



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

[Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (“SEBI LODR”)]

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity:

| | |
|--|--|
| 1. Corporate Identity Number (CIN) of the Listed Entity | L72300TN1997PLC037550 |
| 2. Name of the Listed Entity | Ramco Systems Limited |
| 3. Year of incorporation | 19-02-1997 |
| 4. Registered office address | No. 47, P.S.K Nagar, Rajapalayam – 626 108 |
| 5. Corporate office address | No. 64, Sardar Patel Road, Taramani, Chennai 600 113 |
| 6. E-mail | investorrelations@ramco.com |
| 7. Telephone | 044 2235 4510 |
| 8. Website | www.ramco.com |
| 9. Financial year for which reporting is being done | April 01, 2022 to March 31, 2023 |
| 10. Name of the Stock Exchange(s) where shares are listed | BSE Ltd. and National Stock Exchange of India Limited |
| 11. Paid-up Capital | Rs. 35,26,31,450/- |
| 12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report | Vijayaraghavan NE, Company Secretary investorrelations@ramco.com 044-2235 4510 |
| 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). | Standalone Basis |

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



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. | Writing, modifying, testing of computer program to meet the needs of a particular client excluding web page designing | 62011 | 99.98% |
| 2. | Providing software support and maintenance to the clients | 62013 | 0.01% |
| 3. | Data processing, hosting and related activities; Data processing activities including report writing | 63111 | 0.01% |

Note: Company is in the business of development and sale of Enterprise Resource Planning (ERP) software and providing related software services, including hosting and manage payroll services. The Company considers it as only one operating segment i.e Software Solutions & Services. However, the break up given above is only to facilitate inputting the data for the purpose of filing in XBRL format.

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 | NA | 6 | 6 |
|  International | NA | 5 | 5 |

17. Markets served by the entity:

a. Number of locations

| Locations | Number |
|----------------------------------|--------|
| National (No. of States) | 4 |
| International (No. of Countries) | 20* |


*No of countries include locations where the Company has direct presence and presence through subsidiaries.

| | |
|--|--|
| b. What is the contribution of exports as a % of the total turnover of the entity? | 62.44% |
| c. A brief on types of customers | <p>Ramco empowers organizations to embrace digital transformation through its innovative enterprise solutions. Our customer base primarily consists of business-to-business (B2B) entities. We provide cloud and mobile-based enterprise software in the following space:</p> <ol style="list-style-type: none"> Global Payroll & HR Enterprise Resource Planning (ERP) to address the niche requirements for asset-heavy industries, Facilities Management and Logistics Service Providers (Maintenance & Engineering) (M&E) and Maintenance, Repair and Overhaul (MRO) for Aviation, catering to the specific requirements of Airlines, MROs, Defense, Heli operators, and major Urban Air Mobility companies (including Electric Vertical Take-off and Landing (eVTOL), Drones/Unmanned Aircraft Systems (UAS) |

IV. Employees

18. Details as at the end of financial year:

a. Employees and workers (including differently abled):

| S.No. | Particulars | Total (A) | Male | | Female | |
|--|--------------------------|-----------|---------|-----------|---------|-----------|
| | | | No. (B) | % (B / A) | No. (C) | % (C / A) |
|  EMPLOYEES# | | | | | | |
| 1. | Permanent (D) | 1912 | 1146 | 60% | 766 | 40% |
| 2. | Other than Permanent (E) | 158 | 89 | 56% | 69 | 44% |
| 3. | Total employees (D + E) | 2070 | 1235 | 60% | 835 | 40% |



| S.No. | Particulars | Total (A) | Male | | Female | |
|-------|-------------|--------------|---------|-----------|---------|-----------|
| | | | No. (B) | % (B / A) | No. (C) | % (C / A) |

**WORKERS**

| | | | | | | |
|----|--------------------------|--|-----|--|--|--|
| 4. | Permanent (F) | | NIL | | | |
| 5. | Other than Permanent (G) | | | | | |
| 6. | Total workers(F + G) | | | | | |

#Excluding KMPs

Note: Owing to the nature of our business model, we do not have worker category staff.

b. Differently abled Employees and workers:

| S. No. | Particulars | Total (A) | Male | | Female | |
|--------|-------------|--------------|---------|-----------|---------|-----------|
| | | | No. (B) | % (B / A) | No. (C) | % (C / A) |

**DIFFERENTLY ABLED EMPLOYEES**

| | | | | | | |
|----|---|---|---|------|---|---|
| 1. | Permanent (D) | 1 | 1 | 100% | 0 | - |
| 2. | Other than Permanent (E) | 0 | 0 | - | 0 | - |
| 3. | Total differently abled employees (D + E) | 1 | 1 | 100% | 0 | - |

**DIFFERENTLY ABLED WORKERS**

| | | | | | | |
|----|---|--|----------------|--|--|--|
| 4. | Permanent (F) | | Not Applicable | | | |
| 5. | Other than permanent (G) | | | | | |
| 6. | Total differently abled workers (F + G) | | | | | |

19. Participation/Inclusion/Representation of women:

| | Total (A) | No. and % of Females | |
|------------------------------|--------------|----------------------|-----------|
| | | No. (B) | % (B / A) |
| Board of Directors | 8 | 1 | 12.5% |
| Key Management Personnel | 3 | 0 | 0% |

Note: Mr.Abhinav Ramasubramaniam Raja, Whole Time Director, is included both under Board of Directors & Key Management Personnel category.

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

| | FY 2022-23 | | | FY 2021-22 | | | FY 2020-21 | | |
|--|----------------|--------|-------|------------|--------|-------|------------|--------|-------|
| | Male | Female | Total | Male | Female | Total | Male | Female | Total |
| Permanent Employees (Including involuntary resignations) | 36% | 37% | 36% | 39.6% | 38.1% | 39% | 25.3% | 27.4% | 26% |
| Permanent Employees (Excluding involuntary resignations) | 22% | 24% | 23% | 33% | 34% | 33.5% | 17% | 17% | 17% |
| Permanent Workers | Not Applicable | | | | | | | | |

