

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

Sr.	Particulars	Details																		
1	Corporate Identity Number (CIN) of the Listed Entity	L45200MH2008PLC180479																		
2	Name of the Listed Entity	CMS Info Systems Limited																		
3	Year of incorporation	2008																		
4	Registered office address	T-151, 5TH Floor, Tower No. 10, Railway Station Complex, Sector -11, CBD Belapur, Navi Mumbai - 400614																		
5	Corporate address	Grand Hyatt Mumbai, Lobby level, Off Western Express Highway, Santacruz East, Mumbai - 400055																		
6	E-mail	company.secretary@cms.com																		
7	Telephone	022 - 48897400																		
8	Website	www.cms.com																		
9	Financial year for which reporting is being done	April 1, 2022 to March 31, 2023																		
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) The National Stock Exchange Limited (NSE)																		
11	Paid-up Capital	₹1,544,000,780																		
12	Contact Person																			
	Name of the Person	Praveen Soni																		
	Telephone	022 - 48897400																		
	Email address	company.secretary@cms.com																		
13	Reporting Boundary																			
	Type of Reporting- Select from the Drop-Down List	Consolidated																		
	If selected consolidated:																			
		<table border="1"> <thead> <tr> <th>Sr.</th> <th>Name of the Subsidiaries/JVs/Associate Companies</th> <th>CIN Number</th> </tr> </thead> <tbody> <tr> <td>1.</td> <td>Securitrans India Private Limited</td> <td>U74999DL1998PTC095012</td> </tr> <tr> <td>2.</td> <td>CMS Securitas Limited</td> <td>U67190DL1999PLC098107</td> </tr> <tr> <td>3.</td> <td>Quality Logistics Services Private Limited</td> <td>U60231MH2015PTC266933</td> </tr> <tr> <td>4.</td> <td>Hemabh Technology Private Limited</td> <td>U72200MH2021PTC373699</td> </tr> <tr> <td>5.</td> <td>CMS Marshall Limited</td> <td>U46711MH2006PLC158878</td> </tr> </tbody> </table>	Sr.	Name of the Subsidiaries/JVs/Associate Companies	CIN Number	1.	Securitrans India Private Limited	U74999DL1998PTC095012	2.	CMS Securitas Limited	U67190DL1999PLC098107	3.	Quality Logistics Services Private Limited	U60231MH2015PTC266933	4.	Hemabh Technology Private Limited	U72200MH2021PTC373699	5.	CMS Marshall Limited	U46711MH2006PLC158878
Sr.	Name of the Subsidiaries/JVs/Associate Companies	CIN Number																		
1.	Securitrans India Private Limited	U74999DL1998PTC095012																		
2.	CMS Securitas Limited	U67190DL1999PLC098107																		
3.	Quality Logistics Services Private Limited	U60231MH2015PTC266933																		
4.	Hemabh Technology Private Limited	U72200MH2021PTC373699																		
5.	CMS Marshall Limited	U46711MH2006PLC158878																		

II. Product/Services

14	Details of business activities	Sr.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Cash Management Services	Cash Management Services includes ATM cash management services; Retail cash management solutions, Cash in transit services for banks and other related services.	66%
		2.	Managed Services	Managed Services include banking automation product deployment and AMC; Brown Label ATMs and managed services for banks; Software solutions including multi-vendor software and automation solutions and Remote monitoring Technology solutions.	32%
		3.	Card Services	Card Services include revenue from trading in card and card personalization services	2%

15 Products/Services sold by the entity	Sr. Product/Service	NIC Code	% of Total Turnover contributed
	1. Provision of ATM and Cash Management Services along with Card services		
	2. Banking Automation, Product Deployment, Software solutions including multi-vendor software and automation solutions and Remote Monitoring Technology solutions	82990	100%
	3. Card Services		

III. Operations

16 Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
	National	Nil	238	238
	International	Nil	Nil	Nil
Market served by the entity	Locations	Numbers		
a. No. of Locations	National (No. of States)	PAN India (all of India's states and union territories, except the Union Territory of Lakshadweep)		
	International (No. of Countries)	Nil		
b. What is the contribution of exports as a percentage of the total turnover of the entity?	NA. There is no contribution of exports to total turnover of the entity.			
c. A brief on types of customers	The Company's customers across its three business verticals of Cash Management, Managed Services and Card Personalization cover a wide segment of India's financial sector, including the country's largest banks and BFSIs (NBFCs and insurance), and more than two thousand brands across retail, e-commerce, public utilities, transportation, hospitality and governments.			

IV. Employees

18. Details as at the end of Financial Year:

Sr. Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)					
	Employees				
1 Permanent Employees (A)	7,914	7,525	95%	389	5%
2 Other than Permanent Employees (B)*	Nil	Nil	Nil	Nil	Nil
3 Total Employees (A+B)	7,914	7,525	95%	389	5%
	Workers				
4 Permanent (C)	Nil	Nil	Nil	Nil	Nil
5 Other than Permanent (D)*	Nil	Nil	Nil	Nil	Nil
6 Total Workers (C+D)	Nil	Nil	Nil	Nil	Nil
b. Differently abled employees and workers					
	Employees				
7 Permanent Employees (E)	10	10	100%	Nil	Nil
8 Other than Permanent Employees (F)	Nil	Nil	Nil	Nil	Nil
9 Total Employees (E+F)	10	10	100%	Nil	Nil
	Workers				
10 Permanent (G)	Nil	Nil	Nil	Nil	Nil
11 Other than Permanent (H)	Nil	Nil	Nil	Nil	Nil
12 Total Differently Abled Employees (G+H)	Nil	Nil	Nil	Nil	Nil

*The Company engages in the service industry accordingly employees/workers hired on temporary/contractual/casual basis have not been considered for the reporting year.

19 Participation/Inclusion/Representation of women

Sr. Category	Total (A)	No. and % of females	
		No. (B)	% (B/A)
1. Board of Directors	8	3	37.5%
2. Key Management Personnel (KMP)	2	Nil	Nil

Mr. Rajiv Kaul, Executive Vice-Chairman, Whole-time Director and Chief Executive Officer (KMP) is also a member of the Board of Directors and hence included in Board of Directors category. Mr. Pankaj Khandelwal, President & Chief Financial Officer (CFO) and Mr. Praveen Soni, Company Secretary and Compliance Officer are considered under KMP.

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

Category	FY 2022-2023 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	39.3%	36.7%	39.2%	32.8%	34.3%	32.9%	43.1%	41.6%	43%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

Sr.	Name of the holding/subsidiary/associate companies/joint ventures	Indicate whether it is a holding/ Subsidiary/Associate/or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Sion Investment Holdings Pte. Limited	Holding Company	NA	Yes
2	Securitrans India Private Limited	Wholly owned subsidiary	100%	Yes
3	CMS Securitas Limited	Wholly owned subsidiary	100%	Yes
4	Quality Logistics Services Private Limited	Wholly owned subsidiary	100%	Yes
5	Hemabh Technology Private Limited	Wholly owned subsidiary	100%	Yes
6	CMS Marshall Limited	Step down Wholly owned subsidiary	100%	Yes
7.	*CMS Info Foundation	Wholly owned subsidiary	100%*	Yes

*Incorporated on 29th March 2023 as Section 8 Company and shares are yet to be allotted.

VI. CSR Details

a. Whether CSR is applicable as per section 135 of Companies Act, 2013:*	Yes
Turnover (in ₹)	14,96,71,10,345
Net worth (in ₹)	14,96,71,10,345

*Standalone numbers

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints/grievances		Remarks	Number of complaints/grievances		Remarks
		filed during the year	pending resolution at close of the year		filed during the year	pending resolution at close of the year	
Communities	Yes. The Company has established a hotline to facilitate clarification of any queries or reporting of any non-compliances, has dedicated personnel to address queries received through emails and has implemented Human Resource Management System (HRMS) as an internal employee helpdesk. The Company's Stakeholder Engagement Policy: Stakeholder engagement policy.pdf (cms.com) incorporates a Grievance Redressal Mechanism to redress stakeholder grievances and has established a Stakeholders' Relationship Committee to redress investor grievances received from the following dedicated email ID: investors@cms.com . The Company's Vigil Mechanism/ Whistle Blower Policy: Vigil-Mechanism-Policy- CMS-Info-Systems-Limited.pdf and CMS Code of Conduct: CMS_Code of Conduct.pdf address incidents of sexual harassment and its POSH Policy accommodates an Internal Complaints Committee (ICC) at each establishment of the Company to investigate complaints of Sexual Harassment of members of staff, clients and its service providers, if any. Additionally, as stated in its Equal Opportunity Policy, if an employee feels that he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise grievances with the local HR representative.	Nil	Nil	NA	Nil	Nil	NA
Investors (other than shareholders)		Nil	Nil	NA	Nil	Nil	NA
Shareholders		2	Nil	NA	139	Nil	The shareholders complaints in FY 2021-22 pertain to IPO payment related complaints
Employees and workers		22	Nil	NA	20	15#	NA
Customers*		Nil	Nil	NA	Nil	Nil	NA
Value Chain Partners		Nil	Nil	NA	Nil	Nil	NA

These Complaints were lodged during FY 2021-22 with the authorities and the matters are subjudice and pending for closure.
 *Customers raise different service-related queries, which are part of SLA (Service Level Agreement) have not been considered.

