transformation and thereby serve their end customers.

Our value chain partners are a part of our sustainability journey and an essential part of our ecosystem. We encourage our value chain partners to adhere to socially and environmentally responsible practices. We can increase our positive impact by rolling out the sustainability agenda across our value chain. Our suppliers abide by Intellect's code. Some critical suppliers, such as waste disposal services (e-waste, hazardous waste, battery wastes), go through a due diligence process. We aim to support the local communities in the locations where we operate, thereby strengthening economic development and reducing negative environmental impacts. We undertake additional risk-based checks to identify elements of modern slavery in our routine supplier due diligence process.

Intellect's Sustainable Value Chain aims to create value for our business, planet, and communities through strategic partnerships, responsible sourcing, and continuous improvement.

1. 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, and paying fair wages. Supplier selection involves identifying qualified suppliers, requesting quotations, and evaluating financial stability and capability to meet commitments through a competitive bidding process

2. 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 familiarizing suppliers with products and services, establishing a detailed operational roadmap. This ensures new suppliers comply with our standards.

3. 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.

2.4 Stakeholder **Identification**

Stakeholder identification is a crucial process for Intellect Design Arena aiming to understand and engage with its diverse stakeholders. Identifying and understanding the needs, expectations, and interests of various stakeholders helps us make the informed decisions, build positive relationships, and enhance the overall sustainability performance.
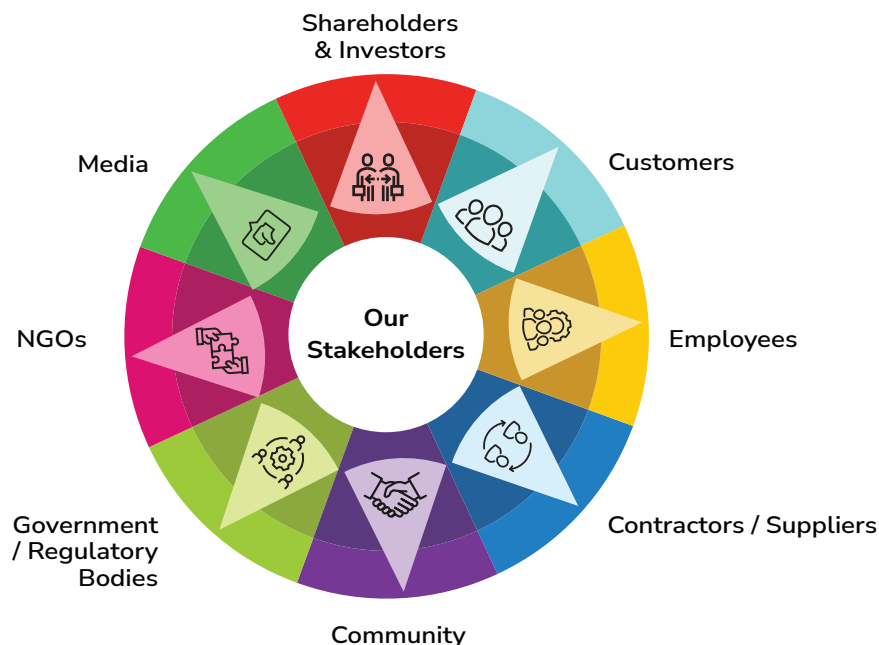
Stakeholders are identified based on Internal/External, Level of influence, interests and impact on organization. Stakeholder list is validated and refined based on the inputs from Sustainability Executive Committee (SEC). Stakeholder inputs are considered into decision-making processes, strategic planning and sustainability initiatives.

Based on the Stakeholder Identification process, Intellect gains a comprehensive understanding of their stakeholders and also tailor the engagement strategies to meet the diverse needs and expectations of different groups. Our regular reviews and updates also ensure that the stakeholder identification process remains dynamic and responsive to evolving circumstances.

2.5 Stakeholder **Engagement**

At Intellect, our Stakeholder Engagement process is a dynamic and inclusive approach to fostering meaningful connections with those with a stake in our operations. We recognise our stakeholders' diverse interests and concerns, including customers, employees, investors, communities, and regulatory bodies. Our engagement process is characterised by open communication, active listening, and a commitment to understanding and addressing the unique needs of each group. Through regular dialogues, surveys, and collaboration forums, we seek to ensure that our stakeholders are informed about our business practices and have avenues to express their expectations and concerns. This iterative process allows us to integrate valuable feedback into our decision-making processes and ensures that our business strategies align with the expectations of our diverse stakeholder community.

We have established a Stakeholder Relationship Committee and implemented systems and procedures to consistently and systematically identify, prioritise, and address the needs and concerns of our stakeholders across businesses and units.

Our Stakeholders: Shareholders & Investors, Customers, Employees, Contractors / Suppliers, Community, Government / Regulatory Bodies, NGOs, Media

We have implemented mechanisms to facilitate effective dialogues with all stakeholders, identify material concerns, and resolve them in an equitable and transparent manner. By maintaining transparent and responsive communication channels, we aim to build trust, enhance mutual understanding, and positively impact our business and the wider society we serve.

Intellect's Sustainability Executive Committee members participate in various internal and external stakeholders meetings as per the engagement process. Material topics are considered based on its significant economic, environmental, or social impacts on Intellect's business, reputation, and operations.
For example, Interactions with Customers are also done during their visit to present the Sustainability initiatives followed at Intellect. Feedback is exchanged during the interaction process.

Engagement with key stakeholders is summarised here.

Stakeholders	Description	Whether Identified as Vulnerable & Marginalised Group (Yes/No)	Channels of Engagement	Frequency	Key Topics and Concerns Raised During Such Engagement
Customers (external)	We are committed to meeting our customers' expectations, which enables us to capture the industry pulse and align our strategy accordingly. This helps us ensure customer satisfaction, win client referrals, and co-create solutions to address their current and future needs.	No	Customer Feedback (Net Promoter Score), Website, Corporate Newsletter, Customer Meet, Press Releases, Newsletters from Line of Business (LOB) Ticketing Tools such as Service Now and JIRA	Quarterly Customer Feedback obtained through NPS, Annual Corporate Newsletter, Annual Customer Meet	• Delivery Commitments • Product quality • Resolution of customer complaints • New business Opportunities

Stakeholders	Description	Whether Identified as Vulnerable & Marginalised Group (Yes/No)	Channels of Engagement	Frequency	Key Topics and Concerns Raised During Such Engagement
Employees & Contractual Workforce (internal)	We aim to provide our employees with a safe and diverse work environment with opportunities for growth and development.	No	Surveys, Events, Employee - Centric Applications (iPORT), Periodicals (Incredible Intellect Newsletter), Workshops/ Training, Websites, Social Media Platforms, Town Halls, Performance Development Dialogues (PDD)	Quarterly, Monthly, weekly, Quarterly Surveys, Annual Performance Development Dialogues (PDD), Annual Day Address by Chairman, Foundation Day Address by Chairman	• 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)	Our shareholders and investors share our vision, and we are committed to building a sustainable business and creating long-term value.	No	Investor & Analyst Meet, Annual General Meeting, Investor Conferences & meets, Group meetings, Annual Reports, Corporate website and press releases/ press conference	Annually, Quarterly, Need-based Quarterly Investor Call, Annual Investor meet, Annual General Meeting, Need Based - Third Party Investor's calls	• Business growth and stability • Corporate reputation • Transparency in corporate governance • Financial performance • Risk management • Optimising operational costs • Corporate Governance

Stakeholders	Description	Whether Identified as Vulnerable & Marginalised Group (Yes/No)	Channels of Engagement	Frequency	Key Topics and Concerns Raised During Such Engagement
Suppliers, contractors & vendors, Business Partners (External)	We are committed to upholding sustainable procurement practices and ensuring that suppliers and vendors are aware of and adhere to compliance standards as required.	No	Contract Agreement, Meeting with Contractors	Need-based	• Fair and accountable transactions • Transparency in tendering process • Supply & Distribution, Quality and Quantity, Customer Satisfaction
Community	We engage with the broader community through our innovative Design Thinking practices	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	• Minimum environmental impact on the communities • Recruitment of the people from the community • Supporting the local economy • Corporate Social Responsibility Initiatives, Societal Priorities, etc.

Stakeholders	Description	Whether Identified as Vulnerable & Marginalised Group (Yes/No)	Channels of Engagement	Frequency	Key Topics and Concerns Raised During Such Engagement
Government / Regulatory Bodies	We engage with a number of regulatory authorities and are compliant with all relevant regulations and laws.	No	Meetings, Industry Forum, Regular Updates Tamil Nadu Startup and Innovation Mission (TANSIM) Software Technology Parks of India (STPI)	Need-based	• Legal Compliance • Policy implementation review, Apprising the Government on organisation plans and progress, Communicating industry's challenges and issues, etc
NGO's	We engage with civil society groups and NGOs through our CSR activities.	No	Interactions, meetings, Webinars	Monthly, Need-based	• Implementation of CSR Projects. Partnership for sustainability programs
Media	Media help to disseminate information about our products and services to the customers and other key stakeholders	No	Press Release, Social Media, Media Event, Magazines, Meetings organised at regular interval	Need based Annual POLESTAR Awards	• Keeping our stakeholders updated about the developments in the company • Financial and operational performance • Risk management • Entry into new markets • Corporate governance and corruption

All the Stakeholders mentioned above play a significant role in shaping the materiality assessment of our Sustainability Design and substantively influence the assessments and decisions.

2.6 Materiality Assessment (GRI 3)

Our rigorous materiality assessment process exemplifies our commitment to transparency and sustainability. This ongoing evaluation involves a comprehensive analysis of environmental, social, and governance (ESG) factors to identify the issues that significantly impact our business and stakeholders. We collaborate with key internal and external stakeholders, including customers, employees, investors, and community representatives, to understand their perspectives and expectations. We ensure that our materiality assessment reflects the most relevant issues by considering these insights alongside our business priorities, regulatory requirements, and emerging global trends. This robust process enables us to prioritise our focus areas strategically, align our sustainability initiatives with the concerns that matter most, and communicate transparently about the issues that drive long-term value for our business and the wider community.

Material topics reflect our economic, environmental, and social impacts and those that substantially influence the assessments and decisions of the stakeholders. Our materiality assessments are conducted based on our stakeholder survey and input from our management, which is guided by the GRI Standards 2021.
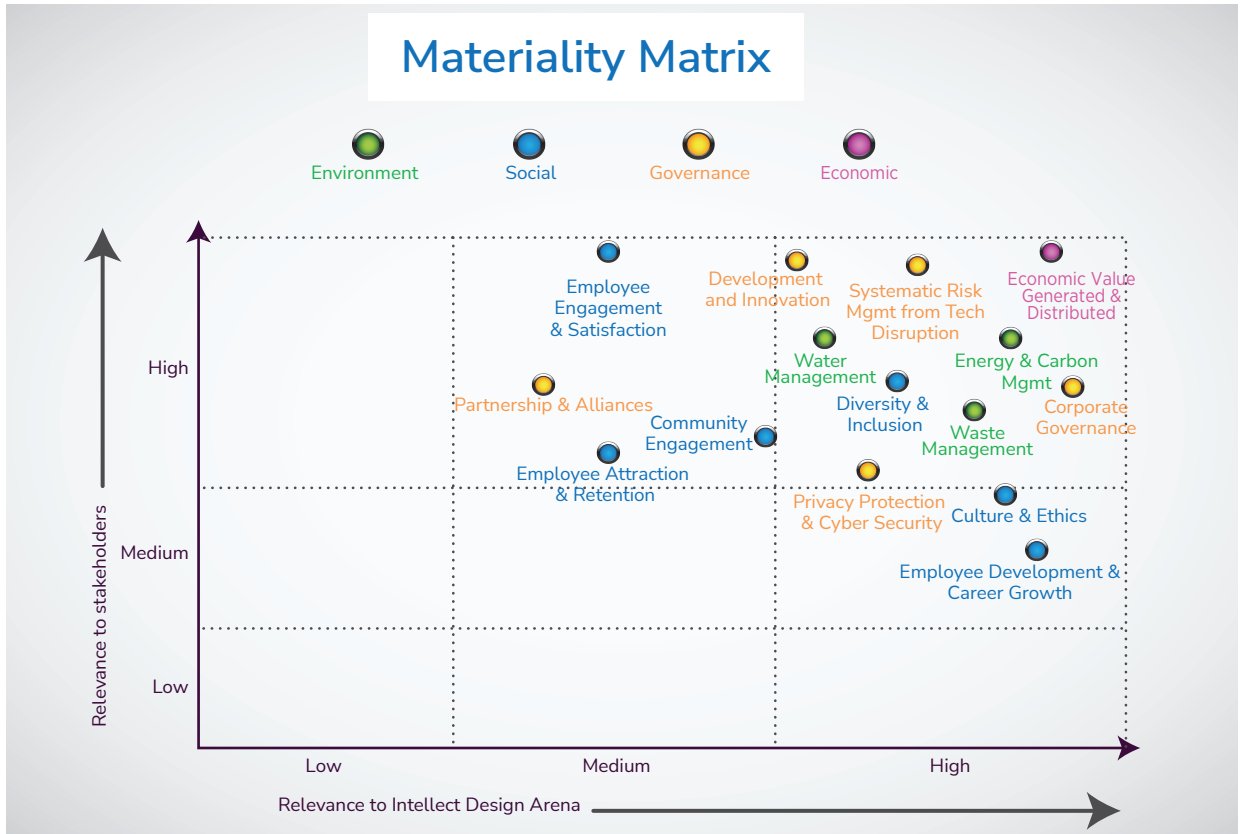
We conducted a materiality assessment to identify and map the material issues based on outcomes of stakeholders' consultations and business priorities to provide directions on areas we need to focus on in the future. Our materiality exercise aligns with our risk management strategy, which prioritises risks based on their relevance to Intellect and their relevance to stakeholders. The outcome is a list of 15 material topics grouped into three categories: Environment, Social, and Economic/Governance. The materiality assessment process helps us identify the issues requiring attention and effort.

2.6.1 Materiality Assessment Process

We follow a structured process to identify our material sustainability priorities. These priorities are reviewed to determine whether they present a risk or an opportunity. We consider the needs of the communities and the requirements of our customers across sectors. These inputs are evaluated using our company's business strategy and growth plans.

Based on our ongoing dialogue and engagement with our stakeholders, we may revise the list of material Economic, Environment, Social & Governance topics to ensure we reflect emerging topics beyond the results of our formal materiality assessment process conducted earlier. The material Economic, Environment, Social & Governance topics identified during this process enable our organisation to set appropriate goals, prioritise our investments and actions, and provide meaningful disclosures throughout this report.

Materiality Matrix

Environment ● Social ● Governance ● Economic

Relevance to stakeholders (vertical axis: Low, Medium, High)

Relevance to Intellect Design Arena (horizontal axis: Low, Medium, High)

Plotted items:
- Employee Engagement & Satisfaction
- Development and Innovation
- Systematic Risk Mgmt from Tech Disruption
- Economic Value Generated & Distributed
- Water Management
- Energy & Carbon Mgmt
- Partnership & Alliances
- Community Engagement
- Diversity & Inclusion
- Corporate Governance
- Waste Management
- Employee Attraction & Retention
- Privacy Protection & Cyber Security
- Culture & Ethics
- Employee Development & Career Growth

Areas of Material Impact represented High-High quarter in the above diagram are prioritised for action. Other areas taken up as part of the overall sustainability roadmap.

2.6.2 Intellect Management Approach

The key material topics, as represented in the Materiality Matrix, are grouped under three key imperatives – Environment, Social and Economic/Governance. These represent our top 3 priorities, and we have taken a comprehensive approach to address them. The relevance of these material topics for long-term value creation is explained below. Each section provides a detailed insight into our management approach towards handling these material topics for long-term value creation. Chapters on Environmental Sustainability, Social Sustainability and Economic/Governance Sustainability are included in this document. There is no change in materiality issues for FY 23-24, hence we have focused on the listed issues as per the undermentioned table (FY 22-23).

Environment	Social	Economic & Governance
Water Management (Sec 3.1)	Community Engagement (Sec 4.2)	Corporate Governance and Compliance (Sec 5.1)
Waste Management (Sec 3.2)	Diversity & Inclusion (Sec 4.1.2)	Economic Value Generated and Distributed (Sec 5.2)
Energy and Carbon Management (Sec 3.3 & 3.4)	Employee Attraction and Retention (Sec 4.1.4)	Systematic Risk Management from Technology Disruption (Sec 5.4.5)
	Culture and Ethics (Sec 4.1.5)	Privacy Protection and Cyber Security (Sec 5.5)
	Employee Development and Career Growth (Sec 4.1.10 4.1.6.3)	Partnership & Alliances (Sec 5.6)
	Employee Engagement and Satisfaction (Sec 4.1.8)	Development and Innovation (eMACH.ai, SODT)

2.6.3 Performance and Targets

Intellect ESG Goals and Targets 2023-2024					
Material Topic	**Goal**	**Tasks**	**Targets**	**Fiscal year 2022-23**	**Fiscal year 2023-24**
Environmental Management					
Physical Infrastructure	Green building certification	Explore feasibility for green building certification of large campuses by 2026	Explore Green Building certification for existing buildings by 2026. Adopting green building requirements for new buildings	-	IGBC & LEED certification implementation is in progress, for office building in our flagship Nxt Lvl campus at Chennai.
Waste Management	Zero waste to landfill	Reduction in specific waste generation	Reduction of specific waste generation (waste generated per employee) by 10% by 2025	-	33% reduction in specific waste generation (paper waste) achieved in Chennai in FY 23-24, while the remaining waste* is recycled. For other locations, the specific waste reduction data will be reported in FY 24-25. *(For initiatives plan, pls ref to 3.2.4- Waste reduction measure)*
		Maximising recycling/ reuse to divert waste sent to landfill	100% - Recycling of Paper waste generated for all campuses by 2025	100% - Recycling of Paper waste at Chennai campus of Intellect	100% -paper waste is recycled in Chennai. In FY 23-24, 6.15 MT of paper waste generated has been recycled by ITC-WOW initiative. For other locations, the paper waste recycling data will be reported in FY 24-25. *(For initiatives plan, pls ref to 3.2.4- Waste reduction measure)*

Material Topic	Goal	Tasks	Targets	Fiscal year 2022-23	Fiscal year 2023-24
			100% of composting of biodegradable waste by 2024 at Chennai campus	Natural decomposition using Vermi Compost has been selected and shall be deployed by Sept 2023	Achieved 100% composting of biodegradable waste (Since Sep 23) (For initiatives plan, pls ref to 3.2.4- Waste reduction measure)
		Elimination of single use plastics	100% elimination of "Single Use Plastic"	95% of Single use plastic eliminated	95% elimination of "Single Use Plastic" categories (For initiatives plan, pls ref to 3.2.4- Waste reduction measure)
		Zero Waste to Landfill	100% waste diverted from Landfill at the Chennai campus of Intellect by 2025	80% waste diverted from Landfill at the Chennai campus of Intellect	82% waste diverted from Landfill at the Chennai campus of Intellect (For initiatives plan, pls ref to 3.2.3- Waste recycling)
Water Management	"Net Zero Water"	Reduction in specific water consumption	Reduction in specific water consumption (water consumed per employee) by 10% by 2025	-	We have initiated reporting the water consumption data of all the 8 locations from FY 23-24. (For initiatives plan, pls ref to 3.1.3-Water consumption)

Material Topic	Goal	Tasks	Targets	Fiscal year 2022-23	Fiscal year 2023-24
		Zero Liquid Discharge	Zero Liquid Discharge to be achieved by 2024 at Chennai campus of Intellect	10% Liquid Discharge at the largest campus of Intellect (Chennai)	Zero Liquid Discharge achieved at the largest campus of Intellect (Chennai) (For initiatives plan, pls ref to 3.1.4-Water Discharge)
		Rainwater harvesting	100% Rainwater harvesting done at Intellect owned premises (Chennai & Gurugram)	100% rainwater harvesting at Intellect owned premises (Chennai & Gurugram)	100% rainwater harvesting at Intellect owned premises maintained (For initiatives plan, pls ref to 3.1.5-Water Conservation measure)
		Achieve net zero water	Achieve net zero water by 2027	-	Net-Zero water can be achieved by reducing the specific water consumption, increasing the recycling water usage and through efficient water harvesting practices like installation of recharge pits, retention ponds. (For initiatives plan, pls ref to 3.1.5-Water Conservation measure)

Material Topic	Goal	Tasks	Targets	Fiscal year 2022-23	Fiscal year 2023-24
Energy & Carbon Management	Increase energy efficiency and promote conservation	Reduction in specific power Consumption	Reduction in specific power consumption (per employee) by 2% by 2025	Per Capita Energy Consumption 3867.01 MJ / Employee	1.46% - increase from 3867.01 MJ to 3923.54 MJ in FY 23-24. (attributed higher energy consumption due to the resumption of office based operations, and organizing week long official events at Chennai.) For initiatives plan, pls ref to 3.3.3- Energy Conservation measure)
		Increase renewable energy in the overall energy consumption	Achieve 70% renewable energy by 2025 for largest campus	61% renewable energy for largest campus	65.6% - is the renewable share in FY 23-24. (For initiatives plan, pls ref to 3.3.4- Share of Renewable energy)
		Reduce specific GHG emission intensity	Reduce specific GHG emission by 30% by 2027	-	Achieved 1.79%reduction in specific GHG Emission (Scope-1 and scope-2) due to increased purchase of renewable energy. (For initiatives plan, pls ref to 3.4.4- Scope-2 emission)

Material Topic	Goal	Tasks	Targets	Fiscal year 2022-23	Fiscal year 2023-24
	Achieve net zero carbon	Achieve 100% renewable power at Chennai campus	Achieve net zero carbon by 2028 for Chennai	-	To achieve Net zero carbon, we have initiated measures, to utilise electricity from renewable sources through purchase of wind energy and installation of solar roof top plant at the Nxt lvl, Chennai campus (For initiatives plan, pls ref to 3.4.1 GHG Emission reduction strategy)
Social					
Community Engagement	Engage in community initiatives	Introduction of Community Engagement Plan	20% increase in the number of students & 15% increase in number of schools by 2025 through our initiatives such as "Summit" and "Touch the Soil" Programme	Till 2022-23 we have reached approx 18.5 lakhs students Till 2022-23 we have reached 1500 schools	In FY 23-24, we have reached approx. 20.25 lacs students across approx. 1500 schools. For Initiatives plan, pls refer to Ullas - Management Approach)
Diversity and inclusion	Promote Diversity and inclusion within the organisation	Improve Overall Gender Diversity	Overall Gender Diversity to improve to 30% by 2025	Current Overall Gender (Women) Diversity - 28%	Current Overall Gender (Women) Diversity – 27% (For Initiatives plan, pls refer to Sec 4.1.3 Diversity & Inclusion - Management Approach)
		Improve % of Differently abled employees	Ensuring 1.5% of the total workforce constitutes differently-abled employees by 2025	Differently abled Employees is 1% of total Workforce	Differently abled Employees is 1% of total Workforce (For Initiatives plan, pls refer to Sec 4.1.3 Diversity & Inclusion - Management Approach)

Material Topic	Goal	Tasks	Targets	Fiscal year 2022-23	Fiscal year 2023-24
		Improve Gender Diversity in Leadership	Increase the proportion of women in leadership roles to 20% by 2028	Women proportion is 12%	Women proportion is 11.11% (For Initiatives plan, pls refer to Sec 4.1.3 Diversity & Inclusion - Management Approach)
Promote employee well-being	Ensure Workplace safety and Occupational Health	Work on Mental and Physical Well Being	Increase awareness and coverage through Employee Assistance Programme	Confidential counselling through professionals available 100% Medical Insurance coverage	Confidential counselling through professionals available. 100% Medical Insurance coverage Ensured ISO 45001 certification during this year FY 23-24 (for Chennai)
Governance					
Conduct regular sustainability assessments and audits	Conduct regular sustainability assessments and audits	Adoption of Governance Standards	Achieve Business Continuity Management System standard ISO 22301 Certification for in a phased manner starting with the Largest Campus of Intellect by 2024	Already certified to ISO 27001 (Information Security), ISO 27017 (Cloud Security), ISO 27018 (Cloud Privacy)	Stage 1 assessment on ISO 22301 (Business Continuity Management) completed in April 24 & Stage 2 completed in May'24

* remaining waste include E-waste, Biodegradable, Battery waste and Used oil

2.7 Economic
Performance (GRI 201)

We believe that economic performance and sustainability are intrinsically linked and must go hand in hand. Our business's economic sustainability is essential to all our stakeholders. We continuously monitor our performance and objectives, conduct opportunity and risk assessments, and integrate these findings into our economic strategy. We also regularly review and adjust our actions to reflect changing internal dynamics and external factors.

We aim to enable profitable growth and focus on our sustainable trajectory while optimising our business and product portfolios through targeted investments. Brief insights into our economic performance for FY23 and FY22 are provided below.

Amounts are Rs. In Millions

Particulars	FY 2023-24	FY 2022-23
Direct economic value generated	17352.53	15144.56
Revenues from operations	16789.41	14701.09
Other income	563.12	443.47
Economic value distributed	16034.50	14088.33*
Other costs (Other expenses and Depreciation as per Statement of Profit and Loss, excluding community investments)	6248.53	5913.73
Employees' wages and benefits	8395.43	7134.53
Payments to providers of Capital	346.23	357.03*
Payments to governments (Tax expenses as per Statement of Profit and Loss)	995.08	683.04
Community investments	49.23	51.42
Economic Value retained	1318.03	1056.23*

* Included Dividends distributed related to FY 21-22 and accordingly changes in payments to providers of capital, economic value distributed and economic value retained made in FY 22-23

For details, please refer to Annual Report 23-24.

2.8 Tax Approach
& Transparency

At Intellect, we recognise the importance of fulfilling our tax obligations responsibly and transparently. Our tax approach is guided by our commitment to ethical conduct, compliance with applicable laws and regulations, and contribution to the communities in which we operate.

PRINCIPLES AND OBJECTIVES

Integrity and Transparency are the core principles of the Company. Our tax strategy is aligned with our broader corporate values and business objectives. We aim to:

- Operate responsibly and comply with relevant tax laws and obligations in all jurisdictions

- Maintain transparency in our tax practices, providing stakeholders with clear and accurate information

- Minimise tax-related risks while ensuring tax planning is conducted consistently with ethical standards and business needs

- Contribute to the economic development and well-being of the communities in which we operate through responsible tax payments

GOVERNANCE AND OVERSIGHT

Tax Strategy and compliance are discussed with the Senior Management and periodically monitored and reviewed.

COMPLIANCE AND RISK MANAGEMENT

Our tax risk management, governance and controls encompass measures and tools designed to identify, assess, manage and mitigate operational reporting, financial reporting and tax risks in all countries in which we operate.

TAX TRANSPARENCY

We are committed to transparency in our tax affairs and complying with all statutory reporting requirements.

STAKEHOLDER ENGAGEMENT

We engage with stakeholders on tax matters through various channels and investor communication. We welcome feedback and dialogue on our tax approach and strive to address stakeholder concerns promptly and transparently.

FUTURE DIRECTION

Looking ahead, we remain committed to upholding high standards of tax governance, transparency, and compliance.
We will continue to monitor developments in tax laws and regulations, adapt our practices as necessary, and engage with stakeholders to ensure alignment with their expectations and evolving best practices.

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ENVIRONMENT

We are committed to environmental protection, compliance with regulations, and wholesome sustainability through equitable resource sharing, both within and outside the organisation. As partners with leading banks, we urge our customers to pursue "sustainable banking."

3.1 Water
Management (GRI 303)

Sustainable water management is important to improve water efficiency in buildings as the planet faces reduced groundwater and surface water levels, drought and changing climate patterns. We have focussed our effort towards conserving water through 4-dimensional approach.

1 Reduce   **2 Recycle**   **3 Reuse**   **4 Recharge**

3.1.1 Water Conservation Approach

Our water management strategy, being implemented across the Intellect facilities will help

- To minimise usage of freshwater
- To recycle the grey water with the help of efficient water treatment system
- To promote the use of the recycled water for domestic consumption
- To harvest the rainwater with efficient harvesting system

These approaches and strategies enabled us to minimise the freshwater withdrawal and specific water consumption. Similarly, recycling and reuse of greywater within our facility, has minimised our water discharge to outside the facility, thus enabling us to achieve the Zero Liquid Discharge status (Chennai facility). By creating effective rainwater infrastructure, optimum rainwater harvested from roof and surface runoff has then been recharged back to the ground. These measures will enable Intellect to achieve Net-Zero water status.

3.1.2 Water as Shared Resource

Water withdrawal, consumption and discharge are efficiently managed through various water conservation measures at Intellect. Water resources for the facilities situated across 8 locations of Intellect are predominantly used for domestic consumption. Out of the total freshwater withdrawal in 2023-24, 58.0% was from groundwater sources, 41.7% was supplied by third-party sources, i.e., municipal authorities and 0.3% of the requirement was met from rain water harvested from the facility is accounted as surface water. The table below provides the share of water from different sources.