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

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

| S. No. | Name of the holding / Subsidiary/ Associate Companies/ Jointventures (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. | Ramco Systems Corporation 100 Overlook Center, Suite 2008, 2nd Floor, Princeton, NJ - 08540, USA | Subsidiary | 98% | No |
| 2. | Ramco Systems Ltd. Dorfplatz 3, CH- 4418, Reigoldswil, Switzerland | Subsidiary | 100% | No |
| 3. | Ramco Systems Pte. Ltd. 79 Anson Road, #15-04/05, Singapore - 079906 | Subsidiary | 100% | No |
| 4. | Ramco Systems Sdn. Bhd. 3B-5-3, Block 3B, Level 5 Plaza Sentral, Jalan Stesen Sentral 5, Kuala Lumpur – 50470, Malaysia | Subsidiary | 100% | No |
| 5. | RSL Enterprise Solutions (Pty) Ltd. 2nd Floor, Suite 56 & 03 102 Stephen Dlamini Road, Musgrave Durban - 4001, South Africa | Subsidiary | 100% | No |
| 6. | Ramco Systems Canada Inc. 25th Floor, 666 Burrard Street Vancouver, BC V6C 2X8, Canada | Subsidiary | 100% held by Sl. No. 1 | No |



| S. No. | Name of the holding / Subsidiary/ Associate Companies/ Jointventures (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) |
|--------|--|---|-----------------------------------|--|
| 7. | Ramco Systems FZ-LLC Suite No.210, 2nd Floor, BT Building, EIB 04, Dubai Internet City, PO Box - 500189, Dubai – U.A.E. | Subsidiary | 100% | No |
| 8. | R S L Software Co. Ltd. House number 306, Second Floor, Block 21, Riyadh, Khartoum, Sudan | Subsidiary | 100% | No |
| 9. | Ramco Systems Australia Pty Ltd. Level 17, 60, City Road, Southbank, Melbourne, VIC - 3006, Australia | Subsidiary | 100% | No |
| 10. | Ramco System Inc. 17th Floor, BDO Equitable Tower, 8751 Paseo de Roxas Makati, 1227 Metro Manila, Philippines | Subsidiary | 100% | No |
| 11. | Ramco Systems (Shanghai) Co. Ltd. Unit No. 336 Suite B, Floor 3, No.99 Gongping Road, Hongkou District, Shanghai, China | Subsidiary | 100% | No |
| 12. | PT Ramco Systems Indonesia The Executive Center, Suite 28 at Level 30, South Tower, Sampoerna Strategic Square, Jl. Jend. Sudirman Kav. 45-46, South Jakarta - 12930, Indonesia | Subsidiary | 100% | No |
| 13. | Ramco System Vietnam Company Limited Room 24, 16th Floor, Saigon Tower, 29 Le Duan Boulevard, District 1, Ho Chi Minh City, Vietnam | Subsidiary | 100% | No |
| 14. | Ramco Systems Macau Limited Block G, 14th Floor, China Plaza, No. 762-804 Avenida da Praia Grande, Macao | Subsidiary of SI. No.3 | - | No |
| 15. | Ramco Software Japan Limited 3-2-5-704, Ebisu, Shibuya-ku, Tokyo, Japan | Subsidiary | 100% | No |
| 16. | Ramco Systems Defense and Security Incorporated 545 E John Carpenter FWY, Suite 900, Irving TX- 75062, USA | Subsidiary | 100% held by SI. No. 1 | No |




| S. No. | Name of the holding / Subsidiary/ Associate Companies/ Jointventures (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) |
|--------|--|---|-----------------------------------|--|
| 17. | CityWorks (Pty.) Ltd. 6 & 7 Point Bay, 5 Signal Road, Point Waterfront, Durban - 4001, South Africa | Associate | 30% held by Sl. No. 5 | No |
| 18. | Ramco Middle East for Information Technology, Hamad Tower, 4th Floor, King Fahd Branch Road, Al Olaya, Riyadh - 12212, Kingdom of Saudi Arabia | Subsidiary | 100% | No |
| 19. | Ramco System LLC, Office 223 Desk 01 and 03, 2nd Floor, Regus Building, D Ring Road, Old Air, Regus Business Centre, No. 65, Doha, Qatar | Subsidiary | 100% | No |

VI. CSR Details




| | | |
|---------|---|----------|
| 22. (i) | Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No) | Yes |
| (ii) | Turnover (Rs. Mln.) | 2,478.15 |
| (iii) | Net worth (Rs. Mln.) | 8,561.35 |

VII. Transparency and Disclosures Compliances

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

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) | FY 2022-23 | | | FY 2021-22 | | |
|--|--|--|--|---------|--|--|---------|
| | | 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* | 0 | 0 | - | 0 | 0 | - |
|  Investors (other than Shareholders) | Yes* | 0 | 0 | - | 0 | 0 | - |
|  Shareholders | Yes* | 1 | 0 | - | 0 | 0 | - |



| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy) | FY 2022-23 | | | FY 2021-22 | | |
|---|--|--|--|---------|--|--|---------|
| | | 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 |
|  Employees and workers | Yes* | 0 | 0 | - | 0 | 0 | - |
|  Customers | Yes* | 0 | 0 | - | 0 | 0 | - |
|  Value Chain Partners | Yes* | 0 | 0 | - | 0 | 0 | - |
| Other (please specify) | - | - | - | - | - | - | - |

* Policy Link: <https://www.ramco.com/investor-relations/corporate-governance/policies-and-codes>

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 | Risk/ Opportunity | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---------------------------|-------------------|--|--|--|
| 1. | Energy Management | Risk | Energy is often necessary to operate processing units, machinery, and other facilities that are not directly involved in manufacturing in the software and IT business. As a result, a firm's decisions about the energy intensity of its operations and the sources of its energy may change over time, impacting the organization's operating efficiency and risk profile. | Energy efficiency and switching to renewable energy sources, is a priority that reduces carbon emissions, can reduce our operating costs and is aligned with the agenda of moving towards carbon neutrality. Ramco takes focused initiatives to reduce Company's specific and absolute energy consumption. | Negative |

| S. No. | Material issue identified | Risk/ Opportunity | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---------------------------------|-------------------|--|--|--|
| 2. | Climate Change | Risk | Climate change events bring physical dangers such as sea level rise and increased cyclonic effect, as well as transitional concerns such as renewable energy mandates. Such occurrences have the potential to have an impact on the business. As a result, assessment and mitigation of such hazards is very vital. | Ramco is focusing on Net Zero and developing technology-enabled climate-centric solutions for our customers. | Negative |
| 3. | Diversity, Equity and Inclusion | Opportunity | A Company's high diversity and inclusion rate reflects its employees' sense of belonging and justice. Furthermore, increasing diversity and inclusion helps businesses support vulnerable populations, resulting in the construction of community brand image. | - | Positive |
| 4. | Human Rights | Risk | Companies that prioritise human rights highlight their dedication to developing long-term, mutually beneficial partnerships with individuals influenced or touched by their operations, such as consumers, communities, workers, and investors. This includes demonstrating concern for the people whose lives they interact with. | Ramco has a robust Human Capital Management (HCM) tool which helps Ramco optimize the various HR functions. It helps the Company in Competency planning and better staffing. | Negative |
| 5. | Digital Talent Empowerment | Opportunity | Empowering digital talent in the workplace is critical because it provides employees with new skills and chances to engage more effectively and show their potential, as a result, increasing employee engagement and efficiency in performance. | - | Positive |