Note: The following policies are available on the intranet portal and is accessible by all employees to raise any grievances:

1. POSH Policy
2. Equal Opportunity Policy

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

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Climate Strategy and Emissions Management	Risk	<ul style="list-style-type: none"> Climate strategy and emissions management are essential components of addressing climate change and transitioning to a low-carbon economy. Being a responsible corporate citizen, emissions management is critical for measuring, tracking, reporting, and reducing GHG emissions associated with Company's activities. 	<p>The Company has the following risk mitigation approach:</p> <ul style="list-style-type: none"> Security "cash carry" vans are BS-VI certified. Increasing proportion of CNG vehicles in fleet. AIoT Remote Monitoring and Sensor-based light switches to reduce energy consumption. 	Negative implications
Occupational Health and Safety	Risk	<ul style="list-style-type: none"> Prioritization of occupational health and safety encourages the Company to create a safe and healthy work environment that protects employees, enhances productivity, and demonstrates a commitment to their well-being. 	<p>The Company has the following risk mitigation approach:</p> <ul style="list-style-type: none"> Internal audits to assess health & safety practices and working conditions. Periodic training on fire safety, drills, earthquake preparedness etc. Implementation of Health, Safety and Environment (HSE) Policy and Fire Safety Policy. 	Negative implications
Human Capital Development	Opportunity	<ul style="list-style-type: none"> Investing in the knowledge, skills, abilities, and overall potential of individuals within an organization provides better asset integrity. It involves strategies and initiatives aimed at maximizing the value and productivity of human resources. 	NA	Positive implications
Business Ethics	Opportunity	<ul style="list-style-type: none"> Business ethics encompasses a range of principles and standards that promote fairness, honesty, integrity, and responsibility throughout the operations. Adhering to business ethics is not only a matter of moral responsibility but also contributes to long-term success and sustainability. Ethical behavior fosters trust, enhances reputation, attracts and retains customers and employees, minimizes legal and reputational risks, and creates a positive impact on community. 	NA	Positive implications
Corporate Governance	Opportunity	<ul style="list-style-type: none"> Strong corporate governance is essential for fostering trust, accountability, and sustainable business practices. It supports long-term value creation, protects the interests of stakeholders, and contributes to the overall stability and success of the organization. 	NA	Positive implications

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Cyber Security and Data Privacy	Risk	<ul style="list-style-type: none"> Cybersecurity and data privacy is significant to the Company due to potential threats and vulnerabilities that can compromise the confidentiality, integrity, and availability of data and information systems. 	<p>The Company has the following risk mitigation approach:</p> <ul style="list-style-type: none"> Strict adherence to Information Security policy along with 27 additional policies. ISO 27001:2013 Information Security Management System (ISMS) certified Certified with CERTIN for Remote Monitoring system Affiliated with Payment Card Industry Data Security Standard (PCI DSS). 	Negative implications
Supply Chain Risk Management	Risk	<ul style="list-style-type: none"> Due to the nature of business of the Company with regards to cash management and logistics services, a resilient supply chain ensures continuous functionality. 	<p>The Company has the following risk mitigation approach:</p> <ul style="list-style-type: none"> Adherence to Suppliers' Code of Conduct. Conduction of Value Chain assessment on the grounds of human rights. Prioritization of ethical procurement practices and sustainable sourcing. Certified by Restriction of Hazardous Substances Directive (ROHS) for compliant procurement. 	Negative implications
Accountability and Transparency	Opportunity	<ul style="list-style-type: none"> Due to the nature of operations, accountability and transparency are vital for maintaining trust ethical conduct, effective governance, and sustainable relationships. Better decisions are inculcated which aligns with organization's goals and stakeholders' priorities. 	NA	Positive implications

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1 a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Investor Relations CMS Info Systems								
2 Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	Yes. The Company has translated the policies into procedures wherever required.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, the Company has adopted Stakeholder Engagement Policy: Stakeholder engagement policy.pdf (cms.com) and Vendor & Supplier Code of Conduct: Vendor and Supplier code of Conduct.pdf (cms.com) that extend to its value chain partners.								
4 Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The national and international codes/certifications/labels/standards, adopted by the Company are mapped across all NGRBC Principles and are as follows: <ul style="list-style-type: none"> • ISO 27001:2013 Information Security Management System (ISMS) • ISO 9001:2015 Quality Management System (QMS) • BS-VI Certification in compliance with Ministry of Home Affairs (MHA) and RBI Guidelines • Restriction of Hazardous Substances Directive (ROHS) certification compliant procurement • CERTIN Certification for Remote Monitoring system • Payment Card Industry Data Security Standard (PCI DSS) certification • MasterCard and VISA certification • National Payment Corporation of India (NPCI): RuPay certification 								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company has adopted Stakeholder Engagement Policy: Stakeholder engagement policy.pdf (cms.com) that highlight the following commitments: <ul style="list-style-type: none"> • Have a robust stakeholder engagement framework which entails the purpose, scope and frequency of the engagement • Assign responsibilities and resources for effective stakeholder engagement • Provide feedback and positive engagement with all stakeholders in business operations • Redress all stakeholder grievances in a fair, equitable and timely manner The Company prioritizes the following: <ul style="list-style-type: none"> • Reducing carbon footprint • Reducing wastage • Diversity & Inclusion • Stakeholder Management • Customer Engagement • IT and office infrastructure • Supply Chain Management 								
6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company has the following initiatives to showcase its priorities: <ul style="list-style-type: none"> • Cash vans are BS-VI certified in compliance with Ministry of Home Affairs (MHA) and RBI to reduce ecological footprint. • The Company strategically intends to reuse and extend the life of its IT and electronic devices to best utilize IT and office infrastructure and reduce wastage. • Strategically, the Company prioritizes ethical sourcing from suppliers and outsourcing services providers that adhere to environmental and social laws, standards, regulations, and compliances. • The Company's Inclusive Framework is reflected in their HR Policy to address Diversity & Inclusion. • The Company has adopted Stakeholder Engagement Policy and Vendor & Supplier Code of Conduct. • Customer feedback mechanisms are in place to improve customer experience. Net Promoter Score (NPS) is utilized to monitor the same. 								
Governance, Leadership and Oversight									
7 Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements:	At CMS, Environmental, Social and Governance (ESG) principles are embedded through our endeavors of adopting climate mitigation measures, social responsibility and compliance with all applicable standards.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
<p>We continuously strive to reduce our environmental footprint and adhere to comply to regulatory requirements. In this direction we have taken multitude of initiatives like, 100% of company's fleet conforming to BS-VI norms and in compliance with the Ministry of Home Affairs (MHA) and the Reserve Bank of India (RBI) guidelines. In the mid- term, our focus is to work with regulatory authorities to introduce a green fleet, with vehicles in 10-15 cities currently running on CNG after shifting from diesel and continuously increasing proportion of CNG vehicles. We have made investments in improving energy efficiency through AIoT Remote Monitoring to reduce the energy consumption of AC and other electrical equipment, subsequently addressing GHG emissions reduction. We monitor our fuel consumption resulting in a 10-15% efficiency gain, installed sensor-based light switches in workstations and washroom areas and replaced all CFL lighting with LEDs in offices. We are strategically committed to extend the life and reusage of our IT and electronic devices.</p> <p>Community engagement and impact assessment of our business activities on the surrounding community is key to our approach of promoting inclusive growth. CMS acts as an enabler of financial inclusion with 62% of networks in Semi Urban Rural Areas. In FY 2022-23 CMS made available ₹ 13 Lakhs Crores cash PAN India, contributing positively to inclusive growth and development. We go above and beyond in promoting diversity in our Board, currently having 3 Female Directors, which is 37.5%. Our comprehensive inclusivity framework on diversity and inclusion is reflected in our HR Policy. We prioritize fair labour practices, value our employees by providing insurance covers that are ahead of other industry players, engage with families of high performing employees and encourages engineer to take up higher positions through our Engineers Achievers Club. CMS also provides access to scholarships for children of employees. We offer a wide variety of courses with access to technical information and skill-based trainings through our dedicated portal for Learning & Development. We are immensely proud of our Good-to-Great Ascent Development Program for mid- and senior-level managers.</p> <p>CMS ensures highest standards of ethical conduct and compliance with all laws and industry standards through certifications like ISO 27001:2013 Information Security Management System (ISMS), ISO 9001:2015 Quality Management System (QMS), BS-VI Certification in compliance with Ministry of Home Affairs (MHA) and RBI Guidelines, Restriction of Hazardous Substances Directive (ROHS) certification compliant procurement, CERTIN Certification for Remote Monitoring system, Payment Card Industry Data Security Standard (PCI DSS) certification, MasterCard and VISA certification, National Payment Corporation of India (NPCI): RuPay certification etc. We engage with all stakeholders including vendors and suppliers to adopt high standards of responsible business conduct, environment, health and safety and socially sustainable practices, adhering to our Code of Conduct. CMS engages with multiple suppliers and service providers and is strategically cognizant of the importance of its multiple suppliers and outsourcing service providers to adhere to environmental and social standards, regulations, and compliances. Our robust stakeholder engagement framework ensures redressal of all stakeholder grievances in a fair, equitable and timely manner.</p>									
8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Rajiv Kaul Designation: Executive Vice Chairman, Whole-time Director & CEO Telephone Number: 022-48897400 E-mail ID: investors@cms.com								
9 Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No). If yes, provide details.	Yes. The Company has a committee for Corporate Social Responsibility (CSR). The Company proposes to expand the scope of the CSR Committee to include ESG and sustainability matters.								

