

# Dhani Services Limited

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT – FY 2023-24

### SECTION A: GENERAL DISCLOSURES

#### I. Details

1. Corporate Identity Number (CIN) of the Listed Entity : L74110HR1995PLC121209
2. Name of the Listed Entity : Dhani Services Limited
3. Year of incorporation : 1995
4. Registered office address : 5th Floor, Plot No. 108, IT Park, Udyog Vihar, Phase 1, Industrial Complex Dundahera, Gurgaon- 122016, India
5. Corporate address : 5th Floor, Plot No. 108, IT Park, Udyog Vihar, Phase 1, Industrial Complex Dundahera, Gurgaon- 122016, India;  
  
One International Centre , Tower 1, Senapati Bapat Marg, Elphinstone Road, Mumbai – 400 013, Maharashtra
6. E-mail : dhanisecretarial@dhani.com
7. Telephone : 0124 – 668 5800
8. Website : <https://www.dhani.com>
9. Financial year for which reporting is being done : 2023-24
10. Name of the Stock Exchange(s) where shares are listed : BSE and NSE
11. Paid-up Capital : ₹ 121.63 crore

**12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report :**

Mr. Ram Mehar  
Telephone number: 0124 – 668 5800  
E-mail: dhanisecretarial@dhani.com

**13. Reporting boundary – Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). :**

Disclosures made in this report pertains to Dhani Services Limited (DSL) along with its material subsidiary companies namely Dhani Loans and Services Limited, Indiabulls Asset Reconstruction Company Limited, Dhani Healthcare Limited, Indiabulls Distribution Services Limited and Dhani Stocks Limited, on consolidated basis.

14. Name of assurance provider : Not Applicable (not being among top 150 listed entities by market capitalization on 31 March 2024)
15. Type of assurance obtained : Not Applicable (not being among top 150 listed entities by market capitalization on 31 March 2024)

#### II. Products/ services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover (Total Income) of the entity
1	Non-operating financial holding companies (Investment Companies)	Financial and insurance services	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	DSL's core business is of Non-operating financial holding company (Investment Companies)	6499	100%

III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable*	111	111
International		0	0

\*The Company is a financial service company and hence does not undertake any manufacturing activities.

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	State-18, UT-1
International (No. of Countries)	0

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

Not applicable

c. A brief on types of customers

Dhani Services Limited group has a balance sheet size of more than ₹ 45.23 billion (on a consolidated basis) as of 31<sup>st</sup> March, 2024 and has 0.073 million active paid customers/clients during FY 2023-24. Further 33,441 clients had traded on the exchange(s), through Dhani Stocks during FY 2023-24 and 177,199 clients were having stocks holding of INR 52,596 Crores, with Dhani Stocks, as on March 31, 2024.

IV. Employees

20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	3,724	3,181	85%	543	15%
2.	Other than Permanent (E)	N/A	N/A	N/A	N/A	N/A
3.	<b>Total employees (D + E)</b>	3,724	3,181	85%	543	15%
<b>WORKERS</b>						
4.	Permanent (F)	N/A	N/A	N/A	N/A	N/A
5.	Other than Permanent (G)	N/A	N/A	N/A	N/A	N/A
6.	<b>Total workers (F + G)</b>	N/A	N/A	N/A	N/A	N/A

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	N/A	N/A	N/A	N/A	N/A
2.	Other than Permanent (E)	N/A	N/A	N/A	N/A	N/A
3.	<b>Total differently abled employees (D + E)</b>	N/A	N/A	N/A	N/A	N/A

DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	N/A	N/A	N/A	N/A	N/A
5.	Other than permanent (G)	N/A	N/A	N/A	N/A	N/A
6.	<b>Total differently abled workers (F + G)</b>	N/A	N/A	N/A	N/A	N/A

**21. Participation/Inclusion/Representation of women**

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	17%
Key Management Personnel	4	-	0%

**22. Turnover rate for permanent employees and workers**

(Disclose trends for the past 3 years)

	FY 2023 (Turnover rate in current FY)			FY 2022 (Turnover rate in previous FY)			FY 2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
	Permanent Employees	85%	15%	100%	90%	10%	100%	89%	11%
Permanent Workers	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A	N/A