Sourcing of Water In FY 23-24				
Description	Surface Water	Groundwater	Third Party Water	Total
Quantity of water sourced in KL	153	31612	22766	54531
Share of water sourced in %	0.3%	58.0%	41.7%	100%

Intellect : Water as Shared Resource

Surface Water **0.3 %**

Third Party Water **41.7 %**

Groundwater **58.0%**
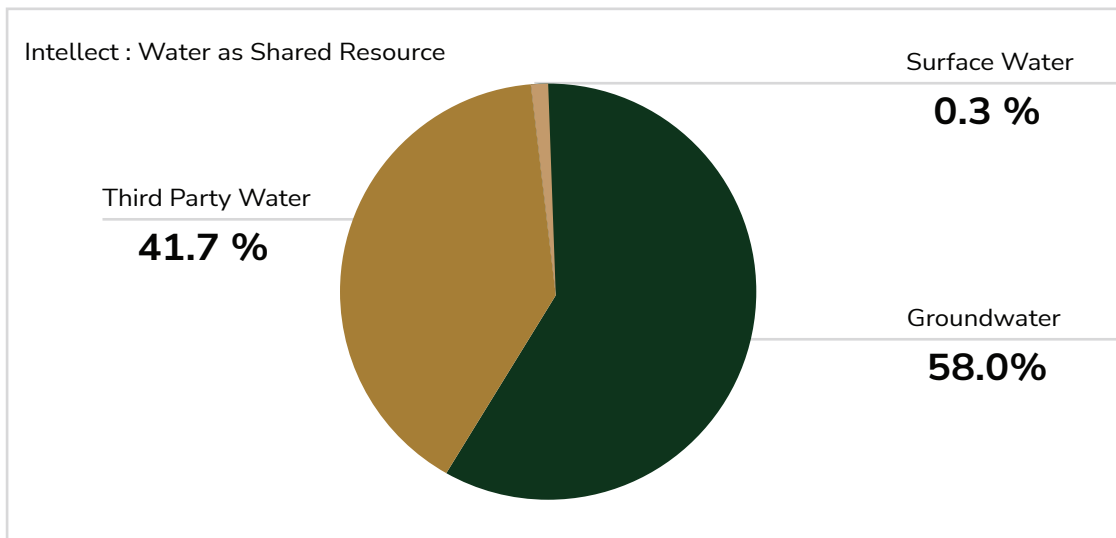
3.1.3 Water Withdrawal and Water Consumption

Intellect has installed analog water meters across the major water usage locations at the source point, to measure the water consumption. Similarly in the facilities that have sewage treatment plants, water meters are installed at the treated water outlet to measure the recycled output.

Water data from these meters are recorded daily, consolidated and validated by the location facility head for reporting. In FY 23-24, Intellect's specific water consumption based on Full Time Equivalent is 7.11 KL which is considered as baseline to reduce specific water consumption for subsequent years.

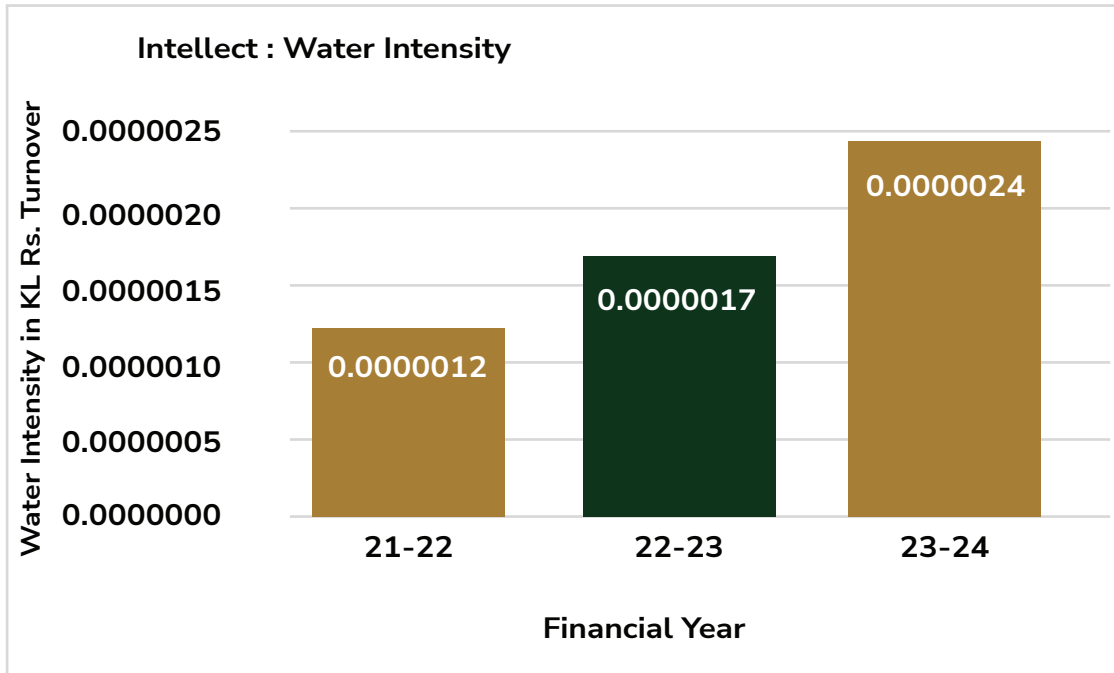| Water Consumption & Water Intensity			
Description	FY 21-22	FY 22-23	FY 23-24
Total water withdrawal in KL	16009	25932	54531
Total water consumed in KL	16009	25932	41938
Water Intensity (KL / Rs)	0.0000012	0.0000017	0.0000024

In FY 21-22 Water consumption only for Chennai location was reported
In FY 22-23, Water consumption for Chennai and Gurugram was reported
In FY 23-24, Water consumption for all 8 locations are being reported

Intellect : Total Water Consumption
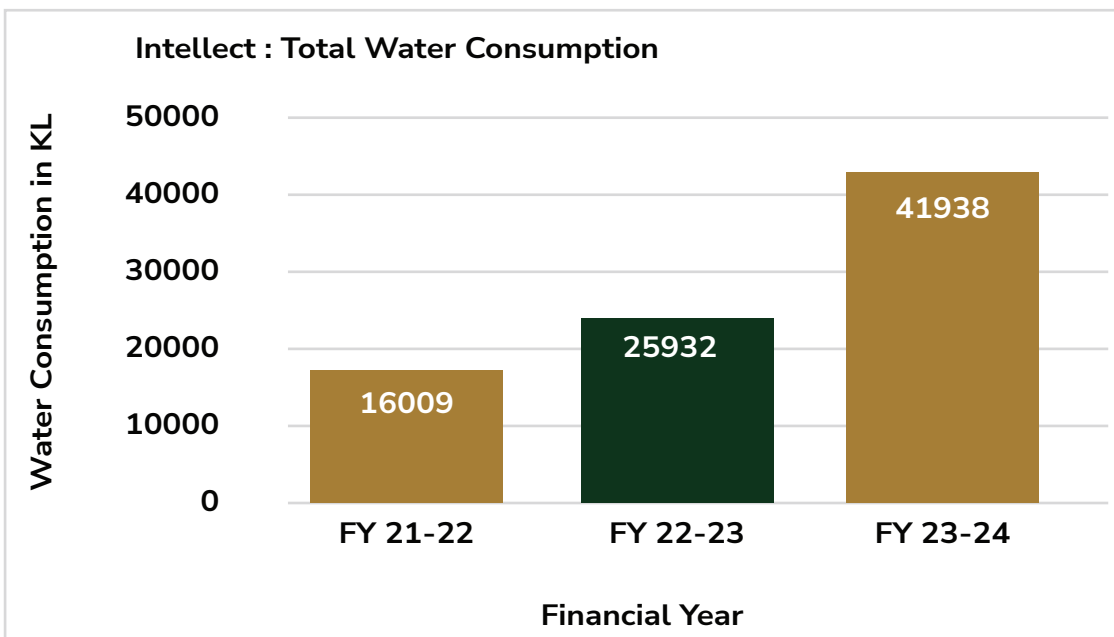
During the FY 2023-24 water consumption data is considered for all 8 locations, hence water intensity is reflecting the increased value.

Intellect : Water Intensity

Water Intensity in KL Rs. Turnover

Value	Financial Year
0.0000012	21-22
0.0000017	22-23
0.0000024	23-24

Y-axis: 0.0000000, 0.0000005, 0.0000010, 0.0000015, 0.0000020, 0.0000025

Financial Year

3.1.4 Water Discharge

Sewage generated from NxT LvL-Chennai, Gurugram, and Pune facilities was treated in sewage treatment plants. The treated water was reused for toilet flushing and gardening water needs, thus reducing freshwater usage in domestic consumption and ensuring Zero liquid discharge (ZLD). Also, the treated water output from the STPs is tested and monitored against the limits set by the pollution control board at regular intervals, ensuring compliance. 12593 KL of sewage generated from other facilities is discharged to the municipal sewer system. Water withdrawal, consumption and discharge from water stress areas are tabulated below. We are evaluating the water stress zones in line with the WRI guidelines for all our locations in India and will be reported next year in FY 24-25. Since Total Dissolved Solids (TDS) of water tested is greater than 1,000 mg/L, the source of water withdrawal is considered as "other water".

Intellect Water: Withdrawal and Discharge

Description	FY 22-23	FY 23-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	110	153
(ii) Groundwater	21257	31612
(iii)Third party water	4565	22766
Total volume of water withdrawal (in kilolitres)	25932	54531
Total volume of water consumption (in kilolitres)	25932	41938
Total volume of water discharge to third party without treatment (in kilolitres)		12593

We are continuously preparing our campuses to be water sustainable by reducing freshwater intake and implementing water conservation initiatives

3.1.5 Water Conservation Measures

- Installation of water-efficient plumbing fixtures dual flush toilets, waterless urinals, and tap aerators have helped to minimise freshwater withdrawal

- Water Harvesting - Intellect's NxT LvL Chennai campus has an efficient rainwater harvesting infrastructure. Rainwater from the roof run-off is collected using down pipes and sent to recharge pits, which have a depth of 8 ft to 10 ft

- Enhancing Retention pond capacity - One of the significant interventions to achieve Net Zero water is through recharging the groundwater. To enable this, excess water inflow collected during monsoon rains and seasonal flooding in Chennai, is recharged with the help of a retention pond. The existing retention pond capacity is enhanced from 4.95 lakh litres to 30.80 lakh litres

3.2 Waste
Management (GRI 306)

Effective waste management and transitioning towards zero waste to landfill is becoming a business imperative. This goal can be achieved through a variety of waste reduction and waste diversion policies. At the core of all these policies are the main principles of the zero-waste hierarchy: reduce, reuse, recycle and dispose.

3.2.1 Waste Management Approach

Intellect's waste management strategy is based on the type and quantity of waste that gets generated at its premises.

- Reduce & Reuse - optimal usage of the material will lead to less generation of waste and thus helps to reduce the specific waste generation per employee. Based on the breakdown of waste, only paper accounts for the major employee generated waste that can be reduced and recycled

- Recycle - Waste generated like e-waste, lube oil waste and battery waste and plastics are recycled through government-authorised recyclers. Food waste and Biodegradable waste are decomposed through the vermi composting process

- Dispose- Waste that cannot be reused and recycled are arranged for safe disposal, that goes outside our organisational boundaries. However, various technologies are being explored for recycling, reuse, thus diverting and reducing landfill waste
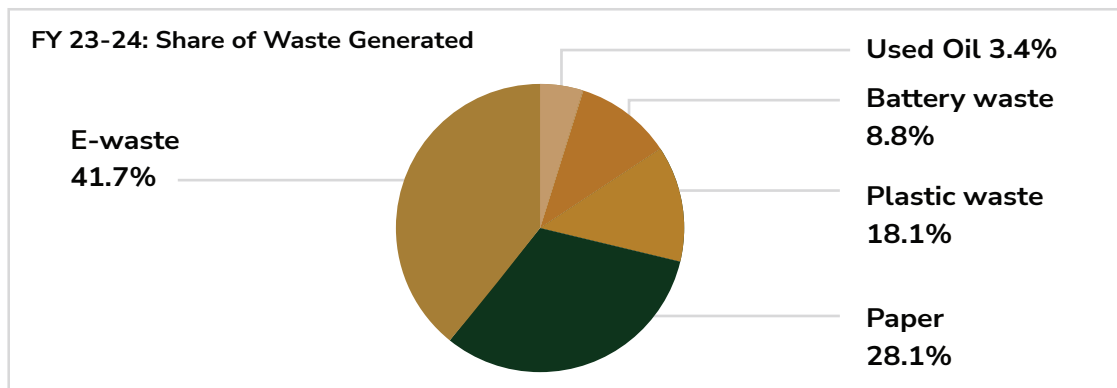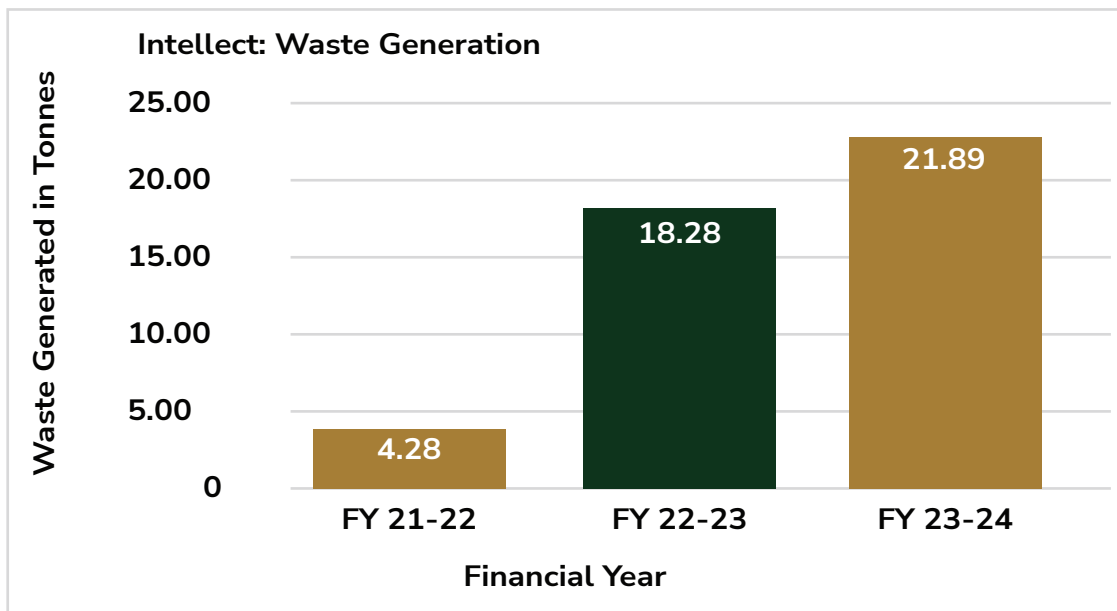
3.2.2 Waste Generation

In FY 23-24, the total waste generated was 21.89 tonnes. The generated waste comprises 9.13 tonnes of e-waste, 1.92 tonnes of battery waste, 6.15 tonnes of non-hazardous waste and 3.953 tonnes of plastic waste.Among these, E-waste, used batteries, used oil and Non -Hazardous waste (paper waste) were recycled, while the remaining waste directed to landfill (18%). In FY 23-24, E-waste generation was higher at 9.13 tonnes from 0.91 tonnes due to the scrapping and recycling of long-overdue e-waste in the Chennai Campus. This led to the higher waste generation in the current financial year, comparative to the waste generated in FY 21-22 and FY 22-23 were 4.28 tonnes and 18.28 tonnes respectively. Consequently, intensity of waste generation intensity has shown a mild increase from 0.0000000012 to 0.0000000013 MT/ Rs. turnover in FY 23-24.

There was a significant reduction in paper and battery waste generation compared to last year. Because of more employee awareness towards limiting paper usage, in FY 23-24, paper waste generation was reduced to 6.15 tonnes from 8.24 tonnes in FY 22-23. Battery waste generation decreased from 5.59 tonnes to 1.92 tonnes in FY 23-24 , as only fewer batteries have surpassed their life in the said financial year.

The below table provides the breakdown of the waste generated from all of the Intellect facilities:

Waste Generation (Metric Tonnes)			
Type of Waste Generated	**FY 21-22**	**FY 22-23**	**FY 23-24**
Used oil	0.80	Nil	0.74
Battery waste	0.00	5.59	1.92
Plastic waste	0.89	3.54	3.95
Paper	1.69	8.24	6.15
E-waste	0.91	0.91	9.13
Total waste	**4.28**	**18.28**	**21.89**
Waste intensity in MT/Rs.turnover	**0.0000000003**	**0.0000000012**	**0.0000000013**

Intellect: Waste Generation

Waste Generated in Tonnes

- FY 21-22: 4.28
- FY 22-23: 18.28
- FY 23-24: 21.89

Financial Year

FY 23-24: Share of Waste Generated

- E-waste 41.7%
- Used Oil 3.4%
- Battery waste 8.8%
- Plastic waste 18.1%
- Paper 28.1%

3.2.3 Waste Recycling

Total Waste Recycling Share			
Description	**FY 21-22**	**FY 22-23**	**FY 23-24**
Recycled quantity in tonnes	3.40	14.74	17.94
Total waste generated in tonnes	4.281	18.278	21.89
Recycling share	79.3%	80.6%	82%

FY 23-24: Share of recycling waste

18.0%

82.0%

● Waste to Landfill   ● Recycled Waste
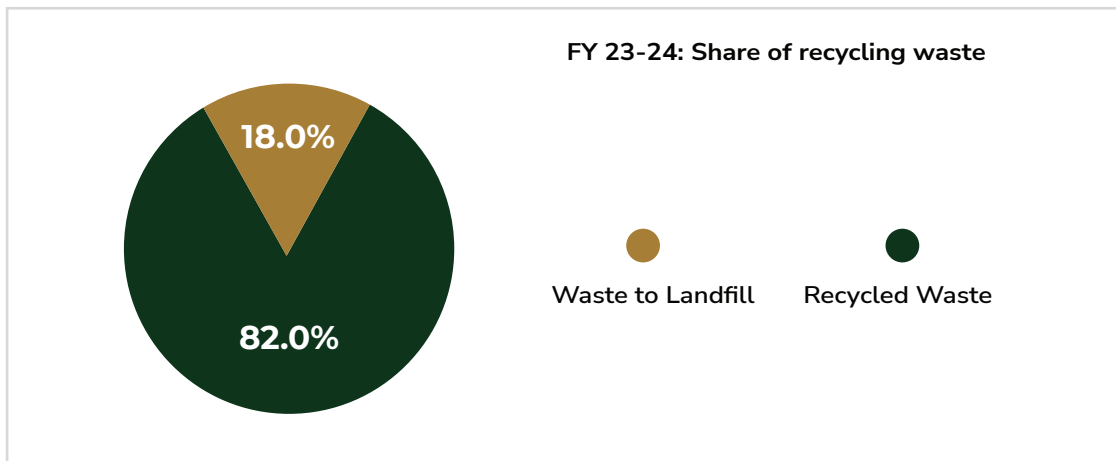
At present, only 18% is directed to landfills, while the remaining 82% undergoes recycling. All these measures will lead to reduction in generated waste ending up in landfill.

3.2.4 Waste Reduction Measures

At present our waste generation per FTE has increased from 0.0033 MT to 0.0037 MT in FY 23-24. Similar to the reduction in specific paper waste generation, measures to reduce other wastes like food, Biodegradable are explored and implemented at the facility.

- **Elimination of single-use plastics:** More than 95% of single-use plastic usage categories have been eliminated. Significant interventions include replacing wax-coated paper teacups with ceramic cups and avoiding polythene covers and plastic cutlery

- **Recycling of paper waste -** 100% of paper waste generated at the Chennai facility has been recycled

- **Vermicomposting -** Vermicompost bins that can decompose 1,500 Kg of biodegradable waste, such as cut veggies, fruits, and dry leaves, were commissioned to generate manure since Sept 23. Through education and awareness initiatives, employees can understand the importance of vermicomposting and its positive environmental impact

We acknowledge the importance of continuously improving our waste management practices and remain committed to increasing our recycling rates in the future

3.3 Energy Management (GRI 302)

To ensure environmental sustainability by conserving natural resources and maintaining air quality, we embarked on an ambitious project through leadership by adopting green energy. Our energy management policy establishes guidelines and practices for efficiently using energy resources to improve our sustainability performance. Intellect is committed to energy conservation with persistent and focused efforts towards improving energy management and implementing innovative technologies that will help us conserve resources.

3.3.1 Energy Conservation Approach

Energy conservation plays a major role in Intellect's journey to become a Net zero energy and carbon neutral organisation.
Our calibrated approach through

- Improving the efficiency of the existing Heating Ventilation Air Conditioning system, Lighting and other utility systems through retrofitting and replacing with energy efficient systems

- Increasing the share of renewable energy through renewable power purchase and solar rooftop installation

- Implementing energy efficient practices in Intellect's office buildings thus enabling to achieve LEED and IGBC - Green building certification

Above strategies will lead to reduce our specific energy consumption, increase our renewable energy share and propel us transforming to Netzero organisation.

3.3.2 Energy Consumption and Energy Intensity

Our buildings are the primary consumers of energy. We are committed to building our new infrastructure in a sustainable manner and pursuing energy efficiency projects in existing infrastructure.
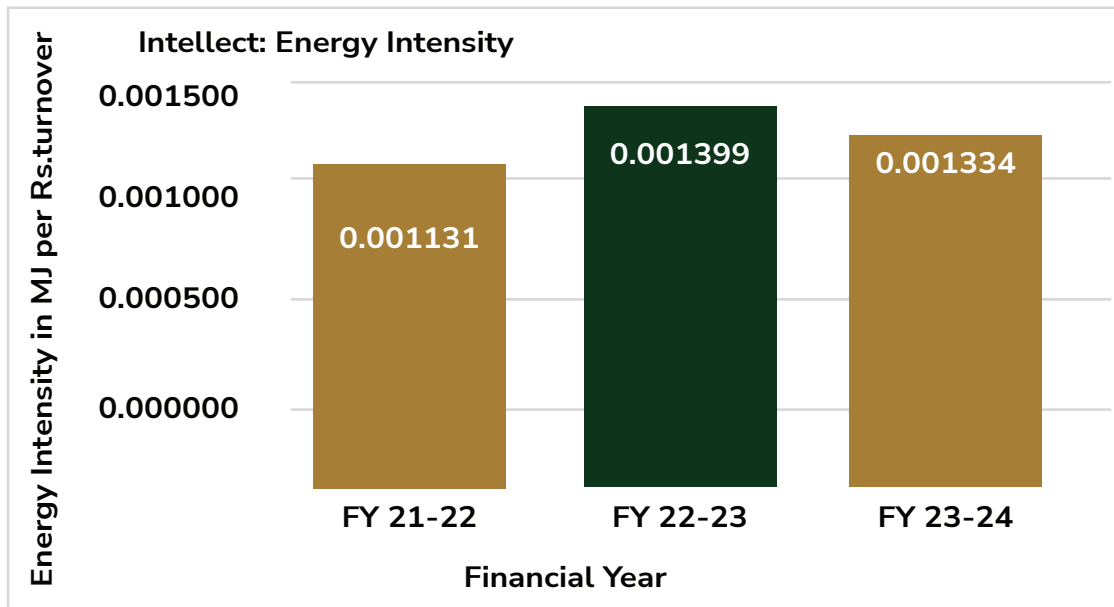
Within the organisation-In all of the eight locations of Intellect, electricity from the utility grid is the primary source of energy consumption. In NxT LvL Chennai facility, grid electricity is supplemented by wind energy to reduce scope-2 emission and increase the renewable energy share.

The energy consumption in comparison to last year has been relatively higher. Notably, Chennai, Gurugram and Goregaon had higher energy consumption than other locations. Since the office spaces of the respective locations have higher headcounts and higher area footprints, there is consequently higher energy consumption. In addition, the workforce's return to full-fledged office-based operations since FY 22-23 also led to increased energy usage.

Intellect Energy Consumption			
Description	FY 21-22	FY 22-23	FY 23-24
Renewable Sources			
Electricity consumed from renewable source in MJ	6,679,336	6,192,299	6,926,216
Total renewable energy consumed in MJ	6,679,336	6,192,299	6,926,216
Non-Renewable Sources			
Electricity consumption in MJ	6705702	13784567	14056124
Fuel consumption in MJ	1218847	1206603	2162606
Total energy consumed from Non-renewable sources in MJ	7924549*	14991170*	16218730
Renewable & Non-Renewable Energy Consumption			
Total energy consumed (Renewable & Non- Renewable sources) in MJ	14603884*	21183469*	23144946
Energy intensity (Total energy consumption in MJ/Revenue in Rs turnover)	0.001131*	0.001399*	0.001334

* Restated due to unit conversion errors in FY 21-22 & FY 22-23.

For the largest facility of Intellect, Nxt Lvl, Chennai, total energy from renewable sources, mainly due to the purchase of wind power, has been increased from 61% in FY 22-23 to 65.6% in FY 23-24. Non - renewable source that includes the grid power and diesel fuel consumption, are the major source of power towards operating the buildings.

Intellect: Energy Intensity

Financial Year	Energy Intensity in MJ per Rs.turnover
FY 21-22	0.001131
FY 22-23	0.001399
FY 23-24	0.001334

Due to optimised energy utilisation by implementing various energy conservation measures has led to decreased energy intensity. Consequently, energy intensity has reduced from 0.001399 MJ / Rs.turnover in FY 22-23 to 0.001334 MJ/Rs.turnover in FY 23-24.

Outside the organisation-Intellect is developing a methodology to track energy consumption outside the organisation. Business travel and employee commuting are upstream activities associated with intellect operations. Upon verification and validation, these consumption data will be reported in the next FY 2024-2025

3.3.3 Energy Conservation Measure

In our relentless effort towards reducing energy conservation, we have stepped up our efforts to constantly push our current benchmarks and evaluate emerging technologies and other initiatives which will help us to reduce specific energy consumption. The focus areas for energy efficiency measures in green buildings and existing buildings continue to be lighting, air-conditioning, automation, UPS, data centers, and server rooms. Intellect's specific energy consumption has increased from 3867.01 MJ Per FTE to 3923.54 MJ per FTE , in FY 23-24. This is mainly due to the resumption of office based operations and organizing week long official events at Chennai.

Some of the significant energy conservation measures include

- Optimal loading of Diesel Generators to attain fuel efficiency

- Optimal power factor (0.98 PF) maintained in Electrical System

- Operating the Air Conditioning system at 26 degrees Celsius, Usage fans along with AC for better air movement and energy optimisation for Air Handling Units / Chilled water pumps Installation of 475 TR High-efficiency water-cooled chiller at NxT LvL Chennai facility in FY 23-24

- Sleep mode enabled for computer systems during off hours & weekends, Motion sensors for lighting system in Cabins & Restrooms, Lighting Transformers for Lighting system efficiency improvementOptimisation of passenger lifts (weekday – total capacity and weekend partial)

- Conversion of Conventional CFL lights with LED lights

- Open office seating provides more workstations with optimal lights, fans & air conditioning usage

- Incorporating an efficient daylighting office minimises the use of artificial lights

- Open cafeteria and optimised use of open space for recreation have improved employee interactions in the natural environment
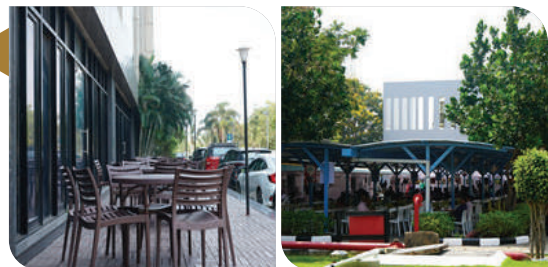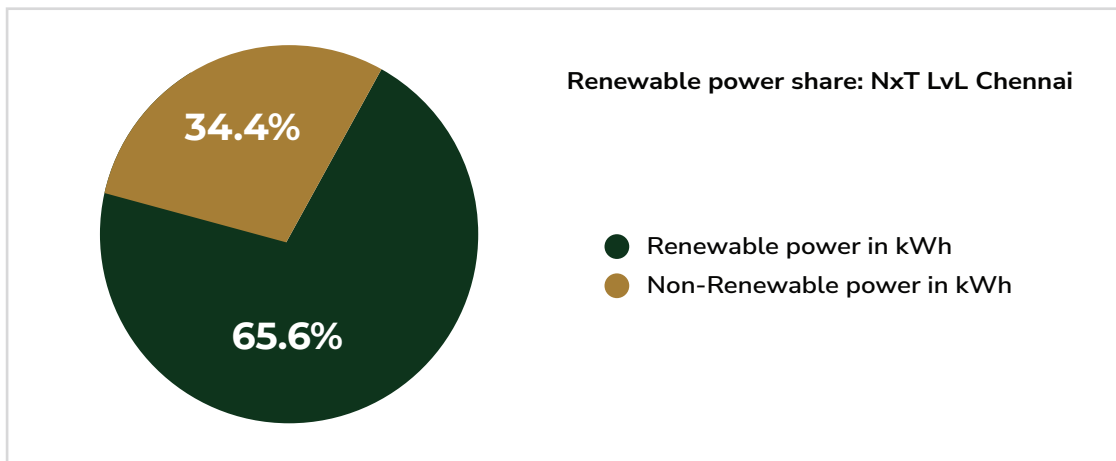
3.3.4 Share of Renewable Energy

Increasing the renewable energy share, is the major intervention towards becoming Net-zero organisation. Intellect will be augmenting their renewable energy purchase (wind power) and solar rooftop installation in its Chennai facility to generate onsite renewable power. In FY 23-24, renewable energy share has increased f rom 61% to 65.6%.