10. Details of Review of NGRBCs by the company:	P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate whether review was undertaken by Director/ Committee of the Board/Any other Committee									
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
Frequency (Annually/Half yearly/Quarterly/Any other - please specify)									
Performance against above policies and follow up action	Performance is reviewed annually by the Board of Directors								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Company has been complying with the statutory requirements and there have been no instances of non-compliance of NGRBC Principles.								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No, the Company's policies are evaluated internally from time-to time, updated as and when required and reviewed by the Company's statutory auditors.								

12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

1. Percentage coverage b/y training and awareness programs on any of the NGRBC Principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	3	Board awareness programs covering topics as mentioned in the NGRBC principles	100%
Key Management Personnel	3		100%
Employees other than BODs & KMPs	17	Soft Skills, Trainings accredited by CCA, Technical, Behavioural, Operation/Job-related, Health & Safety, POSH, Fire Mock Drills etc.	100%
Workers	NA	NA	NA

The Company conducts awareness programmes on its Code of Conduct which covers various topics i.e Anti-Money Laundering, Conflict-of-Interest, Confidentiality, Human Rights, Labour and social standards, Sexual Harassment, Environment Protection, Occupational Health and Safety (OHS), Information Security etc.

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format.

The Company has not been levied a Monetary or Non-Monetary penalty/fine/settlement amount/compounding fee/imprisonment/punishment that is material in nature on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the Company's website.

a. *Monetary*

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil

b. Non-Monetary

Type	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil	Nil
Punishment	Nil	Nil	Nil	Nil

3. Of the instances disclosed in Question 2 above, details of the Appeal/Revision preferred in cases where monetary or non-monetary action has been appealed.

The Company has not been levied a Monetary or Non-Monetary penalty/fine/settlement amount/compounding fee/imprisonment/punishment that is material in nature on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the Company’s website, there are no cases where monetary or non-monetary action has been appealed.

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

Yes. The Company has Anti-Corruption/Anti-Bribery as part of its Code of Conduct which is applicable to all stakeholders and is publicly available: CMS_Code of Conduct.pdf along with the Code of Conduct for Board of Directors and Key Management Personnel which can be accessed here: Code of conduct of Board of Directors and Senior Management Personnel.pdf (cms.com)

5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/corruption:

Category	FY 2022-23 Current Financial Year	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	NA	NA

NA. There have been no charges of bribery/corruption filed against Directors, KMPs and employees. The nature of business of the Company, is such that cash embezzlements is cost of running the business operations.

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

Topic	FY 2022-23 Current Financial Year		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	The Company’s Code of Conduct: CMS_Code of Conduct.pdf	Nil	The Company’s Code of Conduct: CMS_Code of Conduct.pdf
Number of complaints received in relation to issues of Conflict of Interest of KMPs	Nil	addresses situations involving conflict-of-interest.	Nil	addresses situations involving conflict-of-interest.

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

NA. There were no cases where any corrective action was required.

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the NGRBC Principles during the financial year:

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
Not Available*		

*The Company is in the process of conducting awareness programmes on its Code of Conduct: CMS_Code of Conduct.pdf for all value chain partners which cover various topics i.e Anti-Money Laundering, Conflict-of-Interest, Confidentiality, Human Rights, Labour and social standards, Sexual Harassment, Environment Protection, Occupational Health and Safety (OHS), Information Security.

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

Yes. The Company's Code of Conduct: CMS_Code of Conduct.pdf addresses Conflict of Interest which is also applicable to Board of Directors. The said policy inter alia clearly states that "Directors must avoid situations that they know or should know, that could create actual or potential conflict of interest and must immediately disclose any issues arising thereto the Company".

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

Essential Indicators

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

Type	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Not Available*		
Capital Expenditure (CAPEX)	18%	35%	<p>Purchase of new vehicles</p> <ol style="list-style-type: none"> Engines compliant with BS-VI norms reduce nearly 25% of Nitrogen Oxide (NOx) in petrol vehicles and a substantial 70% in diesel vehicles Technological upgrades have been made with extensive field tests in Indian driving conditions This engine has an advanced exhaust, and it ensures increased durability These norms enforce strict limits on Non-Methane Hydrocarbon (NMHC) emissions On-Board Diagnostics (OBD) is mandatory now and it is essential in monitoring pollution levels Real Driving Emission (RDE) aids in checking emission in real-world conditions and not just testing conditions <p>Deployment of Remote monitoring sites</p> <p>Installation of sensor devices for energy/power management</p>

*The Company is engaged in the service industry and hence is not associated with specific infrastructure related with Research and Development (R&D).The Company is in the process of utilizing innovating techniques and ways to improve its environmental and social impacts of processes on an ongoing basis.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)

Yes. The Company has put in place necessary procedures including Vendor & Supplier Code of Conduct.

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

Not Available. The Company prioritizes ethical sourcing from suppliers and outsourcing services providers that adhere to environmental and social laws, standards, regulations, and compliances.

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

Product	Process to safely reclaim the product
a. Plastics (including packaging)	NA. The Company does not engage in manufacturing and hence safe reclamation of manufactured products for reusing, recycling and disposing at the end of life for plastics (including packaging), hazardous waste and other non-hazardous waste is not applicable.
b. E-Waste	As stated through its E-Waste Management Guidelines: new-E-Waste-Management.pdf (cms.com) and E-Waste Disposal Policy (that is available on the intranet portal), the Company has tied-up with a registered e-waste recycler for collection of all the e-waste across PAN India and the e-waste recycler disposes the same at their plant. Customers are explained about the process of disposal and awareness is provided about nearest drop point available to drop the e-waste and also about the incentive that are being offered to them against their end-of-life product.
c. Hazardous Waste	
d. Other Waste	<p>If any customer wants to handover the material from their doorsteps, the Company either uses its logistics team or the e-waste recycler is instructed to collect items and channelize the same to his e-waste plant for final processing.</p> <ul style="list-style-type: none"> • Users submit non-working/non-repairable IT/electronic items to IT/Admin department at branch locations. • The IT team inspects the IT items and Admin team inspects non-IT electronic items for confirmation of non-repairability/non-usability of material. • Post inspection, the team prepares a list of disposable items and gets necessary approvals from IT Manager/Admin Head for initiating the disposal process. • Post approvals, the list is shared with E-Waste partner for inviting proposal. • The proposal received is shared with the Finance Head for commercial approval. • Post approval, the disposable material is handed over to the e-waste recycler and E-Waste Disposal certificate is received.

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Extended Producer Responsibility (EPR) is not applicable to the Company’s business activities.

Leadership Indicators

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

NA. Most of the products procured by the Company are being sold to its end customers, hence post sale of products, the responsibility of Life Cycle Perspective/Assessments (LCAs) lies with these customers.

Name of Product/Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes provide web-link
NA				

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

NA. Since most of the products procured are sold to end customers Life Cycle Perspective/Assessments (LCAs) is not applicable to the Company and accordingly there is no significant social or environmental concerns and/or risks.

Sr.	Name of the product	Description of the risk	Action Taken
NA			

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

NA. The Company does not utilize any recycled or reused input material for the provision of its services.