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

23. (a) Names of Holding / Subsidiary / Associate companies / Joint ventures as at March 31, 2024#

S. No.	Name of the Holding/Subsidiary / Associate companies/ Joint ventures(A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity
1.	Auxesia Soft Solutions Limited	Subsidiary	100%
2.	Indiabulls Investment Advisors Limited	Subsidiary	100%
3.	Dhani Stocks Limited	Subsidiary	100%
4.	Indiabulls Distribution Services Limited	Subsidiary	100%
5.	Dhani Loans and Services Limited	Subsidiary	100%
6.	Pushpanjli Finsolutions Limited	Subsidiary	100%
7.	Devata Tradelink Limited	Subsidiary	100%
8.	Gyansagar Buildtech Limited	Subsidiary	100%
9.	Dhani Healthcare Limited	Subsidiary	100%
10.	Indiabulls Alternate Investments Limited	Subsidiary	100%
11.	Indiabulls Consumer Products Limited	Subsidiary	100%
12.	Indiabulls Asset Reconstruction Company Limited	Subsidiary	100%
13.	Indiabulls Infra Resources Limited	Subsidiary	100%
14.	Evinos Developers Limited	Subsidiary	100%
15.	Evinos Buildwell Limited	Subsidiary	100%
16.	Transerv Limited	Subsidiary	100%
17.	Savren Medicare Limited	Subsidiary	100%
18.	Krathis Buildcon Limited	Subsidiary	100%
19.	Krathis Developers Limited	Subsidiary	100%
20.	Euler Systems, INC	Subsidiary	100%
21.	Jwala Technology Systems Private Limited	Subsidiary	100%
22.	Dhani Limited (Jersey)	Subsidiary	100%
23.	Dhani LTD (UK)	Subsidiary	100%
24.	Juventus Estate Limited	Subsidiary	100%

25.	Milkyway Buildcon Limited	Subsidiary	100%
26.	Mabon Properties Limited	Subsidiary	100%

*#Does not include Udaan Employees Welfare Trust being the same is in the nature of trust and the holding company along with its subsidiaries does not have any equity interest therein.*

## VI. CSR Details

### 24.

I. Whether CSR is applicable as per section 135 of Companies Act, 2013 : Yes

II. Turnover : ₹ 109.29 Crore\*

III. Net worth : ₹ 5,768.80 Crore\*

\*As per the standalone financial statements for FY 2022-23

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	-	-	-	-
Investors (other than shareholders/ NCD holders)	Yes	-	-	-	-	-	-
Shareholders	Yes	01	0	-	08	0	-
Employees and workers	Yes	-	-	-	-	-	-
Customers and Clients (on cumulative basis)	Yes	3,307	21	Under resolution in FY 2024-25	11,357	22	Resolved in FY 23-24
Value Chain Partners	Yes	-	-	-	0	0	0
Other (NCD Holders)	Yes	94	0	-	168	0	-

Some of the policies guiding the Company's conduct with all its stakeholders, including grievance mechanism are placed under Investors section on Company's website [www.dhani.com](http://www.dhani.com). The weblink is: <https://www.dhani.com/services/grievance-redressal-policy/>. In addition, there are internal policies placed on the intranet of the Company.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adopt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Corporate Governance	Opportunity	<p>Organisations with good corporate governance are seen as stable, reliable, and capable of mitigating potential risks.</p> <p>Board has been strengthened through introductions of experienced directors. 50% of the Board comprises of Independent Directors. All key board committees are chaired by Independent Directors.</p> <p>We utilize best-in-class information security practices and adopt leading data privacy standards. Having delineated policies and processes, and having a Board and Executive Managers who maintain a strict compliance culture, directly supports business results.</p>	N.A	<p><b>Positive:</b> Experienced Board and transparency of operations will increase confidence in investors and other stakeholders.</p>
2	Customer Satisfaction	Risk and Opportunity	<p><b>Opportunities;</b> A 'customer first' approach is at the core of DSL's operations. Along with focus on customer experience, DSL also strive to ensure transparency in its operations and communication. DSL's multifaceted approach reflects its commitment to enhancing customer experience through an array of accessible solutions.</p> <p><b>Risk;</b> Since DSL is a comprehensive one-stop destination data-driven technology company catering to the diverse needs of customers, including Demat &amp; Trading services, UPI and Credit facilities aimed at simplifying various aspects of life to a large number of customers, an unpleasant customer experience could result in losing customers or even damaging the Company's reputation.</p>	All customer complaints received across all channels are managed through a centralised complaints management system for tracking and timely resolution. We continue to take steps to ensure customer satisfaction.	<p><b>Positive:</b> Satisfied customer lower the churn rate, and increases the brand image and loyalty. Our goal is to provide hassle-free and smooth service experience to our valued customers.</p>