| S. No. | Material issue identified | Risk/ Opportunity | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|---|-------------------|---|---|--|
| 6. | Talent Acquisition, Development & Retention | Risk | Higher staff retention rates indicate that the Company's policies and practises are sound. A high attrition rate, on the other hand, signals low employee satisfaction to investors. Ensuring good worker wellbeing can increase employee morale while decreasing onboarding costs. | The primary focus is to create a motivated workforce that will contribute to higher levels of business performance. We rely on the right talent for servicing customer needs, business sustainability, and future growth. | Negative |
| 7. | Education and Skill Development | Opportunity | Employee re-skilling enables businesses to stay up with the dynamic shift in demand for new technology while also sustaining the growing firm. It develops a workforce that is adaptable, nimble, and eager to learn, and that can take on new duties when the organisation requires assistance. | - | Positive |
| 8. | Customer Relations | Risk | Customer satisfaction is a critical success indicator as it assesses how well firms deliver products and services that meet or exceed consumers' expectations, providing insight into an organization's overall success. A poor customer experience relationship can lead to customer loss or a drop in customer loyalty. Similarly, client loss and reputational damage can result in decreased sales and revenue. | Our trust-based relationships with customers enable us for success. Ramco engages with customers across the year in ways to reinforce trust and strengthen relationship. With dedicated customer support team and quality team we ensure utmost customer satisfaction | Negative |
| 9. | Risk Management | Risk | Maintaining competitive superiority in this dynamic demand and supply side environment needs that the Company be resilient to shocks. This is controlled through a strong enterprise risk management approach that assesses and manages financial and non-financial threats. | Maintaining our position of competitive dominance in this dynamic demand and supply-side environment necessitates that our business is resilient to handle shocks. Management of this is enabled through a robust enterprise risk management process that evaluates and addresses both financial and non-financial risks. | Negative |

| S. No. | Material issue identified | Risk/ Opportunity | Rationale for identifying the risk / opportunity | In case of risk, approach to adapt or mitigate | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|--------------------------------|-------------------|--|---|--|
| 10. | Business Ethics and Compliance | Risk | The significant issue relevant to business ethics and the management of business ethics issues such as fraud, executive misbehaviour, unethical practises, money laundering, or anti-trust crimes. Ethics infractions can result in police investigations, expensive fines, settlement fees, and reputational damage. | We comply with the Laws of the countries and geographies in which we operate is a business imperative that protects the Company. | Negative |
| 11. | Data Privacy and Security | Risk | Companies are graded based on the amount of personal data they gather, their exposure to changing or expanding privacy rules, their vulnerability to prospective data breaches, and their data protection mechanisms. | Ramco uses data protection practices to ensure that the customer's data is secure. We have a ISO 27001 certified process in place. | Negative |
| 12. | Corporate Governance | Risk | Businesses are evaluated based on their performance in all important governance concerns, such as ownership and control, Board's compensation, accounting, corporate ethics, and tax transparency. Additionally, this topic investigates how corporate governance and business ethics practises affect a Company's Shareholders and other investors. | As being exposed to Reputation Risk and Legal Risk, Ramco Systems hold strong corporate governance for achieving long-term mission of aligning the Company's interests with stakeholders. | Negative |
| 13. | Innovation | Opportunity | Businesses that innovate stay relevant and ahead of the competition. It enables them to contribute value to the industry while also meeting the needs of their customers along with tapping into a wider market presence. | - | Positive |

For details on the mitigation please refer the section "A Sustainable Future"

**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 National Guidelines on Responsible Business Conduct (“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 |
|--|---|-----------------------------------|-----|-----|-----|-----|-----|-----|-----------------|
| Policy and management processes | | | | | | | | | |
| 1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| b. Has the policy been approved by the Board? (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| c. Weblink of the Policies, if available | https://www.ramco.com/investor-relations/corporate-governance/policies-and-codes | | | | | | | | |
| 2. Whether the entity has translated the policy into procedures. (Yes / No) | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes | Yes |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/No) | Yes | Yes | Yes | Yes | Yes | Yes | No | Yes | No |
| 4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle. | - | ISO 9001: 2015 & ISO 20000-1:2018 | - | - | - | - | - | - | ISO 27001 :2013 |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any. | Ramco is dedicated to delivering cutting-edge enterprise solutions that drive organizational transformation. Our focus on customer delight together with our commitment to innovation and fostering a culture of excellence sets us apart in the marketplace. As an organization, we have already implemented numerous best practices recommended by NGRBC. However, as we have adopted BRSR reporting for the first time this year and conducted initial stages of materiality assessment, we aim to establish well-defined objectives and targets in the upcoming reporting period. | | | | | | | | |
| 6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met. | Not Applicable | | | | | | | | |

Governance, leadership and oversight**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)**

Dear Stakeholders,

I am delighted to share with you Ramco Systems Limited’s commitment to embracing Environmental, Social, and Governance (ESG) practices and driving sustainable growth for a better future. Our dedication to addressing ESG-related challenges and delivering maximum value to our stakeholders is at the core of our business philosophy.

In an industry that faces various ESG-related challenges, such as data privacy and security, compliance and regulatory issues, and upholding ethical conduct and good governance, Ramco remains steadfast in addressing these challenges. We understand the importance of responsible business practices and their impact on our stakeholders and the world at large.

In line with this, we at Ramco have been implementing various sustainable business practices that promote social responsibility and environmental stewardship. We have been proactively procuring energy-efficient office equipment, encouraging sustainable modes of transportation among our employees, and responsibly managing waste through recycling of outdated electronic equipment. We believe that small actions can create a significant positive impact on our environment.

With our emphasis on an Employee-Centric culture, we take pride in fostering an inclusive and diverse work environment where employee growth, well-being, and diversity are paramount. We recognize that our diverse talent pool brings unique perspectives and contributes to our overall success. Ramco values and respects the diversity of its workforce and is committed to providing equal opportunities for all.