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

Product	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA. The Company does not engage in manufacturing and hence safe reclamation of manufactured products for reusing, recycling and disposing at the end of life for plastics (including packaging), hazardous waste and other non-hazardous waste is not applicable.					
E-waste	As stated through its E-Waste Management Guidelines: new-E-Waste-Management.pdf (cms.com) and E-Waste Disposal Policy (that is available on the intranet portal), the Company has tied -up with a registered e-waste recycler for collection of all the e-waste across PAN India and the e-waste recycler disposes the same at their plant.					
Hazardous waste						
Other waste						

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

NA. The Company does not engage in manufacturing and hence reclaiming, recycling and disposing of packaging material is not applicable.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	7,525	7,525	100%	7,525	100%	NA	NA	7,525	100%	*Nil	Nil
Female	389	389	100%	389	100%	389	100%	NA	NA	Nil	Nil
Total	7,914	7,914	100%	7,914	100%	389	5%	7,525	95%	Nil	Nil
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

**The Company engages in the service industry accordingly employees/workers hired on temporary/contractual/casual basis have not been considered.

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Employees											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Sr.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	100%	NA	Y	100%	NA	Y
2.	Gratuity	100%	NA	Y	100%	NA	Y
3.	ESI	100%	NA	Y	100%	NA	Y

The above represents benefits provided to all the employees who are eligible/have opted for the said retirement benefit.

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

In lieu of the Rights of Persons with Disabilities Act 2016 and Rules, the Company ensures that proper infrastructure and reasonable accommodation is provided to Persons with Disabilities to enable them to effectively discharge their duties at the establishment.

Since the Company has differently abled employees steps are taken towards accessibility, such as ensuring a lift man is always available in the offices. Further steps to improve accessibility of the offices of the Company are underway.

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

The Company has an Equal Opportunity Policy, that is available on the intranet portal and is accessible by all employees. Equal and fair treatment is ensured for all employees of the Company. In lieu of the Rights of Persons with Disabilities Act 2016 and Rules, The Company ensures that proper infrastructure and reasonable accommodation is provided to Persons with Disabilities to enable them to effectively discharge their duties at the establishment.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	97%	NA	NA
Female	100%	67%	NA	NA
Total	100%	85%	NA	NA

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	NA
Other than Permanent Workers	NA	NA
Permanent Employees	Yes	Yes. The Company has established a hotline to facilitate clarification of any queries or reporting of any non-compliances, has dedicated personnel as well to address queries received through emails along with implementing Human Resource Management System (HRMS) as an internal employee helpdesk. The Company's Stakeholder Engagement Policy: Stakeholder engagement policy.pdf (cms.com) incorporates a Grievance Redressal Mechanism to redress stakeholder grievances and has established a Stakeholders Relationship Committee to redress investor grievances received from the following dedicated email ID: investors@cms.com . The Company's Vigil Mechanism/ Whistle Blower Policy: Vigil-Mechanism-Policy- CMS-Info-Systems-Limited.pdf and CMS Code of Conduct: CMS_Code of Conduct.pdf address incidents of sexual harassment and its POSH Policy accommodates an Internal Complaints Committee (ICC) at each establishment of the Company to investigate complaints of Sexual Harassment of members of staff, clients and its service providers, if any. Additionally, as stated in its Equal Opportunity Policy, if an employee feels that he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise grievances with the local HR representative.
Other than Permanent Employees	NA	NA

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	%(D/C)
Permanent Employees						
Male	7,525	1,673	22%	7,155	1,632	23%
Female	389	14	4%	326	13	4%
Total	7,914	1,687	21%	7,481	1,645	22%
Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2022-23 (Current FY)					FY 2021-22 (Previous FY)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (A)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees										
Male	7,525	7,525	100%	1,976	26%	7,155	7,155	100%	1,890	26%
Female	389	389	100%	83	21%	326	326	100%	83	25%
Total	7,914	7,914	100%	2,059	26%	7,481	7,481	100%	1,973	26%
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

The Company engages with employees on a regular basis to educate them on the Health and Safety measures and create awareness amongst them of the prevalent health hazards. Health briefing and safety measures 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.

The Company also identifies employees as per the business requirements for upgradation of skills to cater to their updated job requirements.

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	7,525	4,257	57%	7,155	3,936	55%
Female	389	209	54%	326	208	64%
Total	7,914	4,466	57%	7,481	4,144	55%
Workers						
Male	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

The Company carries out performance and career development reviews on a yearly basis during the performance appraisal cycle in the month of July every year. The employees are evaluated as per their eligibility criteria based on their joining date and job position and thereafter as per the ratings and comments by the reporting manger a development arch is formulated for each employee.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes. As per Health, Safety and Environment (HSE) Policy the Company integrates environmental, health and safety program into its business.
What is the coverage of such system?	Through its Health, Safety and Environment (HSE) Policy, the Company ensures Health, Safety and Environmental protection of all employees, clients, contractors and communities. The Policy is available on the intranet portal and is accessible by all employees.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	Through its Health, Safety and Environment (HSE) Policy, the Company identifies work-related hazards, assesses risks and implements appropriate controls. Through its Fire Safety Policy, the Company conducts awareness sessions to identify and addresses work-related hazards with respect to fire safety acknowledging common workplace fire hazards like flammable liquids, mismanaged stores, smoking buds, cords, wires and tripping hazards alongside earthquake safety and preparedness. The Company's business is such that the employees or workers are not exposed to any type of hazardous substance.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes. The Company ensures that all employees and workers can report any work-related hazards to their respective site HR representatives.
d. Do the employees/worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)	Yes. The Company has CMS Connect & Heal app that offers 24/7 online consultation through which employees can raise their health concerns which is then attended to by an expert medical professional.

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

Safety Incident/Number	Category	FY 2022-23 (Current FY)	FY 2021-2022 (Previous FY)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.49	NA*
	Workers	NA	NA
Total recordable work-related injuries	Employees	11	NA*
	Workers	NA	NA
No. of fatalities	Employees	1	3
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

*NA: Not Available

The Company takes abundant precautions to avoid any safety related incidents and is continuously evaluating possible technical and logistical solutions to reduce work related injuries and fatalities. The Company routinely conducts health & safety audits to comprehensively assess health & safety practices and working conditions.

- Disseminate earthquake emergency procedures, building evacuation plan and procedures and earthquake safety drills
- Disseminate medical emergency procedures
- Disseminate guidelines incidents of theft of personal property, harassment, or personal assault.

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

Yes. The Company has a robust framework for ensuring a safe & healthy environment for the workforce.

Through its Health, Safety and Environment (HSE) Policy, which is available on the intranet portal and is accessible by all employees, the Company takes the following measures to ensure a safe and healthy workplace:

Through its Fire Safety Policy, which is available on the intranet portal and is accessible by all employees, the following measures are taken:

- Conduct regular fire safety awareness sessions to address the following:
 - Disseminate facts and understanding with regards to fire and its associated safety.
 - Identify, address, and reduce fire-related risks in the workplace.
 - Disseminate fire emergency procedures, building evacuation plan, plan and conduct fire drills for facilities.
 - Disseminate medical emergency procedures for both ambulance and non-ambulance emergencies.
 - Correct and safe selection and usage of fire extinguishers.
 - Identify special situations or individuals in the workplace that may require an emergency response rather than a standard response.
- Ensure earthquake preparedness that includes the following:
 - Disseminate earthquake emergency procedures, building evacuation plan and procedures and earthquake safety drills
 - Disseminate medical emergency procedures
 - Disseminate guidelines incidents of theft of personal property, harassment, or personal assault.
- Comply with all pertinent environment and safety laws, rules, and regulations as responsible business conduct.
- Set HSE targets and goals annually to measure HSE performance, achieve superior results and continually improve.
- Identify work-related hazards, assess risks, and implement appropriate controls.
- Provide education and training to Company employees for them to have the knowledge, skills, and understanding to perform their responsibilities and duties at the highest level
- Routinely review and verify performance with audits, evaluations and other quality assurance and quality control methods
- Empower and expect employees and contractors to promptly report noncompliance or unsafe conditions and to take immediate action to prevent injuries or environmental accidents
- Provide relevant safety and health information to contractors and require them to provide proper training for the safe, environmentally sound performance of their work

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

Topic	FY 2022-23 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	The Company conducts internal audits to assess and address complaints.	Nil	Nil	The Company conducts internal audits to assess and address complaints.
Health & Safety	Nil	Nil		Nil	Nil	

14. Assessments for the year:

Topic	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

The Company conducts internal audits to assess health & safety practices and working conditions.

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks/concerns arising from assessments of health & safety practices and working conditions.

Yes. The Company encourages active involvement of its employees on reporting any non-compliances or unsafe conditions, ensuring that immediate action is taken to prevent injuries or environmental accidents and implementing mitigation plans to avoid future recurrences.

Leadership Indicators

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

a. **Employees (Yes/No):** Yes. The Company has extended Group Term Life (GTL) benefits to nominees.

b. **Workers (Yes/No):** Yes

The Company has launched CMS Family Suraksha Plan as a progressive participative employee and worker welfare initiative offering a term life coverage of ₹ 10 Lakhs OR 1.5 times the CTC whichever is higher per employee and worker in case of any sort of death excluding suicide. Additionally, the Company has extended Group Term Life (GTL) benefits to nominees.