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
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. The policy has been approved by the Board.								
c. Web Link of the Policies, if available	<a href="https://www.dhani.com/services/investors-financial-reports/investors-policies-and-codes/">https://www.dhani.com/services/investors-financial-reports/investors-policies-and-codes/</a>								
2. Whether the entity has translated the policy into procedures? (Yes / No)	Yes, applicable policies are imbibed into procedures and practices in all spheres of company’s activities it undertakes.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes. The Company’s Code of Conduct largely imbibes the above – mentioned principles and the Company expects its stakeholders to adhere to the same in all their dealings.								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Not Applicable								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As a responsible corporate entity, we are dedicated to conducting our operations in the most sustainable manner possible. Our unwavering commitment revolves around achieving diverse targets, including environmental protection, reducing our carbon footprint, empowering women, generating livelihood opportunities, fostering a gender-inclusive environment, nurturing our employees, practicing responsible governance, providing access to health and safety, and safeguarding consumer protection.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								
<b>Governance, leadership and oversight:</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	The Company’s business responsibility and sustainability performance is reviewed by the Board of Directors on an annual basis. The executive director(s) are responsible for the strategy and implementation of the Company’s ESG framework. The board of directors and senior management of the Company monitor various aspects of challenges, targets and achievements based on social, environmental, governance and economic responsibilities of the Company on a continuous basis.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Divyesh B. Shah Designation: Executive Director & CEO								
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, business responsibility, risk perspective and sustainability aspects are assessed by the following Board constituted committees: (i) Corporate Social Responsibility Committee; (ii) Stakeholders Relationship Committee; (iii) Risk Management Committee; and (iv) IT Strategy Committee.								

*Note: 1. Policies have been developed based on the best practices or as per the regulatory requirements and through appropriate consultation with relevant stakeholders.*

*2. May include a combination of internal policies of the Company which are accessible to all internal stakeholders and the policies are placed on the Company’s website.*

3. The policies of the Company are internal documents.

4. The policies are internally evaluated by various department heads, business heads and the management.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee							Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)									
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	1	2	3	4	5	6	7	8	9
Performance against above policies and follow up action	As a practice, BR policies of the Company are reviewed periodically or on a need basis by department heads, business heads, executive directors and the board. During this assessment, the efficacies of the policies are reviewed and necessary changes to policies and procedures are implemented.																
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company is in compliance with applicable statutory requirements.																
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								
	The processes and compliances may be subject to scrutiny by internal auditors and regulatory compliances, as applicable.  From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various department heads, business heads and approved by the management and/or board. The report has been reviewed by the department in charge of Policy Implementation and Process Management.																

### SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

#### PRINCIPLE 1

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

**Essential Indicators:**

**1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors/ Key Managerial Personnel (KMP)	During the year, the Board of Directors and KMPs of the Company spent more than 3 hours on various familiarisation programmes, comprising matters relating to an array of issues pertaining to business, regulations, economy and environmental, social and governance parameters.		100%

Employees Other than Board of Directors of KMPs	782	1. Orientation Training: Functional Training – CRM, On-Boarding, 2. Behavioural Trainings – Communication Excellence, Office / Email Etiquettes, Collections Workshop 3. Regulatory Trainings – INFOSEC, POSH, KYC & AML and COC.	80%
Workers	NA	NA	NA

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:

