BUSINESS RESPONSIBILITY REPORT

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

This Business Responsibility Report (“BRR”) conforms to the requirement of SEBI LODR and the National Voluntary Guidelines (“NVGs”) on Social, Environmental and Economic Responsibilities of business released by Ministry of Corporate Affairs, Government of India (“MCA”). This Report provides an overview of activities/initiatives carried out by your Company.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

<table>
<tr><td>1.</td><td>Corporate Identity Number (CIN) of the Company</td><td colspan="4">L72300TN1997PLC037550</td></tr>
<tr><td>2.</td><td>Name of the Company</td><td colspan="4">Ramco Systems Limited (“Ramco”)</td></tr>
<tr><td>3.</td><td>Registered address</td><td colspan="4">47, PSK Nagar, Rajapalayam – 626 108</td></tr>
<tr><td>4.</td><td>Website</td><td colspan="4">https://www.ramco.com/</td></tr>
<tr><td>5.</td><td>E-mail id</td><td colspan="4">investorrelations@ramco.com</td></tr>
<tr><td>6.</td><td>Financial Year reported</td><td colspan="4">April 01, 2021 to March 31, 2022</td></tr>
<tr><td rowspan="5">7.</td><td rowspan="5">Sector(s) that the Company is engaged in (industrial activity code-wise)</td><td colspan="4">Codes as per NIC – 2008</td></tr>
<tr><td>Group</td><td>Class</td><td>Sub Class</td><td>Description</td></tr>
<tr><td>620</td><td>6201</td><td>62011</td><td>Writing, modifying, testing of computer program to meet the needs of a particular client excluding web page designing.</td></tr>
<tr><td></td><td></td><td>62013</td><td>Providing software support and maintenance to the clients</td></tr>
<tr><td>631</td><td>6311</td><td>63111</td><td>Data processing, hosting and related activities; Data processing activities including report writing</td></tr>
<tr><td>8.</td><td>List three key products/services that the Company manufactures/ provides (as in balance sheet)</td><td colspan="4">(i) Computer Programming and related activities
(ii) Consultancy and related activities
(iii) Hosting and related activities</td></tr>
<tr><td>9.</td><td>Total number of locations where business activity is undertaken by the Company</td><td colspan="4">Number of International Locations: Please refer the list of overseas location given at the end of the Annual Report.
Number of National Locations: Ramco has 5 offices at Chennai, Mumbai, Gurugram, Bangalore and Rajapalayam.</td></tr>
<tr><td rowspan="3">10.</td><td rowspan="3">Markets served by the Company</td><td>Local</td><td>State</td><td>National</td><td>International</td></tr>
<tr><td>√</td><td>√</td><td>√</td><td>√</td></tr>
<tr><td colspan="4">India, North America, Europe, Middle East, Africa, Asia (Malaysia, Singapore, Philippines, Indonesia, Vietnam, China, Hong Kong, Macau and Japan), Australia and New Zealand.</td></tr>
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SECTION B: FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital - Rs. Mln.	308.49
2.	Total Turnover - Rs. Mln.	2,900.08
3.	Total profit after taxes - Rs. Mln.	(499.71)
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	The Company committed to spend its obligation of Rs.14.32 Mln. out of which it has spent Rs.2.00 Mln. during the year and transferred the balance to the unspent CSR Bank Account. Further details are given in the Annexure V to Board’s Report.
5.	List of activities in which expenditure in 4 above has been incurred	Refer Annexure V to Board’s Report

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SECTION C: OTHER DETAILS

1.	Does the Company have any subsidiary Company/ Companies?	Yes. Refer Annexure to Board's Report – MGT 9 uploaded in the weblink: https://www.ramco.com/investor-relations/investor-information/annual-return/.
2.	Do the subsidiary Company/Companies participate in the BR Initiatives of the parent Company? If yes, then indicate the number of such subsidiary Company(s)	The Business Responsibility ("BR") initiatives of the Company are not applicable to its foreign subsidiaries. However, the subsidiaries share/follow the principles & ethics of the parent Company and are responsible businesses.
3.	Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	The Company involves its Business Associates in its BR initiatives. However, their extent of participation in terms of percentage cannot be quantified.