Other than statutory benefits, Worker compensation is provided in case of death wherein 2-3 months salary is provided based on category.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners

The Company has put in place requisite processes to monitor that the statutory dues have been appropriately deducted and deposited by its value chain partners.

3. Provide the number of employees/workers having suffered high consequence work related injury/ill-health/fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	Total no. of affected employees/workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	Current FY 2022-23	Previous FY 2021-22	Current FY 2022-23	Previous FY 2021-22
Employees	1	3	Nil	Nil
Workers	NA	NA	NA	NA

The Company ensures the affected employees/workers who have suffered high consequence work related injury/ill-health/fatalities are duly compensated.

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

Yes. The Company ensures that on a case-to-case basis as per business requirements, employees are hired as consultants after retirement.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	28.68%
Working Conditions	28.68%

6. Provide details of any corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Nil. There are no significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners for the reporting year.

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

Essential Indicators

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

The Company identifies and categorizes its valued stakeholders as internal or external on the basis of the nature of their association with the Company.

The Company has identified internal stakeholder groups or individuals as those who work directly with the Company that includes employees and contractual support staff

The Company has identified external stakeholder groups or individuals as those who are outside the Company and are affected in some way by the business decisions, that includes investors, regulators, value chain partners, customers, community & public at large, service providers, suppliers, vendors, media and government agencies & local authorities.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/Half yearly/Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees and contractual support staff	No	<ul style="list-style-type: none"> Regular, direct communication between managers, teams and individuals. Face-to-face, written, digital and broadcast communications, culture and engagement surveys that include emails and intra-departmental communications. Group recognition functions organized by Human Resource Department 	<ul style="list-style-type: none"> Ongoing and daily engagement at all levels as required by staff. 	<ul style="list-style-type: none"> Proper coordination
Investors (Shareholders)	No	<ul style="list-style-type: none"> Annual General Meetings Extraordinary General Meetings as and when called for. Investor/Analyst Meet/briefings for year end and/or quarterly results, announcements. Investor group meetings Individual meetings with financial media, shareholders and analysts. 	<ul style="list-style-type: none"> On a formal basis, after publishing Quarterly, half-yearly and yearly results. On an ad hoc basis and as requested by the financial media, investment analysts, and investors during window open periods. 	<ul style="list-style-type: none"> To brief on business operations of the Company Timely intimation of financial results/material information to stock exchanges
Regulators	No	<ul style="list-style-type: none"> Interaction with various regulatory forums, meetings between regulators and management team including one-on-one discussions with various executive officials at prudential meetings as well as onsite meetings. 	<ul style="list-style-type: none"> To be complied as per the applicable Compliance timelines provided by the Regulators. 	<ul style="list-style-type: none"> To facilitate effective and necessary compliance
Value chain partners	No	<ul style="list-style-type: none"> One-on-one interaction and meetings for finalization of commercials and other ancillary requirements. 	<ul style="list-style-type: none"> Regular interaction with value chain partners on need basis 	<ul style="list-style-type: none"> To ensure sourcing of materials at competitive pricing
Customers	No	<ul style="list-style-type: none"> Interactions through sales agents, customer relationship managers, regional heads, senior management, and other alternate channels. Formal written correspondence, emails and telephonic conversation. 	<ul style="list-style-type: none"> Ongoing interaction which is dependent on customer needs and identified sales, service or guidance opportunities. 	<ul style="list-style-type: none"> Collaboration and better engagement
Community & public at large	Yes (Disadvantaged, Vulnerable and Marginalized communities as beneficiaries of CSR initiatives)	<ul style="list-style-type: none"> Community building and engagement exercises through CSR channel partners and public engagement activities conducted by the Company. 	<ul style="list-style-type: none"> Ongoing – to create partnerships that serve to facilitate our sustainability activities and with channel partners including CSR activities. 	<ul style="list-style-type: none"> Positive impact assessment through beneficiaries

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Service Providers, Suppliers and Vendors	No (Suppliers and vendors are selected as per MHA and RBI guidelines for compliance of provision of cash vans)	<ul style="list-style-type: none"> One-on-one negotiations and meetings for finalization follow up, and after sales service. 	<ul style="list-style-type: none"> Ongoing or as and when required or dictated by performance contracts and/or agreements. 	<ul style="list-style-type: none"> To ensure that materials and services are procured at competitive pricing
Media	No	<ul style="list-style-type: none"> Interviews with key business Heads on relevant matters Ongoing telephone and email interaction regarding media enquiries. 	<ul style="list-style-type: none"> Ongoing interactions in response to business related media enquiries as and when required. Regular interactions to share information and respond to media queries 	<ul style="list-style-type: none"> Better brand and reputation management
Government Agencies & Local Authorities	No	<ul style="list-style-type: none"> Various engagements with national, state and local level and participation in industry and sector forums 	<ul style="list-style-type: none"> As per the applicable timelines or as an when deemed necessary 	<ul style="list-style-type: none"> To facilitate public advocacy/ representation

Leadership Indicators

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

The Company's processes for consultation between stakeholders and the Board on economic, environmental, and social topics are based on potential channels of communication between the business and the stakeholders include:

- Digital platform of engagement which is available for all stakeholders.
- Stakeholders can also connect through physical channels and on-ground interactions with the senior management.

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

Yes, stakeholder consultation is used to support the identification and management of environmental, and social topics.

The Company's Stakeholder Engagement Policy provides a structured approach for engagement with its stakeholders and the coordination with them, enables the organization to seek their insights, listen to their concerns/queries and use their suggestions/comments to identify risks ahead of time to protect and grow the Company's business.

- Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/marginalized stakeholder groups.**

The Company identifies organizations that are doing good work to help the underprivileged and marginalized within the Company's primary focus areas (education, skilling & livelihood, healthcare, and elder care). Through a process of conversations and site visits, the NGO partners and scope of projects were identified to address grievances of the community. In this way the Company has deployed initiatives to create impact with regards to specific grievances of the communities across the country.

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23 Current FY			FY 2021-22 Previous FY		
	Total (A)	No. of employees/ workers covered (B)	% (B/A)	Total (C)	No. of employees/ workers covered (D)	% (D/C)
Employees						
Permanent	7,914	7,914	100%	7,481	7,481	100%
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total	7,914	7,914	100%	7,481	7,481	100%
Workers						
Permanent	Nil	Nil	Nil	Nil	Nil	Nil
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total	Nil	Nil	Nil	Nil	Nil	Nil

The Company engages on a regular basis with employees to educate them on the Health and Safety measures and create awareness amongst them of the applicable human rights law. The Company also sends regular updates through emailers on the applicable laws and the amendments thereto.

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

Category	FY 2022-23 Current FY					FY 2021-22 Previous FY				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	7,525	938	12%	6,587	88%	7,155	1,176	16%	5,979	84%
Female	389	35	9%	354	91%	326	11	3%	315	97%
Other than Permanent										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Workers										
Permanent										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Other than Permanent										
Male	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil
Female	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil	Nil

3. Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (₹ in million)	Number	Median remuneration/salary/wages of respective category (₹ in million)
Board of Directors (BoD)	5	2.5	3	2.5
Key Managerial Personnel	2	10.74	Nil	Nil
Employees other than BoD and KMP	7,522	0.19	389	0.24
Workers	Nil	NA	Nil	NA

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

Yes, as per the Company's Vigil Mechanism, protected disclosures should be addressed to the Vigilance Officer of the Company and in exceptional cases, to the Chairman of the Audit Committee. The contact details of the relevant individuals are mentioned in the Company's policy, which can be accessed here: [Vigil-Mechanism-Policy- CMS-Info-Systems-Limited.pdf](#).

adequately safeguard employees and Directors from any victimization on raising of concerns of any violations of human rights issues. The employees of the Company have the right/option to report their concerns/grievances to the Chairperson of the Audit Committee. The Company ensures confidentiality of such reporting violations, and protection against any discriminatory practices.

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

The Company's Vigil Mechanism and Whistle Blower Policy incorporates a mechanism to

As per the Company's Equal Opportunity Policy, if an employee feels that he or she is being subjected to discrimination, harassment, bullying or victimization, he or she can raise the same with the local HR representative.

As per the Company's POSH Policy, an aggrieved person may make a written complaint to the Chairperson of the Internal Committee (IC).

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	Nil	*	Nil	Nil	NA
Discrimination at workplace	Nil	Nil	NA	Nil	Nil	NA
Child Labour	Nil	Nil	NA	Nil	Nil	NA
Forced Labour/Involuntary Labour	Nil	Nil	NA	Nil	Nil	NA
Wages	Nil	Nil	NA	Nil	Nil	NA
Other human rights related issues	Nil	Nil	NA	Nil	Nil	NA

* The complaint pertains to the Securitrans India Private Limited, a material subsidiary of the Company. The complaint was resolved after following the due process by the Internal Committee (IC) and disciplinary action was taken.

