

# Business Responsibility & Sustainability Reporting

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L65910TN1988PLC015757
2. Name of the Listed Entity	Computer Age Management Services Limited
3. Year of incorporation	1988 (May 25)
4. Registered office address	New No.10, Old No 178, M.G.R. Salai, Nungambakkam, Chennai, Tamil Nadu, 600034
5. Corporate Office address	No.158, Rayala Towers, Tower - I, Anna Salai Chennai 600002
6. E-mail	secretarial@camsonline.com
7. Telephone	044-61092992
8. Website	www.camsonline.com
9. Financial year for which reporting is being done	FY 2022-23
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and the National Stock Exchange of India Limited (NSE)
11. Paid-up Capital	₹ 489.31 million (as on March 31, 2023)
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. Manikandan Gopalakrishnan secretarial@camsonline.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)	Consolidated

### II. Products/services

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1.	Registrar and transfer agent (RTA) for mutual funds (MFs)	Technology-driven financial infrastructure and services provider to Asset Management Companies, Alternate Investment Funds	90%

#### 15. 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.	Service Partner to Asset Management Company	62099	90%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	Not Applicable	6 offices 280 Service Centres PAN India 3 Data centers	289
International	Not Applicable	Not Applicable	Not Applicable

#### 17. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	25 States and 5 UTs
International (No. of Countries)	Not Applicable

##### 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

CAMS is a registrar and transfer agent (RTA) for mutual funds (MFs) and Alternate investment funds with a widespread customer base of 300. CAMS is a B2B service partner offering technology-driven financial infrastructure solutions to Mutual Funds, Alternate Investment Funds, and Insurance companies. The company is a market leader serving 68% (approx.) of average assets under management as of March, 2023. Further, the company also serves customers through a variety of touch points such as the pan-India network of service centers, white label center, online, mobile apps and chatbots

MF & Alternate investment Funds	Insurance vertical	Payments Business
Asset Management Companies, Alternate investment funds	Insurance Companies	Asset Management Companies, NBFCs

### IV. Employees

#### 18. Details as of 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)	5174	3532	68.26%	1642	31.74%
2.	Other than Permanent (E)	1269	1013	79.83%	256	20.17%
3.	<b>Total Employees (D + E)</b>	<b>6443</b>	<b>4545</b>	<b>70.54%</b>	<b>1898</b>	<b>29.46%</b>
<b>WORKERS</b>						
4.	Permanent (F)					
5.	Other than Permanent (G)					
6.	<b>Total Employees (F + G)</b>					

**b. Differently abled Employees and workers**

S. Particulars No.	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>					
1. Permanent (D)	11	9	81.82%	2	18.18%
2. Other than Permanent (E)	5	4	80.00%	1	20.00%
3. <b>Total Employees (D + E)</b>	<b>16</b>	<b>13</b>	<b>81.25%</b>	<b>3</b>	<b>18.75%</b>
<b>DIFFERENTLY ABLED WORKERS</b>					
4. Permanent (F)					
5. Other than Permanent (G)		Not Applicable			
6. <b>Total Employees (F + G)</b>		Not Applicable			

**19. Participation/inclusion/representation of women for the year ended March 31, 2023**

	Total (A)	No. and Percentage of Females	
		No. (B)	% (B/A)
Board of Directors	7	1	14.29%
Key Management Personnel	3	NIL	0%

**20. Turnover rate for permanent employees**

	FY2023 (Turnover rate in current FY)			FY2022 (Turnover rate in previous FY)			FY2021 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	33%	34%	34%	31%	40%	34%	16%	30%	21%
Permanent Workers	Not Applicable								

\*Regrouped wherever required and includes the details pertaining to the holding company and all the subsidiaries.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****21. a. Name of the holding / subsidiary / associate companies / joint ventures (A)**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	CAMS Insurance Repository Services Limited	Subsidiary	100	No
2.	CAMS Investor Services Private Limited	Subsidiary	100	No
3.	Sterling Software Private Limited	Subsidiary	100	No
4.	CAMS Financial Information Services Private Limited	Subsidiary	100	No
5.	CAMS Payment Services Private Limited	Subsidiary	100	No
6.	Fintuple Technologies Private Limited	Subsidiary	54	No

**b. Do the entities indicated in the above table participate in the Business Responsibility initiatives of the listed entity? (Yes/No) - Yes**

## VI. CSR details

22. i. **Whether CSR is applicable as per Section 135 of Companies Act, 2013:** Yes
- ii. **Turnover:** ₹ 998.64 crore
- iii. **Net worth:** ₹ 781.72 crore