The Board and management of Ramco are dedicated to upholding responsible governance, integrity, and ethical conduct at all levels. We believe that strong governance practices are essential for ensuring optimal performance and building trust among our stakeholders.

Moving forward, Ramco will continue to generate a positive impact in ecological balance, societal development, and governance practices. We have successfully embarked on our ESG journey and continue to remain committed, thereby striving to create a sustainable future for generations to come.

Thank you for your continued support and trust in Ramco Systems Limited.

| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies). | <p>1. Mr. P R Venketrama Raja, Director DIN:00331406 Chairman of the Board is a Non-Executive & Non-Independent Director and Promoter, is responsible for implementation.</p> <p>2. Mr. Raghuveer Sandesh Bilagi, Chief Operating Officer Business Responsibility Head.</p> | | | | | | | | | | | | |
|--|--|---|------------------|-------------------------------------|---|-------------------------|---|---|-----------------------|---|---|------------------------|---|
| 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. | <p>Yes CSR Committee:</p> <table border="1" data-bbox="695 491 1485 704"> <thead> <tr> <th>Sl. No.</th> <th>Name of Director</th> <th>Designation /Nature of Directorship</th> </tr> </thead> <tbody> <tr> <td>1</td> <td>Mr. P R Venketrama Raja</td> <td>Chairman/Non-Executive & Non-Independent Director</td> </tr> <tr> <td>2</td> <td>Mr. M M Venkatachalam</td> <td>Member/Non-Executive & Independent Director</td> </tr> <tr> <td>3</td> <td>Mr. A V Dharmakrishnan</td> <td>Member/Non-Executive & Non-Independent Director</td> </tr> </tbody> </table> | Sl. No. | Name of Director | Designation /Nature of Directorship | 1 | Mr. P R Venketrama Raja | Chairman/Non-Executive & Non-Independent Director | 2 | Mr. M M Venkatachalam | Member/Non-Executive & Independent Director | 3 | Mr. A V Dharmakrishnan | Member/Non-Executive & Non-Independent Director |
| Sl. No. | Name of Director | Designation /Nature of Directorship | | | | | | | | | | | |
| 1 | Mr. P R Venketrama Raja | Chairman/Non-Executive & Non-Independent Director | | | | | | | | | | | |
| 2 | Mr. M M Venkatachalam | Member/Non-Executive & Independent Director | | | | | | | | | | | |
| 3 | Mr. A V Dharmakrishnan | Member/Non-Executive & Non-Independent Director | | | | | | | | | | | |

10. Details of Review of NGRBCs by the Company:

| Subject for Review | Indicate whether review was undertaken by Director / Committee of the Board/ | | | | | | | | | Frequency | | | | | | | | |
|--|--|---|---|---|---|---|---|---|---|--|---|---|---|---|---|---|---|---|
| | Any other Committee | | | | | | | | | (Annually/Half yearly/Quarterly/ Any other – please specify) | | | | | | | | |
| | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 | 1 | 2 | 3 | 4 | 5 | 6 | 7 | 8 | 9 |
| Performance against above policies and follow up action | Committee of the Board | | | | | | | | | Annually | | | | | | | | |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances | Committee of the Board | | | | | | | | | Annually | | | | | | | | |

| | | | | | | | | | |
|---|-----------|--|-----------|-----------|-----------|-----------|-----------|-----------|---|
| 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: | P 1 No | P 2 Yes, ISO 9001: 2015 & ISO 20000-1:2018 is certified by TUV Rheinland. | P 3 No | P 4 No | P 5 No | P 6 No | P 7 No | P 8 No | P 9 Yes, ISO/IEC 27001:2013 is certified by TUV Rheinland. |
|---|-----------|--|-----------|-----------|-----------|-----------|-----------|-----------|---|





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

| Questions | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|---|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| The entity does not consider the Principles material to its business (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| The entity does not have the financial or/ human and technical resources available for the task (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| It is planned to be done in the next financial year (Yes/No) | NA | NA | NA | NA | NA | NA | NA | NA | NA |
| Any other reason (please specify) | NA | NA | NA | NA | NA | NA | NA | NA | NA |

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

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

Essential Indicators**1. Percentage coverage 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 | % age of persons in respective category covered by the awareness programmes |
|--|--|---|---|
|  Board of Directors | 4 | Recent statutory pronouncements and business updates | 100% |
|  Key Managerial Personnel | 5 | Recent statutory pronouncements, business updates, Compliance updates - ESG and BRSR awareness sessions. | 100% |
|  Employees other than Board of Directors and KMPs | 472 | <ol style="list-style-type: none"> 1. Developing Behavioural capability of employees 2. Assessing the employees 3. Developing Functional capability of employees 4. Developing Leadership capability of employees 5. Developing Process related capability of employees 6. Developing capability of Freshers 7. Developing Technical capability of employees 8. Leadership Capability 9. Strategic Leadership 10. People Manager Capability 11. Developing Individual Capability | 65.67% |
|  Workers | Not Applicable | | |

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 LODR and as disclosed in the entity's website):

Monetary

| | NGRBC Principle | Name of the regulatory/ enforcement agencies/judicial institutions | Amount (In INR) | Brief of the Case | Has an appeal been preferred? (Yes/No) |
|------------------------|-----------------|--|-----------------|-------------------|--|
| Penalty/ Fine | NA | NA | 0 | NA | NA |
| Settlement | NA | NA | 0 | NA | NA |
| Compounding fee | NA | NA | 0 | NA | NA |

Non-Monetary

| | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/No) |
|---------------------|-----------------|---|-------------------|--|
| Imprisonment | NA | NA | NA | NA |
| Punishment | NA | NA | NA | NA |

*There were no fines/ penalties/punishment/ award/ compounding fees/ settlement fees which were paid during the year.





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 |
|--------------|---|
| NA | NA |

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

Yes, The Company has an Anti-Corruption and an Anti-Bribery statement which is stated in the Company Code of Conduct (COC). All employees of Ramco shall comply with all applicable national and international anti-corruption Laws and Regulations and are committed to the prevention, deterrence, and detection of fraud, bribery, and all other corrupt business practices. Appropriate action will be taken for any breach of this COC, including dismissal through termination. For more information, check out the Company's Code of Conduct.