Renewable Energy Share - NxT LvL, Chennai			
Description	FY 21-22	FY 22-23	FY 23-24
Total Power consumption in kWh	1927655	2816643	2932800
Renewable power in kWh	1855371	1720083	1923949
% of renewable power share	96.25*	61.07	65.6

* FY 21-22 data corresponds to COVID phase

Renewable power share: NxT LvL Chennai

● Renewable power in kWh
● Non-Renewable power in kWh

34.4%
65.6%

With further increase in the wind power purchase and solar rooftop installation planned in FY 24-25, we will achieve 70% renewable energy share for the Chennai facility.

3.3.5 Energy Reduction - Intellect Operation

Businesses across organisations are looking for ways to reduce their carbon footprints and adopt more sustainable practices in their operation.

- Upgrading existing technology
- Building energy-efficient data centre
- Agile working practices

- **Hyper-converged infrastructure**

Using the Latest HCI (Hyper Converged Infrastructure) Technology, we have replaced over 105 physical servers to 15 HCI based servers, which has gradually decreased 50% power consumption from the actual power consumed on 105 servers and is able to reduce the CO2 emission by around 100 Tonnes in FY 23-24

- **Energy efficient Data Center**

An energy-efficient data centre was built using Cold Aisle containment. This arrangement separated hot and cold air, making it possible to cool higher heat loads per rack. It increases the cooling capacity and energy efficiency of the cooling unit and helps manage airflow in a way that conserves energy and lowers cooling costs

- **Agile working and energy-saving**

Replacing 80W power consuming desktop with energy efficient laptops that consume power in the range of 40W- 45W. In FY 23-24, 178 laptops with low energy consumption were bought

3.4 GHG Emission Reduction **Management (GRI 305)**

Aligning our emissions management strategy with the global goals of minimising carbon footprint and mitigating climate change risks, we have streamlined our processes to move closer to this common decarbonisation goal. Reducing GHG emissions is not only a business imperative for us but also forms a vital part of our environmental stewardship.

3.4.1 GHG Emission Reduction Strategy

Our emission strategy for carbon neutrality and Net-zero organization includes:

Reducing Scope -1 emissions

- Better operational efficiency of our Diesel Generator sets

- Better management of fugitive emissions from HVAC units

- Transition to Electric Vehicles (EVs) for company-owned vehicles

Reducing Scope -2 emissions

- Increasing the share of purchased power from renewable sources.

Reducing Scope -3 emissions

- Optimize business travel / Promote EVs among employees

- Optimizing emission from upstream and downstream activities

The above strategy will help us to achieve significant reductions in Scope 1 and Scope 2 emissions as well as Total (Scope-1+Scope-2) GHG intensity. In turn, this will lead to reduction in specific GHG emissions. Similarly, we have started to account value chain scope-3 emissions, which will be reported in FY 24-25.

3.4.2 Emission Reduction

Emissions from direct sources (Scope-1) and indirect sources (Scope-2) form a significant share of Intellect GHG emissions across its facilities. Emissions from fuel consumption of Diesel gensets and vehicles, accounted for in direct Scope-1 emissions. In FY 23-24, diesel consumption data for both vehicle and gensets are included in scope-1 emission calculation. Diesel consumption data for vehicle and gensets, are recorded daily and consolidated by location specific head. FY 23-24 data will be considered as a baseline to plan for reporting of emission reduction in subsequent years.

GHG Emission (Scope-1 & Scope-2)

Description	FY 21-22	FY 22-23	FY 23-24
Scope-1 emission in mtco2e	91.66*	90.74*	162.64
Scope-2 emission in mtco2e	1508.78*	3101.53*	3213.39
Total (Scope-1+Scope-2) Emission intensity in (mtco2e/ Rs. turnover)	0.00000012*	0.00000021*	0.00000019

* Restated due to unit conversion errors in FY 21-22 & FY 22-23.

Other than CO2, gases like methane (CH4) and nitrous oxide (N2O), are accounted for in scope-1 emission. As CH4 and N2O comprise only 0.38% and 0.21% of total Scope-1 GHG emissions, they are not reported separately.

3.4.3 Scope-1 Emission
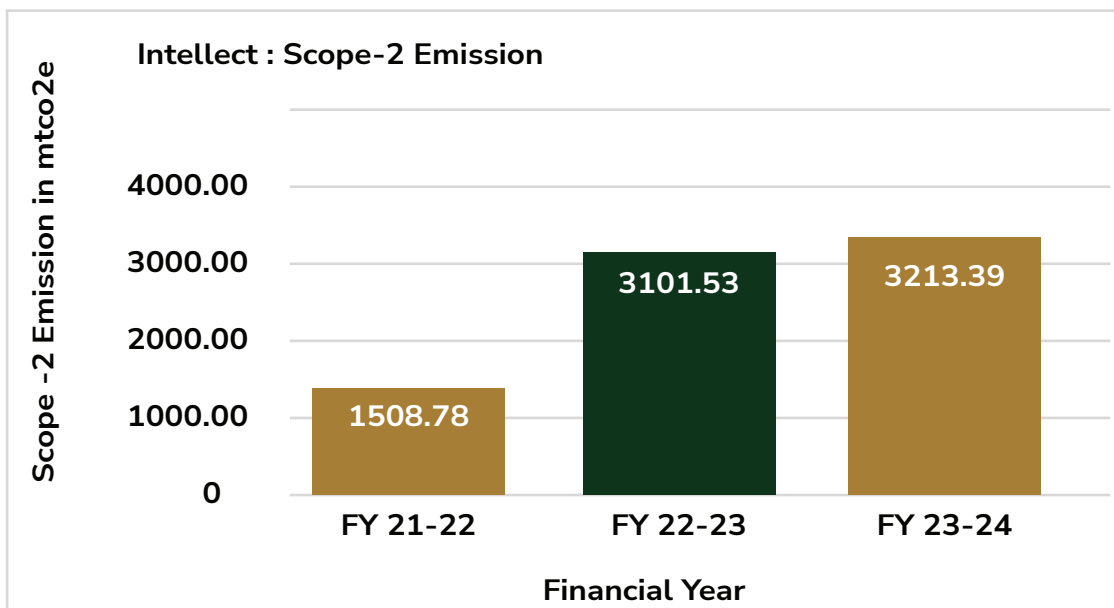
Intellect: Scope - 1 Emission
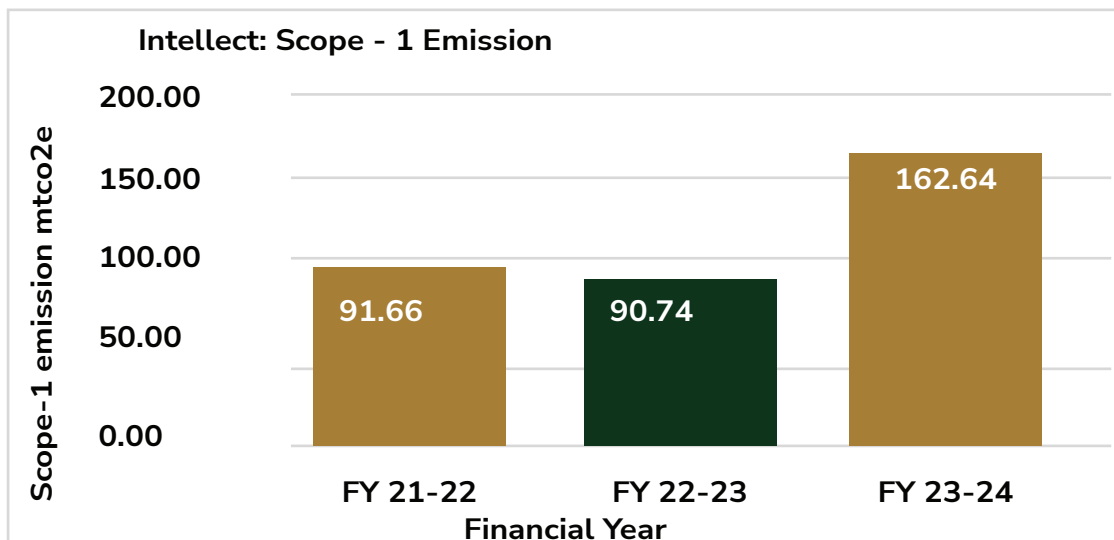
Increase in diesel consumption for power generation and accounting of diesel consumption in company owned vehicles, led to higher scope-1 emissions in FY 23-24. Intermittent grid power supply in all locations and power outage during December flooding at Nxt LvL campus, Chennai are the main causes for high diesel consumption by generators.

3.4.4 Scope-2 Emission

Emissions from indirect sources, i.e Purchased electricity from the grid, have slightly increased despite increasing the wind energy purchase in FY 23-24 from 61% to 65.6%. This electricity is billed monthly, by the renewable service provider. At present, 200kW solar rooftop installation is planned in Nxt lvl Chennai facility for FY 24-25.

Intellect : Scope-2 Emission

Financial Year	Scope -2 Emission in mtco2e
FY 21-22	1508.78
FY 22-23	3101.53
FY 23-24	3213.39

Similarly feasibility study in other locations will be conducted to install onsite renewable energy systems.
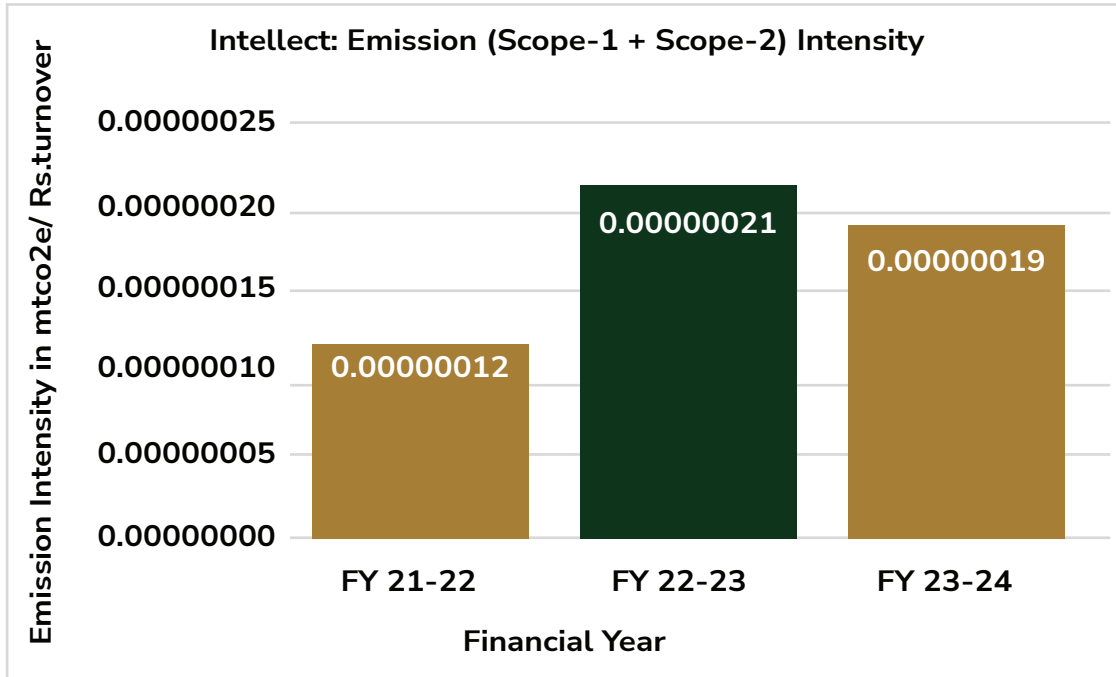
3.4.5 Scope-3 Emission

Scope 3 emission includes all other indirect emissions that occur in a company's value chain. The 15 categories in scope 3 are intended to provide companies with a systematic framework to measure, manage, and reduce emissions across a corporate value chain. Intellect will report emissions related to employee commuting and business travel in FY 24-25.

3.4.6 GHG Emission Intensity

Total GHG (scope-1 & scope-2) emission intensity, is based on direct emissions and energy indirect emission.
Emission intensity has decreased from 0.00000021 mtco2e/Rs.turnover in FY 22-23 to 0.00000019 mtCO2e/Rs.turnover in FY 23-24 due to the increased share of renewable power. GHG intensity based on FTE is 0.57 mtCO2e. This value shall be considered as baseline for GHG emission intensity based on FTE.

Intellect: Emission (Scope-1 + Scope-2) Intensity

Emission Intensity in mtco2e/ Rs.turnover

FY 21-22	0.00000012
FY 22-23	0.00000021
FY 23-24	0.00000019

Financial Year

3.4.7 Emission Minimizing Initiatives

EV Tractor for emission-free landscape maintenance.

EV Sweeping machine for mechanised emission-free cleaning of the facilities

EV Charging points to promote green commuting

At Intellect, 40% of the diesel vehicle fleet has been replaced with EV cars

We have initiated monitoring ozone-depleting substances (ODS) and their consumption will be reported in FY 24-25.

SOCIAL

4.1 Our
People

The organisation takes pride in the ability to design itself for necessary purposes. Looking at sustainability as a purpose / objective, it is important to set sights on common destinations which we call as foundational principles. The foundational principles of the organisation design are as follows.

Power of Dreams	Power of Intellectual Property	Power of Teams	Power of Design Thinking

The spirit behind element 1, is reflected right in our Logo & strapline, 'Live your Dream'.

At this point, it's pertinent to mention how this DNA is reflected in the very name of the company.

The company is well respected across the globe as the treasure trove of Intellectual Property, across Consumer banking, Transaction banking, Central Banking, Treasury & Capital markets, Wealth & Insurance. The company has also been a pioneer in building technologies leveraging Events, Microservices, APIs, Cloud, Headless architecture & AI.

Intellect Design Arena operates in the challenging world of FinTech, a world characterised by the highest benchmarks on transaction volumes, accuracy, precision and speed. Furthermore, the biggest disruptions and innovations that happen in the global markets are arguably in the fintech genre.
Problem solving in this genre is extremely

complex, as one needs to bring together multiple perspectives and multiple moving parts. The company therefore chose Design Thinking as the arrowhead for holistic problem solving for this unique genre. The company has invested in a 30,000 sq.ft Design Center, (8012 FinTech Design Center) to train, leverage and evangelise Design thinking across stakeholders in its ecosystem.

In order to accelerate our journey towards exploring the market opportunities and market leadership, the company has made every effort to create an environment where curiosity, creativity and learning thrive. This was the thinking behind naming our environment as an 'Arena'.

This has enabled our organisation to approach people capital more around "talent" and not "resources".

4.1.1. Identity

Intellect has a unique way of representing its brand identity in its logo with the three colours depicting Knowledge, Leadership and Value Brands.

Sustainable employer brands are built around clarity and constancy of brand ethos. Our employer brand is identified by the 4C's (Knowledge brand), the 4R's (Leadership brand) & PHIR Fun (Values Brand).

Right at the time of induction and at every company event the identity is articulated and reinforced. Every associate of the organisation is required to not just be aware of the brand identity but also to strive to stand up to the same.

The other aspect of sustainable brands is holistic focus on the identity and all the elements in the identity; knowledge, leadership and values, not one at the cost of the other.

Every decision pertaining to talent in the organisation is tested for consistency with the brand identity. This identity has stayed constant for the company's journey since inception.
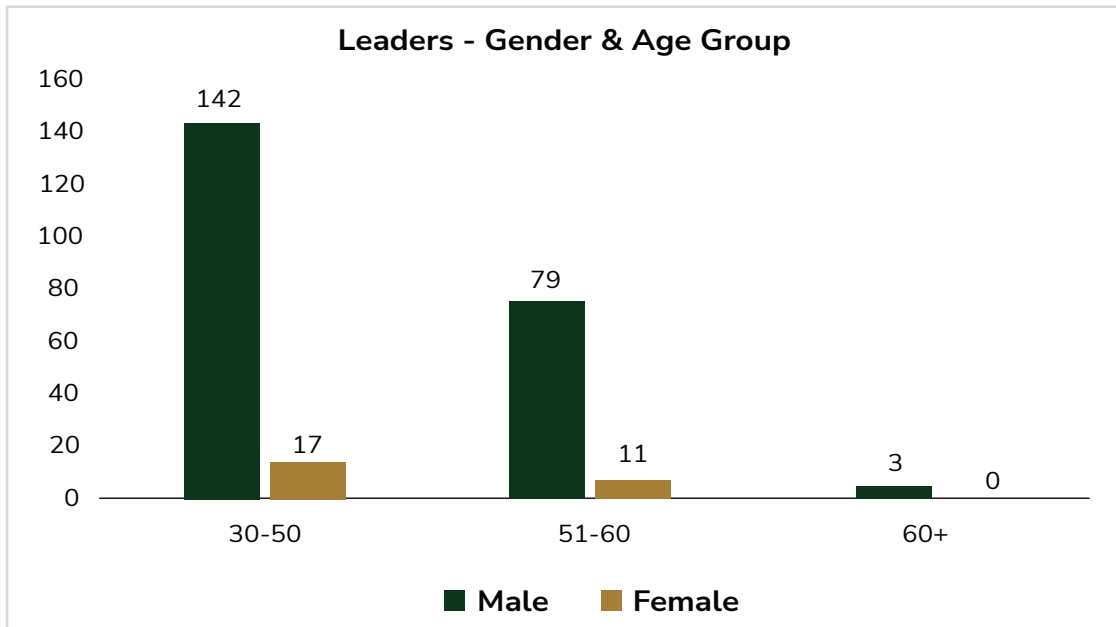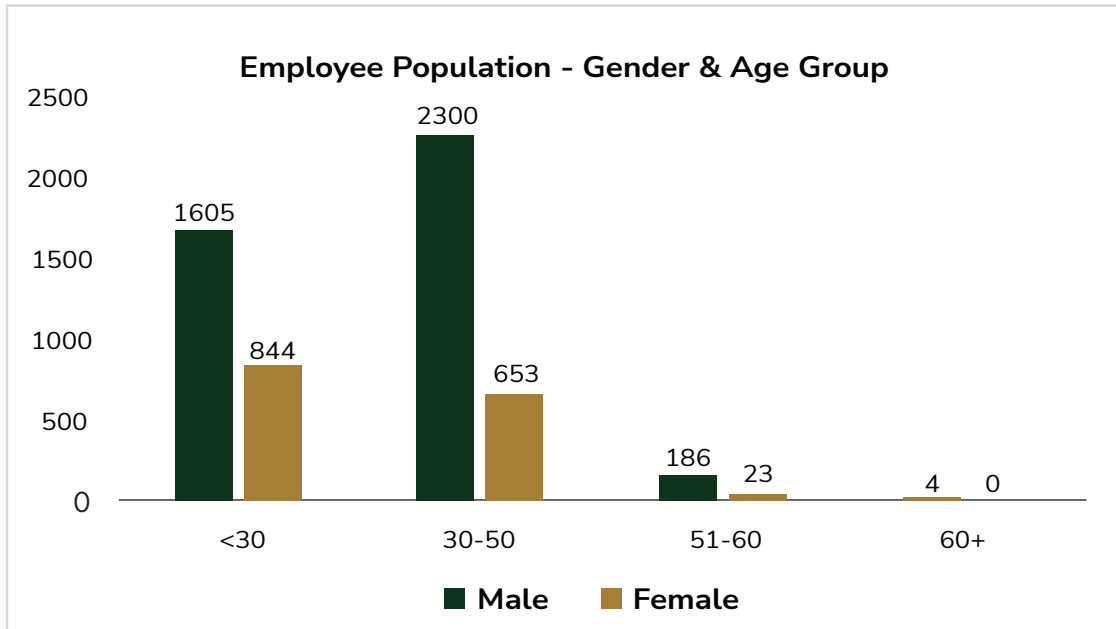

4.1.2. Diversity & Inclusion (GRI 405)

In the context of the market opportunities and the nature of problems we solve for the customer, the company endeavours to bring together a diverse set of talent and skill sets. An example to highlight is the diversity of talent that serves one of our prestigious customers in India, the Reserve Bank of India. We have technology designers, process designers, product designers, project managers, business analysts, solution specialists, UX designers and client success managers who come together to build technology solutions that the entire organisation is proud of.

The company creates an environment where organisational values, global client engagements, systems, process and design frameworks and organisational culture come together to bond & unify associates across cultural, demographic and social backgrounds. We respect and nurture the aspirations of a multi-generational workforce with the age groups spanning early 20's to late 60's.

At the core of our culture is a rich and truly diverse work environment that is bustling with creative energies of individuals, technology teams, business teams, product teams, cross functional teams, and locational teams.

Organisation wide events such as DESIGN-A-THON, Annual day, Lakshya and festival celebrations are a visible testimony to Intellect's deep commitment to celebrating diversity & inclusion, while creating an environment that fosters creativity, can-do and cohesion.

We are committed to providing equal employment opportunities to qualified people without regard to race, sex, colour, religion, national origin, citizenship, marital status, sexual orientation, age, disability, military, veteran status or any other protected status or classification under federal, state or local law.

Employee Population - Gender & Age Group

Age Group	Male	Female
<30	1605	844
30-50	2300	653
51-60	186	23
60+	4	0

■ Male   ■ Female

Leaders - Gender & Age Group

Age Group	Male	Female
30-50	142	17
51-60	79	11
60+	3	0

■ Male   ■ Female

Our Workforce Composition

Total Employees - Male Female Ratio

Female
27.26%

Male
72.74%
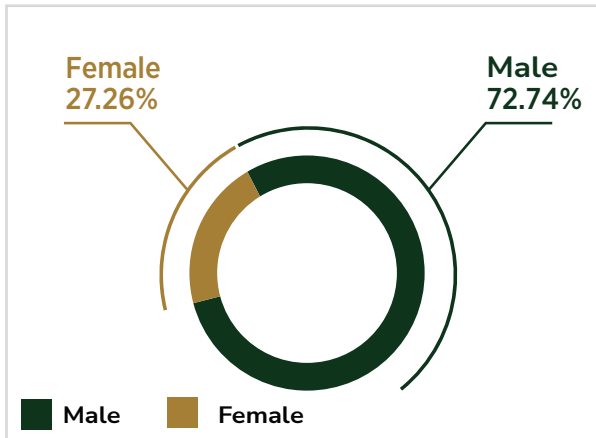
■ Male   ■ Female

Women as Board of Directors

Female
14%
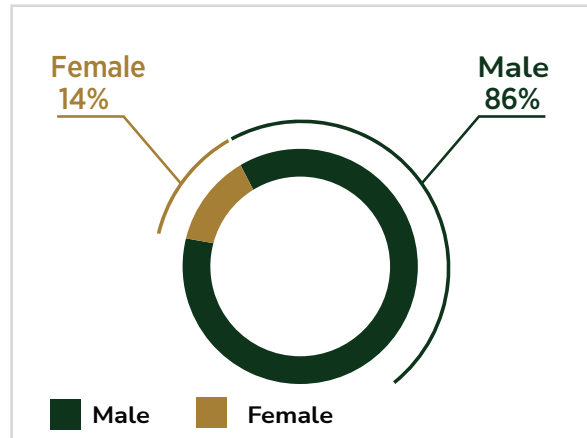
Male
86%

■ Male   ■ Female

Leader Population - Male Female Ratio

Female
11.11%

Male
88.89%
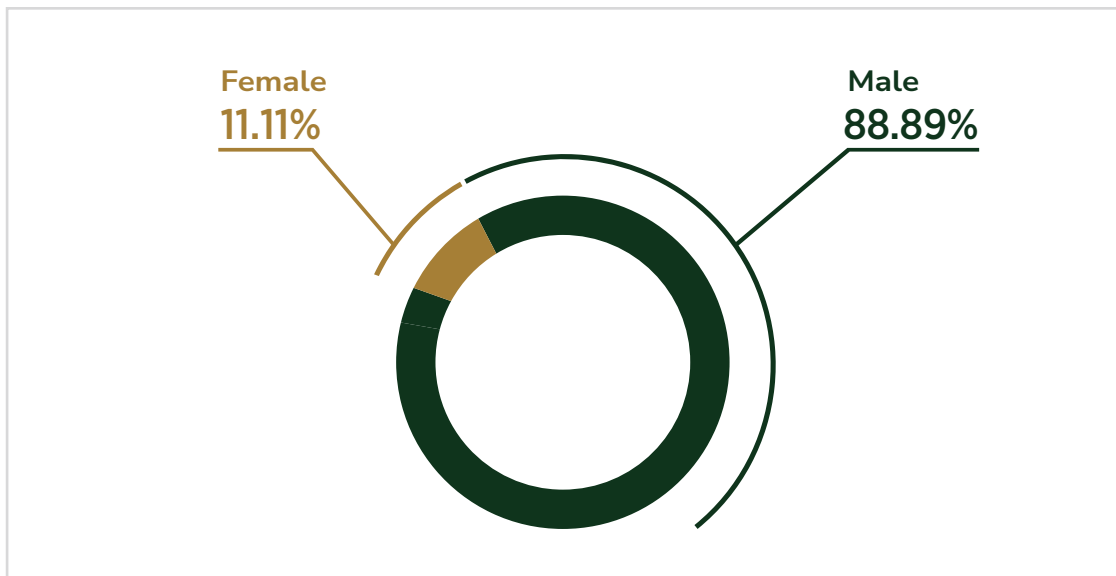
Our policy is premised on its fundamental belief that diversity at the workplace creates an environment conducive to engagement, alignment, innovation and high performance. We provide diversity and equal opportunities to all associates, based on merit and ability.

We have a multi-disciplinary and diverse workforce involved in developing cutting-edge solutions for our clients. Our constant endeavour is to promote diversity by creating an inclusive and collaborative work environment. We encourage diversity in hiring and track associated metrics. With 5899 total workforce, we have a diversity of 1,608 Women associates (27%) and 52 differently abled associates (1%).

4.1.3. Diversity & Inclusion - Management Approach

Intellect Design Arena has been one of the pioneers in promoting diversity through the hiring of differently abled individuals. In the FY 2024-25, we will look to participate in specific recruitment campaigns run by organisations to promote differently abled students / individuals with relevant IT related skills. With the increasing trend of women students joining various STEM programs for their undergraduate and postgraduate degrees, we will look to increase the diversity percentage through the targeted campus hiring we do from select TSchools and BSchools of women colleges in the country. Intellect Design Arena will also look to partner with external organisations to understand Industry-wide best practices, assimilate learnings from other organisations and recognise the results of DEI implementation.

We treat everyone fairly and allow everyone to perform at their full potential. We respect and also value differences to understand our markets, create better ideas and drive innovation.

4.1.4. Employee Attraction and Retention

The company has a strong philosophy of Grow from within. However, our growth journey also requires scaling up talent capacity by developing talent from within as well as to attracting talent from the market. (Pl refer to the section on talent development & the section on hiring practices).

Losing trained talent to Attrition is a financial and non-financial burden for the company because recruiting and training new hires is time, cost and effort-intensive.

It is said that the people join brands but leave Managers. We have designed specific programs for First Time Managers, so they imbibe the spirit and tools for effective team management. Managers are regularly educated to conduct effective team meetings & interactions.

To engage the associates, the company has designed initiatives around four major pillars.

- Talent development - to foster career growth (refer to section on talent development)

- Employee engagement (refer to section on employee engagement & initiatives)

- Compensation & benefits

- Talent mobility program, to ensure that most of the opportunities that come up in the company are offered to associates who meet the prerequisite for such roles.
  This gives variety to the career journey as well as the opportunity to cross skill or up skill an associate. The retention of associates for this FY 23-24 has improved and the attrition rate has decreased from 17.71% to 14.51% with an exit count of 557 males associates and 231 female associates.

4.1.5. Culture and Ethics

Defining the word 'culture' is quite difficult because culture is reflected in our thinking, belief systems, identity, behaviour and action. It is reflected in our brand values and how we engage, develop, manage, and reward our talent. It is reflected in the foundational principles of the company and how we respect and promote diversity & inclusion.

A feel of the Intellect culture is covered in the introductory section as well in other sections including identity, diversity & inclusion, talent management, performance management, rewards & recognition and employee engagement.

At the end of the day, culture is best 'experienced'.