	NGBRC Principle	Name of Regulatory/ enforcement agencies/ judicial institutions	Amount (Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	--	RBI	Rs. 20.00 Lacs	w.r.t non-compliance with certain provisions of the Reserve Bank of India [Know Your Customer (KYC)] Directions, 2016.	No
Settlement	--	--	--	--	--
Compounding Fee	--	MCA	Directors & KMPs: Rs.17.50 Lacs	w.r.t. violation of Section 129 read with schedule III and Section 170 of the Companies Act, 2013 for the FY 2014–15 to FY 2017-18.	No
<b>Non-Monetary</b>					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment			NIL		
Punishment			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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	N.A.

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: Not Applicable
5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption:

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Directors	Nil	
KMPs		
Employees		
Workers		

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

	FY 2024 (Current Financial Year)		FY 2023 (Previous Financial Year)	
	Number	Remarks	Number	Remarks



Number of complaints received in relation to issues of Conflict of Interest of the Directors	--	--	--	--
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	--	--	--	--

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.

No corrective actions pertaining to above mentioned parameters was necessitated during the year under review. However, necessary actions have been advised to the relevant teams to strengthen the processes to avoid such penalty/fee in future.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables*	58	39

\*As per Consolidated financials

9. Openness of Business

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of Sales*	a. Sales to dealers/distributors as % of total sales	NIL	NIL
	b. Number of dealers/ distributors to whom sales are made	NIL	NIL
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	NIL	NIL
Share of RPTs in*	a. Purchases (Purchases with related parties/ Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties/Total Sales)	NIL	NIL
	c. Loans & Advances (Loans & Advances given to related parties/ Total loans &	NIL	NIL

	advances)		
	d. Investments (Investments in related parties/ Total Investments made)	NIL	NIL

\*As per Consolidated financials

Leadership Indicators:

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

Details of programmes are as follow:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
5 Awareness Programs	POSH, KYC & AML, InfoSec and COC	80%

**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 has zero-tolerance policy toward unethical business practices. Any conflict of interest that may arise in the Company's business activities with any of its stakeholders is addressed through an established mechanism. The Company and its subsidiaries have a policy on related party transactions uploaded on Company's website.

**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.**

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	NA	NA	NA
Capex	NA	NA	NA

Dhani Group has not incurred any research and development expenses during the year, however an amount of Rs. 89.05 Cr. was spent on IT-related capital and operational expenditures for strengthening the business process. Year-over-year the company strives to reduce its environmental footprint by promoting a fully digital platform for its new and existing customers. Also, by embracing digital platforms, the company increases operational efficiency and reduces paper usage, ultimately reducing its carbon footprint.

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No): No  
b. If yes, what percentage of inputs were sourced sustainably?**

The Company is a data-driven technology company catering to the diverse needs of customers, including Demat & Trading services, UPI and Credit facilities and thus, Company neither has a sizeable consumption of any raw material nor produces any tangible goods. Its activities are limited to providing Demat & Trading services, UPI and Credit facilities to its customers; hence we do not maintain records for sustainable sourcing. However, the company employs extensive use of technology in its business so as to reduce consumption of paper and petrol thus conserve energy.

**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.**

The Company being in service industry does not manufacture any products, hence we do not currently maintain records for

hazardous and other waste generation, However we promotes usage of glass bottles for drinking water, so as to reduce use of plastic bottles.

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

Not applicable

**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?:**

No such assessment conducted so far. The Company will consider the same in the times to come.

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.**

Given the nature of our business, the above is not applicable.

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).**

Given the nature of our business, the above is not applicable.

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.**

Given the nature of our business, the above is not applicable.