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 2022-23 | FY 2021-22 |
|--|----------------|------------|
|  Directors | 0 | 0 |
|  KMPs | 0 | 0 |
|  Employees | 0 | 0 |
|  Workers | Not Applicable | |

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

| | FY 2022-23 | | FY 2021-22 | |
|--|------------|---------|------------|---------|
| | Number | Remarks | Number | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | 0 | NA | 0 | NA |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs | 0 | NA | 0 | NA |

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.

There were no such cases/ issues during the year where taking corrective action was required.

Leadership Indicators

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

| 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 |
|---|--|--|
| 2 | HRP Foundation for Customers | 100% |



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, all the Directors provide annual declaration to adherence to code of conduct covering conflict of interest. Code of Conduct.

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 2022-23 | FY 2021-22 | Details of improvements in environmental and social impacts |
|-------|------------|------------|---|
| R&D | 0 | 0 | NA |
| Capex | 0 | 0 | NA |

| | |
|--|---|
| 2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) | No |
| b. If yes, what % of inputs were sourced sustainably? | 0% |
| 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. | For safely reclaiming the products for reusing, recycling and disposing at the end of life, we have a disposal system which fall under the E-waste category. Servers, Network, Storage, Desktops and laptops, which have become obsolete or which are declared as end of life by the manufacturer are the candidates meant for E-waste. These assets are either replaced or disposed through certified E-waste disposal partners that are retained for records. |
| 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 |

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 | |
| | | Number (B) | % (B / A) | Number © | % C / A) | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |
| Permanent employees | | | | | | | | | | | |
| Male | 1146 | 1146 | 100% | 1146 | 100% | NA | NA | 1146 | 100% | 0 | 0% |
| Female | 766 | 766 | 100% | 766 | 100% | 766 | 100% | NA | NA | 0 | 0% |
| Total | 1912 | 1912 | 100% | 1912 | 100% | 766 | 100% | 1146 | 100% | 0 | 0% |

| Category | % of employees covered by | | | | | | | | | | |
|----------|---------------------------|------------------|-----------|--------------------|---------|--------------------|-----------|--------------------|-----------|---------------------|-----------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity Benefits | | Day Care facilities | |
| | | Number (B) | % (B / A) | Number © | % C / A | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |
| Female | 69 | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% | 0 | 0% |
| Total | 158 | 0 | 0% | 0 | 0% | 0* | 0% | 0* | 0% | 0 | 0% |

*Other than permanent employees are recruited for a limited period of time. During their tenure with the Company, no persons have availed the maternity & paternity leave.

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

| Category | % of workers covered by | | | | | | | | | | |
|----------|-------------------------|------------------|---------|--------------------|-----------|--------------------|-----------|--------------------|-----------|---------------------|-----------|
| | Total (A) | Health insurance | | Accident insurance | | Maternity benefits | | Paternity Benefits | | Day Care facilities | |
| | | Number (B) | % B / A | Number © | % (C / A) | Number (D) | % (D / A) | Number (E) | % (E / A) | Number (F) | % (F / A) |



Permanent workers

| | | | | | | | | | | | |
|--------|----------------|--|--|--|--|--|--|--|--|--|--|
| Male | Not Applicable | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |



Other than Permanent workers

| | | | | | | | | | | | |
|--------|----------------|--|--|--|--|--|--|--|--|--|--|
| Male | Not Applicable | | | | | | | | | | |
| Female | | | | | | | | | | | |
| Total | | | | | | | | | | | |

2. Details of retirement benefits, for current financial year and previous financial year:

| Benefits | FY 2022-23 | | | FY 2021-22 | | |
|---------------------------|--|--|--|--|--|--|
| | 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% | | Yes | 100% | | Yes |
| ESI | 0%* | | NA | 0% | | Yes |
| Others – Please Specify** | 100% | | Yes | 100% | | Yes |

*None of the employees are eligible for coverage under ESI.



** In addition to the above, the Company has Superannuation Scheme and National Pension Scheme, the participation in which, by the employees is optional and voluntary.







3. Accessibility of workplaces

| | |
|---|---|
| <p>Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.</p> | <p>The Company's premises are generally friendly to all disabled visitors and employees. The Company periodically reviews the requirements and takes necessary initiatives for improvement.</p> |
| <p>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.</p> | <p>Yes, its mentioned in the handbook as well as BRSR Policy.</p> |

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

| Gender |  Permanent employees | |  Permanent workers | |
|--------|--|----------------|--|----------------|
| | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male | 100% | 84% | Not Applicable | |
| Female | 100% | 13% | | |
| Total | 100% | 29% | | |

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

| | Yes/No (If Yes, then give details of the mechanism in brief) |
|---|--|
| <p> Permanent workers</p> | NA |
| <p> Other than Permanent workers</p> | NA |
| <p> Permanent employees</p> | Yes. |
| <p> Other than Permanent Employees</p> | <p>Ramco encourages employees to address concerns initially through open communication and dialogue with their immediate supervisors. In case of unsatisfactory responses, employees can escalate their grievances to the location HR department for assistance. The Company provides a comprehensive code of conduct that outlines offenses and a progressive discipline framework.</p> |

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

| Category | FY 2022-23 | | | FY 2021-22 | | |
|----------------------------------|--|--|-----------|--|---|-----------|
| | Total employees / workers in respective category (A) | No. of employees / workers in respective category, who are part of association(s) or Union (B) | % (B / A) | Total employees / workers in respective category (C) | No. of employees/ workers in respective category, who are part of association (s) or Union(D) | % (D / C) |
| Total Permanent Employees | 1912 | 0 | 0% | 1796 | 0 | 0% |
| Male | 1146 | 0 | 0% | 1076 | 0 | 0% |
| Female | 766 | 0 | 0% | 720 | 0 | 0% |
| Total Permanent Workers | Not Applicable | | | | | |
| Male | | | | | | |
| Female | | | | | | |

8. Details of training given to employees and workers:

| Category | FY 2022-23 | | | | | FY 2021-22 | | | | |
|----------|------------|-------------------------------|-----------|----------------------|-----------|------------|-------------------------------|-----------|----------------------|-----------|
| | Total (A) | On Health and safety measures | | On Skill upgradation | | Total (D) | On Health and safety measures | | On Skill upgradation | |
| | | No. (B) | % (B / A) | No. (C) | % (C / A) | | No. (E) | % (E / D) | No. (F) | % (F / D) |



Employees

| | | | | | | | | | | |
|---------------|------|-----|-----|-------|------|------|----|------|-------|------|
| Male | 1146 | 311 | 27% | 1146 | 100% | 1076 | 18 | 0.1% | 919 | 85% |
| Female | 766 | 298 | 38% | 766 | 100% | 720 | 13 | 0.1% | 720 | 100% |
| Total | 1912 | 609 | 32% | 1912* | 100% | 1796 | 31 | 0.1% | 1639* | 91% |



Workers

| | | | | | | | | | | |
|---------------|----------------|--|--|--|--|--|--|--|--|--|
| Male | Not Applicable | | | | | | | | | |
| Female | | | | | | | | | | |
| Total | | | | | | | | | | |

* The actual number of employees trained, including those resigned, is greater than the total number of employees.