4.1.6. Talent Management/ Development (GRI 404)

Intellect takes a purpose centric approach in the development of our associates and believes in building an ecosystem of continuous learning. In fiscal year 2024 we have seen an increase in the learning consumption across all levels.

Our programs are designed to provide our workforce with future ready skills and offer a wide array of training programs, covering subjects on Technology and Delivery, Banking and Insurance and Design and Management. Our focus has been to offer programs for all layers in the Organisation and this year we have significantly improved the learning exposure of employees across all layers.

Our investments in Talent development starts even before new hires are inducted into the Organisation and extends through the lifecycle of the employee through two major initiatives – the foundation program and the continuous education program. The foundation program is to mould the campus hires to business ready associates and the continuous education program aims at upskilling, cross skilling and reskilling existing employees.

	On the Job	**Continuous Education**
Driving Continuous Learning Culture	Entry Level	**Foundation Training**
	Industry Readiness	**Pre - Onboarding Engagement**
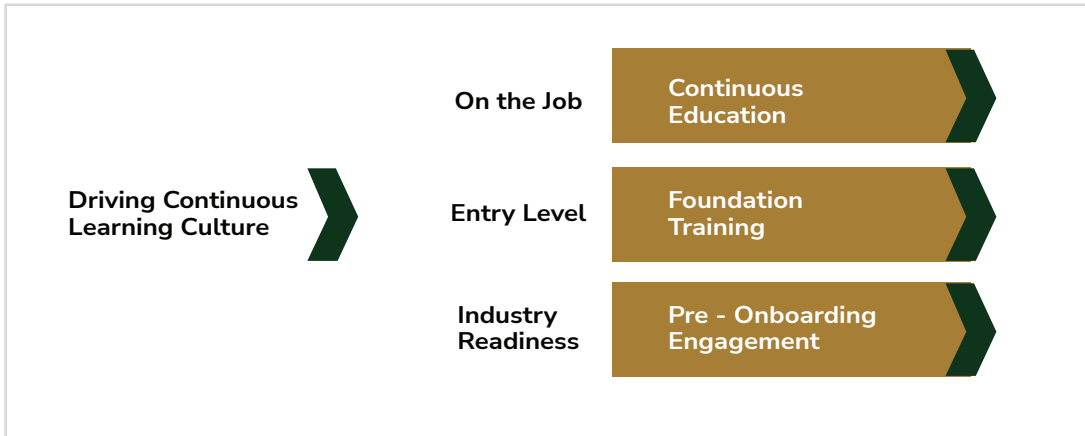
4.1.6.1. Pre-onboarding Engagement

Campus hires are engaged as part of a Left shift training strategy before they are on boarded and are trained on technology skills to strengthen their foundation; behavioural sessions to sensitise them about the campus to corporate transition and Leadership, connects to create the right perspective to jumpstart their career.

4.1.6.2. Foundation Education Program

FTE (FinTech Engineer Development Program): Intellect Fintech Engineer Development Program is a 21-day program to enable the entry level engineering and science graduates to transition into the corporate world. This curated program focuses on concepts-based hands-on learning on technology along with the required level of domain as well as behavioural skills training. Through an effective shift left strategy we have been able to prepare our hires on foundational skills before their onboarding, significantly reducing the duration of the classroom training and time to deployment.

4.1.6.3. Continuous Education Program

Monthly Calendar Programs: The monthly training calendar is a schedule of training programs offered every month on Technology and Delivery; Banking and Insurance and Design and Management. It is aimed at providing learning opportunities for associates to ensure continuous employee development and foster a culture of learning.

Managerial Development Programs: Our managers play a critical role in executing strategies, leading teams, and delivering results. Preparing managers to effectively lead is crucial to our success. Our flagship Managerial Development Program iOxford MDP has covered almost 100% of the target Mid Managers. We have also launched LOB specific interventions for promoting Managerial excellence through programs like Pinnacle.

Talent Potential assessment and Development: iGrow, is a development initiative to spot Talent early and develop them through 360-degree assessment and enablement.

Technical Training for Skill Benchmarking: iSkill is an LOB specific upskilling / cross skilling training intervention run in partnership with LOB HR. The program strives to address the skill gaps in associate vis-a-vis the skill benchmark set by the LOB.

4.1.6.4. Mandatory Trainings

Corporate Induction: A two-day corporate induction is mandated for all new employees to familiarise them with the Organisation, policies, procedures and code of conduct...etc.
This comprehensive induction ensures that new employees understand the organisation's direction, the culture and values and provide them with the basic information to align with the organisation's expectations.

Information Security Training: Cyber security training and certification is mandated for all employees annually. This is implemented to ensure continued vigilance and security awareness in employees to mitigate cyber security risks.

4.1.6.5. Driving Talent Development across all Levels

Average training hours per employee

Financial Year	Average training hours per employee
FY 22-23	10.71
FY 23-24	17.98
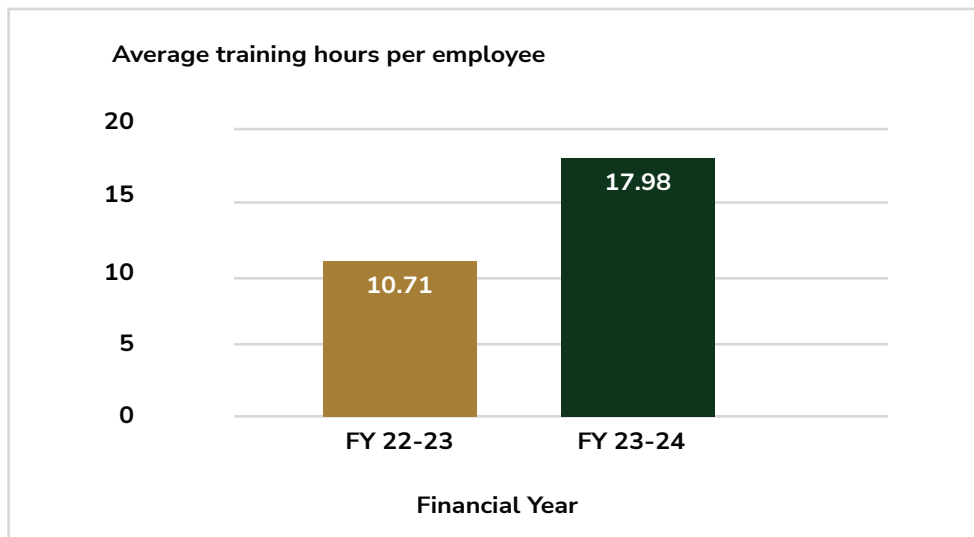
Increase in average training hours is attributed to a spike in learning consumption of technology and product training. Safety training and new employee induction which were not reported in previous year has also contributed in the uptick in training hours

Average training hours per Gender ■ FY 22-23 ■ FY 23-24

	Male	Female
FY 22-23	10.54	11.12
FY 23-24	17.71	18.69

Average training hours per Employee Type ■ FY 22-23 ■ FY 23-24

	Executive	Managerial	Leadership	Others Permanent Employees
FY 22-23	10.47	13	14.44	4.36
FY 23-24	18.17	19.59	13.72	7.96
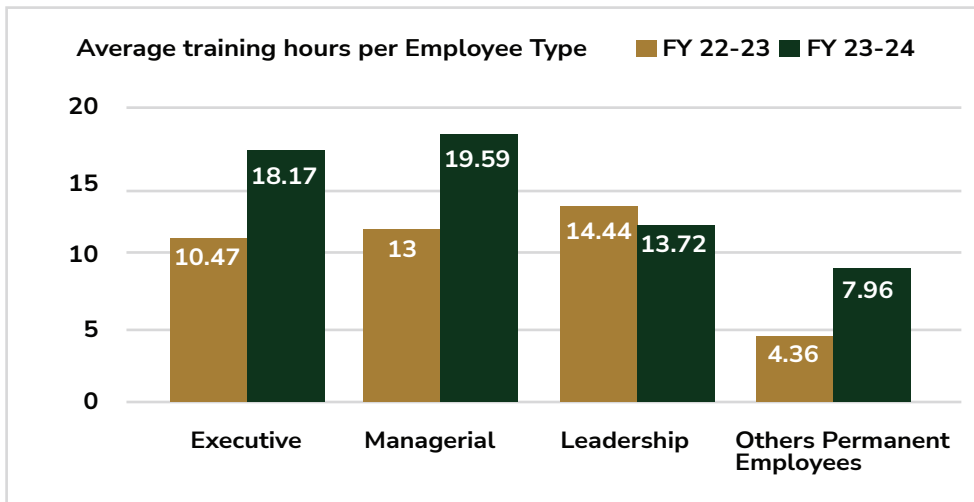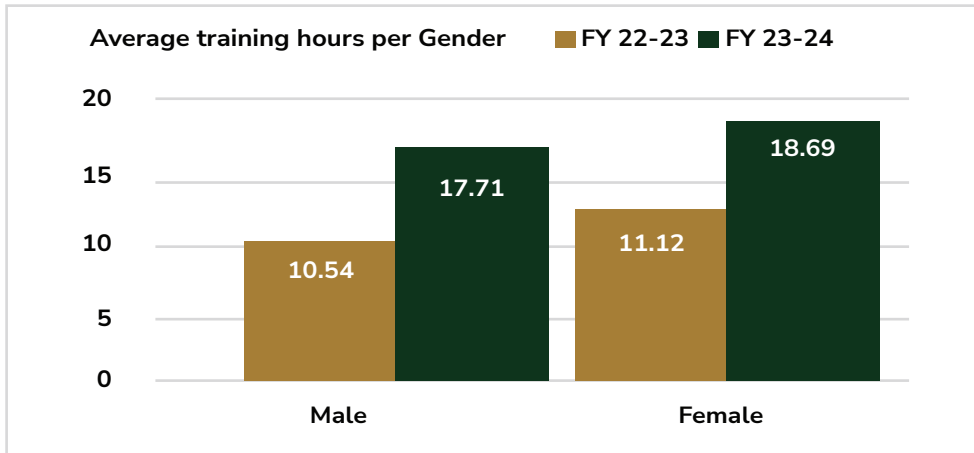
4.1.6.6. Training on OHS

Our comprehensive Occupational Health and Safety (OHS) training program prioritises associate well-being and workplace safety. We offer a diverse curriculum that equips participants with essential skills to respond effectively to emergencies and ensure a secure work environment.

Central to our training is first aid proficiency, encompassing techniques for addressing injuries and medical crises. Associates learn to administer aid in situations ranging from minor cuts to cardiac arrests. Understanding how to handle upper airway obstructions is emphasised, enabling quick and decisive action in critical moments.

Additionally, our program covers flu symptom recognition and management, fostering awareness and proactive measures to mitigate the spread of illness within the workplace. Fire safety protocols are thoroughly explored, including preventive measures, extinguisher usage, and evacuation procedures. Associates gain insights into identifying potential fire hazards and executing efficient evacuation strategies to safeguard personnel and property.

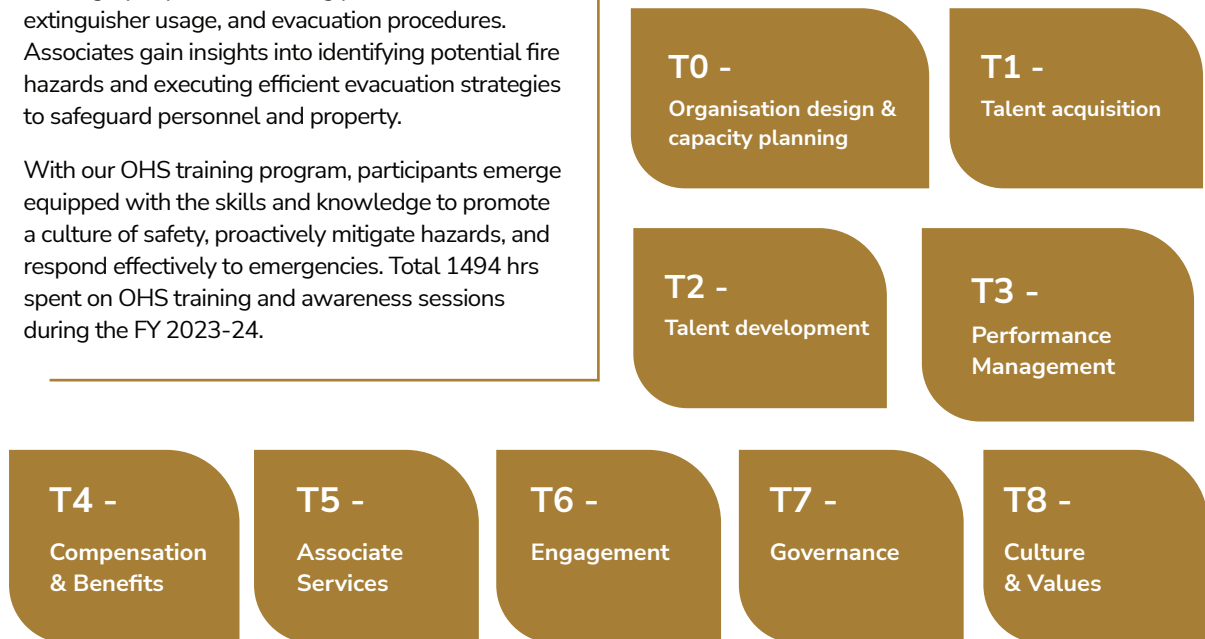With our OHS training program, participants emerge equipped with the skills and knowledge to promote a culture of safety, proactively mitigate hazards, and respond effectively to emergencies. Total 1494 hrs spent on OHS training and awareness sessions during the FY 2023-24.

4.1.7. Management Approach

Talent management is serious business and has multi-dimensional complexity of managing diverse skills, such as technical skills, domain skills, soft skills & leadership skills. Our talent pool spans multiple generations and backgrounds. One has to manage talent aspirations on one side and align it to the management's growth agenda. Right talent has to be acquired at the right time and cost. One has to develop and engage talent. Thus, the programs have to be designed holistically so we cover the entire employee lifecycle.

Our talent approach is around a portfolio of 9 blocks. They include:

T0 - Organisation design & capacity planning

T1 - Talent acquisition

T2 - Talent development

T3 - Performance Management

T4 - Compensation & Benefits

T5 - Associate Services

T6 - Engagement

T7 - Governance

T8 - Culture & Values

Annual & Quarterly planning is done to ensure the right set of programs under these blocks are designed and administered.

From a talent function structure perspective, a 3-tier approach in terms of Business HR, Corporate HR and Geography HR ensure coverage and deployment of the talent functional programs in a seamless manner.

4.1.8. Employee **Engagement & Initiatives**

Although it is said that an organisational culture is best 'experienced', we would like to showcase a few unique employee initiatives that have engaged almost every single associate, and these have been beautifully run year after year. In fact, some of these initiatives have withstood the test of time as they were originally conceptualised in Polaris Financial Technology (where Intellect was earlier the product division till subsequently it became a public listed company in 2014). These initiatives have two decades of rich history and engagement.

4.1.8.1. Intellect Fest (Annual Day)

The company's Annual Day, Intellect Fest, is celebrated across all centers in India, such as Chennai, Hyderabad, Mumbai, Pune and Gurugram. The program is intended for all associates in Intellect. The first half of the program is a formal event that begins with a keynote address from the Chairman, CEOs and the Chief Talent Officer. This is followed by the various business presentations on the year's highlights and the plans for the future. Annual Excellence Awards and Long Service Awards are the highlights. Thereafter a unique cultural show with associates across the organisation presenting their other talents in the form of group dances, plays, music and dancing. The program also stands testimony year on year to the energy, imagination and talent of our associates.

At Intellect Fest 2023, our diverse talents converged to celebrate solidarity and unity in style. From bay decorations to contests in painting, poetry, and singing, and even marathons, we witnessed an astounding number of participants, embodying the spirit of togetherness that defines us as a team and an entity. The festival in 2023 was themed "New Way to Think, New Way to Listen, and New Way to Deliver," unfolded across different cities, starting in Chennai on August 19th, followed by Mumbai on August 20th, Hyderabad on August 26th, Delhi on September 2nd, and concluding in Pune on September 9th. Intellect Fest 2023 was not just about cultural events; it also featured insightful tech sessions, all revolving around the world's largest open finance platform, eMACH.ai.

Arun Jain, CMD of Intellect, shared a story of a determined entrepreneur Murari Lal, who overcame obstacles in his life with the help of technology. Murari's life journey was intertwined with our products and solutions. This Intellect Symphony session became a hit among the associates, and it was repeated at the fest events in Mumbai, Hyderabad, Delhi, and Pune after Chennai. An exclusive corporate session highlighted the tasks accomplished by various departments such as HR, Marketing, Quality, Talent, iLD, Finance, Business, Legal, Risk, IT, and Admin.

There was also a session on School of Design Thinking, Mission Samriddhi, and Ullas Trust, providing associates with detailed insights into how these three human-centric programs contribute to society's wellness and development.

1 Organisation at Glance

2 Design for Sustainability

3 Environment

4 Social

5 Governance

Annexure

4.1.8.2. Konark

The word and picture of the wheel from the Sun Temple (Konark) is seen at Intellect as a symbol of energy and excellence. The Konarks are expected to lead mission-critical programs for our clients as well as drive transformational initiatives in the organisation. Above all, Konarks are seen as role models in the company. As a long-standing program, the Konark program has been pivotal in building tremendous leadership competencies across all levels in Organisation. Being a Konark is a status and obligation - a status because only a select few associates of the organisation get to be identified and celebrated as Konarks. It is also an obligation as they take upon themselves the baton of values and leadership in the organisation. They help to create the right & sustainable ecosystem in the organisation for value sustenance and also to help in the transformation agenda of the organisation.

4.1.8.3. Lakshya

This is one of the finest examples in the industry for tapping organisation's sub-conscious towards visualising the future direction, destiny and caricature. Lakshya is designed around involving every associate in the company to visualise Intellect in the future. The exercise is actually done across the length and breadth of the organisation and ground-up. The culmination is the Lakshya program for the leadership, usually the top 100-150 leaders in the company where the assimilation of organisational thinking happens and the vision and course for the future is set. Earlier, Lakshya was an annual program. Given the stage of the company's growth journey, the Lakshya exercise is now conducted once in 2-4 years. The design follows either a pan-Intellect format or a Large Scale Intensive Format (LSIP).
The post-Lakshya town halls and leadership communication, sets the tone for the next phase in the growth journey and enables organisational alignment.

4.1.8.4. Connecting to the Associate Families and the Larger Community

We believe passionately in creating multiple threads for the organisation to connect - be it across teams, across locations, across the formal hierarchy all the way to the family and society. Here is a brief peek into such programs.

Hum: is the brand of our family connect program. We involve associates' families in many of our company programs, including the Konark felicitation, Diwali celebrations, Annual Day and so on. The family bonds are respected and celebrated in multiple ways. One of the initiatives that have been running for over a decade is the 'Hum' initiative run by the Chairman & his wife. Thoughtfully curated gifts are sent by the First Couple of Intellect to all married couples in the company on their Wedding Anniversary. The company and leadership almost always include gratitude to the family members during every major event.

Taare Intellect Par: Taare Intellect Par is a program where children of associates are engaged through a two-day workshop at office premises during summer vacation. Children look forward to this day when they see their parent's workplace and get to interact and learn, along with other Intellect children. Families are also invited to join in a walkthrough of the 8012 FinTech Design Center. This is seen as a wonderful opportunity for family members including children to get inspired towards applying Design Thinking in their day-to-day life or profession.

4.1.9. Sustainability Annual **Events FY2023-24**

Annual sustainability initiatives conducted by Intellect Design Arena play a pivotal role in fostering environmental stewardship, social responsibility, and economic resilience within the company and its broader community.
These initiatives serve as a proactive approach towards addressing pressing sustainability challenges, aligning with global efforts to mitigate climate change, reduce carbon footprint, and promote sustainable development.

We constantly engage our associates in sustainability practices and encourage them to take an active role in adopting socially and environmentally responsible practices.
We initiate training programs, incentives for sustainable behaviour, and regular communication about sustainability initiatives.

Initiatives conducted this year are:-

1. Sustainability Week Celebrations
2. 'RRR - REPURPOSE-RECYCLE-RECREATE'

4.1.9.1. Sustainability Week Celebrations

Intellect celebrated Sustainability Week starting from the 5th of February to 9th February 2024. The core objective behind Sustainability Week celebration is to raise awareness, promote sustainable practices, drive cultural change, engage stakeholders, inspire action, and promote a culture of sustainability within the organisation. The whole week was dedicated to sustainability activities and to making the associates understand the nuances of sustainability and its implications.

Sustainability Week helped associates to take positive actions toward sustainability, both at work and personal front. On the 1st day, associates were engaged in practising sustainable habitat lifestyle through plantation drive, distribution of seed balls and Hands-on session on pottery making, creating sustainable products. The 2nd day was focussed on the wellbeing of associates as yoga sessions, Health camps were organised through trainers and Health care professionals. On the 3rd day, through events like "Be your own impact" , "Wealth out of waste" challenge, associates were engaged in upcycling and creation of showpiece products. On the 4th day, a quiz on sustainability tested the associates knowledge in organisations sustainability and other ESG initiatives. On the 5th and final day, more than 4000 plus associates have pledged their commitment to sustainability. Donation drive was planned for the entire week.

The entire week encouraged associates to embed a culture of sustainability not only within the organisation but also with customers, suppliers, and the local community. Sustainability week stands as testimony for fostering open communication and strong relationships with stakeholders as more than 400+ sustainability ideas have been received from associates.

Finally, sustainability week pushed associates for continuous improvement, encouraging innovation and the exploration of new ways to enhance environmental, social, and economic outcomes.
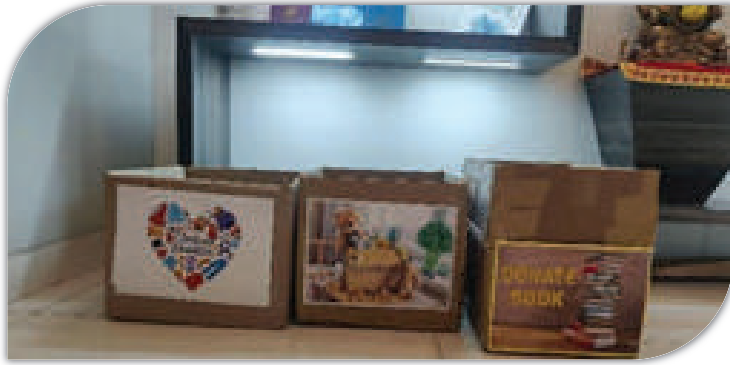
We plan to make "Sustainability Week" as an annual event which shall be a focused and impactful initiative that not only enhances the organisation's sustainability efforts but also contributes to a positive and responsible corporate image. It shall be a collective effort to address pressing global challenges and build a more sustainable and resilient future

4.1.9.2. RRR - Repurpose-Recycle-Recreate

With an aim to instil the importance of Reusability (of typical waste products) and unleash the power of collaborative innovation to design new ways of putting waste products into office/workplace/domestic use, a competition titled 'RRR - REPURPOSE-RECYCLE-RECREATE' was championed by the CDOO Team along with the support of Admin & HR Teams from across locations, as part of the 11th Anniversary celebration of the 8012 FinTech Design Center.

A total of 26 teams participated to solve an interesting challenge - create something innovative and useful using cardboard boxes, used markers, old dusters, e-waste cables, and used old magazines etc. To make it more exciting, teams adhered to some key Design principles such as simplicity, intuitiveness, complexity reduction along with ease of operations while putting it to use.

The 1-day competition began with demonstrations of Design principles followed by brainstorming by teams & subsequently incorporating insights into workable prototypes. Senior Leaders from the organisation acted as mentors throughout the competition to finetune each team's output.

Participants presented their final prototypes to the jury. The Jury evaluated the participants by their storytelling ability, effort invested, and the clarity and passion they conveyed in presenting their prototype's results. The Jury's decision was based on the emphasis placed on the utility of the products and adherence to Design principles.

The working prototypes of the teams were appreciated by everyone. The outcomes comprised multi-purpose multi-designed carriers which can act as carry-bags, shred paper collectors, brochure-holders which can be put to workplace use, an Educative 3-D Model, a graffiti depiction etc. to name a few.

Glimpses of the
Teams' Output -

4.1.10. Performance **Development Dialogue**

At Intellect, we look at holistic development of our talent talking about performance and potential. For each role, a clear set of goals and expectations are set. Each individual is enabled with the right skills and training to achieve them. There are clear metrics and measures for each goal enabling an objective dialogue around performance in a structured format. Each associate is invited for a Performance Dialogue, where he/she presents self-appraisals as objective assessment against goals and scoring out of 1000 points. Additionally, self-reflection to share his/her view on what went right and what could be areas of improvement. Supervisors approach this with a genuine appreciation and appreciative inquiry mindset to objectively assess performance and explore potential that could result in exploring opportunities for job rotation, taking additional responsibilities, recommendation for promotion and knowledge sharing to bring in new ideas and practices that can be institutionalised.

At leadership levels, which is Vice President and above, Performance Dialogue becomes further important taking the shape of strategic talent development and organisation alignment tool. We approach this with a discovery mindset to genuinely understand the 'person' and 'persona'. Besides an objective dialogue on performance against goals, this provides an opportunity for Self-Reflection against six capitals, BELIEF Framework - Brand, End Customer, Leadership, IP, Execution and Finance along with Business Imagination. Each supervisor then documents a Discovery Note for every leader in the team against four elements - Holistic Design, Imagination, Decision Making and Persuasion. This discovery note also details an assessment of four leadership traits of each leader - Sense of Urgency, Fear & Courage, Ability to ask Questions and Asking for help. It is through this honest and open performance development dialogues that every associate at Intellect gets an opportunity for a sustainable, holistic development and unleash full potential. In this FY 2023-24, PDD was covered for 100% of the eligible 3648 associates.

4.1.11. Recognition
and Awards

The organisation recognises the need to recognise talent wherever and whenever it is due. An elaborate policy on recognition has been framed with the aim of ensuring consistency across the organisation and ensuring coverage for all levels of associates.

At the highest level is the Chairman's Excellence Award given at the discretion of Chairman for high performing teams that have contributed to the organisation's stated vision and objectives. Then, there are the Annual Global Excellence awards that are categorised along the elements of BELIEF (Brand, End Customer, Leadership, IP, Execution, Finance). This ensures coverage of all capitals and directs the energy of the organisation on all key fronts. Then, there are the Annual Divisional Excellence awards that identify the best individual and team contributors in various positions and teams. All these awards are given away during the annual celebrations in Intellect called the Intellect Fest. The behaviours that led to wins are celebrated across the company by publicly recognising teams and individuals.

During the course of the year, various people are put on the spotlight with "On the spotlight" awards for displaying behaviours aligned with organisation objectives such as zero-defect delivery, on time delivery, innovation, contribution to society, colleagues, collaboration etc. This ensures continued celebration of right behaviours.

4.1.12. Hiring Practices

Hiring practices are constantly evolving with the times. From traditional interviews to use of psychometric instruments to online Hackathons, we draw the best of talent from across the globe. In the last few years, automation has been experimented with for the assessment of candidates and shortlisting. Ownership for hiring is placed not just with the Talent acquisition team but with the hiring managers, leaders and the Human Resources team. This ensures collective accountability on the quality of talent hired and their engagement.

Some of the best practices we have deployed for talent acquisition are as follows.

