

August 2, 2022

National Stock Exchange of India Limited  
Listing Department  
Exchange Plaza, C-1, Block G,  
Bandra Kurla Complex,  
Bandra (E), Mumbai - 400 051

BSE Limited  
Listing Department  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

Dear Sir/Madam,

**Sub:** Business Responsibility and Sustainability Report of the Company for the financial year 2021-22

**Ref:** NSE Symbol - ISEC and BSE Scrip Code - 541179

Please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') of the Company for the financial year 2021-22.

The said BRSR has also been uploaded on the website of the Company [www.icicisecurities.com](http://www.icicisecurities.com).

Kindly take the above information on record.

Thanking you,

Yours faithfully,

**For ICICI Securities Limited**

**Raju Nanwani**  
**Company Secretary**

Encl.: As above

Member of National Stock Exchange of India Ltd, BSE Ltd and Multi Commodity Exchange of India Ltd.  
**SEBI Registration:** INZ000183631  
**CIN No.:** L67120MH1995PLC086241

**ICICI Securities Limited**

**Registered Office:**

ICICI Venture House  
Appasaheb Marathe Marg,  
Prabhadevi, Mumbai - 400025, India  
Tel. (91 22) 6807 7100  
Fax (91 22) 6807 7803

**Corporate Office :**

Shree Sawan Knowledge Park, Plot No. D-507,  
T.T.C. Ind. Area, M.I.D.C, Turbhe, Navi Mumbai - 400 705  
Tel.: (91 22) 6807 7100  
Fax: (91 22) 6807 7801

**Name of Compliance Officer (Broking Operations) :** Mr. Anoop Goyal

**Email Address:** [complianceofficer@icicisecurities.com](mailto:complianceofficer@icicisecurities.com) / Tel. (91 22) 4070 1000

**Website Address:** [www.icicisecurities.com](http://www.icicisecurities.com) / [www.icicidirect.com](http://www.icicidirect.com)





**Business  
Responsibility and  
Sustainability  
Report 2022**





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[As per Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

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# FOREWORD

Over the past few years, sustainability reporting is gaining importance globally as an important communication tool for corporates to display their commitment of being a sustainable and responsible business. The Indian reporting scenario is also rapidly evolving in line with the global trends wherein corporates are expected to maintain transparency and accountability in reporting.

The Securities and Exchange Board of India (SEBI), regulator of capital markets in India, has put in place the Business Responsibility and Sustainability Reporting (BRSR) framework which requires listed companies to disclose information under the nine principles of the National Guidelines on Responsible Business Conduct. The BRSR disclosure is voluntary for FY2022 and shall become mandatory from FY2023 onwards for the top 1,000 Indian listed companies by market capitalisation.

Staying strong on our commitment of being a responsible business adopting BRSR framework voluntarily from FY2022 was a conscious choice to maintain transparency in sustainability reporting. The BRSR disclosures presented herein are strictly as per the format prescribed by SEBI. The BRSR should be read in conjunction with our Environmental, Social and Governance Report for FY2022 that carries our entire exhaustive sustainability related disclosures.



# SECTION A

## GENERAL DISCLOSURES

### I. DETAILS

1. Corporate Identity Number (CIN) of the Company	L67120MH1995PLC086241
2. Name of the Company	ICICI Securities Limited
3. Year of incorporation	1995
4. Registered office address	ICICI Venture House, Appasaheb Marathe Marg, Prabhadevi, Mumbai - 400 025
5. Corporate office address	Shree Sawan Knowledge Park, Plot No. D-507, T.T.C. Ind. Area, M.I.D.C, Turbhe, Navi Mumbai - 400 705
6. E-mail id	investors@icicisecurities.com, IR@icicisecurities.com
7. Telephone	(91 22) 6807 7100
8. Website	www.icicisecurities.com
9. Financial year for which reporting is being done	FY2022
10. Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited and National Stock Exchange of India Limited
11. Paid-up Capital	₹ 1,613.4 million
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR)	Mr. Rabin Ghosh, Head Corporate Communications Email: rabin.ghosh@icicisecurities.com Ph + 91 22 6637 7190
13. Reporting boundary	Disclosures made in this report are on a standalone basis

### II. PRODUCTS / SERVICES

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

Sr. No.	Description of main activity	Description of business activity	% of turnover of the Company
1	Financial and Insurance Service	Financial Advisory, Brokerage and Consultancy Services	92%

#### 15. Products/Services sold by the Company (accounting for 90% of the Company's turnover):

Sr. No.	Product/Service	NIC Code	% of total turnover contributed
1	Broking	66120	60%
2	Merchant Banking and Distribution of Financial Products	66190	32%

### III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National		The Company has 139 offices	
International	Nil	The Company has a subsidiary and a step-down subsidiary in the United States of America. The United States step-down subsidiary has a branch in Singapore.	

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

##### a. Number of locations

Locations	Number
National (No. of States)	The Company has offices in 22 states
International (No. of Countries)	The Company provides services across the world except for certain countries which are Comprehensive Sanctioned Countries and FATF's Jurisdictions under Increased Monitoring and Call for Action.  During the year ended March 31, 2022, the Company had customers in about 160 countries across the world.

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

During FY2022, the company earned about 6% of revenue from outside India.

##### c. A brief on types of customers

ICICI Securities is an integrated technology-based securities firm offering a wide range of services including retail and institutional broking, financial products distribution, private wealth management and issuer and advisory services. Our customers include Resident and Non Resident individuals, HUF's, Corporates *etc.*

### IV. EMPLOYEES

#### 18. Details as at the end of Financial Year: March 31, 2022.

##### a. Employees (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			Number of Employees (B)	% (B/A)	Number of Employees (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	4094	3066	75%	1028	25%
2.	Other than Permanent employees (on fixed term contract) (E)	3	3	100%	-	-
3.	<b>Total employees (D + E)</b>	<b>4,097</b>	<b>3,069</b>	<b>75%</b>	<b>1028</b>	<b>25%</b>

Note: The Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

**b. Differently abled employees:**

The Company is an equal opportunity employer and treats all employees at par. Based on the income tax declarations, the Company had 32 such employees.

S. No.	Particulars	Total (A)	Male		Female	
			Number of Employees (B)	% (B/A)	Number of Employees (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1.	Permanent (D)	32	24	75%	8	25%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	<b>Total differently abled employees (D + E)</b>	<b>32</b>	<b>24</b>	<b>75%</b>	<b>8</b>	<b>25%</b>

Note: The Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI

**19. Participation/Inclusion/Representation of women:**

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	1	12.5%
Key Management Personnel *	4	Nil	0

\* Key Management Personnel refers to the Managing Director and Chief Executive Officer, Whole-time Director, Chief Financial Officer and Company Secretary as defined under Section 203 (1) of the Companies Act, 2013.