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

| Category | FY 2022-23 | | | FY 2021-22 | | |
|---------------|----------------|---------|---------|------------|---------|---------|
| | Total (A) | No. (B) | % (B/A) | Total (C) | No. (D) | % (D/C) |
| Employees | | | | | | |
| Male | 1146 | 1053 | 91.8% | 1076 | 885 | 82.2% |
| Female | 766 | 724 | 94.5% | 720 | 592 | 82.2% |
| Total | 1912 | 1777* | 93% | 1796 | 1477* | 82.2% |
| Workers | | | | | | |
| Male | Not Applicable | | | | | |
| Female | | | | | | |
| Total | | | | | | |

*The performance evaluation and carrier development reviews exclude those who have not completed six months of service during the respective financial years.

10. Health and safety management system:

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

Yes,

The Company attaches importance to OHS measures. Health & safety aspects are integrated into the corporate governance structure. Health and safety are ensured by conducting workshops and programs on wellbeing that includes ergonomics, physical and mental wellbeing which are key in improving productivity and wellbeing of the employees.

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









The Company encourages its employees to report any work-related hazards to Admin and/or HR departments, which are addressed promptly.

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

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

Yes, the employees are covered by a comprehensive health insurance benefit including coverage of pre-existing ailments that provides access to healthcare.



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

| Safety Incident/Number | Category | FY 2022-23 | FY 2021-22 |
|---|---|------------|------------|
| Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked) |  Employees | 0 | 0 |
| |  Workers | NA | NA |
| Total recordable work-related injuries |  Employees | 0 | 0 |
| |  Workers | NA | NA |
| No. of fatalities |  Employees | 0 | 0 |
| |  Workers | NA | NA |
| High consequence work-related injury or ill-health (excluding fatalities) |  Employees | 0 | 0 |
| |  Workers | NA | NA |
| No. of fatalities | | 0 | 0 |
| | | NA | NA |
| High consequence work-related injury or ill-health (excluding fatalities) | | 0 | 0 |
| | | NA | NA |

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

The Company conducts regular fire and safety drills, and has stationed fire wardens on every floor. Prescribed temperatures are maintained. Strict sanitation standards are adhered to ensure a clean workplace. Medical practitioners are available on request. The Company encourages employees to report any incidents or near-misses, so that these can be prevented in future.

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

| | FY 2022-23 | | | FY 2021-22 | | |
|--|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | 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 | 0 | 0 | 0 | 0 | 0 | 0 |
|  Health & Safety | 0 | 0 | 0 | 0 | 0 | 0 |

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 | 100% |

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


Any issues which are brought to the notice of the concerned department is addressed immediately and communicated back to the complainant on the correction action taken.

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.

Our stakeholder identification process involves recognizing and analysing individuals or groups that impacts the Company, which are impacted by its operations, and have a significant influence on its success. This includes stakeholders such as customers, employees, investors, suppliers, regulatory authorities, local communities, and the environment. The Company assesses the impact it has on its stakeholders, such as providing innovative IT solutions, creating employment opportunities, fostering digital inclusion, and promoting responsible data management aligned with the Sustainable Development Goals (SDGs). This stakeholder-centric approach enables the Company to address their needs and concerns while working towards a sustainable future.

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

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|--------------------------|---|--|--|---|
| Employees | No | Email, SMS, Meetings, Website, social media, Circulars, etc. | Regular | Regular employee engagement including training and awareness, concern and queries, performance appraisals etc |
| Customers | No | Email, SMS, Meetings, Website, Business interactions, Advertisement | Regular | Information about the product, hearing and resolving concerns and questions |

| Stakeholder Group | Whether identified as Vulnerable & Marginalized Group (Yes/No) | Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other | Frequency of engagement (Annually/ Half yearly/ Quarterly/ others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement |
|--|--|---|---|---|
|  Shareholders and Investors | No | Annual General Meeting, Investors Meet, Email, Website, Newspaper, Stock Exchange Filings, Letters etc. | Periodic | Performance of the Company and major highlights of the year and upcoming year |
|  Suppliers & Vendors | No | Email, SMS, Business Meetings | Regular | Compliance, service quality, deadlines and due dates, concerns and queries |
|  Government & Regulatory bodies | No | Email, Meetings, Website, Annual Report, Stock Exchange Filings, Industry Body Representations | As and when required | Periodic compliances |
|  Local communities | May be (in some cases) | Onsite Community Meetings, Direct engagement through project teams | Regular | CSR Project Implementation and success |

PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

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

| Category | FY 2022-23 | | | FY 2021-22 | | |
|-----------------------------|------------|-----------------------------------|-----------|------------|-----------------------------------|-----------|
| | Total (A) | No. employees workers covered (B) | % (B / A) | Total (C) | No. employees workers covered (D) | % (D / C) |
| Employees | | | | | | |
| Permanent | 1912 | 100 | 5% | 1796 | 0 | 0% |
| Other than permanent | 158 | NA | NA | 177 | NA | NA |
| Total Employees | 2070 | 100 | 4.8% | 1973 | 0 | 0% |
| Workers | | | | | | |
| Permanent | NA | NA | NA | NA | NA | NA |
| Other than permanent | NA | NA | NA | NA | NA | NA |
| Total Workers | NA | NA | NA | NA | NA | NA |



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

| Category | FY 2022-23 | | | | | FY 2021-22 | | | | |
|----------|------------|-----------------------|---------|------------------------|----------|------------|-----------------------|---------|------------------------|---------|
| | Total (A) | Equal to Minimum Wage | | More than Minimum Wage | | Total (D) | Equal to Minimum Wage | | More than Minimum Wage | |
| | | No.(B) | % (B/A) | No. (C) | % (C /A) | | No.(E) | % (E/D) | No.(F) | % (F/D) |