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

(a) Details of the Director/Directors responsible for implementation of the BR policy/policies

1.	DIN Number	00331406
2.	Name	Mr. P R Venketrama Raja
3.	Designation	Chairman

(b) Details of the BR head

1.	DIN Number	N.A.
2.	Name	Mr. Raghuveer Sandesh Bilagi
3.	Designation	Chief Operating Officer
4.	Telephone Number	+91 44 2235 2171
5.	E-mail ID	brr@ramco.com

2. Principle-wise (as per NVGs) BR Policy/Policies

(a) The NVGs on Social, Environmental and Economic Responsibilities of Business released by MCA has adopted nine areas or Principles P1 to P9, (given in Section E) of BR.

(b) Details of compliance in respect of those principles are given below:

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for BR Principles?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2.	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	The policies/processes framed by the Company are in accordance with the applicable laws and standards, as applicable for the business operations of the Company from time to time. The policies/process are at par with generally accepted practices for the respective principles.								
4.	Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director?	Yes the policies are approved by the Board/Senior Management Persons/Business Unit Heads as required respectively.								
5.	Does the Company have a specified Committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6.	Indicate the link for the policy to be viewed online?	The statutory policies are available on https://www.ramco.com/investor-relations/corporate-governance/policies-and-codes and certain management/operational related policies are available in the Company's internal portal for information of relevant stakeholders.								

Business Responsibility Report (Contd.)

No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	The Company's website contains the policies for information of all internal and external stakeholders. Further, relevant communication is provided to stakeholders through appropriate mediums.								
8.	Does the Company have in-house structure to implement the policy/policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/ policies?	Yes, Human Resource Grievance Redressal System, The Whistle Blower Mechanism, Prevention of Sexual Harassment Policy, etc., provides opportunity to report any concerns or grievances pertaining to any potential or actual violation of the relevant policies including remedial measures/action taken by appropriate team to address such violation/concern, as the case may be. An Investor grievance mechanism is also in place to respond to any investor grievances.								
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The ISO Standards and other standards adopted by the Company are subject to routine monitoring/evaluation/ review by their concerned external agencies on periodical basis. The implementation of the policies are subject to review by Statutory Auditors and Internal Auditors.								

(c) If answer to the question at serial number 1 against any principle, is 'No,' please explain why:– Not Applicable

3. Governance related to BR

(a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The CSR Committee consisting of 3 Directors is responsible to assess the BR performance of the Company and to oversee the implementation of the related policies. It is reviewed on periodical basis or as and when the need arises. The CSR Committee at its meeting held on May 19, 2022 had reviewed and approved the BRR for the year FY 2021-22.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The BRR is forming part of Annual Report and also placed on the Company's website at https://www.ramco.com/periodic-compliances.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Ramco provides software and services that are sustainable and safe. Ramco respects and promotes the well- being of all employees, including those in their value chains. Ramco respects the interests of and is responsive to all its stakeholders. Ramco as a major Business unit respects and promotes human rights and promotes inclusive growth and equitable development. Ramco engages with and provides value to its customers in a responsible manner.

Principle 1 (P1) - Businesses should conduct and govern themselves with ethics, transparency and Accountability.

Ramco as a Business conducts and governs itself with integrity and in a manner that is ethical, transparent and accountable. Ramco and its employees are committed to the prevention, deterrence and detection of fraud, bribery and all other corrupt business practices and to conduct all of its business activities with honesty, integrity and the highest possible ethical standards and vigorously enforce its business practice, wherever it operates throughout the world, of not engaging in bribery or corruption. This applies to all individuals worldwide working for all affiliates and subsidiaries of Ramco at all levels and grades, including Directors, senior executives, employees (whether permanent, fixed-term, hourly or temporary), consultants, contractors, trainees, outsourced staff, interns, partners, or any other person associated with Ramco.

This would also mean that, any individual or organization, who/ which come into contact or transact with Ramco, including prospects, clients, suppliers, business contacts, consultants, intermediaries, representatives, subcontractors, agents, advisers, joint ventures and government & public bodies (including their advisers and representatives). Appropriate action will be taken for any breach of the code including dismissal through termination.

Business Responsibility Report (Contd.)

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group/ Joint Ventures/Suppliers/Contractors/NGOs/Others?

   Yes. Group has a separate policy. Suppliers / Contractors / Others are governed as per the agreement. The Company's policies viz. Code of Conduct for Board of Directors and Senior Management Personnel and Whistle Blower Policy which lay down the Rules and procedures by which any stakeholder can report the actual or suspected improper activities of any kind, fraud and violation of Company's code of conduct is hosted on the Company's website. The whistle blower policy extends to individuals who are in full time or part time employment with the Company or its subsidiaries including those serving as consultants and contract/third party employees.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

During the year, no Compliant has been received under Whistle Blower Policy. During the year no complaints has been received from Members.