1. We leverage a specific set of tools for sourcing the right mix of talent.
   For example, we leverage campuses and hackathons for entry level, Naukri for mid-level and a combination of recruitment partners and LinkedIn for leadership positions

2. The company has a well-oiled machinery for the recruitment of those skills that may need extra capacity during the growth journey. One such program is the Future Leaders program (FuEL)

Below is the data on New Hires for FY 23-24.
We have hired total of 1556 associates (Male: 1156 and Female: 400)

New Hire Data

Other than Permanent - **236**

Permanent - **1320**
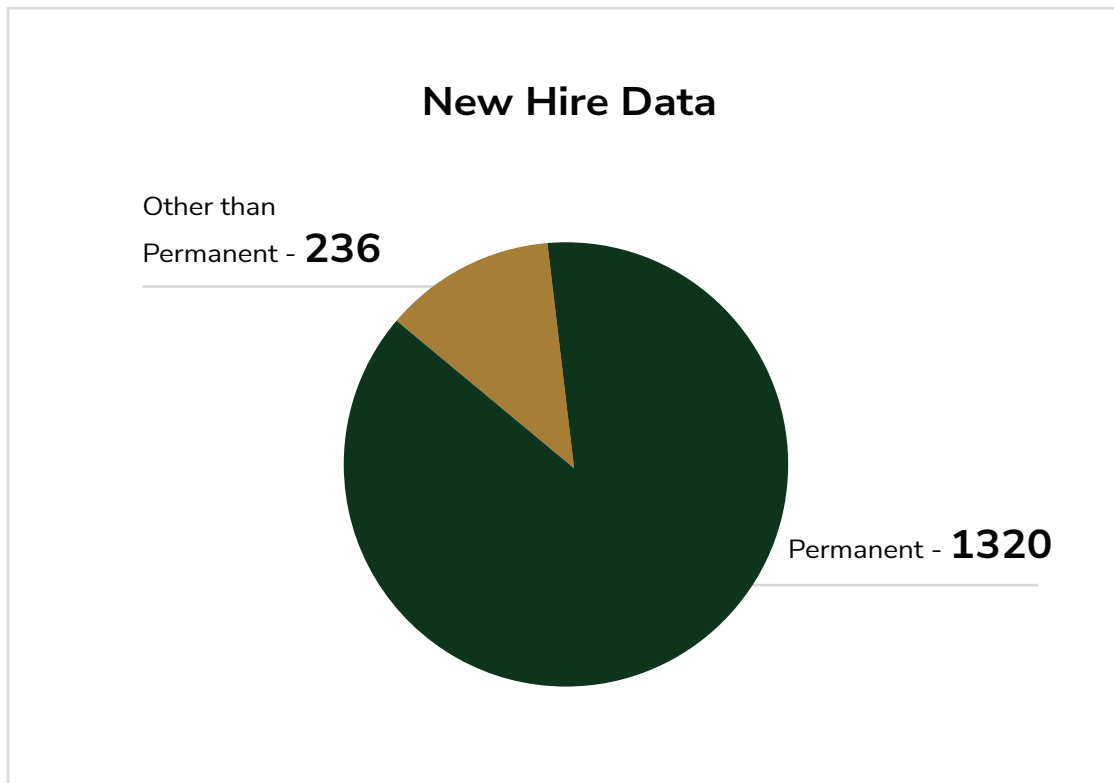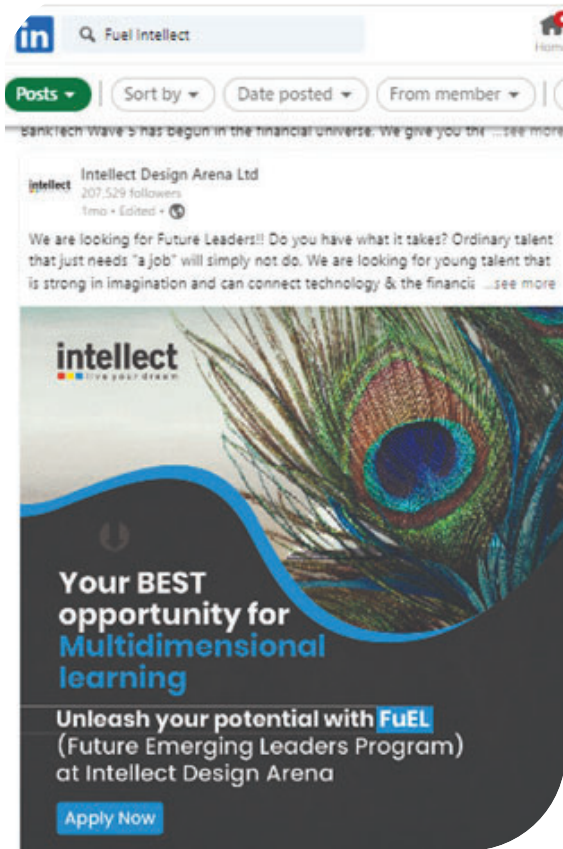
- The company has a well-designed employee referral program

- The company has an established process for engaging the candidate in the time between the interviews, offer and onboarding

- The Recruitment anchor serves as a bridge between the candidate and the organisation, till the actual onboarding

- Intellect has a well-defined and well-designed process for the onboarding and induction of new recruits and focuses on creating the right experience for the candidate. Once the said talent is onboarded and the corporate induction process is completed, she/he moves to the specific product or role or technology or business. At this stage, the anchoring from a people perspective moves from the talent onboarding team to the specific HR anchor

4.1.13. Employee Benefits (GRI 401)

Compensation & Benefits

The remuneration policy of the Company has been so structured as to match the market trends of the IT industry. The compensation ratio of Directors and Key Managerial Personnel is specified in the Annual Report 23-24. We pay for performance - this is an absolute requirement under our compensation & benefit program and is inherent in our culture. Our benefits include:

Gratuity

We provide Gratuity in accordance with the Payment of Gratuity Act, 1972, a defined benefit retirement plan (the Plan) covering all associates. A lump sum payment is given to eligible associates at retirement, death, incapacitation or termination of employment, of an amount based on the respective associate's salary and the tenure of employment. A trust by name "Intellect Design Group Gratuity Trust" has been constituted to administer the gratuity fund. The Company follows the gratuity plan as per statutory requirements. All Permanent associates are covered under Gratuity Act.

Provident Fund

Our policies are aligned with labour law, statutory requirements in the countries of operation and we practice the payment of Provident Fund for our associates. All Permanent associates are covered under Provident Fund and 1.25% of the Permanent associates covered under ESI.

Superannuation

The Company contributes a specified percentage of the eligible basic salary, if opted by associate in pay structure, towards superannuation (the Plan) to a fund. A Trust has been created and approved by the Income-tax authorities for this purpose. This Plan provides for various options for payment of pension at retirement or termination of employment as per the Trust rules.

Parental leave Return Rate

All Women associates are entitled for maternity leave of which 74 women associates availed the entitlement in 2022-23 and 99% associates have returned from parental leave and have stayed for the next one year in the organisation. In FY23-24, 111 associates have availed the maternity leave and Return to work rate is 59%.

No of employees who availed maternity leave

FY 21-22	FY 22-23	FY 23-24
42	74	111
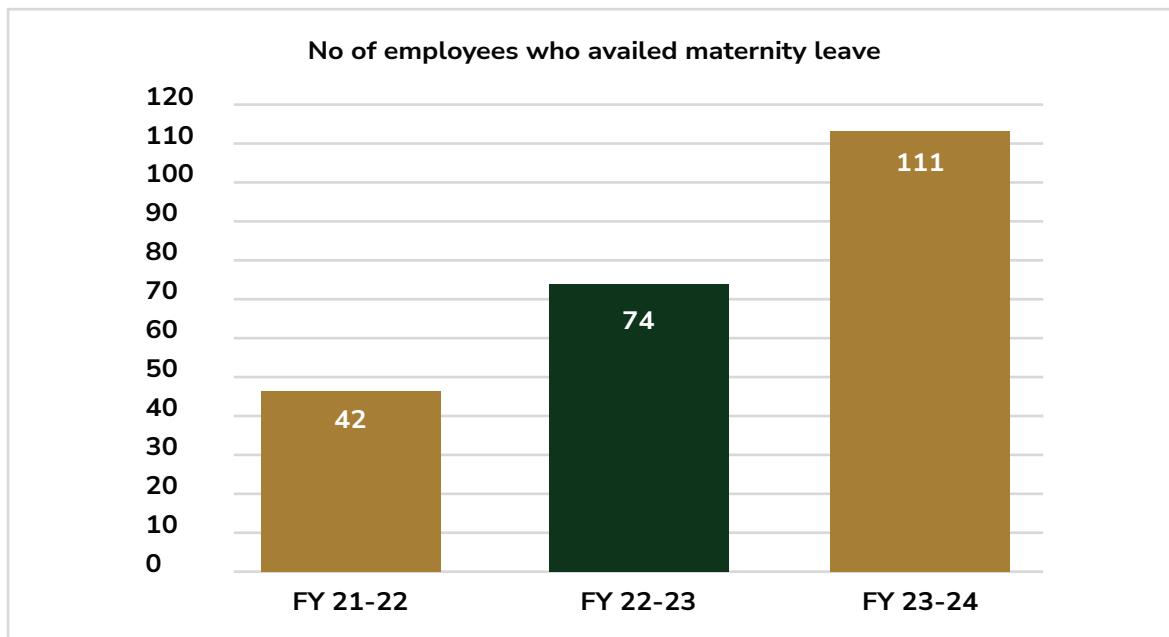
Exigency Fund

Our Exigency Fund policy is formed to provide financial assistance to our Associates in case of medical exigencies, matters relating to unforeseen health conditions / demise of associates, demise of associates' dear ones or to deal with natural calamities. A separate account is being maintained as "Intellect Design Arena" fund.

Employee Stock Option Scheme

Stock options are granted to the associates under the stock option scheme; the costs of stock options granted to the associates (equity-settled awards) of the Group are measured at the fair value of the equity instruments granted. For each stock option, the measurement of fair value is performed on the grant date.

Treasury Shares

The Company has an Associates Benefit Trust, having Company's shares, for providing benefits to all its associates.

Compensated absence

The Company treats accumulated leave expected to be carried forward beyond twelve months, as long-term employee benefit. There is an encashment of this benefit during retirement.

Associate Welfare Trust

The Company and Employees make equal Contributions to this Trust, and it is used to help associates' family members with immediate monetary benefits in the event of the associate's demise.

Equal Pay and Living Wage

We remain committed to being vigilant to ensure that women and men who have the same roles and perform at the same level are paid equally. We are a meritocracy, and gender, ethnicity, age, disability, sexual orientation or any other protected characteristic is not a factor in the way that we pay our people. We pay women and men in the same way, using the same compensation criteria, including the nature of their role and their performance.

We review regularly to ensure that we provide competitive compensation to all levels that are intended to exceed the legal minimum and living wages where we operate. 100% of associates are paid more than the minimum wages.

We analyse the market dynamics through internet, HR forums and discussions with the HR fraternity of similar organisations under the remuneration benchmarks. We also evaluate candidates' current compensation and map to our compensation grid during the recruitment process.

4.1.14. Supplier Code of Conduct (GRI 308)

The Supplier Code of Conduct outlines the principles and standards that all suppliers and their employees, agents, and subcontractors ("Suppliers") must adhere to when conducting business with Intellect.

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 endeavour 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.

We also engage with our external stakeholders like vendors and suppliers, with whom we sign off the supplier code of conduct before commencing any work at our premises.
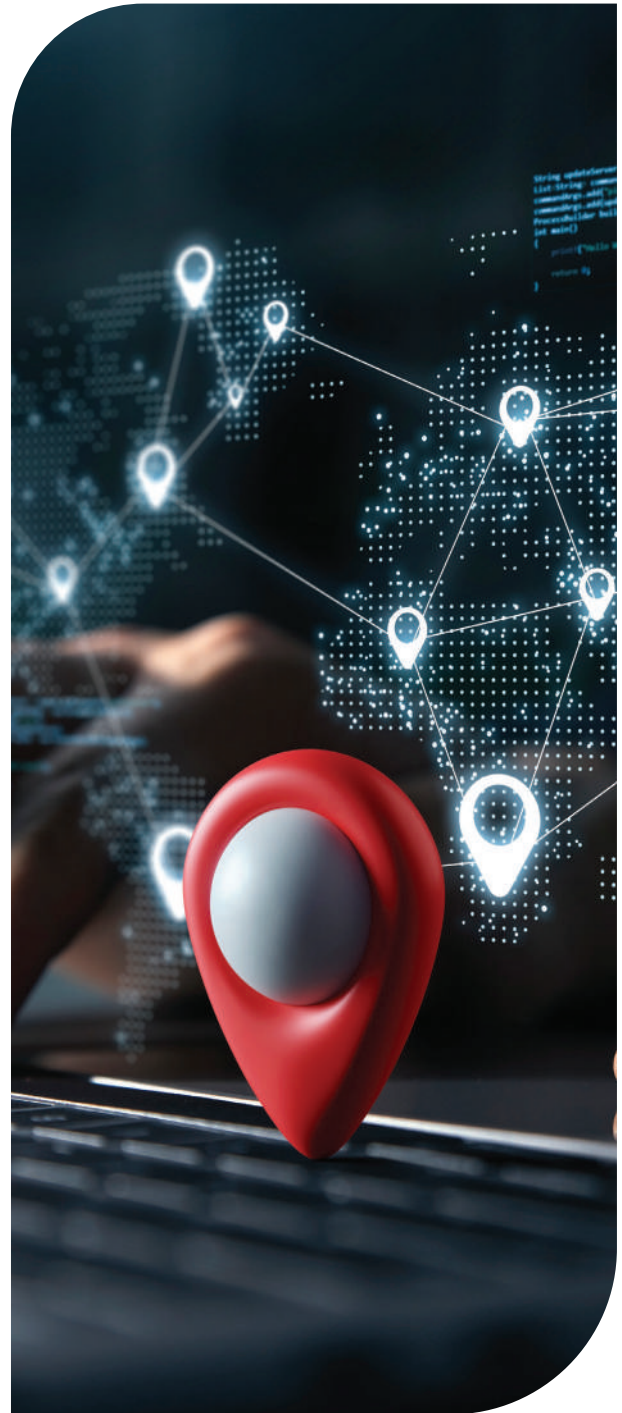
4.1.15. Women Safety - Prevention of Sexual Harassment at workplace

The culture of the Company ensures that aspects of work-life balance for associates, especially for women, are suitably addressed. Intellect has put in place suitable processes and mechanisms to ensure issues such as sexual harassment, if any, are effectively addressed. Disclosure as required under Section 22 of Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, The Company has in place an Anti-Sexual Harassment Policy in line with the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Internal Complaints Committee ("ICC") has been set up to redress the complaints received regarding sexual harassment. In the fiscal year 2023-24, two complaints concerning sexual harassment were reported. Following thorough inquiry proceedings by the committee, appropriate actions were taken in response to these cases. While both cases were fully resolved with disciplinary measures implemented, the final report for one of the cases will be published in the subsequent financial year. All associates are covered under this policy. Intellect demands, demonstrates and promotes professional behaviour and treats all associates with equal respect.

4.1.16. Grievance Channels

At Intellect, we understand that addressing grievances is essential for maintaining a positive work environment. Reporting grievances is everyone's right, and we ensure that there are no negative consequences for doing so. We prioritise confidentiality, and all concerns are treated with the utmost discretion. Our grievance channels provide a safe and supportive space for associates to seek help and resolve issues. Whether it's through direct communication with supervisors, HR representatives, or anonymous reporting mechanisms, we encourage associates to voice their concerns without hesitation.

Our grievance management tool has recorded a total of 189 grievances. Of these, 175 grievances pertain to working conditions, 12 to health and safety, and 2 to Prevention of Sexual Harassment (POSH) cases. Notably, there have been no grievances reported related to discrimination at the workplace, child labour, wages, or human rights concerns. This data underscores the key areas where associates have expressed concerns and highlights the need for ongoing attention and improvement in these specific areas.

Reach out to Human Resources:

- Dedicated team for grievance resolution.
- Confidentiality and support guaranteed.

Raise you grievance through iPORT > My Helpdesk

POSH (Prevention of Sexual Harassment):

- A dedicated committee to address any form of harassment.
- Ensures a safe and respectful workplace.

Reach out to ICC@intellectdesign.com

Blue Dot - External Counseling Partner:

- Professional counseling for personal grievances.
- Confidential and empathetic support.

Bluedot Helpline - 18001027293 /18002098424

Reporting through Supervisors:

- Your first point of contact.
- Discuss concerns openly with your immediate supervisor.

Inform Higher Management:

- When needed, escalate to department heads or executives.
- Your concerns are taken seriously.

Whistleblower - Ombudsman:

- Anonymously report any wrongdoing or ethical concerns.
- Protected from retaliation.
- Contact through **Ombudsman@intellectdesign.com**

4.1.17. External Counselling

Blue Dot Counselling through Optum Services, offered by Intellect, serves as a vital pillar of support for our associates, constituting an indispensable facet of our Employee Assistance Program (EAP). Our commitment to the holistic well-being of our workforce extends beyond professional realms, recognising the importance of addressing personal challenges that may impact their lives.

At the core of Blue Dot Counselling lies a confidential helpline, providing immediate access to professional counsellors adept in navigating a spectrum of issues. 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. Whether grappling with familial conflicts, seeking strategies to mitigate stress, or navigating complex legal matters, our counsellors offer empathetic support and practical solutions tailored to individual needs.

Recognising the multifaceted nature of modern challenges, our counselling services adopt a comprehensive approach, addressing not only the symptoms but also the underlying factors contributing to associates' distress. Through a blend of cognitive-behavioural techniques, psychoeducation, and supportive counselling, we empower associates to cultivate resilience, enhance coping mechanisms, and foster positive change in their lives.

Moreover, the confidentiality of our counselling services ensures a safe space for associates to express themselves without fear of judgement or repercussions. Upholding the highest standards of privacy and professionalism, we prioritise the well-being and autonomy of each individual, fostering a culture of trust and inclusivity within the Intellect community.

Location	Presenting issue	2022	2023
India	Anxious/Worry	1	
	Couple/Primary relationship	4	2
	General EAP Benefit	1	2
	Low Mood/Elevated Mood	1	
	Other - Work Related	1	
	Phobic/Fear	1	
	Total	**9**	**4**

4.1.18 Occupational Health & Safety at Workplace GRI 403)

Intellect Design Arena Limited ("Intellect") is committed to a business model through a value system that balances Sustainability, Environment, Occupational Health and Safety (OH&S). Safety and well-being at the workplace are an important consideration in a responsible business and Intellect accords the highest priority to this aspect. We consciously strive to ensure zero accidents, physical and emotional well-being, and safety of our stakeholders.

4.1.18.1. Management System

Our commitment to excellence in occupational health and safety is recognised through our ISO 45001 certification. for our NxT LvL facility in Chennai. This certification validates the documented procedure for all the required elements of international standards for Quality and Integrated (EMS & OHSMS) Management systems.The Integrated Management system Manual covering Environment management system (EMS) and Occupational Health and Safety system (OHSMS), is a policy level document that explains the framework of the Integrated Management Systems and provides scope, policy, organisation structure and reference to documented procedures.

4.1.18.2. Risk Management

Risk assessment is proactively conducted on a yearly basis or at the beginning of a new process or activity. Hazardous conditions present are identified and prioritised for elimination and control. A ranking is done based on the severity and probability of the risk. The Occupational Health and Safety (OH&S) hazards in the workplace are communicated to all concerned stakeholders who are consulted during development and review of policies and procedures to manage risks. Intellect being an IT company, there are no product risks but there are risks including those related to provision of services like ergonomics, emotional well-being, risks associated with operation of utilities, commute. We have established numerous initiatives, interventions, virtual sessions, and process controls to address them. OH&S committee ensures the establishment, implementation, maintenance, and continual improvement of processes needed for the elimination of hazards and minimisation of risks.

4.1.18.3. Training and Awareness

Training needs are identified based on the nature of jobs, which may have a significant impact on the environment or may pose occupational health and safety risks. They include fire safety mock drills, First Aid training, and Road Safety awareness. Workstations and furniture are designed and procured after considering their ergonomic advantages. Well-equipped occupational health centre is available in our facility.
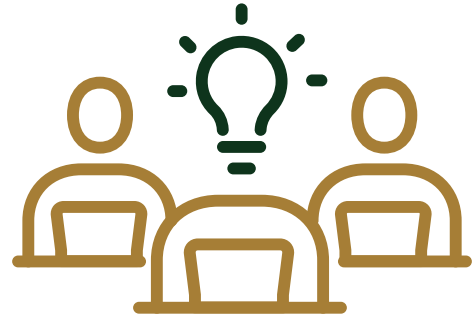
4.1.18.4. Participation and Consultation

The process includes:

- Employee consultation in development and review of policies and procedures to manage risks

- Employees are required to report all incidents through a unified online portal to the HSE team to establish and imple ment operational controls to avoid the recurrence of the incidents and aid in elimination of unsafe behaviour and conditions

- Representation of employees in health and safety matters; the Safety Committee includes employee and contract workmen representatives. Associates play a crucial role in Occupational Health and Safety (OHS) participation and consultations across various aspects of workplace safety. Through active engagement in safety committees, associates collaborate with management and safety professionals to identify hazards, assess risks, and devise prevention strategies. Regular safety meetings provide a platform for associates to voice concerns, report incidents, and contribute suggestions for enhancing safety protocols, developing a

culture of transparency and accountability. Furthermore, participation in OHS training programs equips associates with the necessary skills and knowledge to adhere to safety protocols and emergency procedures effectively. Through incident reporting, associates contribute to timely intervention and prevention of future incidents, promoting a proactive approach to safety

- The OH&S hazards in the workplace are communicated to all concerned including contractors and visitors

- During the reporting period, the company reported no safety related incidents of employees 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. We maintain the complete confidentiality of the health related information for the employees during health checkups & well being events such as Yoga etc.

4.2 Community **Engagement**

CSR Strategy

Intellect's corporate responsibility commitment is governed by the CSR policy. While pursuing its business, we operate in a manner that not just takes care of the interest of our shareholders, but we also aim to minimise our impact on the environment. Our activities and efforts help in replenishing the planet while lending a helping hand to the communities in which we operate. This requires us to be innovative and conscious of what the beneficiaries need, when they need it, and to align their interests keeping in line with the CSR strategy of achieving impact-driven outcomes.

Through our CSR initiatives we seek to actively contribute to the Social, Economic and Environmental Development of the community in which we operate, ensuring participation from the community and thereby creating value for the nation.

The Board of Directors have laid down the CSR Policy, covering the purpose, objectives, focus areas, governance structure and monitoring & evaluation framework among others. The social investments of the Company are accordingly aligned with the attainment of this overall vision.

CSR Spend

The CSR expenditure for the current year is Rs. 49.23 million as on 31st March 2024 (refer Annual Report FY 23-24 for details)

Year	FY 23-24	FY 22-23
CSR Expenditure (Rs. million)	49.23	51.42

For details refer Annual Report 23-24.

Composition of CSR Committee

Name of Director	Designation	No of Meetings of the CSR Committee Held During the Year	No of Meetings of CSR Committee Attended During the Year
Mr. Anil Kumar Verma	Chairman, Whole Time Director	1	0
Mr. Arun Jain	Member, Managing Director	1	1
Mr. Abhay Anant Gupte	Member, Independent Director	1	1

Monitoring & Implementation

Intellect's CSR activities are monitored by the CSR department. It provides regular progress reports to the CSR Committee of the Board which also gets reported in the Annual Report on CSR projects. The CSR Committee monitors the implementation of the CSR Policy and CSR Plan. For this purpose, it meets as and when required.

CSR activities

Through our CSR activities we commit to undertake, support and enhance the lives of marginalised sections of the society in one or more of the following focus areas: namely education, medical and healthcare facilities, livelihood and assistance to people with disabilities.

We proudly uphold our Credo "Making a meaningful difference in people's lives by bringing Design Thinking in our approach".

We are contributing to social development through the Initiatives undertaken for the youth under the umbrella of the **Ullas Trust,** through **Mission Samriddhi's Initiatives for Holistic and Sustainable Development** and through the **School of Design Thinking** aimed at creating a Design Thinking revolution in the country.

4.2.1 Ullas **Trust**

Objective

Ullas Trust was started in 1997 with the aim to integrate our associates (Polaris and then Intellect) with a larger community and enable them to enjoy the bliss of working with young minds in the country.

The primary motive of Ullas is to recognise academic excellence in students from the economically challenged sections of our society and encourage the **"Can Do"** spirit in them to chase their dreams and aspirations. Early in its evolution, Ullas decided to focus its energies on students during the most vulnerable stage in their journey i.e., adolescence! This included students from Grades 9 to 12. With this two-pronged criterion, students from Municipal/Corporation, Government, and Government-Aided schools were selected every year through an entrance examination and a well-defined selection process.
They were called **"Young Achievers".**

Guiding Principles

A holistic program was integrated to encourage the **'Can Do'** spirit in young students based on six guiding principles:

- Learning and broadening of vision through observation

- Decoding success principle through aspirational role models

- Motivation through large group recognition

- Inculcating positive mindset during adolescence (esp. 13-16 years)

- Concretising personal commitments to one dream by penning it down

- Accelerating toward one's goals through mentor support

Merit Scholarships

Ullas awards annual merit scholarships to the students but the vision was to go beyond scholarships and give a head-start to the Young Achievers by:

- Encouraging them to dream big and with conviction, through annual workshops

- Empowering students with self-enrichment programs during weekends

- Providing students with a "touch and feel" of the corporate environment

- Giving them a unique opportunity to be mentored by successful IT professionals

4.2.1.1 Initiatives Undertaken by Ullas

Large-scale Annual Can-Do workshops

Ullas Young Achievers Annual 'Can do' Workshop is anchored by our Founder Arun Jain, along with our volunteers. It is a large-scale annual workshop for over 2000 students.

SUMMIT - Igniting the Best - Weekend Enrichment Programs

In order to give a head-start to the Ullas students, we have created a unique self-enrichment module called SUMMIT. The Summit program comprises Personality Development modules, graded as Level 1 to Level 4, with Level 1 beginning for Class 9 and finishing with Level 4 for Class 12. Each Ullas student attends their respective Summit module that comprises 5 sessions of Life skills workshops that are interactive and a lot of fun.
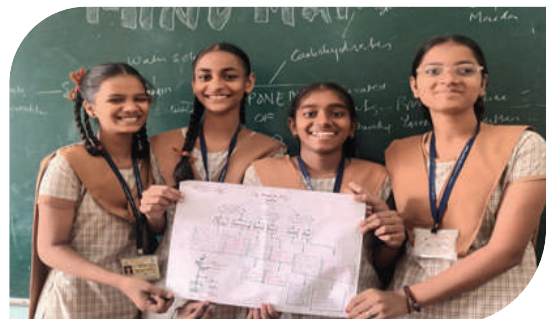
Higher Education Scholarships and Mentoring Program

After supporting the Ullas student for a four-year period between grades 9-12, Ullas evolved along with the students and decided to widen its scope to supporting Higher Education for these students with Merit Scholarships and Mentoring Programs. After the 12th standard, aspirants apply for the Higher Education Scholarships and are screened by a formal interview by panels of employee volunteers.

The students are asked to build a case as to why they should be awarded the scholarship. This gives them a head-start in facing interviews. At the same time, the employees use this interaction to gauge the commitment of the student in pursuing their dreams as well as provide counselling to the student. The Higher Education Scholarships continue till the student graduates.

Students are trained and mentored on programs encompassing presentation techniques, preparing for interviews, awareness of corporate etiquette and unleashing their potential and teamwork, which is demonstrated through the outbound programs.

Transformation from Mentee to Mentor

We observed that the Higher Education scholarship holders are indeed role models for Ullas students in classes 9th to 12th. We also felt that the self-confidence of a senior student grows manifold, if he/she can actively participate in grooming junior students. Putting both the objectives together, Ullas trains students (pursuing higher education) to become facilitators for the weekend enrichment sessions (that are being imparted to the younger students). This initiative has proved to be a great success and a great value-addition to the Higher Education student to transform himself/herself into the role of a Mentor.

Expanding the Footprint – Touch the Soil

Through the "Touch the Soil "program, Ullas gives an opportunity to associates to "reconnect with their roots" along with their teams and conduct the 'Can Do' workshops in the Districts of rural India. This helps motivate young minds in the rural canvas when they get an opportunity to interact with role models who have made it big from within their ranks. The expansion of this rural footprint has seen Ullas evolving into a movement apart from symbolising the inclusivity of the social initiatives of the organisation.

Impact-Driven Outcomes through Ullas Ecosystem Partnerships

At Ullas, we strongly believe in partnering with like minds to be able to reach and ignite as many bright young minds as possible. This belief has helped us build an partnership ecosystem with:

- **Corporate Partner:** Morgan Stanley

- **NGO Partner:** Vidyarambam Trust

- **Youth Volunteer Movement:** Talent Quest for India Trust (TQI Trust), National Service Scheme (NSS)

- **Mission Samriddhi:** Ullas has reached into cluster schools and ignited young minds in Tamil Nadu, Uttar Pradesh and Maharashtra.

These partnerships from various verticals continue to grow the Ullas Movement, igniting young minds across the country!

New Addition to Ullas Program this year

Ullas Trust is now igniting young minds in the deep clusters of Sonbhadra district of Uttar Pradesh. Ullas in partnership with Mission Samriddhi Cluster Development Program partner Banwasi Sewa Ashram (BSA) conducted "Can Do Workshop" and "Summit 1" programs for Class 9 students from Barawe, Manbasa and Rannu Gram Panchayat.

The program saw the involvement of Gram Panchayat representatives and it was organised in collaboration with the Panchayat. BSA identified volunteers were trained to take the program forward and after the Can Do workshop that was conducted by Ullas team, the trained volunteers conducted the Summit 1 classes for the students.

Current Reach & Impact

The 'joy of giving' and the 'responsibility to give' are ingrained in the very fabric of the organisation. Besides the corporate contribution, employees contribute as well towards expanding this initiative. Ullas currently operates out of our campuses in Chennai, Delhi, Hyderabad, Mumbai, Pune and Wardha; In its 26-year journey, Ullas ignited 20+ lakhs young minds across the country.

> **In the academic year (2023-24) Ullas has ignited 4,634 young minds from 366 schools in urban metros through our SUMMIT (weekend enrichment program) and 2,05,000 children from 1115 schools in 112 districts across 6 States through our Touch the Soil (reconnecting with our roots) program.**

Ullas - Management Approach

Steps that will be taken to improve schools by 15% in the FY 24-25.