Employees

| | | | | | | | | | | |
|-----------------------------|------|---|---|------|------|------|---|---|------|------|
| Permanent | | | | | | | | | | |
| Male | 1146 | 0 | - | 1146 | 100% | 1076 | 0 | - | 1076 | 100% |
| Female | 766 | 0 | - | 766 | 100% | 720 | 0 | - | 720 | 100% |
| Other than permanent | | | | | | | | | | |
| Male | 89 | 0 | - | 89 | 100% | 109 | 0 | - | 109 | 100% |
| Female | 69 | 0 | - | 69 | 100% | 68 | 0 | - | 68 | 100% |



Workers

| | |
|-----------------------------|----------------|
| Permanent | Not Applicable |
| Male | |
| Female | |
| Other than permanent | |
| Male | |
| Female | |

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

| | Male | | Female | |
|---|----------------|---|--------|--|
| | Number | Median remuneration salary/ wages of respective category (In Rs.) | Number | Median remuneration/ salary/ wages of respective category (In Rs.) |
| Board of Directors (BOD) | 7 | 345,000 | 1 | 300,000 |
| Key Managerial Personnel | 3 | 2,480,000 | 0 | - |
| Employees other than BoD and KMP | 1146 | 912,270 | 766 | 560,894 |
| Workers | Not Applicable | | | |

BOD comprises all Directors, including Independent Directors. While calculating the median, the sitting fees paid to Non-Executive Directors and the remuneration & sitting fees paid to Executive Director are considered.

Note: Mr. Abinav Ramasubramaniam Raja, Whole Time Director is covered under both, KMP and Board of Directors.

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, Internal Complaints Committee, People related decisions are centred around the core values of the organisation.

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

For grievance redressal related to Human Rights issues, the actions are guided by International Human Rights principles encompassed by the NGRBC, and the Universal Declaration of Human Rights, including those contained within the International Bill of Rights and the International Labour Organization’s 1998 Declaration on Fundamental Principles and Rights at Work. An email can be sent to InvestorRelations@ramco.com and the designated official for assisting and handling Investor and Shareholder grievances: Mr. Vijayaraghavan NE Company Secretary & Compliance Officer Ramco Systems Limited

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

| | FY 2022-23 | | | FY 2021-22 | | |
|--|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
| | Filed during the year | Pending resolution at the end of year | Remarks | Filed during the year | Pending resolution at the end of year | Remarks |
| Sexual Harassment | 0 | 0 | 0 | 0 | 0 | 0 |
| Discrimination at workplace | 0 | 0 | 0 | 0 | 0 | 0 |
| Child Labour | 0 | 0 | 0 | 0 | 0 | 0 |
| Forced Labour/ Involuntary Labour | 0 | 0 | 0 | 0 | 0 | 0 |
| Wages | 0 | 0 | 0 | 0 | 0 | 0 |
| Other human rights related issues | 0 | 0 | 0 | 0 | 0 | 0 |

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

To prevent adverse consequences to the complaint in such cases, the concerned will be given a furlough, typically a time off, counselling or a reassignment to a different department or location if necessary. The complainant’s privacy and confidentiality will be protected during the process. If the complaint is substantiated, appropriate disciplinary actions against the accused party will be taken which may include reprimands, suspension, or termination.

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

Yes, Minimum wages, prohibition of employment of child labour etc. as per local regulatory requirement, are ensured.

9. Assessments for the year:

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

* Assessments done through Grievance redressal mechanism in respect of other than human rights related issues.

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

There were no such cases/issues arising from the assessments where taking corrective action was required.

Leadership Indicators

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

The Company revisits the policies on a regular basis based on performance reviews to ensure that fair and unbiased practises are followed. Various trainings such as Prevention of Sexual harassment and discrimination at workplace are also held at the workplace to ensure awareness is created which contributes to an inclusive workplace culture.

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?

The Company's premises are generally friendly to all disabled visitors and employees. The Company periodically reviews the requirements and takes necessary initiatives for improvement.

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

Essential Indicators

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

| Parameter | FY 2022-23 (GJ) | FY 2021-22 (GJ) |
|---|-----------------|-----------------|
| Total electricity consumption (A) (In GJ) | 10,045.53 | 7,951.86 |
| Total fuel consumption (B) (In GJ) | 540.12 | 373.20 |
| Energy consumption through other sources (C) | 0 | 0 |
| Total energy consumption (A+B+C) (In GJ) | 10,585.65 | 8,325.06 |
| Energy intensity per lacs rupee of turnover (Total energy consumption (In GJ) /turnover in rupees ("lakhs")) | 0.4272 | 0.2978 |
| 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.

The Company does not have any sites/ facilities/ offices which are identified as designated consumers under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

| Parameter | FY 2022-23 | FY 2021-22 |
|--|-----------------|-----------------|
| Water withdrawal by source (in kilolitres) | | |
| (i) Surface water | 0 | 0 |
| (ii) Groundwater | 0 | 0 |
| (iii) Third party water | 9,274 | 3,945 |
| (iv) Seawater / desalinated water | 0 | 0 |
| (v) Others (Drinking Water) | 363.265 | 130.84 |
| Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v) | 9,637.26 | 4,075.84 |
| Total volume of water consumption (in kilolitres) | 9,637.26 | 4,075.84 |
| Water intensity per lakh rupee of turnover (Water consumed (in KL) / turnover in rupees (“lakh”)) | 0.3889 | 0.1458 |
| 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 |

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

No, considering the nature of the business, Zero Liquid Discharge Treatment does not apply to the Company.

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

| Parameter | Please specify unit | FY 2022-23 | FY 2021-22 |
|--|---------------------------|------------|------------|
| Nox | Parts per Mln. by volume | 0 | 0 |
| Sox | Parts per Mln. by volume | 0 | 0 |
| Particulate matter (PM) | Microgram per cubic metre | 0 | 0 |
| Persistent organic pollutants (POP) | Microgram per cubic metre | 0 | 0 |
| Volatile organic compounds (VOC) | Microgram per cubic metre | 0 | 0 |
| Hazardous air pollutants (HAP) | Microgram per cubic metre | 0 | 0 |
| Others– please specify | - | 0 | 0 |
| 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 |



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

| Parameter | Unit | FY 2022-23 | FY 2021-22 |
|--|---|------------|------------|
| Total Scope 1 emissions (Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available) | Metric tonnes of CO ₂ equivalent | 33.74 | 23.32 |
| Total Scope 2 emissions (Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available) | Metric tonnes of CO ₂ equivalent | 2,260.24 | 1,789.17 |
| Total Scope 1 and Scope 2 emissions per “lacs” rupees of turnover. | | 0.0926 | 0.0648 |
| 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 |