## VII. Transparency and Disclosure 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)	FY2023 Current Financial Year			FY2022 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	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Investors (other than shareholders)	NIL	NIL	NIL	NIL	NIL	NIL	NIL
Shareholders	Yes	8	NIL	NIL	17	NIL	-
Employees and workers	Yes	NIL	NIL	-	NIL	NIL	-
Customers	Yes	NIL	NIL	-	NIL	NIL	-
Value Chain Partners	Yes	NIL	NIL	-	NIL	NIL	-
Other (please specify)		NA					

\*The company conducts regular employee engagement programmes and any grievances raised by employees are addressed periodically. No grievances were received through grievance boxes and other HR records. For more details, refer to Corporate Governance section Page 96.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
1	Privacy and Data Security	Opportunity & Risk	<p><b>Risk :</b> Privacy and Data Security is a significant risk due to increasing digitisation after pandemic where the number of digital users grew exponentially.</p> <p><b>Opportunity :</b> Having a robust information security structure (software, expert manpower and operational practices) helps us reduce cyber threats and ensure privacy, data security for all our stakeholders' privileged information thereby also facilitating increased business reputation and expansion.</p>	<p>The Company has framed policies with respect to information technology/ cyber security risk which set forth limits, mitigation strategies and internal controls.</p> <p>Information Security Management Policy and Cyber Security and Cyber Resilience Policy are in place for protecting the organisation's cyberspace against cyber-attacks, threats and vulnerabilities.</p>	<p><b>Positive :</b> Easier business process automation, increased trust and credibility among stakeholders, improved data management and protected brand reputation.</p> <p><b>Negative :</b> Breach of Privacy and Data Security.</p>
2	Community and Social Impact	Opportunity	<p><b>Opportunity :</b> Corporate Social Responsibility (CSR) has been a long-standing commitment at CAMS. Our company's objective is to support meaningful socio-economic sustainable development and enable a larger number of people to participate and benefit in country's economic progress. The Company has articulated its CSR philosophy as supporting the cause of skill-development training for sustainable livelihood, healthcare including preventive healthcare, women empowerment and welfare of senior citizens.</p>	Not applicable	<p><b>Positive :</b> Supporting the CSR activities helps us to create a meaningful impact for the communities we interact with.</p>
3	Human Capital	Opportunity & Risk	<p><b>Risk:</b> Any significant increase in the turnover of employees could impact the productivity of the organisation</p> <p><b>Opportunity:</b> Human Capital is one of the key strategic imperatives for the Company and we consistently invest in the growth &amp; development for aligning employees to our business aspirations</p>	Increased focus is being given for making the company a great place to work.	<p><b>Negative:</b> Increased cost for employee retention.</p> <p><b>Positive:</b> Retention of key talent through various human resources proposition increases productivity.</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	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)
4	Corporate Governance	Risk	<b>Risk:</b> Inadequate corporate governance can lead to legal, financial, reputational, operational risks resulting in stakeholder dissatisfaction.	Robust corporate governance framework to mitigate the risks and foster a culture of transparency and accountability for enhanced value generation and safeguarding the interests of stakeholders.	<b>Negative:</b> Potential financial loss along with other legal and reputational damages.
5	Customer Relationship Management	Opportunity	<b>Opportunity:</b> Increased customer retention through enhanced understanding of customer sentiments and market requirements leading to improved business performance	Not Applicable	<b>Positive:</b> Opportunity to understand, engage and serve the customers leading to long-term success
6	Risk Management	Risk	<b>Risk:</b> Inadequate systems to identify, assess and monitor potential risks to the business leads to operational disruptions and associated financial losses	Effective risk management frameworks, processes, and controls to address the challenges and evolve into a resilient organisation	<b>Negative:</b> Failing to timely respond to risks may lead to potential financial liabilities.