**20. Turnover rate for permanent employees:**

	FY2022			FY2021			FY2020		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees*	33%	38%	34%	21%	25%	22%	31%	34%	32%

\* includes all employees except those on probation

**V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES).**
**21. (a) Names of holding / subsidiary / associate companies / joint ventures (As on 31 March 2022):**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the Company indicated at column A, participate in the Business Responsibility initiatives of the listed Company? (Yes/No)
1	ICICI Bank Limited	Holding Company	ICICI Bank Limited holds 74.89% of the total paid up share capital of ICICI Securities Limited	No
2	ICICI Securities Holdings, Inc.	Subsidiary Company	100%	No
3	ICICI Securities, Inc.	Step Down Subsidiary Company	100% held by ICICI Securities Holdings, Inc.	No

## VI. CSR DETAILS

22. (i) Whether Corporate Social Responsibility (CSR) is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover : ₹ 34,369 million

(iii) Net worth : ₹ 24,091.5 million

## 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)	FY2022			FY2021		
		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	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-
Shareholders	Yes, Shareholders can register their complaints/ grievances at the Company's following email ids: investors@icicisecurities.com, IR@icicisecurities.com	3	-	Complaints were suitably resolved in a timely manner	1	-	Complaint was suitably resolved in a timely manner
Employees and workers	Yes, grievance redressal mechanism is available on the intranet to employees.	7	-	-	4	-	-
Customers	Yes, Grievance Redressal Mechanism is in place. The Process note is mentioned on our website and below is the link which can be accessed after logging in to the website.  <a href="https://secure.icicidirect.com/customer/customersupport">https://secure.icicidirect.com/customer/customersupport</a>	43,913	420	-	19,504	23	-
Value chain partners	Yes, we have a dedicated email id isecpartners@icicisecurities.com on which our value chain partners can reach for any kind of grievances/concerns. They can also reach us at our customer care number.	-	-	-	-	-	-



#### 24. Overview of the Company'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 Company's 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 issues Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Privacy and Data Security	Opportunity & Risk	<p><b>Risk</b> : Privacy and Data Security is becoming a major risk due to increasing digitisation and more so in wake of pandemic where the number of digital users grew exponentially.</p> <p><b>Opportunity</b> : Having a robust information security structure (software, expert manpower and operational practices) helps us reduce cyber threats and ensure privacy, data security for all our stakeholders' privileged information thereby also facilitating business expansion.</p>	<p>The Company has framed policies with respect to information technology/ cyber security risk which set forth limits, mitigation strategies and internal controls. Information Security Management Policy and Cyber Security and Cyber Resilience Policy are in place for protecting the organisation's cyberspace against cyber-attacks, threats and vulnerabilities.</p> <p>The Company has a Personal Data Protection Standard which aims to create a responsible culture of data protection within ICICI Securities and increase employee awareness of data protection, acceptable data handling practices and applicable requirements in relation to Personal Data.</p>	<p><b>Positive</b> : Easier business process automation, increased trust and credibility of stakeholders, improved data management and protected brand reputation.</p> <p><b>Negative</b> : Breach of Privacy and Data Security.</p>
2	Community and Social Impact	Opportunity	<p><b>Opportunity</b> : Corporate Social Responsibility (CSR) has been a long-standing commitment at ICICI Securities. Our company's objective is to support meaningful socio-economic sustainable development and enable a larger number of people to participate and benefit in country's economic progress. The Company has articulated its CSR philosophy as supporting the cause of skill-development training for sustainable livelihood, healthcare including preventive healthcare, women empowerment, welfare of senior citizens, and contribution to incubators for promoting a culture of entrepreneurship through incubation of new ventures/start-ups which may create livelihood opportunities, new products/ services and promote financial inclusion.</p>	Not applicable	<p><b>Positive</b> : Supporting the CSR activities helps us to create a meaningful impact for the communities we interact with.</p>

S. No.	Material issues Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Human Capital	Opportunity & Risk	<p><b>Opportunity:</b> Human Capital is one of the key strategic imperative for the Company and we consistently invest in the growth &amp; development and alignment of employees to the Company growth strategy.</p> <p><b>Risk:</b> Market demand for skilled talent is high and hence continuously investing in skilling newer employees to make them business ready and at the same time automating and streamlining processes is of vital importance.</p>	<p>We have a meritocratic, transparent and equal opportunity culture. We provide growth &amp; development opportunities to high performing employees ahead of time. We have supported our employees and their families during COVID-19 by enabling technology to work from home and facilitating health &amp; vaccination related assistance to ensure their well-being. We have invested in hiring key and critical talent to accelerate digital and fair product &amp; process offerings to our customers. We deeply invest in initiatives to promote learning &amp; development, performance support, career growth, engagement, diversity and inclusion at the workplace. We have a robust grievance redressal mechanism to address employee concerns. We measure employee alignment at regular intervals to take corrective actions if any.</p>	<p><b>Positive:</b> Retention of key talent through various human resources proposition increases productivity.</p> <p><b>Negative:</b> High attrition possibilities leads to wage inflation and loss in continuity.</p>

## SECTION B

### MANAGEMENT AND PROCESS DISCLOSURES

The National Guidelines for Responsible Business Conduct (NGRBCs) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

- P1** Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.
- P2** Businesses should provide goods and services in a manner that is sustainable and safe.
- P3** Businesses should respect and promote the well-being of all employees, including those in their value chains.
- P4** Businesses should respect the interests of and be responsive to all its stakeholders.
- P5** Businesses should respect and promote human rights.
- P6** Businesses should respect and make efforts to protect and restore the environment.
- P7** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent.
- P8** Businesses should promote inclusive growth and equitable development.
- P9** Businesses should engage with and provide value to their consumers in a responsible manner.

Disclosure Questions	P1 (Please refer point P1)	P2 (Please refer point P2)	P3 (Please refer point P3)	P4 (Please refer point P4)	P5 (Please refer point P5)	P6 (Please refer point P6)	P7 (Please refer point P7)	P8 (Please refer point P8)	P9 (Please refer point P9)
<b>Policy and management processes</b>									
1. a. Whether your Company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	-	Y	Y
c. Web Link of the Policies, if available	The Corporate policies of the Company can be viewed at weblink <a href="https://www.icicisecurities.com/AboutUs.aspx">https://www.icicisecurities.com/AboutUs.aspx</a> Some of the policies of the Company are accessible only to employees and other internal stakeholders.								
2. Whether the Company has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	-	Y	Y
3. Do the enlisted policies extend to Company's value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	-	Y	Y

Disclosure Questions	P1 (Please refer point P1)	P2 (Please refer point P2)	P3 (Please refer point P3)	P4 (Please refer point P4)	P5 (Please refer point P5)	P6 (Please refer point P6)	P7 (Please refer point P7)	P8 (Please refer point P8)	P9 (Please refer point P9)
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your Company and mapped to each principle.	<p>The Company is committed to providing a safe, healthy and harassment free work environment to all it's employees. The Company has adopted employee oriented policies covering areas such as Human Rights Policy, Diversity, Equity and Inclusion Policy, employee benefits and prevention of sexual harassment at workplace, which endeavours to provide an environment of care, nurturance and opportunity to accomplish professional aspirations. The Code of Conduct and Business Ethics ("the code") and other policies of the Company are in line with the general laws and regulations, sound ethical practices and professional standards followed nationally. The Company has Anti Bribery and Anti Corruption Policy, Policy on Related Party Transactions, Anti Money Laundering and Combating Financing of Terrorism Policy (ICICI Group Policy) and the Whistle Blower Policy. The Whistle Blower policy confirms to the requirements as stipulated by the Companies Act, 2013 and the rules thereunder and of the applicable securities laws and regulations. The Whistle Blower policy broadly conforms to the standards set by the Banking regulator of the country. The Company complies with regulations governing its products and services. The Company has a Customer Relations Policy which is based on the guidelines prescribed by the Securities Markets Regulator and stock exchanges, covering the rights and obligations of stock brokers, sub brokers and clients. The Customer Relations Policy enshrines principles of fairness, transparency, suitability of products / services, privacy and grievance redressal mechanism, as the basic rights of the customers.</p>								
5. Specific commitments, goals and targets set by the Company with defined timelines, if any.	<p>We don't have mandated targets, commitments, or evaluation process for all policies. We have procedures in place to track key parameters like customer NPS, shareholder complaints, employee satisfaction surveys, consumption of resources like water, paper, electricity consumption.</p>								
6. Performance of the Company against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>We track key parameters in policies and record it for learning and development to enhance our policies.</p>								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed Company has flexibility regarding the placement of this disclosure).	<p>Doing business in a responsible and sustainable manner is one of the key imperatives for us. We continuously engage in discussion with all our stakeholders to identify key ESG issues and have identified Ethical Business Conduct, Efficient and Transparent Customer Service, Corporate Governance, Risk Management, Human Capital Development, Engagement with Communities and Environmental Footprint to be some of the most important issues.</p> <p>We have a highly qualified and diversified Board and ESG executive forum which oversees the Company's ESG journey. We instituted practices like Comprehensive Code of Conduct and Business Ethics, sound risk culture, digitisation of business, launching innovative products, investment in emerging areas of cybersecurity and information security, Employee welfare policies, monitoring consumption of resources and taking targets towards reduction in consumption of electricity, fuel and paper and various other practices.</p> <p>Reference should also be made to our Environmental Social and Governance report which carries an exhaustive list of out ESG related challenges, targets and achievements.</p>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p style="text-align: right;">Board of Directors</p>								
9. Does the Company have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>CSR Committee looks at community/ social related initiatives, and for sustainability related activities within the organisation, Whole Time Directors and CFO are involved.</p> <p>The Company also has in place an Executive level ESG forum comprising of various functional heads to oversee the sustainability related issues.</p>								