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

The Company's Vigil Mechanism and Whistle Blower Policy adequately safeguards and protects

complainants from any victimization on raising concerns of any violations of human rights issues. Complainants have the right/option to report their concerns/grievances to the Chairman of the Audit Committee. The Company ensures confidentiality

of such reporting violations, and protection against any discriminatory practices. The Company facilitates the filing of such complaints anonymously. There is an Internal Committee (IC) constituted by the Company to address complaints and prevent adverse consequences to the complainant in discrimination and harassment cases.

8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)

Yes. Human Rights requirements are included in Company's Code of Conduct and Vendor & Supplier Code of Conduct.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	100%
Forced/involuntary labor	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others - please specify	-

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

Nil. There were no significant risks/concerns arising from the assessments conducted on child labor, forced/involuntary labor, sexual harassment, discrimination at workplace and wages.

Leadership Indicators

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

NA. As there have been no Human Rights grievances/complaints received by the Company, no business processes have been modified.

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

NA. The Company has not conducted any Human Rights Due Diligence for FY 2022-23.

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

Steps are being taken towards accessibility, such as ensuring proper infrastructure is available at offices. Further steps to improve accessibility of the offices of the Company are underway.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	28.68%
Forced/involuntary labour	28.68%
Sexual harassment	28.68%
Discrimination at workplace	28.68%
Wages	28.68%

Nil. There were no significant risks/concerns arising from the assessments conducted on child labor, forced/involuntary labor, sexual harassment, discrimination at workplace and wages. Going forward the Company is seeking to increase the assessment of its value chain partners and channelize its resources to cover the entire value chain.

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

NA. The Company is in the process of conducting assessments on Human Rights.

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

Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	70,219	40,612
Total fuel consumption (B) (GJ)	2,56,438	2,41,246
Energy consumption through other sources (GJ)	Nil	Nil
Total energy consumption (A+B+C) (GJ)	3,26,657	2,81,857
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per million ₹)	17.06 (3,26,657)/(19,147)	17.73 (2,81,858)/(15,897)
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

The Company does not engage in manufacturing and hence is not associated with any energy-intensive processes. The Company does not own any captive power generating units and directly procures power from the state energy grid for normal office operations.

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

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

NA. The Company does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. Hence, no targets have been set under the PAT scheme.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater/desalinated water	NA	NA
(v) Others (Rainwater storage)	NA	NA
Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed/turnover) (kl per Crores INR of revenue)	NA	NA
Water intensity (optional) - the relevant metric may be selected by the entity	-	-

*NA: Not Applicable

Note: The Company does not engage in manufacturing or any water-intensive processes. The Company utilizes water only for domestic purposes which is negligible.

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

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

NA. The Company has not implemented a mechanism for Zero Liquid Discharge.

The Company does not engage in manufacturing processes. Hence, there is no wastewater generated from processes. Wastewater is generated from domestic purposes and discharged through municipal wastewater discharge system.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	mg/m ³	Nil	Nil
SOx	mg/m ³	Nil	Nil
Particulate matter (PM)	mg/m ³	Nil	Nil
Persistent organic pollutants (POP)	NA	Nil	Nil
Volatile organic compounds (VOC)	NA	Nil	Nil
Hazardous air pollutants (HAP)	mg/m ³	Nil	Nil
Others - please specify	PPM	Nil	Nil

The Company has initiated the process for Stack Emissions monitoring of Diesel Generators (DG) owned by the Company.

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	19,300.17	18,184.79
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	15,482.85	8,954.58
Total Scope 1 and Scope 2 Emissions per rupee of turnover	tCO ₂ e	34,783.02	27,139.37
Total Scope 1 and Scope 2 emission intensity (optional)- the relevant metric may be selected by the entity	tCO ₂ e/₹	1.81 (34,783.02/19,147.29)	1.70 (27,139.37/15,896.71)

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

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

The Company has the following initiatives to address Green House Gas (GHG) emissions reduction:

- The Company utilizes BS-VI certified security vans to facilitate transportation of cash as “cash carry vans” on account of providing cash management services and is compliant with the Ministry of Home Affairs (MHA) and the Reserve Bank of India (RBI guidelines).
- The Company utilizes AIoT Remote Monitoring to reduce and monitor the energy consumption of AC and its facilities. The use of motion sensors and relays result in optimization of energy used, subsequently reducing GHG emissions.
- The Company is planning to introduce a green fleet with vehicles in 10-15 cities by shifting from Diesel to CNG and integrating the same in the overall cash management services. Hence by transitioning to clean fuels, the Company is planning to reduce its Scope 3 GHG Emissions.
- Additionally, the Company has installed sensor-based light switches in workstations and washroom areas and replaced all CFL lighting with LEDs in offices to reduce energy consumption, subsequently reducing GHG emissions.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	17.87	12.52
E-waste (B)*	NA	NA
Bio-medical waste	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)*	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Not Available	Not Available
Total (A+B + C + D + E + F + G+ H)	17.87	12.52
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: Plastic waste (A)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Plastic waste (A)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	17.87	12.52
Total	17.87	12.52
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: E-waste (B)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: E-waste (B)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: Battery waste (B)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Battery waste (B)		
(i) Incineration	Not Available	Not Available
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste recovered by nature of recovery method (in metric tonnes)		
Category of waste: Other Non-hazardous waste generated (H)		
(i) Recycled	NA	NA
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	NA	NA
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste: Other Non-hazardous waste generated (H)		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

Note: NA = Not Applicable

The Company does not engage in manufacturing and hence there is no hazardous waste, bio-medical waste, construction and demolition waste and radioactive waste from its activities.

*With respect to Battery waste, the Company returns all batteries and its associated waste to the Original Equipment Manufacturers (OEMs). Hence, the responsibility of tracking and monitoring its associated recycling/disposal lies with the OEMs.

*With respect to E-waste, the Company disposes the same through authorized e-waste vendors.

The Company, through its E-Waste Management Guidelines: new-E-Waste-Management.pdf (cms.com) and E-Waste Disposal Policy, that is available on the intranet portal, improves the environmental impact of its e-waste by considering their impact at end-of-life/entire lifecycle, from cradle-to-grave through the following process:

- Users submit non-working/non-repairable IT/electronic items to IT/Admin department at branch locations.
- The IT team inspects the IT items and Admin team inspects non-IT electronic items for confirmation of non-repairability/non-usability of material.

- Post inspection, the team prepares a list of disposable items and gets necessary approvals from IT Manager/Admin Head for initiating the disposal process.
- Post approvals, the list is shared with E-Waste partner for inviting proposal.
- The proposal received is shared with the Finance Head for commercial approval.
- Post approval, the disposable material is handed over to the e-waste recycler and E-Waste Disposal certificate is received.

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

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

Being a good corporate citizen, the Company understands its responsibility towards environment and has the following approach towards waste management:

- Being compliant with the e-waste regulations under E-waste (Management) Rules of 2016.
- Strategically intends to reuse and extend the life of its IT and electronic devices to best utilize IT and office infrastructure and reduce wastage.
- Ensuring that all wet and dry waste generated are segregated and disposed through municipal waste collectors.

The Company, through its E-Waste Management Guidelines: new-E-Waste-Management.pdf (cms.com) and E-Waste Disposal Policy, that is available on the intranet portal, improves the environmental impact of its e-waste by considering their impact at end-of-life/entire lifecycle, from cradle-to-grave through the following process:

- Users submit non-working/non-repairable IT/electronic items to IT/Admin department at branch locations.
- The IT team inspects the IT items and Admin team inspects non-IT electronic items for confirmation of non-repairability/non-usability of material.
- Post inspection, the team prepares a list of disposable items and gets necessary approvals from IT Manager/Admin Head for initiating the disposal process.
- Post approvals, the list is shared with E-Waste partner for inviting proposal.
- The proposal received is shared with the Finance Head for commercial approval.
- Post approval, the disposable material is handed over to the e-waste recycler and E-Waste Disposal certificate is received.

The Company does not engage in manufacturing and hence there is no usage of hazardous and toxic chemicals in processes.

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

NA. The Company does not have operations/offices in/around any ecologically sensitive areas (ESAs) or ecologically fragile areas (EFAs).

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

NA. Environmental Impact Assessments of projects is not applicable to the Company for FY 2022-23.

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

Sr.	Specify the law/regulation/guidelines which was not complied with	Provide details of Non-compliance	Any fines/penalties/action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	Yes. The Company is compliant with all applicable environmental law/regulations/guidelines in India and rules thereunder. There are no non-compliances applicable for the reporting year.			