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

Given the nature of our business, the above 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)
<b>PERMANENT EMPLOYEES</b>											
Male	3,181	-	-	-	-	-	-	-	-	-	-
Female	543	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>3,724</b>	-	-	-	-	-	-	-	-	-	-
<b>OTHER THAN PERMANENT EMPLOYEES</b>											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-

- b. **Details of measures for the well-being of workers: Not applicable**

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)

Cost incurred on well-being measures as a % of total revenue of the company	0.15%	0.20%
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2. Details of retirement benefits for the current and previous financial year

Benefits	FY24		FY23	
	No. of employees covered as a % of total employees	Deducted and Deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and Deposited with the authority (Y/N/N.A.)
PF	32 % employees covered	Y	7% employees covered	Y
Gratuity	16 % employees covered	N	2% employees covered	N
ESI	49 % employees covered	Y	57% employees covered	Y
Others	-	-	-	-

3. Accessibility of workplaces

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

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: Not applicable

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

Gender	Permanent Employees FY2023-24		Permanent Employees FY2022-23	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100%	100%	100%	100%
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employees	Yes. Employee can share their concerns with designated SPOC and follow Escalation Matrix available on DHANIVERSE.
Other than permanent employees	NA
Permanent Workers	NA
Other than Permanent Workers	NA

7. Membership of employees and worker in association(s) or Unions recognised by the listed entity: Not Applicable

Category	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)
TOTAL PERMANENT EMPLOYEES	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
TOTAL PERMANENT WORKERS	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA

**8. Details of training given to employees and workers:**

Category	FY24					FY23				
	Total (A)	On health and safety/wellness measures		On skill upgradation		Total (A)	On health and safety / wellness measures		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>										
Male	3,181	-	-	-	-	5,492	-	-	-	-
Female	543	-	-	-	-	332	-	-	-	-
<b>Total</b>	<b>3,724</b>	-	-	-	-	<b>5,824</b>	-	-	-	-
<b>WORKERS</b>										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
<b>Total</b>	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Category	FY24			FY23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>EMPLOYEES</b>						
Male	3,181	-	-	5,492	738	13%
Female	543	-	-	332	71	21%
<b>Total</b>	<b>3,724</b>	-	-	<b>5,824</b>	<b>809</b>	<b>14%</b>
<b>WORKERS</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	NA	NA	NA	NA	NA	NA

**10. Health and safety management system:**

- a. **Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?**

To train on safety protocols, the Company conducts periodic trainings on fire safety and evacuation drills for employees at all its locations. Webinars are conducted with health care specialists to create awareness around family health and nutrition. DHANI conducts awareness sessions on health and safety related aspects, sends periodic internal communication and alerts Company's employee internal web portal, which is accessible to all employees. There is a Quick Response Team (QRT) to provide timely and required support to its employee during the working hours.

- b. **What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**

The Company being in service industry, this is not directly applicable, However we strongly encourage our staff to promptly inform their respective HR representatives about any workplace hazards, incidents, or potential health and safety risks.

- c. **Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)**

Yes, Employees are insured/covered through Group Medical Policy, Group Personal Accidental Policy and Term life insurance to reduce financial risk in the event of any medical occurrences.

- d. **Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No): No.**

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

Safety Incident/Number	Category	FY24	FY23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
Total recordable work-related injuries			
No. of fatalities (safety incident)			
High consequence work-related injury or ill-health (excluding fatalities)			

**12. Describe the measures taken by the entity to ensure a safe and healthy work place: Please refer to point 10 (a), (b) & (c) above.**

**13. Number of complaints on the following made by employees**

	FY24			FY23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	NIL	NIL	NIL	NIL	NIL	NIL
Health and safety	NIL	NIL	NIL	NIL	NIL	NIL

**14. Assessments for the year**

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

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

There is no identified risk related to the health & safety practices and working conditions for the employees. However, the Company continues to assess the risk related to any health & safety practices and working conditions and is committed to taking corrective action to mitigate that risk.

**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).**

Yes, the Company may offer employment to the spouse/ dependent of the deceased employee. Benefits like provident fund, gratuity, as applicable, are settled on a priority basis.

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

The Company ensures that taxes as applicable to the transactions within the remit of the Company are deducted and deposited in accordance with extant regulations. This activity is also reviewed as part of the internal and statutory audit.

**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:**

	Total no. of affected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24	FY23	FY24	FY23
Employees	Not applicable, since there was no work-related injuries			
Workers				

**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?**

The Company has retirement policy in place which aims to define terms of retirement for employees and the subsequent engagement opportunities with Company. DHANI invests significant time and resources in the training and development of its employees. With such trainings, most employees are skilled and tend to be employable upon retirement/ termination.