## **NOTES TO THE PRINCIPLES**

### **P1 Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.**

The Company has an Anti Bribery and Anti Corruption Policy, Group Code of Conduct and Business Ethics, Policy on related party transactions, Anti money laundering policy and Whistle Blower Policy. The Anti-Bribery and Anti-Corruption Policy conforms to the requirements of anti-bribery statutes and the regulatory guidance issued in relation to the same. While the corporate governance requirements prescribed under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 require the Company to have a Code of Conduct, there is no prescribed standard for the same. The Group Code of Conduct and Business Ethics is based on professional and ethical standards which the Company believes all its employees as well as Directors should adopt. The Whistle Blower Policy confirms to the requirements as stipulated by the Companies Act, 2013 and its rules. The policy on related party transactions, the Whistle blower policy and the Group Code of Conduct and Business Ethics are available on the website of the Company ([www.icicisecurities.com](http://www.icicisecurities.com)). The other policies are internal documents and accessible only to employees of the organisation.

### **P2 Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.**

The Company complies with regulations governing its products and services and has been responsive towards all stakeholders. The Company provides a range of investment and trading products and services to cater to all segments of the society and catering to needs of investors at various stages of lifecycle. All new products are approved by the Committees constituted by the Board. Further, the Process Approval Committee approves processes with respect to all new products. The Company has moved towards digitisation and developed entirely paperless contract notes and periodic statements thereby providing speed and convenience to customers and having a positive impact on the environment.

### **P3 Businesses should promote the well-being of all employees.**

The Company has adopted employee oriented policies covering areas such as growth and development, employee benefits, Grievance Redressal Policy, health and safety and prevention of sexual harassment at the workplace which endeavors to provide an environment of care, nurturing, opportunity to accomplish professional aspirations and inclusion.

The Company has a Board approved compensation policy which drives meritocracy in the framework of prudent fiscal management. The policy defines a fair mix of fixed, variable and long term compensation to ensure a fair balance between the long term and short term performance objectives of the Company and aligns the employee interest with the Company's goals and objectives. The policy is applicable to all the employees of the Company including the Whole-time Directors, Key Managerial Personnel and Senior Managerial Personnel of the Company are covered under the Company's Compensation policy.

The various other policies adopted by the Company to ensure employee well-being are as mentioned below:

- 1) Salary advance to employees: This benefit is aimed at providing financial assistance to employees of the Company in case of any exigency. This benefit allows employees to avail salary advance upfront towards their future salary payout.
- 2) Leave Policy: Leave policy at ICICI Securities Ltd. is designed to meet various life stage needs of employees. Various types of leaves that are available to eligible employees are mentioned below:
  1. Privilege Leave (PL)
  2. Casual Leave (CL)
  3. Sick Leave (SL)
  4. Maternity Leave (ML) including Sabbatical Leave post maternity
  5. Adoption leaves
  6. Paternity Leave (PAT)
  7. Compensatory Off (CO)
  8. During medical emergencies as well as during the pandemic, the Company has also granted special leave to employees to take care of self/ family members on need basis

- 3) Flexible work arrangements: The Company provides flexible/hybrid work arrangements on need basis to the employees to ensure that employees are able to manage any unexpected/unavoidable personal situation.
- 4) Higher education policy (HEP): The Company has a higher education policy which facilitates employees to pursue their desire for professional qualification and accreditation for upskilling themselves on continuous basis or as may be required in their jobs.
- 5) Internal Job Posting (IJP): The Company provides growth opportunities to employees by providing internal job openings across departments and functions wherein employees can apply for varied jobs basis the eligibility criteria. Some of these internal job movements may entail promotion and/or change in salary.
- 6) Insurance Policies: The Company ensures that all employees and their dependents (wherever applicable) are protected under various insurance covers like Health Insurance including maternity expenses, Personal Accident and Life Insurance. Further, during medical emergencies pertaining to employees, wherever required, the Company goes beyond the pre-defined limits to assist employees in their hour of medical needs.  
  
The Company also facilitates employees based on their family's specific hospitalisation needs, to take enhanced medical insurance coverage in the form of top up policies and parental coverage at attractive premiums with day zero coverage of pre-existing ailments.  
  
The Company facilitates employees to avail additional personal accident insurance covers at discounted premium rates.
- 7) Employees' Children Scholarship Scheme: The Company has an Employee's Children Scholarship Scheme which aims to help eligible employees meet the educational requirements of their children who are outstanding in their studies. Employees can opt for any course for their children's higher education both in India and overseas subject to the eligibility criteria.
- 8) Retirement Benefits: The Company has a Board approved policy to cover post-retirement benefits for employees retiring from the services of the Company after attaining the age of superannuation in the normal course or under an approved voluntary retirement scheme where specifically mentioned.

**P4 Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.**

The principle enunciates the aspect of being responsive towards all stakeholders especially those who are disadvantaged, vulnerable and marginalised. The CSR activities undertaken by the Company and its contribution to ICICI Foundation for Inclusive Growth encompass the socio economic development in areas such as skill development for sustainable livelihood, women empowerment, senior citizens welfare, Healthcare, support in COVID-19 initiatives, and supporting startups *etc.* The Company's Corporate Social Responsibility Policy can be viewed on the weblink [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR_Policy.pdf).

For consumer protection, the Company has a Board approved Policy on Protection of customer's Interest, and Grievance Redressal Policy. For effective redressal of employee grievances, the Company has in place the Code of Conduct, Employee benefits manual and the Whistle Blower policy. The Company also has a Policy against Sexual Harassment at the workplace in adherence to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

**P5 Businesses should respect and promote human rights.**

The Company respects and promotes human rights through various policies, as mentioned below:

- a) Through the Code of Conduct and Business Ethics, the Prevention of Sexual Harassment at the Workplace policy, the Whistleblower Policy and the Employee Grievance Redressal Policy, the Company provides a safe and secure workplace.
- b) Additionally, through the Company's internal policy on Talent Acquisition and Equal Opportunity, Diversity, Equity and Inclusion Policy, Human Rights policy, the Company affirms its commitment to being an equal opportunity, meritocratic employer with zero tolerance towards any form of discrimination.
- c) Diversity, Equity and Inclusion Policy: The key contours of the policy are to promote a culture of DEandI (Diversity, Equity and Inclusion) across the organisation that percolates to every employee at ICICI Securities, ensure that ICICI Securities continues to be an employer for diverse groups, maintain an environment of inclusion for all its employees and maintain a culture of no discrimination.
- d) Human Rights Policy: The key contours of the policy are safe and harassment free workplace, free from sexual harassment, diversity and inclusion, freedom of expression, free from child and forced labour.
- e) Also, the Company is governed by the Code of Conduct for Stock Brokers issued by SEBI which covers aspects such as integrity and fairness to clients.