## 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	P3	P4	P5	P6	P7	P8	P9
<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	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
c. Web Link of the Policies, if available	<a href="https://www.camsonline.com/about-cams/shareholder-relations/policies">https://www.camsonline.com/about-cams/shareholder-relations/policies</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes. The company has translated the policies into procedures and established internal systems for better governance of NGRBC related focus areas.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>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.</b>	All policies conform to the regulatory requirements where such regulations exist. The policies relating to Information Security Management system adhere to the standards of ISO/IEC 27001:2013. The policies relating to Quality Management adhere to the standards of ISO 9001:2015								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	Disclosure levels to be in the top 10% of comparable and best-listed entities in India								
<b>6 Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	CAMS, proactively undertake initiatives to reduce our adverse impact on the environment. We have deployed digital solutions to reduce resource consumption in our operations and increased the effectiveness of the system for improved disclosures								
<b>Governance, leadership and oversight</b>									
<b>7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements - Refer to MD’s message on Page 15.</b>									
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	The Board of directors and the committees supported by senior management oversees and reviews the implementation of policies at regular intervals. Details of the Board of Directors including the DIN details is mentioned in Corporate Governance Report, Page 101.								
<b>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.</b>	<p>Yes. CSR and ESG Committee oversees, monitors the ESG programmes of the company. Also, the committee plays a pivotal role in propagating the ESG agenda across the organisation. The scope of the committee includes the following</p> <ol style="list-style-type: none"> <li>Monitor, evaluate, if appropriate, and provide guidance on the Company's policies, procedures, and practices with respect to ESG Matters.</li> <li>Review and monitor the Company's non-financial reporting with respect to ESG Matters.</li> <li>Oversee the Company's public disclosure on ESG Matters including any sustainability reports.</li> <li>Review and monitor the Company's initiatives to manage and mitigate its environmental impact.</li> <li>Monitor actions or initiatives taken to prevent, mitigate and manage risks related to ESG Matters which may have a materially adverse impact on the Company or are otherwise pertinent to its stakeholders and provide guidance hereon.</li> </ol>								

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually / Half Yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. Performance against above policies and follow-up action	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes			Quarterly					NA	Quarterly
2. Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes			Quarterly					NA	Quarterly

**11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.**

The processes and compliances to the policies are subject to review by internal and external auditors. From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various department heads and business heads and approved by the management or board.

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

Disclosure	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:	-	-	-	-	-	-	Refer	-	-
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	Refer	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	Refer	-	-
The entity does not have the financial or/ human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	Refer	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	Refer	-	-
Any other reason (please specify)	-	-	-	-	-	-	Refer	-	-

\*Note 1: The Company may share its expertise to help in the formulation of public policy but it does not directly engage in advocacy activities and hence does not have a specific policy for this purpose

**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 INDICATOR**

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 FY2023, Board members were apprised on various developments in the sector and globally. Independent Directors in their capacity as members of various Committees of the Board were informed on developments relating to diverse topics such as regulatory, economic and operating environmental changes, new business initiatives, Corporate Governance, Information Technology and various risk indicators.  At the Board Meetings held during the year, presentations were made to the Board on Company policies, changes in the regulatory environment applicable to the Company, the industry, market and customers, operations, equity performance, earnings outlook, operational efficiencies, service and product offerings, digitisation initiatives, customer engagement strategies, risk management framework, fraud prevention, cyber security, CSR initiatives, business sustenance and employee practices.	
Employees other than Board of Directors or KMPs	50	Financial Awareness, Functional Skill Development Effective communication, English Language program, Excel, Technology training programs, Leadership development programs.	70%

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 (Note: The entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	Name of the regulatory / enforcement agencies / judicial institutions	NGRB Principle	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine Settlement	BSE & NSE	Principle 1	2,54,880	Delay in reconstitution of Nomination and Remuneration Committee.	No
			11,800		
Compounding Fee	BSE & NSE	Principle 1		Non filing of prior intimation about the dividend consideration at the Board meeting	
Non-Monetary					
	Name of the regulatory / enforcement agencies / judicial institutions	NGRB Principle	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment 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.

There have been no cases necessitating any appeal/revision.

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.

The Company also established a policy on Anti-Corruption and Bribery for Board of Directors and Employees promoting the adherence to highest standards of ethics, integrity and fairness. The policy is also translated into procedures and internal controls are established to enforce the objectives. The employees are provided trainings on anti-corruption and anti-bribery. Code of Conduct outlines the rules and standards to be observed by the employees and Board of Directors. Further, the Vigil mechanism of the company encourages the employees to report the genuine concerns which could impact the operations and performances. The value chain partners viz., vendors are also communicated the company's objectives through vendor code of conduct. For more information, refer to webpage on company's policies. <https://www.camsonline.com/about-cams/shareholder-relations/policies>

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 2023 Current Financial Year	2022 Previous Financial Year
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

6. Details of complaints with regard to conflict of interest

	FY2023 Current Financial Year		2022 Previous Financial Year	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of directors	Nil		Nil	
Number of complaints received in relation to issues of conflict of interest of KMPs	Nil		Nil	

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

Not Applicable

## LEADERSHIP INDICATORS

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

Total No of awareness program held	Topic/principle covered under the training	% of value chain partners covered (by value of business done with such Partners) under the awareness program
NIL	NIL	NIL

\*The company during periodic interactions with various stakeholder groups including contractors, vendors and customers emphasises the adherence of various aspects of NGRBC principles and directs the group to conduct business responsibly.