Leadership Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	Nil	Nil
Total fuel consumption (B)	Nil	Nil
Energy consumption through other sources	Nil	Nil
Total energy consumed from renewable sources (A+B+C)	Nil	Nil
From non-renewable sources		
Total electricity consumption (D)	70,219.46	40,611.77
Total fuel consumption	256,437.92	241,246.18
Energy consumption through other sources (F)	Nil	Nil
Total energy consumed from non-renewable sources (D+E+F)	3,26,657.38	2,81,857.95

The Company does not engage in manufacturing and hence is not associated with any energy-intensive processes. The Company does not own any captive power generating units and directly procures power from the state energy grid for normal office operations.

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

NA. The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

2. Provide the following details related to water discharged:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment – please specify level of treatment	m ³	Nil	Nil
(ii) Into Groundwater	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment – please specify level of treatment	m ³	Nil	Nil

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(iii) Into Seawater	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
(iv) Sent to third-parties	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
(v) Others	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
Total water discharged (in kilolitres)	m³	Nil	Nil

NA. The Company does not engage in manufacturing or any water-intensive processes. The Company utilizes water only for domestic purposes and hence water discharged by the Company is negligible.

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

NA. The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

NA. The Company does not operate in and around water stressed areas.

For each facility/plant located in areas of water stress, provide the following information:

(i) Name of the area: NA

(ii) Nature of operations: NA

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)			
(i) Surface water	m ³	Nil	Nil
(ii) Groundwater	m ³	Nil	Nil
(iii) Third party water	m ³	Nil	Nil
(iv) Seawater/desalinated water	m ³	Nil	Nil
(v) Others	m ³	Nil	Nil
Total volume of water withdrawal (in kilolitres)	m³	Nil	Nil
Total volume of water consumption (in kilolitres)	m³	Nil	Nil
Water intensity per rupee of turnover (Water consumed/turnover)	KL per Crores INR of revenue	Nil	Nil
Water intensity (optional) - the relevant metric may be selected by the entity		Nil	Nil
Water discharge by destination and level of treatment (in kilolitres)			
(i) Into Surface water	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
(ii) Into Groundwater	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
(iii) Into Seawater	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
(iv) Sent to third-parties	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
(v) Others	m ³	Nil	Nil
- No treatment	m ³	Nil	Nil
- With treatment - please specify level of treatment	m ³	Nil	Nil
Total water discharged (in kilolitres)	m ³	Nil	Nil

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency.

4. Please provide details of total Scope 3 emissions & its intensity, in the following format

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	NA	NA
Total Scope 3 Emissions per rupee of turnover	tCO ₂ e	NA	NA
Total Scope 3 emission intensity (optional)- the relevant metric may be selected by the entity	tCO ₂ e/₹	NA	NA

The scope 3 emissions are not measurable for the fleet operations however the Company is planning to introduce a green fleet by replacing diesel to CNG and integrating the same in the overall cash management services as and when approved by the authorities. Hence by transitioning to clean fuels, the Company will be able to reduce its Scope 3 GHG Emissions.

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

The Company has not carried out any independent assessment/evaluation/assurance by an external agency

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

NA. The Company does not have operations/offices in/around any ecologically sensitive areas (ESAs) or ecologically fragile areas (EFAs).

6. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions/effluent discharge/waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

Sr.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	Targeting plastic bottled water	The Company had an earlier system of providing bottled waters to employees in meeting rooms. The respective system has been discontinued.	Reduction of plastic waste
2.	Installation of sensor-operated lighting	The Company has installed sensor-based light switches in workstations and washroom areas	Reduction in power consumption on account of automatically turned off lights
3.	LED lighting	The Company earlier had CFL lighting which has been replaced with LED lights in some of the offices	Improved energy efficiency

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

The Company presents a Business Continuity Plan (BCP) before the Risk Management Committee on a half-yearly basis and has a Business Continuity Policy, that is available on the intranet portal and is accessible by all employees. The Business Continuity Plan (BCP) Framework includes the following:

- Identification, evaluation, and prioritization of the events that pose threat
- Critical Business Functions from Customer/Corporate viewpoints
- Strategies and systems to restore the functions in an order of priority for recovery
- Measures to be taken to prevent/mitigate disruptions
- Evaluation of BCP of service providers
- Distinction between temporary/intermittent breakdown in business and major problems

- Formation of Disaster Recovery teams at Corporate Office
- Provision of blueprint that will ensure an efficiency and timely resumption of interrupted business operations
- Periodical testing of the BCP
- Clarity in defining Recovery Time Objectives (RTO)
- Staff awareness and Training on BCP

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

The Company is proposing to conduct assessment of value chain partners to determine any significant adverse impact to the environment going forward.

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

The Company is proposing to conduct assessment of value chain partners to determine any significant adverse impact to the environment going forward.

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

Essential Indicators

1. a) Number of affiliations with trade and industry chambers/associations.

The Company has 3 affiliations with trade and industry chambers/associations.

b) List the top 10 trade and industry chambers/associations (determined based on the total members of such body) the entity is a member of/affiliated to.

Sr.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1.	Cash Logistics Association (CLA)	National
2.	Confederation of ATM Industry (CATMI)	National
3.	Currency Cycle Association (CCA)	National

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

NA. The Company is committed to conducting its business solely on the basis of free and fair competition and strictly complies with all applicable laws.

Name of Authority	Brief of the case	Corrective action taken
NA	NA	NA

Leadership Indicators

1. Details of public policy positions advocated by the entity

Sr.	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/Half yearly/Quarterly/Other-please specify)	Web Link, if available
-----	-------------------------	---------------------------------	---	--	------------------------

Not applicable as the Company directly does not engage in public advocacy however, through its associations, it engages with various regulators from time-to-time for matters impacting the industry.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes/No)	Resulted communicated in public domain	Relevant Web Link
-----------------------------------	----------------------	----------------------	---	--	-------------------

NA. Social Impact Assessments (SIA) of projects are not applicable to the Company for the reporting year.

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

Sr.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in ₹)
-----	--	-------	----------	---------------------------------	-------------------------	--------------------------------------

NA. The Company does not facilitate any project which can lead to the displacement of people and would require Rehabilitation and Resettlement (R&R).

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

While no persons are directly impacted by the Company’s operations, the Company aims to have a CSR footprint in every state in the country to reflect operational presence. The Company identifies credible organizations that are helping the underprivileged and marginalized within its focus areas of education, skilling & livelihood, healthcare, and elder care. Through a process of conversations and site visits, the NGO partners and scope of projects were identified to address grievances of underprivileged communities in different states of the country where the Company has business operations.

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2022-23 Current FY	FY 2021-2022 Previous FY
Directly sourced from MSMEs/Small producers*	16.49%	13.97%
Sourced directly from within the district and neighboring districts**	Nil	Nil

*includes services

** Being services Company, our operation is across the country and hence most of the procurement happens locally however given the widespread it is difficult to quantify the quantum.

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

NA. Social Impact Assessments (SIA) of projects are not applicable to the Company for the reporting year.

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

Sr.	State	Aspirational District	Amount Spent in INR
1.	Punjab	Ferozpur	₹ 30,00,000
2.	Jharkhand	Rudrapur	₹ 8,00,000
3.	Jammu & Kashmir	Kupwara	₹ 10,00,000

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/vulnerable groups? (Yes/No)

NA. The Company engages in procurement from limited vendors as per the terms and conditions mentioned by Ministry of Home Affairs and RBI guidelines. Thus, the Company does not purchase from suppliers comprising of marginalized/vulnerable groups.

(b) From which marginalized/vulnerable groups do you procure?

NA. The Company does not purchase from suppliers comprising of marginalized/vulnerable groups.

(c) What percentage of total procurement (by value) does it constitute?

NA. The Company does not purchase from suppliers comprising of marginalized/vulnerable groups.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge

NA. The Company does not own nor has acquired any intellectual properties in the current financial year based on traditional knowledge. Hence, there are no benefits derived nor shared.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

The Company has had no adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved. Thus, no correct actions are underway on such issues.