The policies are available on the intranet for ready access for the employees and relevant policies are also available on Company website ([www.icicisecurities.com](http://www.icicisecurities.com)).

**P6 Businesses should respect, protect and make efforts to restore the environment.**

The Company complies with applicable environmental regulations in respect of its premises and operations. The Company's environment policy can be viewed at: [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Environment\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Environment_Policy.pdf). The policy underlines the Company's commitment towards the environment as part of the normal business operation due to consumption of resources like energy, water *etc*, generation of waste. The Company also focuses on driving efficiencies through optimisation and reduction of wastages which directly or indirectly reduces environmental/ climate impact for our customers and shareholders. The Company closely monitors all parameters of environmental footprint and aim to go for third party ratification in due course.

**P7 Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.**

While there is no specific Policy outlined for this principle, the Code of Conduct and Business Ethics governs all employees, officers and Directors and requires them to act in accordance with high professional and ethical standards. The Company, through trade bodies and associations, puts forth a number of suggestions with respect to equity markets. The Company, directly, and along with ICICI Foundation for Inclusive Growth has been working on several initiatives for promotion of inclusive growth.

**P8 Businesses should support inclusive growth and equitable development.**

The Company has a Corporate Social Responsibility (CSR) Policy to promote inclusive growth through economic and social development initiatives which can be viewed on the link: [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR_Policy.pdf)

The Company's CSR initiatives are undertaken primarily in the areas of skill development, sustainable livelihood, creation of job opportunities, healthcare, empowering women, and senior citizen welfare among others.

The Company also contributes towards the activities of ICICI Group's CSR arm - ICICI Foundation for Inclusive Growth, which focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and financial inclusion. The initiatives of ICICI Foundation for Inclusive Growth can be viewed on the link [www.icicifoundation.org](http://www.icicifoundation.org).

**P9 – Businesses should engage with and provide value to their customers and consumers in a responsible manner.**

The Customer Relations Policy is drawn from the existing best practices and guidelines issued by the Regulators from time to time. The Company has a dedicated customer servicing team which focuses on building and strengthening customer service orientation by initiating various measures for improvement in customer service. The team periodically reviews service performance measures, major operational changes or any other issues impacting customer service delivery. The policy can be viewed on the weblink [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Customer\\_Relations\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Customer_Relations_Policy.pdf).

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against Above policies and follow up action	Policies wherever stated have been approved by Board / Committees of Board / Senior Management of the Company. Polices are reviewed at periodic intervals in all aspects including statutory requirements depending on the frequency stated in respective policies or on need basis whichever is earlier and necessary updates are made to the policies.																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	The Company has necessary procedures in place to ensure the compliance with all relevant regulations.																	

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

No, however all policies and processes are subject to audits / reviews done internally in the Company from time to time.

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The Company does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	-	-	-
The Company is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	-	-	-
The Company does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	-	Please refer note P7	-	-



# SECTION C

## PRINCIPLE WISE PERFORMANCE DISCLOSURES

**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 programs held	Topics / principles covered under the training and its impact	% age of persons in respective category covered by awareness program
Board of Directors	Please refer Note (1) below	Please refer Note (1) below	Please refer Note (1) below
Key Managerial Personnel	Please refer Note (2) below	Please refer Note (2) below	Please refer Note (2) below
Employees other than Board of Directors and KMPs	Please refer Note (2) below	Please refer Note (2) below	Please refer Note (2) below

The Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI

#### Note:

1) During FY2022, various updates were made at the Board and Committee meetings. Independent Directors in their capacity as members of various Committees of the Board were informed on developments relating to diverse topics such as regulatory, economic and operating environmental changes, new business initiatives, Corporate Governance, Information Technology and various risk indicators. Strategic presentations were made to the Directors, regularly on Company strategy, performance and growth plans. These presentations covered the entire range of business activities including macro-economic and market review, equity performance, earnings outlook, operational efficiencies, service and product offerings, update on sales performance, digitisation initiatives, customer engagement strategies, risk management framework, fraud prevention, cyber security, CSR initiatives, business sustenance and employee practices.

Further, updates on performance review, strategy and key regulatory developments are presented at the quarterly board meetings and annual Board strategy meeting. Independent Directors who are members of various Committees are presented with the necessary information to enable them to review and grant approvals as per the terms of reference of the respective Committees.

The Board and Audit Committee is updated on key compliance, risk and audit observations, impact arising out of the issues along with management action plans.

During the ICICI Securities Day (I-Sec Day) celebrations, a session was organised with the Chairman of the Board who addressed and shared his perspective about the Company, strategy, industry, markets, *etc.* with all employees of the Company.

Considering all of the above, approximately 51 hours have been spent during FY2022 by the Board of Directors on various familiarisation programmes during Board/Committee meetings including four one-on-one/group sessions.

- 2) The Company's DNA articulates 'Compliance with Conscience' as a key threshold behaviour. Every employee of the Company is expected to work with 'Compliance with Conscience' in their work and their interactions with customers and stakeholders. The Company has zero tolerance towards any violation or misconduct on grounds on non-compliance. Our employee value proposition – PLEDGE also emphasises on creating an environment which protects against any kind of biases and facilitates professionalism in all engagements. The Company has a Code of Conduct (Code) which defines the professional and ethical standards that employees and Directors need to adhere to in compliance with all applicable statutory laws, regulations and internal policies. The Code is published on the Company's website, [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Code\\_of\\_Conduct\\_Business\\_Ethics.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Code_of_Conduct_Business_Ethics.pdf) and Intranet. Employees including Whole-time Directors are required to annually confirm that they have read and understood the Code. All new employees are also required to confirm that they have read and understood the Code at the time of their induction. In addition, the Company has instituted several policies to ensure adherence to existing statutory laws and regulations such as The Whistle Blower (WB) policy, The Prevention of Sexual Harassment (POSH) at the Workplace policy, Framework for managing Conflict of Interest *etc.* The Company regularly conducts awareness campaigns to familiarise employees with the various policies to ensure adherence to the highest standards of ethical behaviour. Regular communications via mobile application – Amigo, sms campaigns, mails, *etc.* are sent to sensitise employees around governance and ethical practices.

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

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

Nil.

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

Not applicable.

**4. Does the Company 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 anti-bribery policy which is available on the intranet of the Company. Further a brief of the policy is included in the Code of Conduct of the Company available at the below weblink.

[https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Code\\_of\\_Conduct\\_Business\\_Ethics.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Code_of_Conduct_Business_Ethics.pdf).

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

Particulars	FY2022	FY2021
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

**6. Details of complaints regarding conflict of interest:**

Particulars	FY2022		FY2021	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	Nil	Nil	Nil
Number of complaints received in relation to issues of Conflict of interest of the KMPs	Nil	Nil	Nil	Nil

**7. 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**

Not applicable.

**LEADERSHIP INDICATORS**

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

The Company on an annual basis sends an email communication to all vendor partners informing them about the Code of Conduct and Business Ethics of the Company.

**2. Company's processes in place to avoid/manage conflict of interests involving members of the Board?**

There is a Board approved 'Framework for managing conflicts of interest' ('the Framework') comprising of the principles and the measures to manage conflicts to conduct its activities in an ethical and transparent manner. The Framework applies to all employees of the Company, Directors of the Company and employees of the subsidiaries of the Company.