**ii. 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 established Code of Conduct for management of conflict of interest. The employees, Senior management and Board shall not engage in any business, relationship or activity, which is likely to develop a conflict of interest with the Company. The code of conduct established by the company details the probable instances leading to conflicts of interests which is as below

- Any activity / employment that interferes with the performance or responsibility to the company or is otherwise in conflict with or prejudicial to the company
- Investments by them / their family members viz. parents, spouse and sons / daughters, in unlisted entities of competitors, customers, suppliers and any other investments that compromise their responsibility to the company

For more details, refer to [https://www.camsonline.com/assets/PDF/ABOUT\\_CAMS/Code%20of%20Conduct%20-%20Final.pdf](https://www.camsonline.com/assets/PDF/ABOUT_CAMS/Code%20of%20Conduct%20-%20Final.pdf)

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

**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.**

None, owing to nature of business

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

Owing to the nature of business, the material consumption is only limited to business operations. The vendor's code of conduct describes the pre-requisite for adhering to ethical business practices with strict adherence to local social regulations.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing**

at the end of life, for (a) Plastics (including packaging), (b) E-waste, (c) Hazardous waste, and (d) other waste.

Not Applicable, owing to nature of business

**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.**

No

**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?**

Not Applicable

**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.**

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).**

Not Applicable, owing to the nature of business.

**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:**

Not Applicable

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

Not Applicable, owing to the nature of business.

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

**1. Details of measures for the well-being of employees**

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day care facilities	
		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	3532	3532	100%	3532	100%	-	-	3532	100%	-	-
Female	1642	1642	100%	1642	100%	1,642	100%	-	-	-	-
<b>Total</b>	<b>5174</b>	<b>5174</b>	<b>100%</b>	<b>5174</b>	<b>100%</b>	<b>1,642</b>	<b>31.74%</b>	<b>3532</b>	<b>68.26%</b>	-	-
<b>OTHER THAN PERMANENT EMPLOYEES</b>											
Male	1013	1013	100%	1013	100%	-	-	1013	100%	-	-
Female	256	256	100%	256	100%	256	100%	-	-	-	-
<b>Total</b>	<b>1,269</b>	<b>1,269</b>	<b>100%</b>	<b>1,269</b>	<b>100%</b>	<b>256</b>	<b>20.17%</b>	<b>1013</b>	<b>79.83%</b>	-	-

**2. Details of retirement benefits for the current and previous financial year**

Benefits	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	NA	Yes	100%	NA	Yes
Gratuity*	100%	NA	Yes	100%	NA	Yes
ESI	100%	NA	Yes	100%	NA	Yes
Others – please specify	NA	NA	-	NA	NA	-

\*Employees completing 5 years of tenure are entitled for Gratuity benefits

**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. All CAMS offices are accessible to differently abled employees in line with the requirements of Rights of Persons with Disabilities Act, 2016. The offices are equipped with ramps, fully furnished restrooms for differently abled employees and elevators for easy accessibility of differently abled employees.

**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.**

No. However, CAMS is an equal opportunity employer with fair treatment of employees without any discrimination.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	55%	61%
<b>Total</b>	<b>81%</b>	<b>84%</b>

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

The company has in place POSH policy, Whistle blower policy and Employee Safety policy applicable to all employees. The employees and Board of Directors shall express the grievances or concerns relating (not limited to) to illegal or unethical practices or behaviour, actual or suspected fraud or violation of the Company's code of conduct or ethics policy. In addition, the POSH policy and Employee safety policy outlines the mechanisms to report the concerns on sexual harassment and safety issues. The employees are apprised on the grievance mechanisms during onboarding. For more details on the Whistle Blower policy, refer to the link. [https://www.camsonline.com/assets/PDF/ABOUT\\_CAMS/Whistle%20Blower%20Policy.pdf](https://www.camsonline.com/assets/PDF/ABOUT_CAMS/Whistle%20Blower%20Policy.pdf)

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

CAMS does not have any workers unions or association. The Company, however, recognises the right to freedom of association and does not discourage collective bargaining.

**8. Details of training given to employees**

Category	FY2023 Current Financial Year					FY2022 Previous Financial Year				
	Total (A)	On health and safety/wellness measures		On skill upgradation		Total (A)	On health and safety measures/ wellness		On skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>										
Male	3532	233	6.60	2311	65%	3625	NA	NA	3625	100
Female	1642	177	10.78	1313	80%	1819	NA	NA	1819	100
<b>Total</b>	<b>5174</b>	<b>401</b>	<b>9.60</b>	<b>3624</b>	<b>70%</b>	<b>5444</b>	<b>NA</b>	<b>NA</b>	<b>5444</b>	<b>100</b>
<b>OTHER THAN PERMANENT EMPLOYEES</b>										
Male	1013	67	6.60	658	64.96	1467	NA	NA	1467	100
Female	256	27	10.55	204	79.69	407	NA	NA	407	100
<b>Total</b>	<b>1269</b>	<b>99</b>	<b>7.80</b>	<b>862</b>	<b>67.93</b>	<b>1874</b>	<b>NA</b>	<b>NA</b>	<b>1874</b>	<b>100</b>