6. Details of beneficiaries of CSR Projects.

Sr.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1.	The Hemkunt Foundation - Ferozpur, Punjab - Medical mobile unit covering 6 villages offering OPD services	37,000	100%
2.	Him Jyoti School - Dehradun, Uttarakhand - Residential school for underprivileged girls	18	100%
3.	The Banyan - Kerela & Tamil Nadu - Recovery and re-integration of people displaced by mental illness, poverty and homelessness into society	1,250	100%
4.	Om Foundation - Noida - Day school for holistic development of underprivileged children by providing them with a good quality education, proper healthcare and balanced nutrition	30	100%
5.	Arushi Disability School - Mumbai, Maharashtra - To set up the computer lab for children with special needs that cannot be provided by the mainstream education system of a computer	25	100%
6.	Masoom - Rudrapur, Jharkhand - Evening Learning Centers for underprivileged students	90	100%
7.	Seeds - Ulberia, West Bengal - To provide relevant and marketable skills to youth who have dropped out of school for various reasons, facilitate and ensure placement and monitor and handhold for a period of 12 months	50	100%
8.	Alohomora - Delhi - To empower female youth to make career choices that align with their strengths, interests, needs and aspirations	100	100%

Sr.	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
9.	Aaji Care Sevak Foundation - Maharashtra - Training women to be caregivers for elder people	40	100%
10.	Aasraa Trust - Uttarakhand - Dehradun - Training youth in Culinary Skills Diploma	80	100%
11.	Hope Foundation - Tamil Nadu - Nagapattinam - Training youth in Computer Hardware & Networking	80	100%
12.	HOPE FOUNDATION - Delhi - Training youth to be Nursing Assistants	80	100%
13.	Mission For Vision - Gujarat - Conducting Eye Camps for heavy vehicle drivers including eyesight testing, free glasses and referrals to hospitals where necessary	3,000	100%
14.	Mission for Vision - Around CMS offices in Bhopal, Pune, Hyderabad and Delhi	500	71%
15.	Sangopita - Maharashtra - Thane - Medical expenses for the year for this home for people with special needs	62	100%
16.	Mother Teresa Foundation - Joy Home for the Aged - Cost of medicines	40	100%
17.	Earth Saviours Foundation - Haryana - Gurugram - Medical expenses for 4 months for 2 old age homes	900	100%
18.	Borderless World Foundation - Jammu - Contribution to operational costs of a shelter home for girl children	50	100%
19.	Manuvikasa - Karnataka - Training women in sustainable agriculture and bee keeping and setting them up to earn a livelihood	150	100%
20.	Bosconet - Tamil Nadu - Training of youth in Audio-Visual Technician course and facilitating their employment	50	100%
21.	Jaljeevika - Maharashtra - Training women in fish farming and setting them up with equipment to earn a livelihood	130	100%
22.	Haqdarshak - Maharashtra - Working with marginalized community in the Dharavi slum to assess eligibility for various healthcare and social security schemes and help them with enrolment	1000	100%
23.	Cash Van Conversion - Conversion of obsolete cash vans into ambulances and transportation vehicles for various organizations	*	100%
24.	Healthcare - multiple locations	>700	100%
25.	Old age & Disability care - Multiple Locations	*	100%
26.	Education & Childcare - Multiple Locations	*	100%
27.	Skilling - Jharkhand - Providing archery training to tribal children in local schools	*	100%
28.	Vanvasi Kalyan Ashram	*	100%
29.	Mahavir International	*	100%
30.	Dr. Babasaheb Ambedkar Vaidyakiya Pratisthan	*	100%
31.	PM Cares fund	*	100%

*Not actively monitored as programs include multiple small grants to organizations

The number of beneficiaries stated above is an estimated number, which is a determining parameter of the Company's partnership with the NGO. Based on the Company's strategic focus areas, they specifically look to fund projects for girls/women, underprivileged/poor youth, the elder, the physically and mentally challenged and communities that live in remote locations and have limited access to healthcare, clean drinking water, electricity, and other basic necessities. Based on the projects and targeted beneficiaries, the Company estimates that 100% of beneficiaries of the programs were from vulnerable and underprivileged communities.

The Company has the following approach to assess the impact of its grants and projects:

- Reach out to the NGO partner every 3 or 4 months to fill an update form with quantitative data
- Schedule surprise visits by the Company's local teams to check the progress on the field - conversations with implementing partners as well as beneficiaries

- NGO partners send the Company photographs regularly to view how functions are carried out
- A final report details particulars of the project upon completion.
- Going forward, through the Company's newly established CMS Info Foundation, the Company plans to have a dedicated resource for quarterly site visits (planned as well as surprise), to evaluate real time progress of the projects, from a quantitative as well as qualitative perspective.
- The Company plans to create comprehensive templates to track actual impact numbers against estimated ones on an ongoing basis. Similarly, the Company plans to create a comprehensive template for easy reporting in tables and graphs. The idea is to have all the relevant information updated regularly, in a structured and easy to understand way.

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

Essential Indicators

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

The Company utilizes Net Promoter Score (NPS) to facilitate customer engagement and ensures that respective mechanisms are in place to improve customer experience. The Company interacts with its customers on a regular basis to gain feedback via emails on the quality of its services provided and schedules regular monthly meetings with customers to take feedback on services and the same is put into action.

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to product	NA
Safe and responsible usage	NA
Recycling and/or safe disposal	NA

The Company does not engage in manufacturing. Hence there are no Environment and Social parameters relevant to the product.

The Company engages with an authorized e-waste recycler to facilitate safe recycling/disposal of e-waste in a safe and responsible manner.

3. Number of consumer complaints

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data Privacy	Nil	Nil	NA	Nil	Nil	NA
Advertising	Nil	Nil	NA	Nil	Nil	NA
Cybersecurity	Nil	Nil	NA	Nil	Nil	NA
Delivery of essential services	Nil	Nil	NA	Nil	Nil	NA
Restrictive Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Unfair Trade Practices	Nil	Nil	NA	Nil	Nil	NA
Others	Nil	Nil	NA	Nil	Nil	NA

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

	Number	Reasons for recall
Voluntary recalls	Nil	NA
Forced recalls	Nil	NA

NA. The Company engages in the provision of services to other businesses. Hence, there are no instances of product recalls on account of safety issues.

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

Yes. The Company has a comprehensive policy structure to address cyber security and risks related to data privacy by protecting personal information including sensitive personal data or information of individuals collected, received, possessed, stored, dealt with or handled by the Company through its Privacy Policy: CMS Data Privacy Policy

The Company’s Information Security Policy, which is available on the intranet portal and are accessible by all employees, covers additional policies as follows:

- Information Classification Policy
- Access Control Policy
- Data Security Encryption Policy
- Data Retention Retrieval and Media Disposal Policy
- Change Management Policy
- Password management policy
- Network Security Policy
- Firewall Updates Policy
- Audit Logging and Monitoring Policy
- Patch Management Policy
- Malicious Code Policy
- Application Development Policy
- Vulnerability Management Policy
- Physical Access Control Policy
- Remote Access Policy
- Risk Assessment Methodology

- Third Party Management Policy
- Roles and responsibilities Policy
- Device Backup Policies
- Privileges and Restrictions Policy
- Incident Management Policy
- Technology Usage Policy
- Clear Desk & Screen and Mobile Computing Policy
- Email Policy
- Acceptable Usage Policy
- Mobile Device Policy

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

NA. There are no issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of services for the reporting year.

Leadership Indicators

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

The Company utilizes its dedicated website to facilitate dissemination of information on its major services which can be accessed accordingly:

- Cash Management Solutions: Cash Management Solution & System in Mumbai - CMS Info Systems
 - ATM Cash Management: ATM Cash Management | Cash Management Firm- CMS Info Systems

- Retail Cash Management: Retail Cash Management | Cash Management Firm- CMS Info Systems
- Cash In Transit: Cash In Transit - CMS Info Systems
- ATM Managed Services: ATM Managed Services | CMS ATM Solutions - CMS Info Systems
 - Banking Automation: Banking Automation | Branch Transformation - CMS Info Systems
 - Brown Label ATM: Brown Label ATM | ATM Machine - CMS Info Systems
 - ALGO OTC: ATM Security: ALGO OTC: ATM Security | CMS Info Systems
 - ALGO MVS (Multi Vendor Software): Multi-Vendor Software - CMS Info Systems
- Card Personalisation: Card Personalisation | Card Personalisation Software - CMS Info Systems

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Company takes adequate steps to inform and educate consumers about safe and responsible usage of its major services, facilitated by exchanging a detailed Standard Operating Procedure (SOP) with banks and communicating the same to the end user using multiple modes of communications and highlighting the various security controls in place.

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

The Company has a dedicated team of service account managers who are regularly in touch with clients and ensure timely dissemination of information of any risk of disruption/discontinuation of essential services.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

NA. The Company does not engage in manufacturing and hence does not manufacture products that display product information over and above what is mandated as per local laws.

The Company interacts with its clients on a regular basis to gain feedback on the quality of services and ensures that customer feedback mechanisms are in place to improve customer experience and satisfaction relating to its major services. Furthermore, the Company facilitates customer engagement by carrying out a survey that assesses the Net Promoter Score, a highly regarded loyalty metric used to collect desired customer feedback for better and informed decision-making as reflective in its business strategy.

5. Provide the following information relating to data breaches:

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

Nil. The Company recorded no data breaches in the audit period.

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

Nil. The Company recorded no data breaches in the audit period.

For and on behalf of the Board
CMS Info Systems Limited

Ashish Agrawal

Director

DIN: 00163344

Rajiv Kaul

Executive Vice-Chairman

Whole-time Director & CEO

DIN: 02581313

Date: May 23, 2023

Place: Mumbai