The Company has established a tradition of best practices in managing Conflict of Interest ('COI') through adoption of a strong corporate governance framework. The governance framework adopted by the Company includes independent Board, the separation of the Board's supervisory role from the exclusive management and the constitution of Committees of the Board, generally comprising a majority of Independent Directors and chaired by an Independent Director, to oversee critical areas.

The Directors, on an annual basis, provide an affirmation that they have complied with the Framework for the financial year and that there were no instances of COI during the year. Further, in terms of the Companies Act, 2013, the Directors do not participate in discussions on agenda items in which they are interested.

## 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 Company, respectively.**

Given the nature of Company's business Capex investments were largely in information technology. Accordingly, investments were made by way of addition to capital assets in the form of IT infrastructure like equipment and software to give impetus to the Company's digital initiatives. The share of investments in R&D and capex on account of information technology was 71% in FY2022 (90% in FY2021) of total addition to fixed assets by the Company.

**2. a. Does the Company have procedures in place for sustainable sourcing?  
b. If yes, what percentage of inputs were sourced sustainably?**

The consumption of resources is limited to running of operations and sourcing of inputs is not relevant to our core activities.

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

Given the nature of business, there is limited scope for reusing or recycling of products, however we have following practices for below mention waste categories.

- (a) Plastics (including packaging) - All our facilities use 100% biodegradable plastic garbage bags to collect and dispose of dry and wet waste. At our corporate office we have engaged with a vendor partner who collects our Wet and Dry waste to Compost/Recycle it in a eco-friendly manner.
- (b) E-waste - Our E-waste broadly includes computers, servers, scanners, PSs, Batteries, Air conditioners *etc.* All such E-wastes are being disposed off through registered E-waste vendors.
- (c) Hazardous waste – Our services do not involve producing or disposing hazardous waste of any kind. Hence this is not applicable.
- (d) Other waste - There are no other kinds of waste generated in our office other than listed above.

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

Not applicable.



## LEADERSHIP INDICATORS

**1. Has the Company conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?**

The Company is engaged in the business of broking (institutional and retail) including allied services of extending margin trade finance and ESOP finance, distribution of financial products, merchant banking and advisory services and is not involved in manufacturing or selling of tangible products. Life Cycle Perspective / Assessments (LCA) of products is not applicable.

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

Not applicable.

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

Nil.

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

Particulars	FY2022			FY2021		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Plastic waste generated from our office premises are minimal as the majority of the plastics used in our office premises including plastic bags are biodegradable in nature. The amount generated is negligible in terms of metric tonnes, hence it isn't relevant to our activities.					
E-waste	10.1 metric tonnes of e waste was generated and safely disposed.			Nil		
Hazardous waste	Our services do not involve producing or disposing hazardous waste of any kind. Hence this is not applicable in our industry.					
Other waste	2.17 metric tonnes of dry waste was generated out of which 2.04 metric tonnes was recycled.			Nil		
	3.03 metric tonnes of wet waste was generated and composted .					

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

Not applicable.

## PRINCIPLE 3 BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS

### ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	3066	3066	100%	3066	100%	NA	NA	3066	100%	Please refer note below	
Female	1028	1028	100%	1028	100%	1028	100%		NA		
<b>Total</b>	<b>4094</b>	<b>4094</b>	<b>100%</b>	<b>4094</b>	<b>100%</b>	<b>1028</b>	<b>25%</b>	<b>3066</b>	<b>75%</b>	<b>NA</b>	<b>NA</b>
<b>Other than Permanent employees (on fixed term contract)</b>											
Male	3	3	100%	2	67%	NA	NA				
Female	NIL	NIL	NIL	NIL	NIL	NIL	NA		NA		
<b>Total</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>2</b>	<b>67%</b>	<b>NIL</b>	<b>NA</b>				

#### Note:

To enable women employees to stay invested in their careers, the Company offers supportive policies that cater to their needs at various life stages. Some of these policies include maternity leave including sabbatical, adoption leave of three months and medical leave in case of miscarriage / medical termination of pregnancy, any illness arising out of pregnancy and trust based sick leave and paternity leave. In FY2022, due to COVID-19, employees were operating in hybrid mode and due consideration was given to primary caregivers and employees with young children and aged parents. We have tied up with crèche facilities and offer the facility to employees who show interest in availing these services with children below 6 years of age on a regular basis.

#### 2. Details of retirement benefits, for current and previous Financial Year:

Benefits	FY2022			FY2021		
	No of employees covered as a % of total employee	No of workers covered as a % of total employee*	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	100%	100%	NA	100%
Gratuity	100%	NA	NA	100%	NA	NA
ESI	100%	NA	100%	100%	NA	100%
Others – Post retirement benefits <sup>#</sup>	100%	NA	NA	100%	NA	NA

\* The Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

<sup>#</sup>Employees retiring from the services of the Company are eligible for various post-retirement benefits including Group Health Insurance, domiciliary medical expenses, transportation to home town upto retirement, vesting of outstanding employee stock options for participants of the Company's Employee Stock Option Scheme and vesting of Long Term Incentive (LTI) cash.

**3. Accessibility of workplaces are the premises / offices of the Company 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 Company in this regard.**

All our Corporate offices have wheelchairs and wheelchair friendly elevators which can be accessed from the parking lot, thus making access friendly to our differently abled employees and visitors. Dedicated washrooms are also made available in our registered and corporate office premises.

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

Diversity and inclusiveness are integrated with our strategy to grow. The Company has in place its Diversity, Equity and Inclusion policy and Human Rights policy which can be accessed by employees on intranet. The Company believes in promoting diversity and inclusion in its work culture which allows all employees to bring their authentic selves to work and contribute wholly with their skills, experience and perspective for creating unmatched value for all stakeholders. As at March 31, 2022, the Company had 32 employees with disabilities based on self declaration for income tax.

The Company has articulated in its FY2021 and FY2022 ESG report, its promise to employees, built on the Pledge anchors of Care, Meritocracy, Growth and Learning, Pride at Work Place and Enabling Work Environment. The Company promises delivery of fairness and meritocracy in all employee processes like recruitment, job selection/movement/rotation, training, promotion, appraisals and compensation and benefits. Further the Company does not discriminate and gives equal opportunities to all individuals irrespective of gender, religion, caste, race, age, community, physical ability or sexual orientation, *etc.* It has been a long standing strategy of the Company to recruit from diverse sources and people with diverse background. The Company thrives on meritocracy and does not differentiate on the basis of caste, religion or gender or any other diversity. The Company has a bias free selection process designed to bring out the best in all the applicants. This ensures that we have sufficient thought diversity in the organisation which is required to create products and services that create advantage for the Company in the marketplace. Having diversity of thought also facilitates in challenging the status quo, which is one of the core cultural strengths of the Company. The Company remains committed to attract and develop talent from diverse background and to create a work environment that values every individual for their distinctive skills, experiences and perspectives. The Company believes in the power of youth and hence recruits from various campuses (graduate and management) which forms an equal share in the overall hiring initiatives of the Company.

The Company has zero tolerance for harassment and discrimination of employees at the workplace. We promote a culture wherein employees can freely raise and discuss issues concerning themselves with their Superiors, or Regional HR Managers. We have several channels through which employees can discuss have an engagement, and seek clarifications on their issues.

We have a robust policy on Prevention of Sexual Harassment at workplace (POSH) and a formal process for dealing with harassment or discrimination complaints. The Company has put in place a robust grievance redressal process for investigation of employee concerns in line with the Code of Conduct and Business Ethics which clearly delineate employee responsibilities and acceptable employee conduct. Together, these constitute the foundation for the promotion of a diverse and inclusive culture at the workplace.