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

Category	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>EMPLOYEES</b>						
Male	3532	3532	100%	3625	3625	100
Female	1642	1642	100%	1819	1819	100
<b>Total</b>	<b>5174</b>	<b>5174</b>	<b>100%</b>	<b>5444</b>	<b>5444</b>	<b>100</b>

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

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

Yes. The company has adopted well-defined Occupational health and Safety (OHS) systems to ensure safety at the workplace for the employees. There are no significant occupational health risks in the operating premises owing to the nature of the business. However, the company checks the effectiveness of internal safety systems on a periodic basis.

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

We conduct Quarterly Fire Drills at all offices which ensures preparedness among the occupants and internal controls. Fire extinguishers are kept stocked to ensure that they can be used effectively in the event of an emergency. Employees are informed about assembly points. The floor plans of the premises are exhibited at strategic spots. The display board at offices also includes emergency contact information such as police, hospitals, and the fire department. We have full-fledged physical security systems which includes Security guards, Biometric access control system & CCTV systems. Electrical safety measures are in place as per the statutory norms. Many offices have in-house medical teams for any first-aid treatments.

Various initiatives were launched to promote physical and mental well-being and nudge employees to develop healthy behaviours and habits. All employees and their immediate families are eligible for hospitalisation coverage. The Company has enhanced the employee benefits for protection of health and well-being such as Group term insurance and Personal Accident insurance.

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

The nature of the business poses no occupational hazards to the employees. Employees are educated on how to mitigate hazards by getting involved in fire drills and training.

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Yes, the company provides a range of non-occupational medical and healthcare services to its employees in order to safeguard their physical and mental well-being. A number of initiatives are listed below.

- BFIT competition to encourage healthy behaviour through exercise, walking, and mindful eating. The leader boards were monitored by ePortal tracking, and teams that demonstrated excellence were recognised. Employees responded enthusiastically to the initiative as well.
- Virtual yoga, meditation, and stress management programmes - Awareness programmes to promote a healthy lifestyle
- Webinars on Gratitude, Anxiety, and Depression.
- Awareness programmes for enabling healthy lifestyle
- First aid kits are always maintained and are available on the premises.
- The Company encourages employees to avail of top up insurance plan on personal accident insurance for themselves and top up Medclaim for their eligible dependents.
- The Company has Gym facilities, Table Tennis facilities with high workforce concentration. We conducted wellness sessions on various health related topics during the year.

**11. Details of safety-related incidents**

Safety Incident/Number	Category	FY2023 Current Financial Year	FY2022 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)		Nil	Nil
Total recordable work-related injuries	Permanent Employees	Nil	Nil
No. of fatalities (safety incident)		Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)		Nil	Nil

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

The company ensures fair and safe working premises for all the employees through the various initiatives as detailed in principle 3.

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

	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working conditions	Nil	Nil	-	Nil	Nil	-
Health and safety	Nil	Nil	-	Nil	Nil	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The company conducts periodic audits for assessing the health and safety systems and working conditions. No assessments have been done by statutory authorities or third parties.
Working conditions	

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

Not applicable.

**LEADERSHIP INDICATORS**

1. Does the entity extend any life insurance or any compensatory package in the event of death of?

(A) Employees (Y/N) = Yes, the company has constituted "Bereavement Grant Policy".

(B) Workers (Y/N) = Not Applicable

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 is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, Employees State Insurance etc. as applicable from time to time. Value chain partners (vendors) are equally responsible to comply as per the contract with the Company. The Company has statutory and internal audit policies and procedures to ensure the above. CAMS ensures that statutory dues for the transactions within the remit of the company are deducted and deposited duly. The company expects its value chain partners to uphold the transparency and accountability in any transactions initiated.

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

	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	
	FY2023 Current Financial Year	FY2022 Previous Financial Year	FY2023 Current Financial Year	FY2022 Previous Financial Year
Employees	NIL	NIL	NIL	NIL
Workers	Not Applicable			

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

No

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

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL.
Working conditions	The company conducts regular audits for value chain partners providing services within the premises of the company

**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.**

None

**PRINCIPLE 4 Businesses should respect the interests of and be responsive to all its stakeholders****ESSENTIAL INDICATOR****1. Describe the processes for identifying key stakeholder groups of the entity.**

CAMS is dedicated to being a responsible business player by adhering to high corporate governance standards and remaining a good corporate citizen. We live up to our brand values catering to the needs of diverse stakeholder groups and identify the opportunities for business growth. We prioritise the stakeholder groups by the level of importance they exert on the business and have strategised structured process for engaging with the stakeholder groups. The company ensures that the interests of diverse stakeholder groups are balanced in all strategic decision-making processes and responds to their concerns including Environmental, Social, Economic, and Governance issues in a timely manner.