**5. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety	The Company expects all its value chain partners to follow extant regulations, including health and safety practices and working conditions.
Working Conditions	

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

No corrective action plan was necessary due to the absence of any significant risks / concerns.

**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.**

Any individual or group of individuals who have an interest in business operations of the Company and is positively or negatively impacted by initiatives or policies of the Company are identified as stakeholders of the Company. As this context, it includes employees, customers, investors, shareholders, suppliers/service providers, channel partners, regulators and the society.

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

<b>Key Stakeholders</b>	<b>Whether identified as Vulnerable &amp; Marginalised Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others</b>	<b>Frequency of engagement (Annually/Half yearly/ Quarterly/others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Customers	No	Through physical and Digital Channels such as Emails, App, advertisement, etc.	Frequent & need-based	Business promotion, response to customer queries/ grievances/ complaints etc.
Employees	No	Through physical and Digital Channels such as Emails, App etc.	Regularly	To exchange ideas and suggestion, provide opportunity for professional growth and educate employees on HR policies
Shareholders / Investors	No	Website, Stock Exchanges intimations, Newspapers, Emails, Annual General Meeting, Quarterly Earnings Call, in-office and virtual meetings / conferences etc	Frequent & need-based	To update on developments, business activity, new initiatives, schemes, Quarterly and Annual audited results
Government / Regulators	No	Through physical and digital Channels	Need based	To receive recommendation, amendments, approvals and update on policies and compliances.

**Leadership Indicators:**

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

The Company encourages responsible and responsive communication towards all its stakeholders be it customers, media, investors, analysts, regulatory authorities, vendors, etc. The Company has created an email ID to receive regular feedback from employees/other stakeholders. This initiative encourages stakeholders to share their thoughts and experiences on a daily basis.





Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

a. Minimum remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of a respective category (Rs.)	Number	Median remuneration/ salary/ wages of respective category (Rs.)
Board of Directors (BoD) (Whole-time directors)	5	₹ 0.98 Cr. (P.A)	0	-
Key Managerial Personnel (other than BoD)	5	₹ 0.70 Cr. (P.A)	1	₹ 0.06 Cr. (P.A)
Employees other than BoD and KMP	3,170	₹ 0.03 Cr. (P.A)	543	₹ 0.02 Cr. (P.A)
Workers	NA	NA	NA	NA

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	8%	8%

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. The respective Human Resources Officer is responsible for addressing human rights issues caused or contributed by the business.

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

The Company upholds the principles of being an organization that respects human rights, is non-discriminatory amongst employees and provides for a redressal mechanism to the key constituents that it deals with. The Company's Code of Conduct respects and promotes human rights. The Company complies and adheres to all the human rights laws and guidelines of the Constitution of India, national laws and policies and treats all its stakeholders and customers with dignity, respect and due understanding.

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

	FY24			FY23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	NIL	NIL	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL	NIL	NIL

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition	NIL	NIL

and Redressal) Act, 2013 (POSH)		
Complaints on POSH as a % of female employees/ workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

We have a Committee in place wherein any such instance can be reported, and an independent panel will address the issue or concern as per the SOP as defined by the Committee.

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

Yes, the Company includes a clause in certain business agreements, requiring the other party to comply with labour laws, environment, health, safety and social laws, as applicable.

**10. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	DHANI is in compliance with laws, as applicable.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not applicable

**Leadership Indicators**

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

There have been no significant modification / introductions as a result of addressing human rights grievances / complaints

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

Not Applicable

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

Yes.