Reach out and include more schools this year under Summit and TTS program across the chapters.

Ensure repeated communication to Schools especially those schools that missed last year as they showed their interest quite later.

Reaching out to all the schools that dropped out of the Ullas program due to various reasons last year (reasons like change of Headmaster, change of Ullas coordinator Teacher, late communication etc)

Reach out to NSS coordinators in new colleges that have shown interests to take Ullas forward.

Increase coverage of new schools through our existing social connect partners (NGOs) and getting into new partnerships.

We continue to build an eco-system of like-minded partners and youth volunteer movement to reach and shape young minds across the country!

4.2.2 Mission Samriddhi

Mission Samriddhi is a social impact platform dedicated to holistic 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, activate and extend self-initiated projects, collaborate with Development Accelerators / CSOs and participate in the change process

4.2.2.1 Objective

As suggested by the name, 'Samriddhi', the unifying value is prosperity for all. Mission Samriddhi, believes in the cumulative strength of Celebrate, Connect, and Catalyse - Celebrate what is working, Connect people, process and technologies to drive scale & Catalyse the change by providing competence, confidence, education and funding.

Mission Samriddhi empowers rural and marginalised communities to dream of change by enhancing their self-worth, overcoming constraints, addressing limiting beliefs and thereby becoming the agents of their development.

Design disciplines are known to offer well-integrated solutions to challenges which are complex, uncertain and contested by multiple stakeholders. Development issues confronting any society are also complex, multi-layered, and determined by deeply held beliefs, stereotypes, norms and traditions. The Design Thinking approach holds huge potential for achieving the development goals and while principles of good design are well established, there has been limited integration of Design Thinking with sustainability science.

Mission Samriddhi, believes Design Thinking is a human-centred approach to problem-solving, thus enabling ordinary people to do extraordinary things. The Design Thinking process goes beyond the mere use of Design Thinking Tools. It involves the rigour of understanding requirements – stated and unstated, observing and clustering patterns, connecting the dots, and unearthing blind spots.

4.2.2.2 Community Development Framework (CDF)

Applying Design Thinking, Mission Samriddhi evolved the Community Development Framework (CDF) in consultation with academicians, policymakers and development professionals to address the complex development challenges. The Community Development Framework (CDF) adopts an integrated approach to Personal, Social, Economic, Ecological and Institutional development, with a firm belief in leveraging three levers- the Sensitivity of the grass-roots organisations/community, the Agility of the Corporates and the Scale of the Government.

Keeping a cluster of Gram Panchayats as the basic unit of development, the CDF is implemented in chosen clusters through the Cluster Development Program (CDP).

D11: Growth Mindset
D12: Personal Values
D13: Behavioural change
D14: Flok Art, Theatre & Culture
D14: Constitutional Values
D16: Volunteerism
D17: Sports

D31: Agriculture & Allied
D32: Non-Agri Livelihood
D33: Skilling
D34: Self Help Groups
D35: Farmer Producer Organisations
D36: Financing

D51: Shared Vision & Mission
D52: Schemes, OSR & Budget
D53: Gram Panchayat Development Plan
D54: Stakeholder management
D55: Social Security
D56: Plan Execution & Review
D57: Good Governance
D58: Standing & Functional Committees
D59: Social Audit

D1 Personal Development

D2 Social Development

D3 Economic Development

D4 Ecological Sustainability

D5 Institutional Developoment

D21: Integrated Education
D22: Health & Nutrition Security
D23: Village Infrastructure & Basic Amenities
D24: Social Justice
D25: Child Friendly
D26: Gender Equality & Women's Empowerment
D27: Wash
D28: Differently Abled
D29: Mental Health

D41: Water conservation
D42: Soil health
D43: Climate Change & Biodeliversity
D44: Plantation & Forestry
D45: Waste Management
D46: Disaster Risk Reduction
D47: Renewable Energy

4.2.2.3 Key Initiatives in 2023-24

1. **"Project Surakshya" CDP Odisha – a joint initiative with Centre for Youth and Social Development (CYSD), Bhubaneshwar, is co-funded by EU & Intellect CSR**

Project Surakshya - CDP Odisha, the holistic Cluster Development Programme spread across 5 districts of Odisha, is anchored on Mission Samriddhi's Community Development Framework (CDF) and covers interventions in Personal, Social, Economic, Ecological and Institutional Development.

Some of the key interventions of the 3-year programme are:

1. Strengthening grassroots institutions including Panchayat Raj Institutions (PRIs) across the 12 clusters of Gram Panchayats of 5 Blocks in 5 Districts of Odisha (KBK region)

2. Social security entitlements - ensuring none are left out in these Gram Panchayats

3. Train and build a cadre of 500 Community Leaders (1 per village) through a leadership programme spread across 3 Phases that is rooted in the concept of value-based leadership, self-responsibility and personal growth - to bring about positive change in the community

4. Income enhancement of small and marginal farmers with a focus on women

5. Skill development, enterprise promotion with a focus on youth

Project at a Glance

Districts	Blocks	GPs	Village	HHs	Population
Koraput	Boipariguda	12	100	8597	38009
Malkangiri	Mathili	12	100	9062	60197
Rayagada	Kolnara	12	100	9447	43118
Bolangir	Titlagarh	12	100	14833	62578
Kalahandi	Kesinga	12	100	11024	61823
5	5	60	500	52963	265725

PROGRAMME OUTREACH

5 DISTRICTS
5 BLOCKS
60 GRAM PANCHAYATS

The key achievements in 2023-24 have largely been in the following areas

1. 417 Community Leaders (CLs) have undergone the 3-Phase leadership training and mentoring program to address their village level issues through community action. Of 417, 147 have completed 2 phases of this program. These CLs are bringing about change in their communities by raising their voice for better connectivity to Anganwadis, leading entitlement drives and raising awareness regarding appropriate functioning of AWWs (Anganwadi Workers)

2. Survey of 250 villages has been completed which covers 27041 HHs, creating a database of eligible beneficiaries under different social protection schemes

3. So far 15 entitlement camps have been conducted across 12 Panchayats and 3446 number of eligible left out beneficiaries were connected with different social security schemes of the government e.g. AADHAAR updating (469), PDS linkage (367), Pension (1518), Civil registration (210), ABPS (651) and Disability certificate (257)

4. 48 youth from families that would normally migrate, were trained on Mushroom cultivation via a 11- day RPL (Recognition of Prior Learning) program in partnership with World Skill Centre and Central Tool Room and Training Centre (CTTC). 45 of them went through an assessment and were given certification from Odisha Skill Development Authority

5. 8 producer groups linked to 560 HHs in Boipariguda block, have been supported for vegetable farming with input and technical support for Brinjal, Tomato, Pumpkin, Chilli, and Ladies finger cultivation

6. 10 SHGs were supported to avail rice and flour processing units while capacitating them for enhancing their entrepreneurial ability

7. Theme wise participatory micro plans have been developed covering 195 villages. Palli sabhas were facilitated for approval of these 195 micro plans. Following this, Gram Sabhas were facilitated for creating a consensus on the proposed plans from different villages and getting them included in the Gram Sabha resolution for their inclusion into GPDP

8. 280 PRI members including Sarpanch and ward members have been oriented on thematic planning and own source fund mobilisation at their respective panchayats.

9. 64 Village mates and 08 Gram Rojgar Sahayaks (GRS) in Mathili and Boipariguda blocks were trained on labour budgeting and its integration with GPDP by the District Ombudsman of MGNREGS

10. 2190 households from 10 GPs of Boipariguda were supported to set up nutrition gardens, 378 HHs were provided with pigeon pea input support in Kolnara Block of Rayagada district in convergence with ICRISAT for enhancement in their productivity and seed production, while 96 HHs from Kuspar and Bodaput Panchayats of Boipariguda Block were provided with input support for Bengal Gram cultivation and further capacitated on its package of practice

11. 105 acres of land in 4 GPs of Boipariguda was covered by sapota plantation in convergence with Integrated Tribal Development Agency- ITDA Jeypore

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2. TN-CDP (Tamil Nadu-Cluster Development Programme)

The Cluster Development Programme in Tamil Nadu (TN-CDP), supported by Intellect CSR, is being implemented in 43 Gram Panchayats spread over 9 Clusters and 8 Districts/Blocks of Tamil Nadu. TNCDP addresses the holistic development needs of around 53347 Households and 1.71 lakh population.

Initially the Elected Representatives were made to undergo a Design Thinking driven leadership development program to help them chart out and implement their plans for the holistic and sustainable development of their communities.

Project Coverage at a Glance

Tamil Nadu

District/ Clusters	Blocks	GPs	HHs	Population
Chengalpattu 1	Madhuranthakam	4	2536	9212
Chengalpattu 2	Madhuranthakam	5	3424	13536
Kanchipuram	Kanchipuram	5	3068	14134
Villupuram	Koliyanur	6	7807	25010
Cuddalore	Arangur	5	6901	16410
Namakkal	Erumapatti	5	6371	23824
Dharmapuri	Harur	3	5111	17144
Karur	Thanthoni	5	12034	34335
Erode	Perundurai	5	6095	17414
Total 9	8	**43**	**53347**	**171019**

The engagements in 2023-24 have largely been in the following areas

1. Gram Panchayat Development Plan (GPDP) Convergence across 9 Clusters / 8 Districts

2. Students Holistic Development Programme across 9 Clusters / 8 Districts

3. Livelihood Initiative through Mushroom Cultivation in Namakkal District partnering with Rang De

4. Livelihood Initiative in Villupuram District in Partnership with Voluntary Association for People Service (VAPS)

5. Promoting Sexual and Reproductive Health (SRHR) status through Capacity Building in Chengalpattu & Kanchipuram Districts partnering with Rural Women's Social Education Centre [RUWSEC]

GPDP Convergence across 9 Clusters / 8 Districts (D1- D5)

1. Annual Convergence across 8 districts covered more than 300 Panchayati Raj Institution (PRI) Members, starting with orientation programs covering themes on strengthening Panchayat Raj, practical workshops & design thinking sessions. Completed by early 2023

2. It was followed by special periodic training sessions on preparing GPDP, Importance of labour Budget for MGNREGS, Imbibing 9 Localisation of Sustainable Development Goals (LSDGs) themes etc. during the period Oct to December 2023

3. After that, the Mission Samriddhi Team of Program Managers, Cluster Coordinators and resource persons have started personally hand holding every Panchayat in preparing GPDP using D1 to D5 Design Thinking format and incorporating LSDG guidelines. This was completed by March 2024

4. In 2024, 2nd quarter onwards will actively link the list of activities prepared in GPDP to various available Government schemes, further exploring outside opportunities like CSR, providing Catalytic funding etc. to meet the stated & unstated needs

Students Holistic Development Programme (D1 & D2)

1. Mission Samriddhi along with Talent Quest of India (TQI) are touching the lives of 2200 students across 8 districts (9 Clusters)through the Annual Students Holistic Development Programme

2. The programme kick-started in July 2023, and concluded by end February 2024

3. Started with Flagship Ullas Can Do Summits for 6 weeks to ignite young minds with passion for future, set their goals, imbibing leadership skills etc.,

4. Additionally, 5 weeks of specific thematic interventions covering areas like Know Your locality, Science through Fun, Activating Village Library, understanding of Basic Constitution rights & culminating with "My Dream Village Planning"

5. Opportunity was given to students to exhibit skills through exhibitions and cheques were also distributed to the top performers

6. TQI team also conducted various online tutorials to prepare for various exams that would provide educational scholarships by the State Government

TQI MS TNCDP Ullas	Summit 1	Summit 2	Thematic Session
Total No of Sessions	54 (9th std.)	45 (10th Std.)	45
No of Sessions Completed	54	45	45
Percentage Completed	100%	100%	100%
Total Percentage Completed	100 %		

Livelihood through Mushroom Cultivation (D3, D4 & D5)

1. Mission Samriddhi along with peer-to-peer NBFC platform Rang De and Mushroom Entrepreneurs joined hands to promote mushroom cultivation among farmers in Namakkal District

2. Funding to the tune of Rs.1.4 crore for Bed Manufacturing Unit & Shed Construction followed by working capital loan, mobilised from social investors through an online campaign by Rang De. This was accomplished during the period May to September 2023

3. For shed construction constituting 50% project outlay, close to 80% subsidy will get reimbursed through the State Government under MGNREGS Scheme

4. First tranche of subsidy payment to the tune of Rs.39 Lakhs has been received from the Government in March 2024

5. Once fully operational in May 2024, it will lead to additional income of Rs.5000+ per month for each beneficiary, which will double once loans are completely repaid

Tailoring to the needs of Marginalised Women (D1, D2, D3 & D4)

1. Mission Samriddhi & Voluntary Association for Peoples Service (VAPS) partnered in Villupuram District to set up Cluster Based Producer Organisation (CBPO)

2. Women from poor & marginalised sections will be chosen to provide professional training skills across tailoring, Jute Bag Making, Value add on food processing etc.,

3. During 2023-24, three batches of training covering 100 women have been completed and certified.

4. Women who have completed the training are closely handheld, to arrange loans, identify market opportunities till they fully stabilise to reach sustainability

5. Will lead to additional income of Rs.5000 per month for each beneficiary and will be amplified once the CBPO collective is fully functional by mid-2024

6. Target date to complete the program is December 2024

Promoting Sexual and Reproductive Health (SRHR) status through Capacity Building (D1 & D2)

1. Capacity building project with Rural Women's Social Education Centre (RUWSEC) aims to promote the gender, sexual and reproductive health

2. Coverage of about 7000 households in Chengalpattu & Kancheepuram districts

3. To generate sustainable, innovative intervention with rights and gender perspectives on SRHR at the community level to address the needs and issues of people

4. Outreach to target population through trained PRIs, Volunteers to sensitise people on SRH through community based activities

5. Baseline & endline assessment will be done with the participants before/after the training and will be documented

6. Program initiated in the quarter Oct-Dec 2023 with orientation for Panchayat leaders and Ward Sabha Members. Training for Volunteers who will drive the initiatives on the field has been kick started in March 2024. Target date to complete this awareness initiative is December 2024

4.3 School of **Design Thinking**

The School of Design Thinking (SoDT) was founded with an aim to bring a Design Thinking revolution in the country. SoDT is committed to create awareness about Design Thinking as a "human centered future focused approach" to the society at large. It strives to bring about the culture of Design Thinking in all aspects of life by focusing on 'Preparing the Design Mind'.

The larger purpose of School of Design Thinking is to bring a change in the mindset amongst stakeholders of different walks of life/society and thus impact the entire community. Design Thinking is a culture at Intellect Design Arena and has been instrumental in reaching several successful milestones of the organisation.

School of Design Thinking aims to share these insights and best practices of Design Thinking to the community as a whole through meaningful collaboration.

SoDT partners with:

*   Educational institutions to develop Design Thinking orientation for the Faculty & Students to enable innovative thinking and impactful learning

*   Corporations and businesses to nurture the culture of Design Thinking within the organisations for innovation and cross-functional collaboration

*   Budding startups and entrepreneurs to solve critical problems and arrive at future focused solutions

*   Various agencies, to lead social innovation projects from the front, to bring social innovation in the country

*   Government agencies and institutes, key stakeholders along with administrative officials to solve critical issues of civil impact, leveraging Design Thinking as an approach to problem solving

Our collaborative work with the Academia

SoDT's specially curated and customised programs for the Academia include:

1) **Faculty Development Program for the Professors/Faculty -** The role of the Faculty is of paramount significance in shaping the future generation of students. This unique program focuses on enabling self-transformation and shifts the focus from "teaching" to "learning", adopting a humanistic approach to Design Thinking to understand students' psyche better. It also emphasises the application of Design Thinking tools to enhance the Faculty-Student interaction to create an impactful learning experience

2) **Master Trainer Program -** An enhanced version of the FDP program, it enables Faculty to teach/train Design Thinking as a problem-solving approach to their students and foster out-of-the-box thinking & thereby spark innovation resulting in a shift from an 'order taking' to an 'agenda setting' mindset

3) **Credit Course -** A full-fledged Credit Course aimed at providing an immersive, hands-on approach of using Design thinking tools to solve complex problems, identify the unstated requirements of the stakeholders and develop a human-centric oriented mindset required for problem solving in an innovative way

4) **Rural Community Engagement Course for students -** This course is conceived with an objective of understanding rural institutions, their economy, rural development and rural upliftment programs, by providing an immersive learning environment through visits to villages and meeting the stakeholders. By utilising the Design Thinking approach to problem solving, the students identify opportunities for socio-economic growth besides enhancing their course learning to value the local knowledge and wisdom of the rural community

4.3.1 SoDT Outreach for FY 2023 – 2024

- **Faculty Development Programs** – 8 (For colleges such as SRM, KL University, RMK group etc.)

- **Awareness Sessions / Bootcamp sessions** – 29 (For colleges such as IIM Calcutta, IIT Madras, IIM Lucknow, Sairam group, Tuck School of Business etc.)

- **Credit Course** – 4 (For colleges such as IIM Calcutta, KREA University, BIM-Trichy, Ethiraj College)

- **Industrial visits to our campus** – 17 Industrial Visits (For colleges such as IIT Tirupathi, SSN Engineering, XIME Business School, Loyola College etc.)

- **Walkthrough of 8012 FinTech Design Center** – 55 immersive walkthroughs for 1481 academicians and students, from colleges across India

4.3.2 SoDT Highlights of FY 2023 - 24

1) 1st National Conclave on Design Thinking for Academic Leaders to focus on 'Talent 2040'

To envisage and reinforce a holistic transformation in Academia, School of Design Thinking (SoDT) and Intellect Design Arena Ltd. hosted the '1st National Conclave on Design Thinking for Academic Leaders' at 8012 FinTech Design Center in Chennai on Wednesday, March 27, 2024. The main agenda of the Conclave centered on a pertinent theme - 'Talent 2040', to prepare students to face the challenges and opportunities that lie ahead. AICTE Chairman, Prof. (Dr.) T G Sitharam delivered a Keynote Address at the Conclave and the event brought over 250 Academic representatives of Management, Engineering, Technology, Arts, Sciences, Architecture and Humanities from different esteemed Academic Universities across India. The Conclave aimed to shape the mindset of students & self-transformation for the Faculty fraternity to shift their mental model and aim for Leadership thinking. Arun Jain, CMD of Intellect and Founder of the School of Design Thinking, anchored a 'Master-class' on "Leveraging Design Thinking® for Exponential Growth of Academic Institutions". The event also hosted a Panel Discussion and Fireside Chat with eminent speakers that helped the delegates to garner insights which they could take back to their respective institutions.

Glimpses of the conclave.

2) Tripartite MoU with IIM Calcutta (March 2024)

School of Design Thinking (SoDT) and Mission Samriddhi entered into a strategic and technological partnership with the Indian Institute of Management-Calcutta (IIM-C). This partnership aims to strengthen the focus of Design Thinking in the academic curriculum. Additionally, it facilitates the institution to organise forums, seminars, workshops, and other events to enhance advocacy of Design Thinking as a mindset for innovation. The signing ceremony was held at the IIM-C campus on Sunday, 17th March 2024, in the presence of Mr Arun Jain, CMD Intellect Design Arena and Founder-Trustee Mission Samriddhi, Dr.Anbu Rathinavel, Head - School of Design Thinking & Prof. Saibal Chattopadhyay, Director-in-Charge, IIM Calcutta along with Prof. Bhaskar Chakrabarti, Dean (Academics) of IIM-C.

Picture Courtesy – Indian Express

4.3.3 Couple of Other Illustrations of SoDT Work

3) Milestone achievement - Training 165 faculties from SRM Institute of Science and Technology (July-2023)

A key milestone of training more than 150 Faculties across multiple departments (multiple campuses) of the SRM Institute of Science & Technology (SRMIST) was celebrated and cherished through a 'Faculty Convocation Ceremony' at the college campus in July 2023. The ceremony was graced by Mr. Arun Jain, Chairman & Managing Director of Intellect Design Arena, Prof. C. Muthamizhchelvan, Vice Chancellor of SRMIST, Dr. Anbu Rathinavel, Head of School of Design Thinking & other senior faculty members. The milestone marked the first initiative of its kind in India, in implementing Design Thinking across departments across multiple campuses as a mandatory core course for students. The trained faculties were awarded the certificate of 'Master Trainers' , who would teach their students the subject of Design Thinking.

1) Design Thinking for HUMTECH (Humanitarian Technology) -

The National Conclave on Humanitarian Technologies (facilitated by IEEE) organised a conclave in Oct 2023 which was graced by Dr. Palanivel Thiagarajan, Minister for Information Technology and Digital Services, Government of Tamil Nadu & Dr. T.R.B. Rajaa, Minister for Industries, Investment Promotion & Commerce, Government of Tamil Nadu along with Intellect's Chairman and Managing Director Mr.Arun Jain, Mr. Hari Balachandran, CEO, ICT Academy, and Mr. Marc Beebe - Senior Director, IEEE Strategic Research. This event was a convergence of thought leaders from government, technology, administration and leaders from academia to exchange ideas of leveraging technology for the betterment of humanitarian goals. Mr.Arun Jain delivered a special address as part of the conclave focusing on mindset transformation & visualising a bigger purpose leveraging Design Thinking to connect the dots between technology and humanitarian issues.

2) IEEE Program - Dr. Anbu Rathinavel conducted a focused Master Class on Design Thinking for Pre-University Students (Grade 10-12th) at the KRP University campus in Coimbatore on 4th November 2023, as part of the IEEE WIE Social Innovation Camp . The camp is part of the bigger initiative of IEEE Women in Engineering Student-Teacher and Research Engineer/Scientist (STAR) to motivate Pre-University students, especially girls, to step into technical fields. This event was organised to motivate and give awareness about "Social Innovation" and "Pre-University Education" among Pre-University Students (Grade 10-12th), Teachers/Educators & IEEE Volunteers.

Our Impact (Success Stories) this year

Indicative images.

Patterns and Anti-Patterns to redesign mask for the Obstructive Sleep Apnea disorder patients: Dr.T.Jayanthi - Associate Professor (Biomedical Engineering) : SRMIST

Dr.Jayanthi took her learning to the next level where she applied an important concept of Design Thinking in her area of expertise. She belonged to the biomedical domain where one of her projects involved redesigning masks for the elderly, suffering from Obstructive Sleep Apnea (OSA) disorder. The team observed patterns revolved around snoring, breathing movements, air pressure of the patient etc. They also found insights from literature surveys, which pointed towards some key anti-patterns around the discontinued usage of therapeutic devices (used by patients suffering from OSA). These inferences helped the team to focus on movements during the sleep, body positions etc. They felt the problem will become worse, if the patient is an elderly person. The team began working on redesigning the masks, making it hose-less etc. and began to develop working prototypes of the same. One of the key insights which they identified in this phase was the need to include a humidifier to keep the airway moistened during breathing. Thus, the team has incorporated the inputs and has designed the prototype of the Hose less mask which will soon undergo clinical trials.

Prototype the team has proposed

Existing solution: Mask with positive pressure airflow

**Designing a Dining Experience
(Ahmed Haris - 2nd Year - BIM Trichy)**
One of the students Ahmed, took the course learning and course takeaways, specifically some of the Design Tools' application into his internship project. He had completed his 3-month internship with a start-up based out of Chennai which specialised in the food and hospitality industry. It was a specialty coffee shop that used an exotic single-sourced coffee bean. As it goes without saying, good food is a stated requirement for any person who wishes to dine at a restaurant, but more importantly it's the unstated requirements that have the tremendous potential to enhance the dining experience. Application of insights of the above helped him to re-engineer the core service design of the coffee shop. Reworking focused on even minute things such as the design of the take-away cups also. His suggestions were appreciated by the management of the restaurant who would execute the same in due course of time.

**Design Thinking Tools for a
Business Case Study Competition**
A student pursuing Marketing specialisation from one of the relationship institutions applied our niche Design Thinking tools as part of a business case study competition organised by a reputed Health & Nutrition Brand. The brand is a global conglomerate that has products across various categories revolving around health, hygiene, medication, nutrition etc. The organisation hosted a national level competition with a focus on a market problem centered on male-contraceptive methods (condoms). Since the problem is centered on a very intimate topic, the student applied tools such as Persona, Journey-Mapping and importantly the Design Thinking emphasis on human-centric experience. These tools helped his team to visualise the problem in-depth and thus helped the solution to the problem to become more comprehensive. The team's solution helped them to qualify for the national level finale.

**Understanding the Persona of Gen-Z
students to learn the 'Art of Business'**
One of the Deans from a reputed Arts & Science college took the workshop insights which helped her team to address the issue of self-financing for the students along with solving a typical academic canteen problem of breaking food menu's monotony. Their institution was brainstorming on different ways to enhance campus-life of students. In one such dialogue, the student council team came up with a request. Students wanted to introduce more variety in the food/snacks available at the college canteens. On the other hand, more than 40% of the college students work part-time to supplement their college financing. The college understood that the need for variety has to be increased , but at a more affordable cost. Personas method was used to understand the students' needs better. An idea of implementing food carts inside the campus that will be run by students themselves emerged subsequently in further Design Dialogues. This idea allowed the college to identify students who prefer to be in business for themselves instead of working for someone else (while sourcing for self-finance). In fact, many students have now identified this to be an excellent way to a "real world" business education. Most importantly, they are able to pay their tuition costs from the profit they make out of these businesses.

GOVERNANCE

Governance Sustainability consists of a set of systems and practices to ensure that our processes and operations are managed in a manner that ensures accountability, transparency, and ethical behaviour and strives to be at the pinnacle of legal and regulatory compliance. Sound corporate governance strengthens investors' trust and enables us to fulfil our commitments towards customers, employees, and society.

Business integrity and fair practices are firmly embedded in our organisation. We are committed to upholding a high standard of corporate governance and business integrity in all our activities, which is essential for the long-term viability of our business. We have a strong legacy of fair and ethical governance practices.

Intellect trusts in maintaining good corporate governance and establishing policies and control systems to navigate the organisation towards creating a fair, healthy and inclusive environment. The primary objective is to develop and adhere to a corporate culture of conscience and consciousness, empowerment, accountability and independent monitoring. The Company's philosophy is based on the key elements of corporate governance: transparency, disclosure, supervision and internal controls, risk management, internal and external communications, accounting fidelity, and product quality.

We have always adopted a robust governance system, which ensures we remain true to our values and principles. We guarantee that business operations are executed with the highest ethical standards. We strive to maintain the highest ethical standards encompassed by our business principles, code of conduct, and other internal policies. We have implemented employee training, protocols, and reporting mechanisms to help prevent behaviour not aligned with our business principles, code of conduct, and other internal standards.

Board of **Directors**

Our Board of Directors play a vital role in Governance Sustainability and overseeing sustainable practices within Intellect. Refer to Chapter 1 on The Board of Directors of Intellect. As of March 31, 2024, our Board of Directors have two Executive Directors, four Non-Executive Independent Directors and one Non-Executive Non-Independent Director. In the opinion of the Board, all the Independent Directors are independent of the management and satisfy the criteria of Independence as envisaged under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015. The specific areas of expertise of individual Board members are mentioned in the Corporate Governance Report, which forms part of the Annual Report for FY 2023–2024.

Board Nomination **and Selection**

Intellect considers various elements of expertise and experience in board selection. These factors, such as independence, alignment with the Company's values, diversity and complementarity in terms of age, skills and knowledge, management experience, industry background, perspectives, etc., ensure the selection of a Board which can act in the best interests of the Company and its stakeholders.

Board **Evaluation**

Annual Performance Evaluation was conducted for all Board Members, as well as the working of the Board and its Committees. This evaluation was led by Consultant, with a specific focus on the performance and effective functioning of the Board. The Board evaluation was done according to the Companies Act 2013 requirements, the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, and the Guidance Note on Board Evaluation issued by the Securities and Exchange Board of India (SEBI) in January 2017. The Board evaluation was conducted through a questionnaire designed with qualitative parameters and feedback based on ratings.

The Board was evaluated based on criteria such as its composition and role, communication and relationships with the board, the functioning of Board Committees, review of the performance of Executive Directors, overseeing management of sustainability impacts, succession planning, strategic planning, etc.

The evaluation of Committees was based on criteria such as each committee's adequate independence, the frequency of meetings and the time allocated for discussions at meetings, the functioning of Board Committees, and the effectiveness of its advice/recommendation to the Board.

The evaluation of Directors was based on criteria such as participation and contribution in Board and Committee meetings, representation of shareholder interest and enhancement of shareholder value, experience and expertise to provide feedback and guidance to top management on business strategy, governance, risk, and understanding of the organisation's strategy.

The outcome of the Board Evaluation for the financial year 2023-24 was discussed by the Nomination, Remuneration and Compensation Committee at their meeting held in March 2024. Areas requiring more focus in the future included bringing in another Independent Director with Technology and Industry landscape exposure, pushing down approach of decision making, bring more focus on the Risk management aspects and creating more space for growth of leadership in the organisation.