Principle 2 (P2) - Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

The technology industry has been striving to create an economic sustainability by building new technologies to boost efficiency. Ramco with its technological innovation has been spearheading and playing a pivotal role in driving digital sustainability.

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/ or opportunities.

Self-Explaining Payslip

This is a smart, AI-based service that lets employees seek explanations of their compensation and payslip component. Ramco's Self Explaining Payslip feature empowers customers' employees receive prompt and personalized responses to their payroll queries, without having to write to a payroll helpdesk and wait for a response. It answers queries employees most frequently have on their payslip and salary computation. These include queries related to payments that vary from period-to-period, information that is not directly available in a payslip and tax related queries. Available 24/7 and secured with a two-factor authentication, Ramco's Self Explaining Payslip also enhances employee experience through proactive notifications across payslip availability, tax declarations and salary analytics.

Self-Configuration Engine

Ramco has come up with an AI based auto /self-configuration tool in HRP that assists the configuration team in getting country-specific statutory compliance requirements based on industry / organization size / country etc. This helps Ramco employees to complete the implementation faster as well as benefits our customers to spend little time during the initial setup.

Making our products more democratic

The pandemic has accelerated the adoption of the gig working model, with numerous jobs getting created in the gig blue-collar space. To enable this acceleration technologically, Ramco recently introduced an authentication feature wherein users can use their facial identity to login into Ramco's application. This provides 2-pronged benefits to both customers' IT team and their blue-collared workers. The feature enables the blue-collared workers (with no / very limited IT exposure) to be able to use Employee Self Service functions - just by showing their face they can navigate through the screens using their voice in their native language and perform business transactions (without touching the screen). This also eliminates the need to train the blue collared workers on the usage.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

   (a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

   Not Applicable

   (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

   Ramco being software product based Company, its products are not resource intensive and hence reduction is negligible.

   At Ramco, emissions are constantly monitored. The operation of diesel generator sets are monitored to ensure that they are within permissible limits prescribed by the regional Pollution Control Boards.

   Ramco being a Software Product company, primarily consumes electricity in our data centres, and offices globally. Our focus is to encourage employees to reduce consumption, and also to reduce electricity consumption at our data centres.

   Deployment of Hyper Converge Infrastructure (HCI) brings in an optimized Data Centre Compute and Storage footprint, thereby reducing energy and cooling

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requirements in our data centres. At the same time, HCI brings in greater resiliency, higher security levels with the adoption of Zero Trust oriented Software Defined Network solutions within the HCI environment, supplemented by micro segmentation. Self-provisioning features of the tools enhances quick deployment, employee's productivity and in turn improves speed to market.

We have gradually reduced our per capita electricity consumption over the years.

3. Does the Company have procedures in place for sustainable sourcing (including transportation)?

   (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

   Yes. However, the percentage cannot be quantified.

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?

   (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

   The Company gives priority to procure goods and avail services from local and small vendors, located near to the offices.

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so.

   Yes. Ramco has a mechanism to recycle waste, but it doesn't deal with product recycling as it does not manufacture products.

   In FY 2021-22, we have not made e-waste. We have tied up with an approved recycling vendor to dispose our dry and wet waste for the coming years.

   In the past RAMCO has contributed towards recycling of Wastepaper and the same has been appreciated/ acknowledged by ITC Limited (Paper Boards & Specialty Papers Division). Generally, we recycle & use Printer Toner cartridges after refilling them, which falls in the range of less than 5%. 5-10% of Nonworking Laptops / Desktops are sent as e-waste. All e-waste products which are less than 5% are being disposed through Government approved / authorized vendors.

   The process involves collection of e waste products, testing & separation of the items based on use, identify them for sale/ disposal, remove them from our asset records and disposal after approval.

Principle 3 (P3) - Businesses should promote the well-being of all employees.

Ramco initiated plans to implement and monitor programs related to physical and mental wellbeing of employees and focusing on collaboration, work culture. We have also coached managers to be better effective during this challenging times.

Connect sessions with employees and recognition by the leaders are ongoing, which have brought in a feeling of belongingness amongst employees, who felt supported and recognized.