**4. Details on assessment of value chain partners:**

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	Our value chain partners are expected to adhere to the same values, principles, and business ethics as DHANI.
Discrimination at workplace	
Child Labour	
Forced Labour /involuntary Labour	
Wages	
Others – please specify	

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

Not applicable

**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	FY23-24		FY22-23	
	MWH	TJ	MWH	TJ
<b>From renewable sources</b>				
Total electricity consumption (A)	NA	NA	NA	NA
Total fuel consumption (B)	NA	NA	NA	NA
Energy consumption through other sources (C)	NA	NA	NA	NA
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>
<b>From non-renewable sources</b>				
Total electricity consumption (D)	3579.20	12.88	4848	17.45
Total fuel consumption (E)	107.42	0.38	150	0.54
Energy consumption through other sources (F)	0	0	0	0
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>3686.62</b>	<b>13.26</b>	<b>4998</b>	<b>17.99</b>
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>3686.62</b>	<b>13.26</b>	<b>4998</b>	<b>17.99</b>
<b>Energy intensity per rupee of turnover</b> (Total energy consumed/ Revenue from operations)	NA	NA	NA	NA
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/ Revenue from operations adjusted for PPP)	NA	NA	NA	NA
<b>Energy intensity in terms of physical output</b>	NA	NA	NA	NA
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA	NA

**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:

No. The Company do not partnered with any leading Carbon and Sustainability institution.

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

Not applicable

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	11150 KL	13678KL
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>11150KL</b>	<b>13678KL</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>11150KL</b>	<b>13678KL</b>
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	NA	NA

<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	NA	NA
<b>Water intensity in terms of physical output</b>	NA	NA
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity	NA	NA

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.

Given the nature of business, usage of water is restricted to human usage & consumption. Efforts have been made to ensure that water is utilized judiciously in the office premises.

**4. Provide the following details related to water discharged:**

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) To Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties		
- No treatment	8258KL	9730KL
- With treatment – please specify level of treatment	NA	NA
(v) Others		
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
<b>Total water discharged (in kilolitres)</b>	<b>8258KL</b>	<b>9730KL</b>

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

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

No. Given the nature of DSL's business, the above is not applicable.

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

<i>Parameter</i>	<i>Please specify unit</i>	<b>FY 2023-24</b> <i>(Current Financial Year)</i>	<b>FY 2022-23</b> <i>(Previous Financial Year)</i>
NOx	NA	NA	NA
SOx	NA	NA	NA
Particulate matter (PM)	NA	NA	NA
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others – please specify	NA	NA	NA

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.

**No, the assessment is not done by any external agency**

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

<i>Parameter</i>	<i>Unit</i>	<b>FY 2023-24</b> <i>(Current Financial Year)</i>	<b>FY 2022-23</b> <i>(Previous Financial Year)</i>
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of CO2 equivalent</i>	1109.20	1549
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	<i>Metric tonnes of CO2 equivalent</i>	1288.03	1799
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.29	0.41
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted</b>		NA	NA

<b>for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		NA	NA
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		NA	NA
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity		NA	NA

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.

No, the assessment is not done by any external agency

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

No, DSL do not produce green house gas emission, hence not applicable.

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

<i>Parameter</i>	<b>FY 2023-24</b> <i>(Current Financial Year)</i>	<b>FY 2022-23</b> <i>(Previous Financial Year)</i>
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste <b>(A)</b>	NA	NA
E-waste <b>(B)</b>	NA	NA
Bio-medical waste <b>(C)</b>	NA	NA
Construction and demolition waste <b>(D)</b>	NA	NA
Battery waste <b>(E)</b>	NA	NA
Radioactive waste <b>(F)</b>	NA	NA
Other Hazardous waste. Please specify, if any. <b>(G)</b>	NA	NA
Other Non-hazardous waste generated <b>(H)</b> . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	NA	NA
<b>Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)</b>	NA	NA
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)</b>	NA	NA

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

**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.

No, the assessment is not done by any external agency.

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

The Company continuously works at improving its processes and ways of operating to reduce the impact on the environment by optimizing the usage of resources and reducing waste generation. The Company has undertaken initiatives and energy efficient measures such as replace CFL and older type of lights with LED, etc.

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

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

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

Not applicable

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

S. No.	Specify the law / regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
NA	NA	NA	NA	NA

**Leadership Indicators:**

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):** Not applicable.

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

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge

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

Parameter	Unit	FY2023-24 (Current Financial Year)	FY2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	101.64	141.94
Total Scope 3 emissions per rupee of turnover	NA	NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	NA	NA

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: Not applicable.