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

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

| Parameter | FY 2022-23 | FY 2021-22 |
|---|--------------|--------------|
| Total Waste generated (in metric tonnes) | | |
| Plastic waste (A) | 0.162 | 0.118 |
| E-waste (B)* | 2.718 | 0.5 |
| Bio-medical waste (C) | 0 | 0 |
| Construction and demolition waste (D) | 0 | 0 |
| Battery waste (E) | 0 | 0 |
| Radioactive waste (F) | 0 | 0 |
| Other Hazardous waste. Please specify, if any. (G) | 0 | 0 |
| Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) Paper Waste | 0.279 | 1.605 |
| Total (A+B + C + D + E + F + G + H) | 3.159 | 2.223 |

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 | 1.343 | 0 |
| (ii) Re-used | 0 | 0 |
| (iii) Other recovery operations | 0 | 0 |
| Total | 1.343 | 0 |

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

| Category of waste | | |
|---------------------------------|--------------|--------------|
| (i) Incineration | 0 | 1.505 |
| (ii) Landfilling | 0 | 0 |
| (iii) Other disposal operations | 0.441 | 2.736 |
| Total | 0.441 | 4.241 |

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

*Certain category of waste is not disposed.

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

For safely reclaiming the products for reusing, recycling and disposing at the end of life, we have a disposal system which fall under the E-waste category. Servers, Network, Storage, Desktops and laptops, which have become obsolete, or which are declared as end of life by the manufacturer are the candidates meant for E-waste. These assets are either replaced or disposed through certified E-waste disposal partners that are retained for records. These assets are either replaced or disposed through certified E-waste disposal partners that are retained for records. Additionally, we do not deal with hazardous or toxic chemicals in our products.

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:

| 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 |

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

| Name and brief details of project | EIA Notification No. | Date | Whether conducted by independent external agency (Yes / No) | Results communicated in public domain (Yes / No) | Relevant Web link |
|-----------------------------------|----------------------|------|---|--|-------------------|
| NA | NA | NA | NA | NA | NA |

12. Is the entity compliant with the applicable Environmental Law/ Regulations/ Guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

| 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 |

*The Company is compliant with the applicable Environmental Law/Regulations/ Guidelines in India. As a result, there were no fines/ penalties or actions taken by regulatory agencies such as pollution control boards or courts where taking corrective action was required.



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. 7*

*With the IT industry thriving globally, the Company believes that it is imperative for organizations to work hand in hand, in order to further promote the development of the sector. Alliances with trade bodies or chamber of commerce not only aligns with the country's tech vision but also helps enable and accelerate the pace of global digital transformation.

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.

| S.No. | Name of the trade and industry chambers/ associations | Reach of trade and industry chambers/ associations (State/National) |
|-------|---|---|
| 1 | Australian Payroll Association (APA), Australia | National |
| 2 | The Association of Payroll Specialists (TAPS), Australia | National |
| 3 | Global Payroll Association (GPA), United Kingdom | National |
| 4 | Global Payroll Management Institute (GPMI), United States of America | National |
| 5 | National Association of Software and Service Companies (NASSCOM), India | National |
| 6 | American Chamber of Commerce (AMCHAM), Singapore | National |
| 7 | Middle East Facility Management Association (MEFMA), United Arab Emirates | National |

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

| Name of authority | Brief of the case | Corrective action taken |
|-------------------|-------------------|-------------------------|
| - | - | - |

There were no cases/ issues related to anti-competitive conduct in the FY2022-23 where taking corrective action was required.

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

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

There were no projects undertaken by the Company as it is not mandatory to conduct Social Impact Assessments.

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

| S. No. | Name of Project for which R&R is ongoing | State | District | No. of Project Affected Families (PAFs) | % of PAFs covered by R&R | Amounts paid to PAFs in the FY (In INR) |
|--------|--|-------|----------|---|--------------------------|---|
| NA | NA | NA | NA | NA | NA | NA |

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

An email can be written to wecare@ramco.com and the related Committee (Corporate Social Responsibility Committee) shall take care of the matter from there.

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

| | FY 2022-23 | FY 2021-22 |
|---|------------|------------|
| Directly sourced from MSMEs/ small producers | 19.37% | 13.83% |
| Sourced directly from within the district and neighbouring districts* | 53.69% | 50.62% |

* Represents procurement made from vendors within the state.

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 rtrack system, an online tracking system to track all technical consumer issues during the lifecycle of the contract/ agreement with the Company.
- An escalation mechanism is set up to track all technical consumer issues.
- The reports of technical issues raised and responded are shared with the customers.

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

| | As a % to total turnover |
|---|--------------------------|
| Environmental and social parameters relevant to the product | NA |
| Safe and responsible usage | NA |
| Recycling and/or safe disposal | NA |

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

| | FY 2022-23 | | Remarks | FY 2021-22 | | Remarks |
|--------------------------------|--------------------------|-----------------------------------|---------|--------------------------|-----------------------------------|---------|
| | Received during the year | Pending resolution at end of year | | Received during the year | Pending resolution at end of year | |
| Data privacy | 0 | 0 | - | 0 | 0 | - |
| Advertising | 0 | 0 | - | 0 | 0 | - |
| Cyber-security | 0 | 0 | - | 0 | 0 | - |
| Delivery of essential services | 0 | 0 | - | 0 | 0 | - |
| Restrictive Trade Practices | 0 | 0 | - | 0 | 0 | - |
| Unfair Trade Practices | 0 | 0 | - | 0 | 0 | - |
| Other | 0 | 0 | - | 0 | 0 | - |

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

| | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | NA | NA |
| Forced recalls | NA | NA |



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, we have a policy and framework in place. Additionally, we are ISO 27001:2013 certified. <https://www.ramco.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.

No such cases have occurred the required taking any corrective actions on advertising, delivering of essential services, cyber security and data privacy, re-occurrence of instances of product recalls, penalties or actions taken by regulatory authorities on safety of products / services.

Leadership Indicators

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

All the Company's products are listed on the Company website. More details about the products & services can be accessed by visiting at www.ramco.com.

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

The Company deals in software products and all relevant product and technical information are made available to the Clients in a written proposal and/or included in the executed contracts. Also, the marketing communications adhere to all legal statutes with respect to product labelling and display of product information.

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

The Company will ensure that disruption/discontinuation of essential services is kept to a minimum and will inform customers on email for any risk of disruption/discontinuation of essential services.