Further regular communication and awareness campaigns are conducted by the Company through various channels of employee application – Amigo, intranet – I-Sec Universe, mailers, sms *etc* for employees at regular intervals.

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

Gender	Permanent employees	
	Return to work rate	Retention rate*
Male	100%	85%
Female	100%	91%

\*Retention rate determines employees who have returned to work after parental leave ended and were still employed 6 months later.

**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)
<b>Permanent Employees</b>	<p>The Company has a culture where employees can freely raise and discuss issues concerning themselves with their Superiors, Business Leaders or Human Resource (HR) Managers. The Company has created several channels through which employees can discuss, have an engagement and seek clarification on their issues. The employees can provide their feedback or complaints to their respective HR managers or register the same on <a href="mailto:immentor@icicisecurities.com">immentor@icicisecurities.com</a>.</p> <p>For grievances pertaining to sexual harassment, employees may also write to <a href="mailto:sakhi@icicisecurities.com">sakhi@icicisecurities.com</a>.</p> <p>Any cases falling under the purview of the Whistle Blower Policy or Senior Management Escalations are handled as per the Whistle Blower Policy, which enables employees to freely communicate their concerns on illegal or unethical practices by writing to <a href="mailto:whistleblower@icicisecurities.com">whistleblower@icicisecurities.com</a> or registering a complaint in the Employee Grievance Board.</p> <p>Further regular communication and awareness campaigns are conducted by the Company through various channels of employee app. Amigo, intranet – I-Sec Universe, mailers, sms <i>etc</i> for employees at regular intervals.</p>
<b>Other than Permanent Employees</b>	<p>The Company does not have any workers as defined in the guidance note on BRSR.</p>

Our employee value proposition – PLEDGE articulates “Care” as a key anchor endorses and emphasises workplace wellbeing and treating people with respect and dignity in every engagement. The Company has zero tolerance for harassment and discrimination of employees at the workplace. We promote a culture wherein employees can freely raise and discuss issues concerning themselves with their Superiors, or Regional HR Managers. We have several channels through which employees can discuss have an engagement, and seek clarifications on their issues.

The Company has a grievance redressal process for employees to ensure that all grievances are suitably investigated as per the Grievance Redressal Policy and action is taken as per due process and timelines while adhering to the principles of natural justice. The redressal process outlines the method by which employees may register their grievances, the role of the Employee Governance team and classification of grievances, the process of enquiry, disciplinary action, appeal mechanism and reporting.

The Company has instituted the “Employee Grievance Board” portal (EGB) on the Company’s intranet for employees to record and register their grievances. The EGB portal serves as the repository of all relevant information pertaining to each grievance and for the purpose of monitoring and tracking each grievance for timely resolution.

The Company has a policy against sexual harassment at the workplace that serves to create awareness amongst all employees. The Company believes in providing a safe working environment at the workplace. The Company has also complied with provisions mentioned in The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 including the constitution of an Internal Complaints Committee.

The grievances and related trends are reviewed at regular intervals by Head – Human Resources and Head – Risk and necessary reporting are done in various committees.

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

Nil.

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

Category	FY2022					FY2021				
	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)
<b>Employees</b>										
Male	3066	3066	100%	2962	97%	2842	2842	100%	2823	99%
Female	1028	1028	100%	975	95%	922	922	100%	911	99%
<b>Total</b>	<b>4094</b>	<b>4094</b>	<b>100%</b>	<b>3937</b>	<b>96%</b>	<b>3764</b>	<b>3764</b>	<b>100%</b>	<b>3734</b>	<b>99%</b>

\*The Company conducts various health and safety awareness campaigns via a multi-pronged framework. These include fire drills, COVID-19 safety SOPs, webinars by Doctors on COVID-19, webinars by experts on physical and mental wellness, road safety and traffic safety sessions *etc.* We have conducted 11 online sessions on Health related topics for our employees during FY2022.

\*\* The Company's skill upgradation programme consists of induction, regulatory, conduct and compliance, domain specific, behavioural and leadership development programs conducted through instructor-led trainings and e-learning modules. Certain employees who joined in the last quarter of the financial year and had partially completed their training journey till March 31, 2022 are not considered as coverage in the above table. Further there is a 100% coverage on all regulatory certifications for employees in FY2022.

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

Category	FY2022			FY2021		
	Total (A)	No. (B)	% (B/A)	Total (A)	No. (B)	% (B/A)
<b>Employees*</b>						
Male	3066	3066	100%	2842	2842	100%
Female	1028	1028	100%	922	922	100%
<b>Total</b>	<b>4094</b>	<b>4094</b>	<b>100%</b>	<b>3764</b>	<b>3764</b>	<b>100%</b>

\*All employees of the Company undergo performance appraisal process as determined by the Company and in accordance with their career progression plan. Career development is achieved through a mix of trainings, higher roles (promotions) and lateral movements or job enhancements. The Company has an established performance and talent management framework. The objectives of this framework are three-fold: a) To ensure alignment to the Company's KPIs as set out by the Board and ensure clarity of purpose across levels b) To create a pipeline by nurturing capable employees c) To enable differentiated rewards and capability development to help ring fence employees for the future. The Company has a structured performance management process aligned to the Company KPIs as set out by the Board. These are then cascaded in the form of functional KPIs through the Balanced Scorecard process and further as individual KPIs based on the nature of role and responsibilities. The Company has a well-defined succession planning process to facilitate the development and career planning of high potential talent, mitigate vacancy risk arising from attrition and ensure business continuity. A framework is in place for identifying key roles and measuring the depth of leadership cover for each role by identifying successors who can move to the role either immediately or over a period of time or by restructuring the role to mitigate vacancy risk and ensure business continuity, where successors are not immediately available to fill the vacancy. Based on the number of successors identified, their readiness to move to the next level role and the feasibility of conducting restructuring in the event of the role holder's exit, a score called the Leadership Cover Index (LCI) is derived for each key role. An annual exercise is carried out to identify the LCI for each key role along with the talent development actions, and is reviewed annually by the Board Nomination and Remuneration Committee.

## 10. Health and safety management system:

### a. Implementation of occupational health and safety management system by the Company along with extent of coverage.

The Company has stringent guidelines to ensure safety of employees and visitors. We monitor air quality at our corporate offices and take steps to improve it on a regular basis. We also have plants in open areas to help with oxygen levels. The air quality is checked once a year. We have installed a UVGI system in our internal duct of cooling equipment at our registered corporate office. Frequent equipment checks, such as air conditioners, chillers, UPS, stabilisers, and DG, are performed to mitigate any wear and tear caused by ongoing operation. We also conduct Quarterly Fire Drill Training at all our branches and corporate offices which equips personnel to respond to any fire that can occur in the premises. Fire extinguishers are kept stocked to ensure that they can be used effectively in the event of an emergency. All of the branches and corporate offices have smoke detectors and fire alarm systems. Employees are informed about assembly points for the corporate offices. The floor plans of the premises are exhibited at strategic spots. The display board at offices also includes emergency contact information such as police, hospitals, and the fire department.

At two of our corporate offices, we have dedicated doctors who are on site for an hour each day. Our employee mobile application has a feature to raise an emergency alarm in case of assistance required by the employee. The application also carries another feature wherein employees can mark themselves "Safe" in case of any mass crisis or natural calamities. During medical emergencies pertaining to employees, wherever required, the Company goes beyond the pre-defined limits to assist employees in their hour of medical needs.