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

Key Stakeholders	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Email, Mobile Apps, Customer Satisfaction Surveys, Websites, Face to face meetings	Monthly	Service delivery and Customer satisfaction
Employees	No	Emails, Internal communications, Career reviews	Regular	Performance appraisal, Career growth, Skill development training, Fair remuneration, safe workplace, employee satisfaction.
Suppliers/ Contractors	No	Email, Personal Meetings	Regular	Code of Conduct, Responsible Business practices, Delivery of services
Investors/ Shareholders	No	Email, Website, Newspaper ads	Annual General meetings	Financial Performance
Community	Yes	Newspaper, Notice Board, Community Meeting	Need-based	Implementation of CSR activities across key scope areas like Health, Education and, Skill development.
Governments/ Regulatory bodies	No	Email, Regular Meetings	Regular	Regulatory Compliance
Media	No	Press Release, Presentation meetings	Regular/ Quarterly	Stakeholder Engagement

**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 consults with internal and external stakeholder groups on a regular basis through various platforms such as grievance mechanisms, general meetings, and so on, and mutually discusses EES issues. The feedback from stakeholder groups are taken up with the board members periodically and strategic direction in decision-making and policy development follows from the board.

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

Yes, the company identified the key focus areas for CSR intervention through proactive engagement with stakeholder groups. Also, the key material topics for the organisation is prioritised considering the impact on the stakeholder groups and the impact of the business on Environment, Economy and Society.

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

The Company implemented need-based community development programs in key focus areas such as the environment, skill development, and education to meet the needs of disadvantaged, vulnerable, and marginalized groups, particularly EWS and tribals. Through the following initiatives, we investigated ways to continue supporting society's most marginalised segments.

- Providing support to senior citizens who do not have children/relatives
- Women self-help groups for enhancing the entrepreneurial skills.
- Tree plantation to improve the green cover.

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

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

Category	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	Total (A)	No. of employees covered (B)	% (B/A)	Total (C)	No. of employees covered (D)	% (D/C)
<b>EMPLOYEES</b>						
Permanent	5174	5174	100%	5444	5444	100%
Other than permanent	1269	1269	100%	1874	1874	100%
<b>Total Employees</b>	<b>6443</b>	<b>6443</b>	<b>100%</b>	<b>7318</b>	<b>7318</b>	<b>100%</b>

2. **Details of minimum wages paid to employees**

Category	FY2023 Current Financial Year					FY2022 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>EMPLOYEES</b>										
Permanent	5174	0	0	5174	100%	5444	0	0	5444	100%
Male	3532	0	0	3532	100%	3625	0	0	3625	100%
Female	1642	0	0	1642	100%	1819	0	0	1819	100%
Other than permanent	1269	0	0	1269	100%	1269	0	0	1269	100%
Male	1013	0	0	1013	100%	1013	0	0	1013	100%
Female	256	0	0	256	100%	256	0	0	256	100%

### 3. Details of remuneration/salary

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category in ₹	Number	Median remuneration/ salary/ wages of respective category in ₹
Board of Directors (BoD) (Whole-time directors)	1	412.17	0	NA
Key Managerial Personnel (other than BoD)	2	136.81	0	NA
Employees other than BoD and KMP*	4545	2.04	1898	2.04

### 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 employees of CAMS can raise concerns about human rights issues with HR department.

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

Staff members can contact the Human Resources team for any concerns relating to human rights issues. The complaints are duly addressed, and appropriate corrective measures are implemented.

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

	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	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	1	Nil	-	2	Nil	The company has taken timely measures for the effective redressal of grievances
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child labour	Nil	Nil	-	Nil	Nil	-
Forced labour / Involuntary labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

To ensure safe work working environment for all employees, the Company enacted an appropriate Policy on the Prevention of Sexual Harassment of Women at the Workplace in line with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. The POSH Committee, which includes 4 female members oversees implementation internal controls to prevent harassment incidents. The company is intolerant of any discrimination or harassment issues and takes prompt action to address the complaint. We also encourage employees and directors to report genuine concerns, such as illegal or unethical practices or behaviour, while maintaining complete confidentiality. We educate employees on the prevention of sexual harassment in the workplace on a regular basis through internal communications and training programmes.

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

Yes, human rights mandates are included in business agreements and contracts.