Board **Committees**

The Board consists of various committees to monitor, analyse, and evaluate the company's specific operations, including the Nomination Remuneration & Compensation Committee, Audit Committee, Stakeholders Relationship Committee, Corporate Social Responsibility (CSR) Committee, and Risk Management Committee.

The role/functions of the aforementioned committees are mentioned in the Corporate Governance Report, which forms part of the Annual Report for FY 2023 - 2024. The Chairman and Managing Director, Mr. Arun Jain, reviews and approves the Sustainability Report.

OUR BUSINESS RESPONSIBILITY

Ethics, Transparency and Accountability	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability
Products Life Cycle Sustainability	Products Life Cycle Sustainability
Employees' Well Being	Businesses should promote the well-being of all employees
Stakeholder Engagement	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised
Human Rights	Businesses should respect and promote human rights
Environment	Businesses should respect, protect and make efforts to restore the environment
Policy Advocacy	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner
Inclusive Growth	Businesses should support inclusive growth and equitable development
Customer Value	Businesses should engage with and provide value to their customers in a responsible manner

Intellect's ESG & Sustainability
Governance Structure

BOARD OF DIRECTORS

BOARD CORPORATE SOCIAL RESPONSIBILITY COMMITTEE

SUSTAINABILITY EXECUTIVE COMMITTEE

SUSTAINABILITY WORKING COMMITTEE

FINANCE & ACCOUNTS	ENVIRONMENT, HEALTH & SAFETY (ADMINISTRATION)	HUMAN RESOURCES
INTERNAL AUDIT AND RISK MANAGEMENT	LEGAL & CORPORATE SECRETARIAL	COMMUNITY DEVELOPMENT
INVESTOR RELATIONS	CORPORATE COMMUNICATION	

Board Corporate Social **Responsibility Committee**

The Board of Directors are responsible for and oversee the governance and management of CSR and have constituted the **Corporate Social Responsibility (CSR) Committee.** The CSR Committee also oversees Intellect's Sustainability programs and initiatives. The Committee comprises Executive Directors and an Independent Director. The Committee and the Chairman also discuss the Sustainability initiatives and objectives and allocate budgets for sustainability initiatives at the beginning of each financial year.

Quarterly Sustainability reports are also being shared with the Chairman of the CSR Committee regarding the company's Sustainability Initiatives, the Identification and Implementation of best practices, Intellect's ESG Goals and Targets performance updates, and Critical concerns (if any) received from the stakeholders.   There were no critical concerns reported to the Board during the FY 23-24.

Familiarisation programmes are carried out by way of exhaustive presentations on various topics/ areas such as updates on regulatory changes of the Company, business operations, strategy, governance, interactions with institutional investors, and updates on Sustainability Initiatives taken up by the Company and enhancing knowledge on sustainable development.

The details of the familiarisation programme imparted for Directors are available on the website of the Company at - **https://www.intellectdesign.com/investor/noti ce/Familiarisation-Programme-FY-23-24.pdf**

Sustainability Executive Committee (SEC). The Sustainability Executive Committee is responsible for overlooking the Company's ESG policies, strategy, initiatives, priorities, and best practices. It also ensures the effective implementation and monitoring of these policies and sets strategic goals and targets for ESG matters. Additionally, the Committee develops a road map to achieve these targets successfully. The Sustainability Executive Committee (SEC) was formed during the FY 2023-2024.

The Chairperson of the Sustainability Executive Committee (SEC) provides leadership and direction to the Sustainability Working Committee (SWC) and is responsible for guiding SWC members, convening the SEC Meetings, setting the agenda, and ensuring effective communication with Senior Management or the Board of Directors. The Chairperson is also responsible for developing, approving, and updating the organisation's purpose, value or mission statements, strategies, policies, and goals related to sustainable development in consensus with the members of the Sustainability Executive Committee (SEC).

A session on Corporate Sustainability was made to the Board of Directors of the Company in December 2023, where various topics such as UN Sustainable Development Goals 2030, the Importance of ESG, GRI Standards, Emerging trends in sustainability reporting and Sustainability initiatives of the Company were taken up during the session. A Corporate Sustainability Workshop was held in October 2023. The senior management was apprised of various topics about UN Sustainable Development Goals 2030, ESG, GRI Standards, and the company's sustainability initiatives.

The **Sustainability Working Committee (SWC)** was constituted in October 2023 with participation from various function leads to primarily oversee the implementation of ESG Initiatives across different functions, engage with stakeholders and consider their feedback, promote ESG awareness within the organisation and monitor and report the organisation's progress towards Intellect's ESG Goals and Targets to the Sustainability Executive Committee (SEC). The members of the Sustainability Working Committee were also trained on Sustainability and its disclosures per GRI Standards.

5.1 Corporate
Governance and Compliance

Intellect is a product-based business, and it is liable for Intellectual Property (IP) infringements caused by the use of its products and any breaches of its contractual commitments.

The Company Secretarial team takes care of the Secretarial & Compliance-related activities. Country-specific statutory compliance requirements are regularly monitored and reported. There were no fines or penalties imposed or show-cause notices issued by Regulatory Authorities during the FY 2023–2024. The Compliance Management Framework includes processes for recognising compliance obligations, aligning with processes, ensuring implementation, communicating with relevant stakeholders, and regular monitoring and reporting. This robust framework helps us ensure compliance with various identified obligations. Through the contract review procedures, Monetary risks and other risks that could influence the Company's financial state and reputation, are balanced. The Company has a dedicated legal team that collaborates closely with the business and other stakeholders (through business) to ascertain the scope and risks of the deal.

5.1.1 Our Compliance Framework

The framework includes guidance on handling legal disputes, prescribing compliance norms, improving dispute management practices and establishing regulations and risk prevention mechanisms.

The Company is subjected to Statutory Audit, Internal Audit and Secretarial Audit as mandated by the provisions of the Companies Act, 2013. The Statutory Auditors examine the Financial Statements, verify compliance with accounting standards and ensure true and fair view of the financial position.

The Audit Committee has appointed an external agency to conduct the Internal Audit for the Company in accordance with duly agreed internal audit program. The Internal Audit is designed to review the overall control frameworks, designs and their operating effectiveness. The Internal audit team follows a risk based audit approach wherein the audit plan for a given financial year is determined taking into consideration the overall risk profile of the Company duly acknowledged by the Risk Management Committee of the Board.

The Secretarial Audit ensures that the Company complies with the applicable laws, rules, regulations and procedures. It primarily focuses on the adherence to corporate governance norms, board processes and secretarial standards.

The Board of Directors and the Audit Committee oversee Intellect's compliance processes, and an effective framework for monitoring compliance with applicable laws is in place. The Company Secretary periodically updates the Senior Management and the Board on compliance with applicable laws and regulations. The in-house Legal and Compliance team regularly monitors and oversees compliance with local business laws and regulatory compliance in each country we operate.

The framework is aligned with the sustainability management approach to ensure compliance issues related to initiatives are handled appropriately to ensure minimal negative impact on the Company. The Legal department defines general parameters internally; counsels review the contracts as and when the internal stakeholders raise a request for the legal review process.

In addition, we obtain and maintain permits and licenses to conduct our business in various jurisdictions. Our client's business operations are also subject to numerous regulations in the jurisdictions in which they operate or that apply to their industry. They may contractually require that we perform our services in compliance with laws applicable to them or in a manner that will enable them to comply with such regulations.

During the FY 2023-2024, there were no significant instances of non-compliance with laws and regulations.

5.1.2 Code of Conduct and Conflict of Interest

The Code of Conduct describes the Company's operational principles. All associates and suppliers who work with us must observe it. The Code provides mandatory requirements covering, but not limited to, maintaining accurate records, reporting, and accounting, Anti-bribery, avoiding conflicts of interest and prohibition of insider trading while possessing unpublished price-sensitive information (UPSI).

The processes of identifying and resolving complaints, issues and concerns received under the Code of Conduct framework are clearly defined and communicated throughout the Company. Complaints, problems and concerns received under the Code of Conduct framework are duly investigated by the Company's Ombudsman and regularly reviewed by the Chairman. Appropriate action is taken after the review of the investigation. Through the Intellect Executive Council (IEC), the Chairman is responsible for ensuring that the Code is understood and implemented throughout the Company. The Company periodically cascades the principles embodied under the Code across the organisation. It also encompasses whistleblowing, which allows the associates to promptly and directly bring to the Management's attention any unethical behaviour, suspected fraud or irregularity in the Company practices which is not in line with the Code. Associates are encouraged to raise any concerns by way of whistleblowing without any fear or threat of being victimised.

Intellect has a company-wide Code of Conduct (COC) that provides direction and guidelines to the Board of Directors and Senior Management for adhering to the standards of integrity, fair dealing and good Corporate Governance. The Directors and Senior Management have affirmed compliance with the COC as per Listing Regulations. The COC covers critical aspects like acting in good faith while performing duties, conflict of interest, responsibility, good conduct, independence in judgement and actions, confidentiality and compliance with applicable laws.

The Company Secretary is the designated officer for effectively implementing the Code and handling complaints received under it.

Board members are not prohibited from serving on Boards and Committees of other organisations. However, they must comply with applicable regulatory requirements regarding limits on the number of directorships.

The Board Profile section in our Annual Report discloses other Board memberships held by our Board of Directors.

During the reporting period, there were no instances of non-compliance with the Code of Conduct or conflicts of interest.

5.1.3 Whistleblower Policy/ Vigil Mechanism

We have an established mechanism for employees to report concerns about unethical behaviours, actual or suspected fraud, and violations of the Code of Conduct of the Company. The mechanism also provides adequate safeguards against the victimisation of employees who avail of the whistleblower mechanism and the whistleblower is given direct access to the chairperson of the Audit Committee in appropriate or exceptional cases. We affirm that during the Financial Year 2023-24, no employee has reported any such concerns to the Audit Committee.

https://www.intellectdesign.com/investor/general/whistle-blower-policy-2019.pdf

5.1.4 Ombudsman

Ombudsman is our initiative to resolve workplace conflicts. It is a forum for associates to report, discuss and resolve workplace issues. The office of the Ombudsman promises complete confidentiality in all the matters discussed. The Ombudsman also assures "No Reprisal" to the complainant who brings to light a problem or blows the whistle against someone. It works as an early warning system for the organisation.

5.1.5 Prevention Of Sexual Harassment (POSH)

We are an equal opportunity employer and promote gender diversity at work. Women associates are provided with an adequate, safe and friendly environment at the workplace and encouraged to work without fear of prejudice and gender bias. Sexual harassment at the workplace is not tolerated especially since Intellect values emphasise mutual respect and dignified conduct from associates at all levels. The policy on preventing sexual harassment in the workplace has been established to protect women associates and lay down the procedures for redressing complaints about sexual harassment.

The Company has in place an Anti-Sexual Harassment Policy in line with the requirements of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

The Internal Complaints Committee ("ICC") has been set up to redress the complaints received regarding sexual harassment. All employees are covered under this policy.

5.1.6 Anti-Bribery and Anti-Corruption (GRI 205)

Specific policies and procedures regarding work practices, code of conduct, anti bribery, anti-money laundering, data protection, and privacy are implemented. Prominent tax firms also provide consultation support.

Conducting business ethically and competently is at the forefront of all Intellect interactions. We take a zero-tolerance approach to bribery and corruption and are committed to always acting professionally, fairly and with integrity. We expect all employees to perform with integrity daily across all divisions and locations. To reinforce this expectation, all employees, regardless of job responsibility or location, must complete Intellect's Code of Conduct training, with a specific focus on recognising, avoiding and reporting any actual or suspected corruption activities. All employees undergo awareness programs on anti-corruption and anti-bribery. Incident handling is done via iPort, and these are forwarded to respective process owners for their action. There have been no instances related to bribery or corruption in the reporting period.

Mechanisms to prevent or minimise inappropriate conduct such as fraud, sexual harassment, criminal attempts, bribery or violation of Company policies such as Code of Conduct, Insider trading or any other professional negligence, errors & omissions amongst others if not adequate, may jeopardise work culture / reputation / property damage or business performance. The Company has established various policies & processes, conducted various training and awareness programmes on policies & procedures for its associates along with regular monitoring.

The Company has implemented the following measures as a line of defence:

a) All the payments to associates / vendors / 3rd parties or investments are effected through Banking channels and not in cash or unregulated in-kind transactions

b) Similarly all the revenue receipts from clients / customers are duly supported by Invoices raised in accordance with contractual milestones / obligations and accepted only via Banking channels without any cash or in kind interventions

c) Role based access to Financial Receipts / Payment systems

d) Segregation of duties with maker / checker for Payment initiation & authorisations

e) Approval Matrix based on monetary limits is duly approved by the Intellect's Board supported with Board resolution

f) Another line of defence is operational assessment by the Internal Audit team of various financial systems & processes wherein any risks if identified on fraud, bribery or corruption, gets highlighted. Till date no such risks or incidents have been highlighted by the Internal Audit team basis the past reports

Intellect upholds high standards of integrity through stringent policies and procedures on anti-corruption, anti-bribery, and conflicts of interest. All associates receive comprehensive training to ensure compliance and ethical behaviour. Continuous awareness is maintained through various channels, including posters and associate communication, to reinforce these principles.

5.1.7 Grievance Mechanism

We have a robust grievance mechanism in place to identify issues or incidents that do not comply with our principles. The grievance mechanism applies to all of our stakeholders. Complaints, issues, and concerns received under the Code of Conduct framework are duly investigated by the Company's Ombudsman and reviewed by the Chairman regularly, as stated in section 5.1.2.

Our Grievance Mechanism includes in its ambit, our channels of grievance resolution as stated in Section 4.1.16, Code of Conduct and Conflict of Interest as stated in Section 5.1.2, Whistleblower Policy/ Vigil Mechanism as stated in Section 5.1.3, Ombudsman as stated in Section 5.1.4 and POSH captured in Section 5.1.5.

Our business partners can raise their queries through the Contact Us page on our website. We prohibit retaliation against anyone who reports concerns or assists with an inquiry or investigation.

Besides the Grievance Redressal Mechanism, the stakeholders can also share their concerns via mail on our website. In FY 23-24, there was no instance of ethical or unlawful activity which required seeking external advice or reporting to external agencies.

5.2 Economic Value Generated and Distributed (GRI 201)

Economic performance is of prime importance for building a sustainable organisation and cascading the benefits to our stakeholders, including investors, customers, employees, suppliers and the community. We are a customer-centric organisation, and customer satisfaction is crucial to our performance.

Intellect is focused on global product innovations in the financial space, helping organisations increase sales and market share in their digital transformation journey. Refer to Section 2.7 on Economic Performance.

5.3 Remuneration Policy

Intellect has a remuneration policy, which can be accessed at **https://www.intellectdesign.com/investor/general/remuneration-policy.pdf.** This policy covers the determination of remuneration for the Board of Directors and Senior Executives. Intellect provides long-term incentives by granting stock options to its employees in senior leadership roles and critical positions. This is aimed at motivating and retaining key leaders.

The Nomination, Remuneration, and Compensation Committee oversees the process of determining remuneration. Specific parameters, such as market practices and benchmarks to understand the prevailing remuneration trends within the industry and comparable organisations, job evaluation and position analysis, and internal advice from the Chief Talent Officer, are sought while determining remuneration.

Policies for Transparency / Value Alignment and Accountability

Policies and established procedures in an organisation serve as platforms to sustain the organisation's cultural ethos. These policies help build a strong work culture, assisting associates to understand the core ethical values and priorities behind those policies and procedures and building a more unified, trusting culture.

Intellect follows a systematic approach to effectively implement policy commitments across different levels, encompassing the following steps:

1. Clear, well-defined policies are established, aligning with its values, goals, and regulatory requirements. These are maintained internally at the Intellect Intranet Site ("iPort"), and some policies are available on the **website of the Company at www.intellectdesign.com/investor- relations/**
2. These policies are communicated to all employees through all channels, such as monthly newsletters and iPort. These are also the desktop screen savers for effective communication and awareness to all associates
3. The senior leadership plays a crucial role in setting the tone and leading by example. They demonstrate commitment to the policies and communicate their importance to the organisation
4. Middle management is responsible for cascading the policies to their respective teams, ensuring understanding and compliance. They also provide guidance and answer questions raised by associates

By following this comprehensive approach, Intellect ensures that policy commitments are effectively implemented at all levels, fostering a culture of integrity, compliance, and responsible business practice.

5.4 Risk Management Strategy

5.4.1 Background

The Company is committed to transparency, integrity, and accountability in all its affairs with its clients, shareholders, associates, distribution partners, and regulators. The Company is determined to expand business exponentially, provide high-quality designs & innovative solutions for its clients and maximise returns for the Company's shareholders. We believe in the fundamental economic principle of "higher the risk - higher is the reward", and therefore, with an increase in the business's size, scale and complexities, it is imperative for the Company to take calculated risks to achieve objectives of superior earnings & profitability. Thus, we need robust, organised and effective Enterprise risk management systems, processes & technologies. Risk management is a continuous and developing process that runs throughout the organisation's strategy and the implementation of that strategy. We are subject to certain risks that may affect our ability to operate, disrupt our business model due to changes in the competitive landscape, render our capabilities obsolete due to changes in technology and thus hamper our ability to serve our customers and protect assets. These risks could adversely affect customer projects, employees, shareholders and other stakeholders. Therefore, controlling these risks through a formal process is necessary.

Our risk policy aims to minimise the adverse impact of these risks on the Company's growth, profit margins, environmental impact, people engagement, and regulatory compliance. Risk Management helps us to proactively manage uncertainties in the internal and external environment, limit the negative impact and benefit the opportunities.

5.4.2 Risk Management Governance

We have robust, organised and effective Enterprise risk management systems, processes & technologies under the leadership of the Chief Risk Officer (CRO). The method includes risk identification, risk evaluation, risk prioritisation, risk mitigation, risk monitoring & review. The Risk Management Committee (RMC) oversees the Risk Management process under the overall direction of the Board of Directors.

Risk Management Committee

Name	Designation	No of Meetings Held	No of Meetings Attended
Mr. Andrew Ralph England	Chairman	2	2
Mr. Arun Jain	Member	2	1
Mr. Arun Shekhar Aran	Member	2	2
Mr. Milind Ravindranath Kari	Member	2	2
Mr. Venketeswarlu Saranu (Ceased w.e.f. closing hours of 31.08.2023)	Member	1	1
Ms. Vasudha Subramaniam (Inducted w.e.f 27.10.2023)	Member	1	1

The Risk Management Committee met two times during the year 2023-24. The RMC is supported by the Information and Cyber Security Sub committee, Cloud Risk Council and Enterprise Risk Department to execute the overall risk management plan and periodically update the risk management committee.

5.4.3 Risk Management Framework

Risk management is a continuous and developing process that runs throughout the organisation's strategy and the implementation of that strategy. Risk management helps the organisation proactively manage uncertainties in the internal and external environment and limit the opportunities' negative impacts and benefits. The process includes risk identification, risk evaluation, risk prioritisation, risk mitigation, risk monitoring & review. Company follows the BELIEF framework risk management table

ENTERPRISE RISK MANAGEMENT - BELIEF FRAMEWORK					
BRAND	END CUSTOMER	LEADERSHIP	INTELLECTUAL PROPERTY	EXECUTION	FINANCIAL
REPUTATION RISK	BUSINESS RISK	PEOPLE RISK	INFORMATION & CYBER SECURITY RISK	GLOBAL OPERATIONS RISK	LIQUIDITY RISK
	SOCIAL, ECONOMIC, POLITICAL RISK	TALENT MANAGEMENT RISK	DATA PROTECTION & PRIVACY RISK	CLOUD INFRASTRUCTURE RISK	MARKET - CURRENCY FLUCTUATION RISK
	COMPETITION RISK	ASSOCIATE CONDUCT RISK	IP INFRINGEMENT RISK	PRODUCT IMPLEMENTATION RISK	GLOBAL TAX REGIMES
	BUSINESS MODEL RISK		3RD PARTY / OPEN SOURCE COMPONENTS USAGE RISK	DEFECTS & SECURITY VULNERABILITIES	FINANCIAL REPORTING RISK
	CONCENTRATION RISK			COMPLIANCE RISK	
	CUSTOMER SERVICE MANAGEMENT RISK			LITIGATION RISK	
	CONTRACT MANAGEMENT RISK			BUSINESS CONTINUITY RISK	
				FRAUD RISK	
				NEW COUNTRY RISK	
				SUSTAINABILITY (ESG) RISK	

Note: Please refer to the Risk Management Framework in the Directors' Report FY 23-24 for the detailed description of various risks outlined in the BELIEF Framework in the table above.

5.4.4 Climate Risk and Opportunity

The Board has appointed the CSR Committee, which oversees the implementation of the Company's CSR initiatives, including projects related to climate change. The Committee meets annually to discuss progress updates on such initiatives, including, but not limited to, mitigation and resilience building against the effects of climate change.

The functional SPOCs within HR / Administration & Facilities / Business Continuity team / Finance perform assigned tasks/activities on climate-related issues such as floods, cyclones, and weather change, resulting in water scarcity, carbon emission, and non-green energy consumption. These issues affect the health and working environment of the social fabric overall. The Company has also undertaken certification in the Occupational Health & Safety Management Standard under the ISO 45001:2018 standard, providing a structured framework to ensure a Healthy and Safe working environment.

The risks and impacts, along with various mitigation measures

Type	Risk/Impact on Intellect	Mitigations/Measures
Non-Physical Risk		
Regulatory	Intellect is exposed to the risk of noncompliance with various laws & regulations related to climate change across multiple regions.	The risk is mitigated by conducting an assessment with the support of a consulting and advisory team of subject matter experts
Technology	Intellect's products and applications may become obsolete over time due to innovative, more environmentally savvy alternative offerings. Technology plays a pivotal role in managing climate-related risks emanating from an increase in carbon footprint through traditional banking. These methods require enormous resource consumption on data records, storage, and travel to meet society's requirements.	Adequate investments in research and development activities coupled with the Design Thinking framework-driven approach ensures Intellect stays updated on emerging technologies in the market that are environmentally sustainable and performs suitable changes to existing products, bringing the paradigm shift to meet customer preferences more sustainably. Introducing cloud-native products with suitable changes in the business model from traditional on-premise product deployment to cloud-based hosting facilitates optimum need-based resource utilisation and contributes to the environmental goals.

Type	Risk/Impact on Intellect	Mitigations/Measures
Client	With increasing awareness of climate change and other related socio-environmental issues, prospective clients may request or prefer climate-related disclosures and commitments, failing which the Company may be unable to participate in RFPs/Proposals, which could result in business opportunity losses. Moreover, 3rd party assessment by the existing clients may include questions about Intellect's commitment to climate change.	Intellect has and continues to offer a complete digital transformation globally to Banks, Insurance companies, and other Corporate businesses, enabling them and their customers to significantly reduce their dependence on carbon footprints through the digitisation of their systems. Intellect, as part of its own 3.0 journey, has also been instrumental in adopting various technologies in its different operational spaces, such as Wastewater Management and recycling, Energy conservation & Electric mobility, solar and wind energy.
Physical Risk		
Extreme weather events such as Flood & Cyclone	An increase in CO_2 emissions is leading to an increase in global warming, which in turn is resulting in sea level rise and an increased number of flooding and cyclone events. Intellect's few offices are based around coastal regions and thereby exposed to significant risk due to climate change. The above factors can significantly Disrupt Operations through Power and network outages/Data Losses in conjunction with Infrastructure damages to data centers.	• Investments in Cloud-based solutions and hostings with robust strategies around data backup and availability • Upgrade of IT Infrastructure providing increased scale of efficiency • Building adequate redundancy with alternative green sources of energy supply • Deployment of Work-from-home strategies to cater to contingent situations • Periodic BCP drills to overcome operational disruption due to natural calamities

Type	Risk/Impact on Intellect	Mitigations/Measures
Resource Utilisation	Adverse climatic conditions coupled with a disproportionate population increase have led to significant stress on the available resources, including but not limited to water and energy. There is a considerable increase in dependency on cooling machines due to the increase in temperature in Intellect's offices, leading to a rise in energy costs.	• Water conservation through rainwater harvesting/ Implementation of sewage treatment plants for recycling of treated wastewater for gardening and other requirements • Initiatives are underway to set up solar power plants which shall reduce energy consumption and GHG Emissions • Substantial power requirements at the Chennai facilities were met through green energy sources, i.e.,—wind energy

5.4.5 Systematic Risk Management from Technology Disruption

The increased adoption of technology in the financial services sector, such as Banking & Insurance, is giving rise to new sources of risk, such as digital interdependencies, vendor concentration offering critical services, lack of common taxonomy and futuristic vision for modelling applications representing shared model vulnerabilities, undefined regulatory boundaries for new entities/business models, operational challenges in technology implementations, increased data exposure with usage of generative AI tools etc. which may accumulate across the ecosystem to form systemic risks which are often difficult to interpret, anticipate and mitigate. So also, with significant changes or advancements in the technologies in recent times, Intellect is subject to risks that may affect its ability to operate, disrupt its business model with changes in the competitive landscape, render its capabilities obsolete and thus hamper its ability to serve customers and protect its assets. These risks could adversely affect customer projects, associates, shareholders and regulators.

Therefore, controlling these risks through a formal Enterprise-wide risk management programme becomes essential.

Intellect effectively contributes to mitigate the affluence of systemic risks culmination through its various initiatives such as digital transformation programme like eMACH.ai, cloud native product offerings, usage of Artificial Intelligence & Machine Learning capabilities as embedded features in few of its products, adoption of Delivery Excellence frameworks across all product implementations, critical vendor decentralisation, continuous investments in R&D, Innovation and Design of the products within regulated space, robust contractual arrangements involving interconnectivity or dependencies of multiple vendor associations with the customers, usage of shared taxonomy and framework based Design Thinking principles, strengthening of information and cyber security measures by embedding robust security architecture designs within Intellect's suite of Product offerings and also within its

internal eco-system to combat with rise in stochastic events such as cyber-attacks or climate change, restricted & controlled usage of open source protocols, robust vulnerability assessment & functional / nonfunctional testing of products before its deployment into customer ecosystem to mitigate risks against malicious hacking. The introduction of eMACH.ai, which is an event-based, microservices and API-driven, cloud-native headless technology, is a significant milestone which creates a massive potential to connect the dots and thereby can promote multilateral information sharing, which can prove instrumental to successfully facilitate combat even financial or cyber-crimes in the coming years. It shall also provide a common taxonomy for robust inter-connectivity amongst various financial institutions, thereby decreasing the culmination of risks that are systemic.

5.5 Privacy Protection and Cyber Security (GRI 418)

In the BFSI world, hostile attempts to disrupt, abuse or control critical systems remain a significant threat.

Internal and external cyber threats, if not appropriately managed, can potentially result in data leakage, source code compromise, misuse of the system, etc. This may affect the organisation and end customers at large. Therefore, it becomes necessary to prevent, detect and combat threats by having robust control practices within and outside the system. Intellect has carved out a dedicated Central Security Group to address these needs. Senior management is actively providing the required support for the security group activities. Security performance scorecards are shared with interested parties, and feedback from key stakeholders is obtained continuously.

Intellect Central Security Group has the following work packets to enable the business.

a.　　Governance, Risk and Compliance
b.　　Application Security
c.　　Cloud Security
d.　　Data Protection and Privacy
e.　　Business Continuity

Intellect has defined roles and responsibilities for information and cyber security needs. All associates undergo a mandatory refresher on the security policies, processes and role expectations. Business enablement and assurance practices are cut across different key activities of the organisation, such as product engineering, product/solution implementation, maintenance, and support activities.

Data and Customer Privacy
In today's hyperscale digital world, data is the new oil that can create more value and positively change the business landscape, communities, and nations. The exponential YoY growth in structured and unstructured data requires appropriate and responsible management. It is imperative that this data be safeguarded appropriately. With growing needs for individual privacy, data protection and privacy have become another important factor for us to conduct business more responsibly in alignment with various regulations and acts.

Intellect has established policies, standards, and procedures, including training for associates to bring all stakeholders together to achieve this common data protection and privacy objective.

Intellect believes in and adopts data privacy principles across its products and platforms. While the maturity levels of adoption vary, the principles and work towards meeting the growing needs are taken as a continuous process. Intellect is committed to the information privacy of all individuals and ensures the relevant users are sufficiently aware of our practices - for example; our digital platforms have online privacy terms and conditions.

As a product organisation, Intellect will primarily act as an enabler for the client regarding data collection, processing, storage, archival, etc. In the case of a fully managed solution on cloud-hosted models, Intellect effectively plays the role of a data processor or a sub-processor. Intellect has the necessary design and operational construct to address the following essential elements of Data Privacy.