Employee well-being was enabled through the three stages of building awareness, instituting enabling policies and facilitating habit formation. Various initiatives were launched to promote physical and mental well-being and nudge employees to develop healthy behaviours and habits. All employees and their immediate families are eligible for hospitalisation coverage. The Company has enhanced the employee benefits for protection of health and well-being such as Group term insurance and Personal Accident insurance. The Company encourages employees to avail of top up insurance plan on personal accident insurance for themselves and top up mediclaim for their eligible dependents. Employees were encouraged to download the IL Take care application which carries the details of Insurance benefits extended by the Company and top up facility availed by the employee. The IL Take Care application is a mobile based application through which even hospitalisation has become easy, employees can locate the hospitals that are empaneled, they can get the formalities in the hospital done by fetching the UHID details while on the go which can ease the situation for them at the time of crisis. Additionally, employees can also submit hospitalisation claim forms and track the settlement status of their claims through this application.

Since the onset of COVID-19 employee health is tracked on a daily basis for all employees. Employees are encouraged to maintain high standards of personal, public hygiene and social distancing stringently at all offices. We ensure that our premises are kept in hygienic conditions as per the guidelines issued by various local authorities. We provide thermal screening, sanitisers, masks, face shield to our employees who are in office premises on rostered basis. Office premises, especially public hotspots such as washroom, cafeteria, *etc.* are thoroughly disinfected on a frequent basis. Employees were also reminded about COVID-19 guidelines through e-mails, sms, AMIGO app, whatsapp communication *etc.* on regular basis.

The Company designed a mobile based e-pass application which was integrated with Aarogya Setu app. Employee had to mandatorily generate e-pass by declaring about their health and safety conditions on various parameters. E-pass for an employee could be generated only after satisfactory answer on the declaration and "You are Safe" status on Aarogya Setu. In corporate offices we conducted RTPCR tests for our employees and for the employees of service providers like security, housekeeping, canteen, *etc.* at a predefined frequency to ensure that asymptomatic Covid-19 positive patients are not entering in our premises.

We assisted our employees in hospitalising them or their families through the network of our employees and group companies. During the peak of pandemic, when there was a deficit of hospital beds, oxygen cylinders and ventilator, the same was arranged by the Company. We have provided all required assistance to family dependents of deceased employees on account of COVID-19.



During the pandemic we developed our own mobile app which helped us track the vaccination status of our employees, enabled our employees to book appointment for vaccination and update their vaccination status from time to time. The Company arranged multiple vaccination drives for the employees and their family members in office premises, hospitals and health centres. By the end of FY2022, 100% of employees who were medically fit for vaccination were fully vaccinated.

The Company has tied up with a 24X7, a mobile based medical concierge facility for its employees and their immediate family members. This facility is free for the employees as the cost of the medical concierge facility is borne by the Company. Through this online platform, the employees can access specialist doctors. Employees were encouraged to use the mobile app for medical consultations including mental health and counselling sessions to deal with the associated stress due to the pandemic. Around 3,062 unique consultations (1,908 unique employees and 1,154 family members) were done through the platform.

This platform offers services in 12 languages making it convenient to use for employees as well as their family members in any part of the country. To keep the employee engaged on the said platform we conducted 11 Health Sessions on various health related topics during the year.

In addition to the above, we equipped our employees with the necessary tools for working from home under the Business Continuity Plan (BCP). We also continued intensified digital engagement with customers and institutional investors and ensured that we continue with the same quality of service. All necessary applications were hosted on VPN – Global Protect with adequate data and security measures. MS Teams/WebEx facilities were provided to employees to facilitate virtual team meetings via video conferencing. Digital learning programmes were offered to employees in order to help them adapt to the new normal. Sales teams were offered virtual, instructor-led programmes to facilitate adoption of digital sales fulfilment methods.

The AMIGO application helps employees to mark themselves safe during any pandemic/ natural calamities and raise an alarm when in an exigency. The AMIGO application also has the emergency contacts of the employees which helps the HR/immediate manager to get in touch with the contacts in case the employee is unreachable.

**b. Processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company.**

ICICI Securities is a financial services entity and hence this question is not applicable to us.

However, as precautionary measures for office premises, external third-party suppliers are appointed to undertake electrical and fire audits at corporate offices once a year. We receive the list of hazards, and for each of our offices, a mitigation plan is in place. To minimise COVID-19 pandemic -related risks, the Company undertook several precautions at its offices, which included:

- Business Continuity Plan (BCP) was constituted to assess and monitor on a regular basis
- All necessary applications were hosted on VPN – Global Protect with adequate data and security measures. MS Teams/WebEx facilities were provided to employees to facilitate virtual team meetings via video conferencing
- On the go mobile employee application-AMIGO was launched to assist employees to mark themselves safe during any pandemic, report COVID-19 cases for self and family, put requests for vaccination for self and family and raise an alarm when in an exigency
- The Company designed an e-pass application which was integrated with Aarogya Setu app and was available to employees on employee mobile app – Amigo for employees to self-declare themselves as safe to enter the office premises
- Medical concierge facility for its employees and their immediate family members with free of cost consultation were made available through mobile application including request for faster RTPCR and emergency ambulance services

- Hospital beds, oxygen cylinders and ventilator were arranged by the Company for affected employees and their family members
- Full hospitalisation coverage for COVID-19 treatment were provided by the Company without as restrictions on coverage limits to employees
- Appropriate sanitisation measures at regular frequency within the office premises
- Plexiglass partitions in large corporate offices cafeteria
- Thermal screening of employees
- Installation of hands-free sanitiser dispenser
- Rostering of employees in office
- Social distancing and masking protocol
- Air purifiers in large offices.
- Regular communication on sensitisation, awareness and well-being was done for employees through senior leadership engagement forums, mailers, wellness sessions, sms, whatsapp, employee application – Amigo *etc.*

The Company also adhered to all government directives and issued travel and health advisories to employees who were advised to work from home as required or on a rotational basis to ensure distancing, employee safety and business continuity.

**c. Processes for identification and reporting of occupational hazards by workers and action to be taken.**

This is not applicable to the Company since we do not have workers as in the guidance note on BRSR, issued by SEBI.

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

Yes, our employees have access to non-occupational medical and healthcare services. First aid kits are maintained and are available at all times on the premises. For employees who are unwell, we offer infirmary rooms with sleeping facilities set up on larger premises. Medical emergency numbers are prominently displayed in each branch. For emergency needs, emergency vehicles are accessible at the corporate headquarters. Medical practitioners are available on daily basis in two of our prominent, high concentration offices. The Company has enhanced the employee benefits for protection of health and well-being such as Group term insurance and Personal Accident Insurance. Our employee mobile application -Amigo has a feature to raise an emergency alarm in case of assistance required by the employee. The application also carries another feature wherein employees can mark themselves "Safe" in case of any mass crisis or natural calamities. During medical emergencies pertaining to employees, wherever required, the Company goes beyond the pre-defined limits to assist employees in their hour of medical needs. The Company encourages employees to avail of top up insurance plan on personal accident insurance for themselves and top up mediclaim for their eligible dependents. These top up policies are available to employees at discounted rates with coverage all pre-existing conditions from day zero. Employees were encouraged to download the IL Take care application which carries the details of Insurance benefits extended by the Company and top up facility availed by the employee. The IL Take Care application is a mobile based application through which even hospitalisation has become easy, employees can locate the hospitals that are empaneled, they can get the formalities in the hospital done by fetching the UHID details while on the go which can ease the situation for them at the time of crisis. Additionally, employees can also submit hospitalisation claim forms and track the settlement status of their claims through this application.

Further to cultivate a healthy lifestyle, the Company has Gym facilities, Table Tennis facilities on-site in our prominent offices with high workforce concentration. We conducted 11 wellness sessions on various health related topics during the year.