**9. Assessments for the year**

	<b>% of offices that were assessed (by entity or statutory authorities or third parties)\</b>
Child labour	The company doesn't engage in the child or forced labor in its operations and ensures this by means of periodic checks. However, there were no external audits conducted during the reporting period.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

Not Applicable

**LEADERSHIP INDICATORS**

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

None

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

The company conducts periodic audits and engages with all the employees and other related stakeholders for identifying instances of human rights related issues across the operating boundary. Any serious concerns identified are taken up on an immediate basis and fair and timely resolution is sought to respected parties. The details and coverage of human rights due diligence is covered in the essential indicators of the principle 5.

**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, the company's premise/office is accessible to visitors with special needs and adheres to the provisions of the Rights of Persons with Disabilities Act, 2016.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual harassment	100%
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**

Parameter	MWh	FY 22 - 23	FY 21- 22
Total electricity consumption (A)	GJ	22312.10	18413.33
Total fuel consumption (B)	GJ	780.19	795.65
Energy consumption through DG (C)	GJ	1840.71	2065.05
Solar (D)	GJ	63.50	62.28
Total energy consumption (A+B+C)	GJ	24996.50	21336.32
<b>Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)</b>	<b>GJ/million rupees of turnover</b>	<b>2.50</b>	<b>2.30</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

**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.**

\*The data relating to Water Consumption and discharge is not maintained by CAMS in FY2023.

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

No

**5. Please provide details of air emissions (other than GHG emissions) by the entity.**

No, since there are no other emissions than GHG emissions that company accounts for.

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity**

Parameter	FY 2023 (Current Financial Year)	FY 2022 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	NA	NA
(ii) Groundwater	92661600	92661600
(iii) Third party water	1140480	673920
(iv) Seawater / desalinated water	NA	NA
(v) Others		
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	93802080	93335520
<b>Total volume of water consumption (in kilolitres)</b>	-	-
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>	NA	NA
Water intensity (optional)- the relevant metric may be selected by the entity	NA	NA

Parameter	FY2023	FY2022
Total Scope 1 emissions Metric tonnes of CO2 equivalent	194.21	211.98
Total Scope 2 emissions Metric tonnes of CO2 equivalent	5020.22	4143.00
Total Scope 1 and Scope 2 emissions (per million rupee of turnover) tCO2e	0.52	0.47

Note: Disclosures of FY2022 is restated with the addition of new fuel sources

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

The company has deployed use of renewable energy in the operations leading to savings of 14.29tCO2 emissions.

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

Parameter	FY2023	FY2022
<b>Total Waste Generated (in Metric Tonnes)</b>		
Plastic waste (A)	0.88	NA
E-waste (B)	NA	NA
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	2.750	5.154
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)	NA	NA
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>3.63</b>	<b>5.154</b>

**For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)**

Category of Waste		
(i) Recycled	3.63	5.154
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>3.63</b>	<b>5.154</b>

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

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

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

No

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

The company has appropriate processes and mechanisms in place to sustainably dispose the wastes generated. Owing to nature of the business, there are no processes involving the production of hazardous or toxic chemicals are produced. E-Wastes, which form the major share of the waste generated, are given to authorised recyclers for extending the lifecycle and disposing the wastes responsibly causing no harm to the surrounding environment.

Reducing paper and printing consumption: We have implemented strong measures for digitising processes to reduce the need for paper. Further minimising the usage of paper across offices is an ongoing activity. Customer accounts have now transitioned to digital platforms. Paper based Office stationeries also have now been stopped apart from the mandatory ones.

**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:**

Not Applicable, as the company does not have any offices in or near areas that are ecologically sensitive.

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

Not Applicable

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

Yes. CAMS adheres to all applicable environmental laws, regulations, and guidelines in India.

## LEADERSHIP INDICATOR

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

Parameter	FY2023 (Current Financial Year)	FY2022 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	63.50	62.28
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>63.50</b>	<b>62.28</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	22312.10	18413.33
Total fuel consumption (E)	780.19	795.65
Energy consumption through other sources (F)	1840.71	2065.05
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>24933.00</b>	<b>21274.04</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

NIL

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

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.