1. Please indicate the Total number of employees: 1,796 permanent employees on rolls of the Company.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis. Third Party Employee: 95 & Retainer: 34

3. Please indicate the Number of permanent women employees: 720

4. Please indicate the Number of permanent employees with disabilities: 1

5. Do you have an employee association that is recognized by management: No

6. What percentage of your permanent employees is Members of this recognized employee association? : Not Applicable

7. Please indicate the Number of complaints relating to child labor, forced labor, involuntary labor, sexual harassment in the last financial year and pending, as on the end of the financial year?

   Nil

8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?

Sl. No.	Type	Percentage of Employees	Skill upgradation Training
(a)	Permanent Employees	93% (of 1,925 total employees)	76%
(b)	Permanent Women Employees	40% (of 1796 permanent employees)	78%
(c)	Casual/ Temporary/ Contractual Employees	7% (of 1,925 total employees)	60%
(d)	Employees with Disabilities	0.057%	100%

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Principle 4 (P4) - Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

Ramco follows a non-discriminatory approach while hiring and have been a responsible employer while catering to the needs of employees with disabilities.

1. Has the Company mapped its internal and external stakeholders? Yes
2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders.

   Yes
3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

The Company's CSR programs in the past were target promoting education, including special education and employment enhancing vocation skills, especially, among children, women, elderly and the differently abled and livelihood.

Please refer the CSR projects undertaken by the Company in the past for more details in this link: https://www.ramco.com/hubfs/investor-relations/CSR-Projects.pdf

We have a structured internship program and work with campus recruitment cells for fresh engineering graduates, aiming at increasing their employability in the current IT industry scenario, and leveraging fresh minds to work in new- age projects with the latest technological stacks. Currently, the Company has also firmed up plans on launching a centre in Madurai in the of Tamil Nadu. Madurai Center will focus on development, execution and delivery etc., and will be an extended arm of Chennai Centre. Ramco aims to recruit around 200 employees over the next two years

Principle 5 (P5) - Businesses should respect and promote human rights.

Ramco as a Business enterprise respects human rights. Ramco avoids infringing on the human rights and addresses adverse human rights impacts on people with a fair and open vision. The responsibility to respect human rights is a global standard of expected conduct of Ramco wherever it operates.

Focus is also on freedom of expression, privacy and security. Business units are more focused to integrate human rights principles into our activities.

1. Does the policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs/Others?

The Company's Code of Conduct and HR policies & practices have been developed to respect and protect human rights. It covers only the Company.

2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

During the year, the Company did not receive any complaint in respect of violation of human rights.

Principle 6 (P6) - Businesses should respect, protect and make efforts to restore the environment.

Ramco business conduct refers to the commitment of businesses to operating in an economically, socially and environmentally sustainable manner while balancing the demands of shareholders and other interest groups.

1. Does the policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/ Suppliers/ Contractors/NGOs/others.

   Ramco has its key focus on Cloud based solutions and offering. It has an ecosystem of vendors and suppliers who work with these solutions both as intermediaries and as solution partners. Given the context, there is a natural preference to work with other product vendors which are also on cloud. The products are hosted on Cloud infrastructure providers like AWS, MS-Azure.

   Ramco partners with service/implementation providers who also believe in Cloud solutions and are keen to take Cloud based offerings forward. The Company has also recently collaborated with Workday and Oracle to holistically drive HR & payroll transformation for large enterprises.

   The Company also partners with leading global consulting firms to offer its cloud-based architecture as Business Platform as a Service (BPaaS) for cost-effective infrastructure and increased flexibility.
2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? If yes, please give hyperlink for webpage etc.

   While this is not addressed and tracked directly today, indirectly it does get addressed. Ramco strategically focuses to promote use of its Cloud Solution to all its Clients across the globe. An increase in adoption of Cloud Solutions by the market has been observed over years. This does contribute in a positive manner towards global environmental concerns such as climate change and global warming, as it offers a more efficient alternative from a heat productive environment.

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3. Does the Company identify and assess potential environmental risks?

   Potential environmental risks are identified by the Company from its operations. Necessary operational controls are established for mitigation of any such risks.

4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

   The Company has not undertaken any new initiatives. However, our cloud-based solutions offer clean technology solutions to our clients, enabling our clients to be carbon neutral.

5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc.? If yes, please give hyperlink for web page etc.

   No in this year.

6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

   Emissions generated by the Company are within the permissible limits given by CPCB/SPCB.

7. Number of show cause/legal notices received from CPCB/ SPCB which are pending (i.e. not resolved to satisfaction) as on end of financial year.