- Fair, Lawful and Transparent Processing

- Consent Management

- Limited data collection

- Supporting the individual needs and preferences with a request (Subject Access Request)

- Data Accuracy

- Retention of data

- Data breach management etc.,

Intellect has a central function that handles the organisation's data protection and privacy needs and ensures that product and delivery teams take care of data privacy and related regulatory needs. At least annually, all the applicable projects undergo an assessment for data privacy and protection-related compliance. Scoped projects also undergo focussed data privacy impact assessments and due diligence checks to ensure the systems and operations remain compliant. There were no customer privacy or data breaches cases during the FY 2023-24

Intellect as part of its management system has a robust process to proactively identify and review the security, privacy related performance of its systems and practices. This includes reviews, audits, metrics, feedbacks etc.,
Any deviations or non conformity noted internally or through 3rd party assessments / audits are tracked to closure by the Central Security Group along with the respective stakeholders. For FY 2023-24, Intellect has received one minor non-conformity in its operational control in the management system audit and the same has been reviewed and closed by the external audit agency.

With regards to the customer complaints on the information and cyber security, Intellect received one formal complaint around a transactional event from a potential customer. The event was clarified subsequently and closed as the customer mistakenly viewed the demo and proof of concept sample delivery as a production grade deliverable from Intellect.

5.6 Partnership and Alliances

Intellect has a well-defined approach to nurturing and managing the various kinds of Partnerships and alliances needed to create more value for its customers. We focus on ecosystem-based development and consider partners key players in helping us achieve our goals and objectives.

Intellect has approached Partnerships at various levels:

- **Strategic Partnerships** - These are the partnerships that Intellect enters into to strategically position Intellect's products with defined benefits for both players. Examples of these partnerships are those with Azure, AWS, etc

- **Sales and Implementation Partnerships** - These are the partners that Intellect enters into an arrangement with to help position their partners across various countries where it may need a direct presence or where the local regulations demand a locally registered company to handle the same

- **Technology Partnership** - These are the partners with whom Intellect enters into arrangements to integrate hardware and software with its products to provide customers with a compelling proposition (technical and commercial)

- We have separate teams that handle these varieties of Partnerships. Strategic partnerships are led by a separate enablement manager looking to identify strategic opportunities with different partners and establish a partnership with them that connects across multiple levels

Sales and Implementation Partnerships are led by the sales team operating out of the geography and having better connections within that country/region to identify the right partner

- Technology partnerships are led by the CTO team, which seeks to identify opportunities to establish partnerships with OEMs (for hardware and software) to ensure that development-level support is available for Intellect's product development purposes. These partnerships also provide the necessary mechanism for Intellect to act as a Reseller of some of these components and provide a wholesome solution to their Customer using the mix of Intellect's and Third-party softwares. This arrangement also ensures the right level of governance and oversight when working with international technology companies to resell the OEM licenses to Intellect's customers. It should also be noted that a typical customer implementation involves the following (apart from the mix of Intellect's Products and platforms)

- Hardware that needs to be procured for the customer. In the case of the cloud, this could be the list of infrastructure services that may have to be taken for implementing Intellect's products for the customer

- Software that needs to be procured for the Customer. This could involve a Customer variants License in the name of customer

ANNEXURE

Annexure - **A**

The key policies are enumerated under
"Annexure A – Links to Key Policies

Policy List	Location
Code of Conduct Policy	https://www.intellectdesign.com/investor-relations/ Available in the Intellect Intranet Site (iPort) (Internal)
Supplier Code of Conduct Policy	https://www.intellectdesign.com/investor/general/Supplier -Code-of-Conduct-Policy.pdf
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)
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
Environment, Health and Safety Policy	https://www.intellectdesign.com/investor/general/ Environment-Health-and-Safety-Policy.pdf
Energy Management Policy	https://www.intellectdesign.com/investor/general/ Energy-Management-Policy.pdf
Intellect Group Tax Policy	Available in the Intellect Intranet Site (iPort) (Internal)

Policy List	Location
Retirement Policy	Available in the Intellect Intranet Site (iPort) (Internal)
Prevention of Sexual Harassment 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)
Medical Insurance policy	Available in the Intellect Intranet Site (iPort) (Internal)
Corporate Social Responsibility Policy	https://www.intellectdesign.com/investor/general/csr-policy.pdf
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)
Environmental Policy	Available in the Intellect Intranet Site (iPort) (Internal)
Data Protection and Privacy 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)
Remuneration Policy	https://www.intellectdesign.com/investor/general/remuneration-policy.pdf
Board Diversity Policy	https://www.intellectdesign.com/investor/general/intellect-board-diversity-policy-2019.pdf

Annexure - **B**

GRI CONTENT INDEX

> **STATEMENT OF USE:**
> Intellect Design Arena Limited has reported in accordance with the GRI Standards for the period from 1 April 2023 to 31 March 2024

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
GRI	GRI – Foundation 2021	
The organisation and its reporting practices		
2-1	Organisational details	https://www.intellectdesign.com/about-us/ https://www.intellectdesign.com/contact-us/ Business Responsibility and Sustainability Report: Section A: General Disclosure in Annual Report FY 23-24 (Page 193)
2-2	Entities included in the organisation's sustainability reporting	About the Report - "Scope and Boundary" - (Page 11) Business Responsibility and Sustainability Report: Section A: General Disclosure in Annual Report FY 23-24 (Page 193)
2-3	Reporting period, frequency and contact point	About the Report (Page 11 & 12)
2-4	Restatements of information	3.3.2 - For Energy (Page 57) and 3.4.2 - For Emission (Page 62)
2-5	External assurance	About the Report "Assurance Statement" -(Page 12)
Activities & Employees		
2-6	Activities, value chain and other business relationships	Our Lines of Business – (Page 18 - 19) / "Membership of Associations" – (Page 22) 2.3 Sustainable Value Chain – (Page 29) Business Responsibility and Sustainability Report: Section A: General Disclosure in Annual Report FY 23-24 (Page 194)

General Standard Disclosure

GRI Standard	Disclosure	Source of Reference
2-7	Employees	4.1 Our People – (Page 66) Business Responsibility and Sustainability Report: Section A: General Disclosure in Annual Report FY 23-24 (Page 194)
2-8	Workers who are not employees	All the workers performing work for the organisation are employees. There is no separate "Worker" category
Governance		
2-9	Governance structure and composition	Our Board of Directors - (Page 15-16 & Page 118)
2-10	Nomination and selection o f the highest governance body	Chapter 5 - Governance Sustainability "Board Nomination and Selection" -(Page 118)
2-11	Chair of the highest governance body	Our Board of Directors – (Page 15-16 & Page 118)
2-12	Role of the highest governance body in overseeing the management of impacts	Our Board of Directors – (Page 15-16 & Page 118-119)
2-13	Delegation of responsibility for managing impacts	Chapter 2 Design for Sustainability 2.1 "Sustainability Program"(Page 26) Chapter 5 Board Corporate Social Responsibility Committee - (Page 122)
2-14	Role of the highest governance body in sustainability reporting	Chapter 2 Design for Sustainability 2.1 "Sustainability Program" – (Page 26) Chapter 5: Board Committees - (Page 119,122)
2-15	Conflicts of interest	5.1.2 Code of Conduct and Conflict of Interest - (Page 124)
2-16	Communication of critical concerns	5.1.2 Code of Conduct and Conflict of Interest – (Page 124) 5.1.3 Whistle Blower Policy/ Vigil Mechanism - (Page 125) 5.1.4 Ombudsman - (Page 125) 5.1.5 Prevention of Sexual Harassment (POSH) - (Page 125)

General Standard Disclosure

GRI Standard	Disclosure	Source of Reference
2-17	Collective knowledge of the highest governance bodyployees	Chapter 5: Governance Sustainability Board Nomination and Selection – (Page 118) Corporate Governance Report in the Annual Report FY 23-24 - (Page 225)
2-18	Evaluation of the performance of the highest governance body	Chapter 5: Governance Sustainability Board Evaluation – (Page 119)
2-19	Remuneration policies	Chapter 5: Governance Sustainability 5.3 Remuneration Policy- (Page 127)
2-20	Process to determine remuneration	Chapter 5: Governance Sustainability 5.3 Remuneration Policy- (Page 127) https://www.intellectdesign.com/investor /general/remuneration-policy.pdf
2-21	Annual total compensation ratio	Annexure 4 of Directors' Report in Annual Report 2023-24 (Page 86)
Strategy, Policies and Practices		
2-22	Statement on sustainable development strategy	Message from the Chairman and Managing Director - (Page 1-2)
2-23	Policy commitments	Policies for Transparency / Value alignment and Accountability - (Page 127)
2-24	Embedding policy commitments	Policies for Transparency / Value alignment and Accountability - (Page 127)
2-25	Processes to remediate negative impacts	5.1.1 - Our Compliance Framework (Page 123), 2.3 - Sustainable Value Chain (Page 29), 5.4 - Risk Management Strategy and process (Page 128) 5.1.7 Grievance Mechanism (Page 126) 5.1.4 Ombudsman (Page 125)
2-26	Mechanisms for seeking advice and raising concerns	5.1.3 Whistle Blower Policy / Vigil Mechanism (Page 125)
2-27	Compliance with laws and regulations	5.1.1 Our Compliance Framework (Page 123)

General Standard Disclosure

GRI Standard	Disclosure	Source of Reference
2-28	Membership associations	Membership of associations – (Page 22) PRINCIPLE 7 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 214)

Stakeholder Engagement

GRI Standard	Disclosure	Source of Reference
2-29	Approach to stakeholder engagement	2.4 Stakeholder Engagement (Page 30)
2-30	Collective bargaining agreements	Principle 3, Essential Indicator 7 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 205)

GRI 3: Material Topics 2021

GRI Standard	Disclosure	Source of Reference
3-1	Process to determine material topics	2.6 Materiality Assessment - 2.6.1 Materiality Assessment Process (Page 35)
3-2	List of material topics	2.6 Materiality Assessment - 2.6.2 Intellect Management Approach (Page 36)
3-3	3-3 Management of material topics	2.6 Materiality Assessment - 2.6.2 Intellect Management Approach (Page 36) 2.6.3 Performance and Targets - Initiatives covered for the material topics (Page 38-43)

GRI 201: Economic Performance 2016

GRI Standard	Disclosure	Source of Reference
201-1	Direct economic value generated and distributed	5.2 Economic Value Generated and Distributed (Page 127)
201-2	Financial implications and other risks and opportunities due to climate change	5.4 Risk Management Strategy (Page 128) Business Responsibility and Sustainability Report: Section A: General Disclosure in Annual Report FY 23-24 (Page 196-198)
201-3	Defined benefit plan obligations and other retirement plans	Employee Benefits - (Page 89) Principle 3, Essential Indicator 1 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 203)
201-4	Financial assistance received from government	No financial assistance received from the government during FY 23-24

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
	GRI 204: Procurement Practices 2016	
204-1	Proportion of spending on local suppliers	Principle 8, Essential Indicator 4 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 215)
	GRI 205: Anti-corruption 2016	
205-1	Operations assessed for risks related to corruption	5.1.6 Anti-Bribery and Anti-Corruption (Page 125)
205-2	Communication and training about anti-corruptionpolicies and procedures	5.1.6 Anti-Bribery and Anti-Corruption (Page 125)
205-3	Confirmed incidents of corruption and actions taken	5.1.6 Anti-Bribery and Anti-Corruption (Page 125)
	GRI 207: Tax 2019	
207-1	Approach to tax	2.8 Tax Approach & Transparency (Page 45)
207-2	Tax governance, control, and risk management	2.8 Tax Approach & Transparency (Page 45)
207-3	Stakeholder engagement and management of concerns related to tax	2.8 Tax Approach & Transparency (Page 45)
	GRI 300: Environmental Performance **GRI 302: Energy 2016**	
302-1	Energy consumption within the organisation	3.3 Energy Management / 3.3.2 Energy consumption and energy intensity (Page 57)
302-2	Energy consumption outside of the organisation	3.3 Energy Management / 3.3.2 Energy consumption and energy intensity (Page 57-58)
302-3	Energy Intensity	3.3 Energy Management / 3.3.2 Energy consumption and energy intensity (Page 57)
302-4	Reduction of energy consumption	3.3 Energy Management / 3.3.3 Energy conservation measure (Page 58-59)
302-5	Reductions in energy requirements of products and services	3.3 Energy Management / 3.3.5 Energy reduction - Intellect operation (Page 60-61)

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
GRI 303: Water and Effluents 2018		
303-1	Interactions with water as a shared resource	3.1 Water management / 3.1.2 Water as shared resource (Page 49)
303-2	Management of water discharge-related impacts	3.1 Water management / 3.1.4 Water discharge (Page 51-52)
303-3	Water withdrawal	3.1 Water management / 3.1.4 Water discharge (Page 51-52)
303-4	Water discharge	3.1 Water management / 3.1.4 Water discharge (Page 51-52)
303-5	Water Consumption	3.1 Water management / 3.1.3 Water withdrawal and water consumption (Page 50-51)
GRI 304: Biodiversity 2016		
304-1	Operational sites owned, leased, managed in, or adjacent to, protected areas and areas of high biodiversity value outside protected areas	Not applicable - Intellect's area of operations is not directly in areas proximate to protected areas and areas of high biodiversity value
304-2	Significant impacts of activities, products and services on biodiversity	Not applicable - Intellect's area of operations is not directly in areas proximate to protected areas and areas of high biodiversity value
304-3	Habitats protected or restored	Not applicable - Intellect's area of operations is not directly in areas proximate to protected areas and areas of high biodiversity value
304-4	IUCN Red List species and national conservation list species with habitats in areas affected by operations	Not applicable - Intellect's area of operations is not directly in areas proximate to protected areas and areas of high biodiversity value

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
GRI 305: Emissions 2016		
305-1	GHG emission Scope 1	3.4 GHG Emission reduction management / 3.4.3 Scope-1 emission (Page 62-63)
305-2	GHG emission scope 2	3.4 GHG Emission reduction management / 3.4.4 Scope-2 emission (Page 63)
305-3	Other indirect (Scope 3) GHG emissions	3.4 GHG Emission reduction management / 3.4.5 Scope-3 emission (Page 63)
305-4	GHG emissions intensity	3.4 GHG Emission reduction management / 3.4.6 GHG Emission intensity (Page 63-64)
305-5	Reduction of GHG emissions	3.4 GHG Emission reduction management / 3.4.7 Emission reduction measures (Page 64)
305-6	Emissions of ozone-depleting substances (ODS)	3.4 GHG Emission reduction management / 3.4.7 Emission reduction measures (Page 64)
305-7	Nitrogen oxides (NOx), sulfur oxides (SOx), and other significant air emissions	3.4 GHG Emission reduction management / 3.4.2 Emission reduction (Page 62)
GRI 306: Waste 2020		
306-1	Waste generation and significant waste-related impact	3.2 Waste management / 3.2.1 Waste management approach (Page 53)
306-2	Management of significant waste related impacts	3.2 Waste management / 3.2.1 Waste management approach (Page 53)
306-3	Waste generated	3.2 Waste management / 3.2.2 Waste generation (Page 53-54)
306-4	Waste diverted from disposal	3.2 Waste management / 3.2.3 Waste recycling (Page 55)
306-5	Waste directed to disposal	3.2 Waste management / 3.2.3 Waste recycling (Page 55)

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
GRI 400: Social Performance **GRI 401: Employment 2016**		
401-1	New employee hires and employee turnover	4.1 Our People - 4.1.12 Hiring Practices (Page 87-88) / 4.1.4 Employee attraction and retention (Page 71)
401- 2	Benefits provided to full time employees	4.1 Our People - 4.1.13 Employee Benefits (Page 89-90) Principle 3, Essential Indicator 1 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 203)
401-3	Parental leave	4.1 Our People - 4.1.13 Employee Benefits - Parental Leave Return Rate (Page 89) Principle 3, Essential Indicator 5 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 204)
GRI 403: Occupational Health and Safety 2018		
403-1	Occupational health and safety management system	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.1 Management System (Page 95)
403-2	Hazard identification, risk assessment, and incident investigation	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.2 Risk Management (Page 95)
403-3	Occupational health services	4.1.18 Occupational Health & Safety at Workplace- (GRI 403) - 4.1.18.4 Participation & Consultation (Safety Committee) (Page 96) 4.1.17. External Counselling (Page 94)
403-4	Worker participation, consultation, and communication on occupational health and safety	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.4 Participation & Consultation (Safety Committee) (Page 96)
403-5	Worker training on OHS	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.3 Training and Awareness (Page 96)
403-6	Promotion of worker health	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.1 Management System (Page 95)
403-7	Prevention and mitigation of occupational health and safety impacts directly linked by business relationships	Impacts directly linked by business relationships shall be covered in FY 24-25

General Standard Disclosure

GRI Standard	Disclosure	Source of Reference
403-8	Workers covered by an occupational health and safety management system	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.4 Participation & Consultation (Safety Committee) (Page 96)
403- 9	Work-related injuries	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.4 Participation & Consultation (Safety Committee) (Page 96) Principle 3, Essential Indicator 11 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 206)
403-10	Work-related ill health	4.1.18 Occupational Health & Safety at Workplace (GRI 403) - 4.1.18.4 Participation & Consultation (Safety Committee) (Page 96)
GRI 404: Training and Education 2016		
404-1	Average hours of training per year per employee	4.1 Our People- 4.1.6 Talent Management/Development (GRI 404) (Page 74-75)
404-2	Programs for upgrading employee skills	4.1 Our People- 4.1.6 Talent Management/Development (GRI 404) (Page 73)
404-3	Percentage of employees receiving regular performance and career development reviews	4.1 Our People - 4.1.10 Performance Development Dialogue (Page 85)
GRI 405: Diversity and Equal Opportunity 2016		
405-1	Diversity of governance bodies and employees	4.1 Our People -Diversity & Inclusion (Page 68)
405-2	Ratio of basic salary and remuneration of women to men	Principle 5, Essential Indicator 3 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 210)
GRI 406: Non-discrimination 2016		
406-1	Incidents of discrimination and corrective actions taken	Principle 5, Essential Indicator 6 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 210)
GRI 407: Freedom of Association and Collective Bargaining 2016		
407-1	Operations and suppliers in which the right to freedom of association and collective bargaining may be at risk	Principle 3, Essential Indicator 7 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 205)

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
GRI 410: Security Practices 2016		
410-1	Security personnel trained in human rights policies or procedures	Human right policies for security personnel trainings shall be covered in FY 24-25
GRI 411: Rights of Indigenous Peoples 2016		
411-1	Incidents of violations involving rights of indigenous peoples	Not Applicable - as our operations are in urban areas under city administration limits.
GRI 413: Local Communities 2016		
413-1	Operations with local community engagement, impact assessments, and development programs	4.2 Community Engagement (Page 97)
413-2	Operations with significant actual and potential negative impacts on local communities	4.2 Community Engagement (Page 97)
GRI 414: Supplier Social Assessment 2016		
414-1	New suppliers that were screened using social criteria	2.3 Sustainable Value Chain (Page 29)
GRI 415: Public Policy 2016		
415-1	Political contributions	Intellect has not made any Political Contributions in the FY 2023-24
GRI 416: Customer Health and Safety 2016		
416-1	Assessment of the health and safety impacts of product and service categories	Not applicable
416-2	Incidents of non-compliance concerning the health and safety impacts of products and services	Not applicable

General Standard Disclosure		
GRI Standard	**Disclosure**	**Source of Reference**
GRI 417: Marketing and Labeling 2016		
417-1	Requirements for product and service information and labeling	Not applicable
417-2	Incidents of non-compliance concerning product and service information and labeling impacts of products and services	Not applicable
417-3	Incidents of non-compliance concerning marketing communications	Not applicable
GRI 418: Customer Privacy 2016		
418-1	Substantiated complaints concerning breaches of customer privacy and losses of customer data	5.5 Privacy Protection and Cyber Security - Data and Customer Privacy (Page 133-134) Principle 9, Essential Indicator 7 of Business Responsibility and Sustainability Report in Annual Report FY 23-24 (Page 216)

Annexure - C

Assurance Statement

CHAKRA 4

To

The Board of Directors
Intellect Design Arena Limited
No. 244, Anna Salai
Chennai 600 006

Independent Assurance Statement

Introduction and objectives of the engagement

Chakra4 Sustainability Consulting Services (C4SCS) has been engaged by the management of Intellect Design Arena Limited (hereafter referred as company), Corporate Identification Number L72900TN2011PLC080183 to provide an independent type 2, moderate level of assurance on the Sustainability Report 2023-24 prepared by the company as per GRI standards (hereafter referred as Report) based on AA1000AS v3 (2020).

The intended user of this assurance statement is the management of Intellect.

Scope of Work

The scope of work is limited to type 2, moderate level assurance over non -financial sustainability related qualitative and quantitative information included in the Sustainability Report for the reporting period 1 April 2023 to 31 March 2024 (as detailed in conclusion section of this assurance statement).

Limitations and Exclusions
The Assurance engagement excludes;
- Data and information outside the defined reporting period of April 1, 2023 to March 31, 2024
- Review of the 'economic and/or financial performance indicators', which we have been informed by the company, are derived from the company's audited financial records.
- The company's statements that describe expression of opinion, belief, inference, aspiration, expectation, aim or future intention or reference.

There are inherent limitations in performing type2 moderate level assurance; for example, assurance engagements are based on sampling. A moderate level assurance engagement is not designed to detect all instances of noncompliance with the established criteria.

Responsibilities of Management of Company and Assurance Provider

The Management of the company has the sole responsibility for the preparation of the Report and are responsible for all information disclosed in the Report as well as the processes for collecting, analysing and reporting the information presented in the Report. The company is responsible for the design, implementation, and maintenance of internal controls relevant to the preparation of the Report. The company is also responsible for the maintenance and integrity of its website containing the referenced sustainability performance-related disclosures.

In performing this assurance work, our responsibility, as agreed with the management of the Company, is to provide assurance on the Report content as described in the 'Scope of work'. We do not accept or assume any responsibility for any other purpose or to any other person or organisation. C4SCS expressly disclaims any liability or co-responsibility for any decision a person or an entity may make based on this Assurance Statement.

The assurance engagement considers an uncertainty of ±5% based on materiality threshold for estimation/measurement errors and omissions.

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CHAKRA 4

Summary of Work performed

We planned and performed our work to obtain the evidence considered necessary to provide a basis for our assurance opinion, and as part of the assurance, a multi-disciplinary team of sustainability and assurance specialists reviewed sustainability disclosures presented with the Report.

We undertook the following activities:

- Review of Company's approach to identification of materiality, the processes of stakeholder engagement and materiality determination, and its outcomes as brought out in this Report. We did not have any direct engagement with external stakeholders;

- Interviews with selected senior managers responsible for management of sustainability issues and review of selected evidence to support issues disclosed in the Report

- Review of methodologies of computation of selected sustainability performance parameters through on-site and remote assessments. On-site assessments included select offices of the company at Chennai, Mumbai and Hyderabad.

- Review of the processes for gathering and consolidating the sustainability performance data related to the identified GRI topic standards.

Conclusion

Based on the verification undertaken, nothing has come to our attention that causes us not to believe that the data has been presented fairly for the identified material topics for the disclosure criteria of 'GRI-In Accordance' in respect of the following disclosure standards;

GRI Standards	Disclosures
GRI 2: General Disclosures 2021	The organisation and its reporting practices: 2-1, 2-2, 2-3, 2-4 and 2-5
	Activities and workers: 2-6, 2-7,2-8
	Governance: 2-9, 2-10, 2-11, 2-12, 2-13, 2-14, 2-15, 2-16, 2-17, 2-18, 2-19, 2-20 and 2-21
	Strategies, Policies and Practices: 2-22, 2-23, 2-24, 2-25, 2-26, 2-27 and 2-28
	Stakeholder engagement: 2-29
GRI 3: Material Topics 2021	3-1, 3-2 and 3-3
GRI 302: Energy 2016	302-1, 302-3 and 302-4
GRI 303: Water and Effluents 2018	303-1, 303-2, 303-3, 303-4 and 303-5
GRI 305: Emissions 2016	305-1, 305-2, 305-4 and 305-5
GRI 306: Waste 2020	306-1, 306-2,306-3, 306-4 and 306-5
GRI 401: Employment 2016	401-1, 401-2 and 401-3
GRI 403: Occupational Health and Safety 2018	403-1, 403-2, 403-3, 403-4,403-5, 403-6, 403-9 and 403-10
GRI 404: Training and Education 2016	404-1, 404-2 and 404-3
GRI 405: Diversity and Equal Opportunity 2016	405-1

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CHAKRA 4

Observations

Inclusivity

Inclusivity is the participation of stakeholders in developing and achieving an accountable and strategic response to sustainability.

The Report brings out the processes of stakeholder engagement as well as the key outcomes. The engagement process is an ongoing process and includes both formal and informal engagements with identified stakeholder groups such as shareholders & investors, employees & contract workers, customers, suppliers, vendors & business partners, community, regulatory bodies, NGOs and Media. Report brings out the various engagement mechanisms that are in place to identify and respond to the key concerns and expectations of stakeholders. However, practices may be further reinforced pertaining to certain stakeholders and appropriate evidences/documents maintained to demonstrate its effectiveness.

Nothing has come to our attention that causes us not to believe that the Report meets the requirements related to the Principle of Inclusivity.

Materiality

Materiality is the process of determining the relevance and significance of an issue to an organisation and its stakeholders.

The Report describes the results of the materiality determination exercise carried out by the company. The process takes into consideration stakeholder engagement outcomes, external business environment and the company's sustainability strategies. It is suggested to revisit materiality assessment process considering emerging trends in business sector and other requirements.

Nothing has come to our attention that causes us not to believe that the Report meets the requirements related to the Principle of Materiality.

Responsiveness

Responsiveness is the extent of an organisation's timely and relevant action to material topics and is realised through decisions, actions, and communication with stakeholders.

The Report discloses company's responses to key stakeholder concerns and material topics, as well as how the company creates value adopting innovative practices and mechanisms. The Report also provides responses on company's material issues through identified GRI topic standards. While management of material topics is disclosed in the report, further strengthening could be considered through a comprehensive organisational structure, programmes and initiatives

Nothing has come to our attention that causes us not to believe that the Report meets the requirements related to the Principle of Responsiveness.

Impact

Impact relates to the organisation's approach to monitor, measure and be accountable for how their actions affect their broader ecosystems.

The report has presented systems and processes for measuring and monitoring key performance indicators related to material topics showcasing their accountability externally and managing its impacts. Quality control procedures on sustainability data aggregation of information related to identified material topics using GRI topic standards are maintained.

Nothing has come to our attention that causes us not to believe that the Report meets the requirements related to the Principle of Impact.

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CHAKRA 4

Specific evaluation on the information on sustainability performance

Most of the data and information verified were found to be accurate and reliable. Data inaccuracies identified during the verification process were found to be attributable to transcription, interpretation, and aggregation errors and these have been corrected. Establishing systems for auditing measurement and monitoring practices, verification of performance data and management review could be considered for further enhancing the reliability and accuracy.

The management report dated 28 May 2024, details the actions to be considered for improving the sustainability performance management of the company and for reporting in the future.

Statement of Independence, Impartiality and Competence

C4SCS is an independent professional services company that specialises in environmental, health, safety, and corporate sustainability. Its assurance team has adequate experience in conducting verification over environmental, social, ethical and health and safety information, systems, and processes.

During the assurance engagement, we maintain independence as required by relevant ethical requirements set out in AA1000 AS v3. The team maintains integrity, objectivity, professional competence and due care, confidentiality, and high ethical standards in their day-to-day business activities. We were not involved in the preparation of any statements or data included in the Report except for this Assurance Statement and Management Report.

Sunil Kumar C S	Digitally signed by Sunil Kumar C S Date: 2024.06.04 12:22:40 +05'30'	Vadakepatth Nandkumar	Digitally signed by Vadakepatth Nandkumar Date: 2024.06.04 12:33:44 +05'30'
Sunil Kumar C S		**Vadakepatth Nandkumar**	
Lead Verifier		*Assurance Reviewer*	
Chakra4 Sustainability Consulting Services			
Ivory 501, HM World City			
9th Phase, J P Nagar			
Bengaluru 560108			

04 June 2024

AA1000
Licensed Report
000-640/V3-SALGQ

Annexure - **D**
Acronyms

BoD	**Board of Directors**
CSR	**Corporate Social Responsibility**
ESG	**Environmental Social & Governance**
EV	**Electric Vehicle**
FY	**Financial Year**
GHG	**Green House Gas**
IGBC	**Indian Green Building Council**
LEED	**Leadership in Energy and Environment Design**
ODS	**Ozone Depleting Substances**
PF	**Power Factor**
R&D	**Research & Development**
SDG	**Sustainable Development Goal**
STP	**Sewage Treatment Plant**
TDS	**Total Dissolved Solids**
GRI	**Global Reporting Initiative**
WOW	**Wealth Out of Waste Initiative by ITC**
ZLD	**Zero Liquid Discharge**

Standard Units of Measurement:

FTE	**Full Time Equivalent**
KL	**Kilo litres**
MT	**Metric tonnes**
ft	**Feet**
kWh	**Kilo watt hours**
MJ	**Mega joule**
TR	**Ton of Refrigeration**
mtc02e	**metric tonnes co2 equivalent**
W	**Watt**

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