Nil. Given the nature of the company's operations, water management is not material to our business

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

Nil. Given the nature of the company's operations, water management is not material to our business

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

Parameter	FY2023
Metric tonnes of CO <sub>2</sub> equivalent	
Total Scope 3 emissions	299.46
Total Scope 3 emissions (per million rupee of turnover) tCO <sub>2</sub> e	0.03

\*Scope 3 Emissions are computed for Business Travel and Employee Commuting (Cab Travel for Night shift Employees)

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. 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.**

Not Applicable

**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. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along with summary)	Outcome of the initiative
1.	NIL	NIL	NIL
2.	NIL	NIL	NIL

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

The company has in place a Business Continuity Management plan that outlines the guidelines for implementing risk mitigation plans in the event of a disaster. The company has implemented best-in-class Business Continuity management practises and conducts BCP drills on a regular basis to assess their effectiveness. The Company has a Business Continuity Policy in place. The Policy is duly approved by the Risk Management Committee of the Company. The purpose of the Policy is to formalise the business continuity program of the Company and to provide guidelines for developing, implementing, exercising, and maintaining group specific business continuity plans for the respective groups. More importantly, the policy seeks to provide for the recovery of critical and important processes in accordance with pre-established timeframes, restoration of the processing site and ultimately return to a permanent operating environment.

CAMS provides stakeholders with a competitive advantage through its robust pan-India infrastructure

and cutting-edge digital technologies. The service centres are linked to a central data center, which is supported by back offices in Chennai and Coimbatore, as well as a central distributor helpdesk. In the event of a disaster, the disaster recovery site in Mumbai ensures business continuity across all critical functions. The stakeholders are informed on the discontinuity of services through SMS, Emails and other channels and alternative solutions are offered for preventing the glitches in the delivery of services.

**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?**

There was no reported detrimental effect on the environment as a result of the business activities.

**9. 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.

Number of affiliations with trade and industry chambers/associations - Six

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Madras Management Association	State
2.	National Association of Software and Services Companies (NASSCOM)	National
3.	Madras Chamber of Commerce and Industry	State
4.	Registrars Association of India (RAIN)	National
5.	National Investment Company Service Association (NICSA)	International
6.	The Institute of Directors	The Institute of Directors

#### 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.

In FY2023, there were no proven instances of anti-competitive behaviour reported.

channels as given out in the website. The Company has put in place a mechanism to monitor the implementation of CSR projects as well as the concerns of the beneficiary community. A voluntary assessment of the project's impact and reach is also carried out by an external agency.

### LEADERSHIP INDICATORS

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

None

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

Not Applicable owing to the nature of the business. However, the company has in place preferential sourcing strategies for encouraging start-ups and local vendors.

## PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

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

None

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

Not Applicable, Owing to nature of the business

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

CAMS has systems in place to acknowledge and tackle the concerns of various stakeholder groups. Stakeholders can file grievances through various

### 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:

None

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

No

(b) From which marginalised / 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.  
NIL

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.  
NIL

6. Details of beneficiaries of CSR Projects

For details on CSR projects and beneficiaries, refer Social and Relationship Capital

**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.

Organisation's business philosophy is centred on driving a continuous focus on improving the customer experience, with convenience at the heart of its customer service proposition. The Company's customers are investors in various mutual funds. Customers can register their complaints via email, and the company has detailed procedures in place to ensure that complaints are resolved as soon as possible. Customers can also address their concerns to the compliance officer for prompt resolution. It also conducts customer satisfaction surveys to gather stakeholder complaints. The findings are used to develop strategies for improving the company's customer experience.

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

	FY 2022-23
	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable
Safe and responsible usage recycling and/ or safe disposal	

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

	FY2023 Current Financial Year			FY2022 Previous Financial Year		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Others	Nil	Nil	Nil	Nil	Nil	Nil

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

Not Applicable

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

Yes, CAMS has a policy on cyber security and the risks associated with data access and privacy, which can be accessed via the link. The Board's Risk Management Committee and Technology Committee review cyber security systems on a periodic basis. CAMS has also been ISO-27001 certified for information security, ensuring that sensitive data is only accessible to authorized users through appropriate internal controls. The policy defines the terms under which users have access to the Data and the steps to protect the database, servers, and specified data from unauthorized access. Bitsight has given the company a score of 800, which is among the highest in the BFSI sector regarding the effectiveness of internal systems.

**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.**

During the reporting period, no complaints about cyber security or data privacy were received.

**Leadership Indicators**

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

The company's website (<https://www.camsonline.com/>) and other social media platforms such as Youtube, Facebook, Instagram, Linked In, and Twitter provide access to product and service information.

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

CAMS focuses on improving their consumer experience through various digital solutions and technological advancements. Following the pandemic, the company witnessed the growth of digital transaction modes among customers. In order to ensure continuous powering of the electronic touchpoints, the company increased monitoring of electronic linkages, APIs, and the overall network.

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

In case of a breakdown or withdrawal of vital services, the company informs customers via email and SMS.

**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)**

Yes. The company indicates details on the product that is over and above what the regulator needs. CAMS undertakes customer satisfaction surveys, and the results are published on the website.

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

- a. Number of instances of data breaches along-with impact - NIL
- b. Percentage of data breaches involving personally identifiable information of customers - NIL