3. **With respect to the ecologically sensitive areas reported at Question 11 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.**

Not applicable

4. **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:**

Not applicable

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

DSL has a business continuity plan (BCP) and framework which is compliant with applicable regulatory requirements. BCP envisages like disruptive events, their probability and impact on business operations which is assessed through business impact analysis. These aim to eliminate or minimize any potential disruption to critical business operations. The BCP includes Disaster Recovery procedures to quickly recover from an emergency.

6. **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?**

Given the nature of DSL's business, there has been no adverse impact to the environment

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

Not applicable

**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 is committed in providing innovative product offerings to multiple customer segments. The Company puts forwards its views on setting new industry standards or regulatory developments and tries to maintain balance interest of its stakeholders. The Company continues to makes various recommendations/ representations before various regulators, forums and 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.**

None

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.**



Not applicable

**Leadership Indicators:**

**1. Details of public policy positions advocated by the entity:**

The Company puts forwards its views on setting new industry standards or regulatory developments from time to time through seminars/webinars on relevant topic of business interest.

**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.**

Not applicable\*

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

Not applicable\*

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

Not applicable\*

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

Not applicable\*

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

Location	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural	NA	NA
Semi-urban	NA	NA
Urban	NA	NA
Metropolitan	NA	NA

*\*Note: As per the BRSR, this section pertains to Social Impact Assessment in compliance with Right to Fair Compensation & Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013. Given the nature of the business of the Company, this is not applicable.*

**Leadership Indicators**

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

Not applicable

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

S. No.	State	Aspirational District	Amount spent (In ₹)
1.	Delhi	Delhi	17,90,000/- [For FY 2023-24]

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

**(b) From which marginalized /vulnerable groups do you procure?:** Not Applicable

**(c) What percentage of total procurement (by value) does it constitute?** Not Applicable

**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:**

Not Applicable

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

Not applicable

**6. Details of beneficiaries of CSR Projects**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Promotion of Education and related employment enhancing vocational skills	Beneficiaries were economically vulnerable and socially marginalized community.	100%

**PRINCIPLE 9**

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

**Essential Indicators:**

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

The Company has a grievance redressal mechanism which helps us to maintain a management system for customer complaint handling. Various channels have also been provided for customers to raise any concerns through a medium that is convenient for them. Customers that are not comfortable using digital channels can call the customer care numbers provided on the Company's website or visit the nearest branch where a grievance register is provided mandatorily and designated senior personnel at individual branches are responsible for ensuring efficient and effective resolution of complaints. Complaints and grievances are addressed in a time-bound manner. Regular analysis and audits, internal and external are in place to monitor any corrective actions that needs to be taken in case of lapse in processes and also to improve the processes.

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

100%

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

	FY2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	N.A	Nil	Nil	N.A
Advertising	Nil	Nil	N.A	Nil	Nil	N.A
Cyber-security	Nil	Nil	N.A	Nil	Nil	N.A
Delivery of Essential Services	Please refer point no. 25 of Section A above.					
Restrictive Trade Practices	Nil	Nil	N.A	Nil	Nil	N.A
Unfair Trade Practices	Nil	Nil	N.A	Nil	Nil	N.A
Others	Please refer point no. 25 of Section A above.					

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

Not applicable

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

The Company has adopted an information security framework to establish, implement, monitor and constantly improve its information security posture. We focus on privacy of customer information and data security. The Company also complies with the applicable regulatory framework and guidelines. Policy can be referred at website link [https://www.dhani.com/privacy\\_policy/](https://www.dhani.com/privacy_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.**

Not applicable.

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

- a. Number of instances of data breaches: Nil
- b. Percentage of data breaches involving personally identifiable information of customers: Not Applicable
- c. Impact, if any, of the data breaches: Not Applicable

**Leadership Indicators:**

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

[www.dhani.com](http://www.dhani.com) and Dhani app.

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

The Company educates its customers through its website, mobile application and through digital initiative to learn and educate themselves on safety and security-related measures.

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

Customers are made aware of any such risks through call centers and electronic communications.

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)**

Not Applicable, however customer feedback on services is a regular feature on mobile application/website.