   None

Principle 7 (P7) - Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

With the IT industry thriving globally, we at Ramco believe 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 and Chamber of Commerce not only aligns with the country’s technology vision but will also help enable and accelerate the pace of global digital transformation.

1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

   Yes, the Company is a member of some of the key associations/ trade and chamber including:

   Confederation of Indian Industry (CII)

   The National Association of Software and Services Companies (NASSCOM)

   American Payroll Association (APA)

   Global Payroll Association (GPA)

   The American Chamber of Commerce in Singapore (AMCHAM SG)

   Australia Membership Association (AMA)

   Indo-Australian Chamber of Commerce (IACC)

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? If yes, specify the broad areas (Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

   In an effort to drive advocacy globally and locally, we have been working with associations like NASSCOM/ CII by supporting their reforms.

Principle 8 (P8) - Businesses should support inclusive growth and equitable development.

At Ramco, as we make strides in becoming the enabler of digital transformation, we ensure our focus on inclusive growth does not waver. We are deeply devoted towards uplifting the communities around us whilst empowering our stakeholders as well. From our initiatives around Environment/Education, to our commitment to being a catalyst for innovation and disruption, the Company pledges to support inclusive growth and equitable development.

1. Does the Company have specified programs/initiatives/ projects in pursuit of the policy related to Principle 8? If yes details thereof.

   Yes. FY 2020-21 witnessed the launch of an integrated facial and temperature recording technology-based Time & Attendance Software to help companies’ better screen and protect their employees while recording Attendance. With an intent to embrace a touchless attendance system, in the year FY 2021-22 Ramco’s innovations around building voice recognition capabilities helped us move closer to frictionless computing. A convenient and intelligent voice assistant embedded in Ramco’s application helped users carry out their transactions by just chatting with the application.

   All other initiatives around ensuring environmental sustainability, ecological balance, protection of flora and fauna etc., education, Driver Care and Tribal Welfare are achieved through the group’s CSR initiatives.

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2. Are the programs/projects undertaken through in-house team/own foundation/external NGO/Government structures/ any other organization?

   CSR initiatives were undertaken through an agency.

3. Have you done any impact assessment of your initiative?

   Impact assessment will be undertaken in due course.

4. What is your Company's direct contribution to community development projects- Amount in Rs. and the details of the projects undertaken.

   The Company has been focusing on digital transformation for organizations. The Company has spent Rs.2.00 Mln. towards its CSR commitment. Please refer Annual Report on CSR - Annexure V to Board's Report.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

   With digital transformation becoming the need of the hour, Ramco has been enabling various global organizations understand the role of digital technology that is shifting from driving marginal efficiency to being a catalyst of innovation and disruption and is helping them embrace newer technologies offering improved efficiencies.

   The pandemic has accelerated the adoption of the gig working model, with numerous jobs getting created in the gig blue-collar space. To enable this acceleration technologically, Ramco recently introduced an authentication feature wherein users can use their facial identity to login into Ramco's application. This provides 2-pronged benefits to both customers' IT team and their blue-collared workers. The feature enables the blue-collared workers (with no / very limited IT exposure) to be able to use Employee Self Service functions - just by showing their face they can navigate through the screens using their voice in their native language and perform business transactions (without touching the screen). This also eliminates the need to train the blue collared workers on the usage.

Principle 9 (P9) - Businesses should engage with and provide value to their customers and consumers in a responsible manner.

The Company while serving the needs of its customers, had taken into account the requirements of the customers and that of society by ensuring it does not restrict the freedom of choice and free competition in any manner while designing, promoting and selling the products. The disclosure of all relevant information about the usefulness of its products helps the customers exercise their freedom to consume the products or services without any prejudice.

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

   There are no customer complaints which will have any major business impact. Ramco provides product and implementation support to its Customers and Partners. It uses a ticket management tool to track and address all the technical issues raised related to product and/ or implementation. By leveraging Artificial Intelligence driven Virtual Assistant which uses Deep Learning and Natural Language Processing to simplify day-to- day HR activities, the Company has also rolled out its Customer Bot – Ramco CHIA, to address customer queries.

2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information).

   Ramco 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.

3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

   No cases have been filed by any stakeholder against the Company during the last five years in this regard.

4. Did your Company carry out any consumer survey/ consumer satisfaction trends?

   Yes. Ramco does undertake customer satisfaction surveys from time to time. The feedback from these surveys is leveraged to aid these customers to better harness the technologies and derive maximum return on investment and effectiveness.