During the COVID-19 pandemic, we assisted our employees in hospitalising them or their families through the network of our employees and group companies. During the peak of pandemic, when there was a deficit of hospital beds, oxygen cylinders and ventilator, the same was arranged by the Company. We have provided all required assistance to family dependents of deceased employees on account of COVID-19. The Company has tied up with a mobile-based medical concierge facility for its employees and their immediate family members. This facility is free for the employees as the cost of the medical concierge facility is borne by the Company. Through this online platform, the employees can access specialist doctors, and employees were encouraged to use the mobile app for medical consultations including mental health and counselling sessions to deal with the associated stress due to the pandemic. Around 3,062 unique consultations (1,908 unique employees and 1,154 family members) were done through the platform. This platform offers services in 12 languages making it convenient to use for employees as well as their family members in any part of the country.

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

Safety Incident/Number	Category	FY2022	FY2021
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

#### 12. Measures taken by the Company to ensure a safe and healthy workplace:

- We check for Air quality at our corporate offices spaces and take regular measures to improve the same; we also have plants at open spaces to promote oxygen levels
- We have installed UVGI system in our internal duct of cooling equipment's at one of our corporate offices
- Frequent equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners, Chillers, UPS, Stabilisers and DG
- We also conduct Quarterly Fire Drill Training at all our Branches and Corporate offices; this empowers employees to counter any fire occurred in the premises
- Quarterly fire drills are carried out at all locations pan India
- Covid protocols are reiterated periodically to all employees
- Employees are made aware of assembly points for larger premises
- Premise Floorplans are displayed at crucial locations
- Fire alarm systems and smoke detectors are installed at all premises
- Fire extinguishers are kept filled to ensure effective use during any untoward incidents
- We have dedicated doctors at two of our corporate offices
- Emergency Contact details such as Police, Hospitals and Fire Brigade are also displayed on the display board
- The AMIGO application helps employees to mark themselves safe during any pandemic/ natural calamities and raise an alarm when in an exigency. The AMIGO application also has the emergency contacts of the employees which helps the HR/immediate manager to get in touch with the contacts in case the employee is unreachable

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

	FY2022			FY2021		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	-	Nil	Nil	-
Health and Safety	Nil	Nil	-	Nil	Nil	-

**14. Assessments for the year:**

	% of Company's plants and offices that were assessed (by Company or statutory authorities or third parties)
Health and safety practices	No assessment has been done by statutory authorities or third parties.
Working Conditions	No assessment has been done by statutory authorities or third parties.

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

Not applicable.

**LEADERSHIP INDICATORS****1. Does the Company extend any life insurance or any compensatory package in the event of death of employees (Y/N)?**

Yes, the Company extends support to families in the event of an employee's death. This includes Group Term cover, Group Personal Accident cover (if applicable) and Retiral benefits (PF, gratuity and Employees Deposit Linked Insurance Scheme). In the event of death, gratuity is paid even if the employee had not completed five years of continuous service with the Company. Additionally, in case of death/permanent disability, all employee stock options (if any) and deferred LTI cash (if any) immediately vest in the employee's successors, in line with the Company's Employee Stock Option Scheme and Compensation Policy. The above benefits are extended to all employees.

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

The Company is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, ESIC *etc.* as applicable from time to time. Value chain partners (vendors) are equally responsible to comply as per the contract with the Company. The Company has statutory and internal audit policies and procedures to ensure the above.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY2022	FY2021	FY2022	FY2021
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	Nil

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

The Company during the course of employment provides opportunities for all employees to upskill themselves through domain, skills and leadership trainings. The Company ensured there was no job loss on account of pandemic amongst our workforce.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety practices	As a Health and Safety practice, Health check-up is done for all Canteen staff on yearly basis.
Working Conditions	Covid tests and Vaccinations were done by the firm for all security staff, canteen staff, Housekeeping Staff and Office Boys.

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

All value chain partners who work in our offices have access to the same health and safety resources as the employees and any major risk to their health and safety is managed appropriately within specified timeline.

**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 Company.**

The stakeholders are determined based on the significance of their impact on the business and the impact of the business on them.

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

Stakeholder Group	Whether identified as Vulnerable and Marginalised Group (Yes/No)	Channels of communication (Email,SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders and Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meet, Media releases, Website.	Ongoing engagement with at least one engagement on a quarterly basis	<ul style="list-style-type: none"> <li>To answer investor queries on financial performance</li> <li>To present business performance highlights to investors</li> <li>To discuss publicly available Company information to shareholders and investors</li> </ul>
Government and Regulators	No	Meetings with key regulatory bodies, Written communications, Presentations, Industry associations.	Ongoing	Seeking clarifications and relaxation, communicating challenges and providing recommendations, knowledge sharing, regulatory inspections and queries.
Business Partners and Vendors	No	Channel partner meets, workshops, conferences and forums, One-to-one meetings, Telephonic and email communication, Channel partner management portal and app.	Ongoing	<p>All activities pertaining to infrastructure and services are done by our vendor partners with periodic engagements like</p> <ul style="list-style-type: none"> <li>Assignment and closure of jobs</li> <li>Discussion on scope of work and other details.</li> <li>Taking No Due confirmations from them at set intervals.</li> <li>Encouraging E-Invoicing.</li> <li>Educating them on Business Ethics, integrity and code of conduct. (Annually)</li> </ul>



Stakeholder Group	Whether identified as Vulnerable and Marginalised Group (Yes/No)	Channels of communication (Email,SMS, Newspaper, Pamphlets, Advertisement, Community, Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Direct contact, Social Intranet – I Sec Universe, Email, Employee app - Amigo, Townhalls - CEO connect and senior leadership connect programs, team engagements, survey, SMS, Calls, Website.	Ongoing	<p>To create an effective communication channel and inform employees on key developments within the Company; align them to the shared purposes of the Company and business strategy; energise employees to deliver the employee value proposition- PLEDGE.</p> <p>Further to create opportunities to take employee feedback, suggestions, ideas and involve them in the delivery of the Company's commitment towards its stakeholders.</p>
Communities	Yes	Community Development Initiatives, Proposals and Requests for New Initiatives, Interviews with local NGOs and community representatives, Meetings with associations/ NGOs, Local community meetings, Press releases, Social media, Joint R&D projects.	As needed but minimum quarterly	Tree plantation activity. Monitor, review and reporting of activities.
Customers	No	Multi-modal distribution network and engagement (email, SMS, app, calls, chatbot, postal communication, call center, digital platform, website) channels, Customer satisfaction measurement and relationship management, Media campaigns, advertising, road / reverse road shows, Special engagement services for senior citizens and women, Dedicated Relationship Managers, community engagement platform for investment community.	Ongoing	<ul style="list-style-type: none"> <li>Regular updates on Launch of new products, New product features are shared with customers.</li> <li>Communication pertaining to customer experience on website, applications <i>etc.</i> are shared</li> <li>Communications on cross selling various products are sent to customers</li> <li>Newsletters and weekly e-magazine are sent to customers for engagement</li> <li>Stock updates and alerts on stocks in their demat account are sent</li> </ul>

## LEADERSHIP INDICATORS

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

Facilitating an environment of regular engagement of the Board with various stakeholders and members of communities, on social topics has been a key factor for deepening our commitments to our social responsibilities. In cases where Board has delegated the consultation, views and feedback of stakeholders are taken in writing and/or video format and provided to Board.

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

Enhancing value to stakeholders is a continuous Company process.

An example in social topic is during FY2022, during discussions, on providing for treatment support to needy cancer patients, with TATA Memorial Centre, a National Comprehensive Cancer Centre and a Grant-in-Aid institute under the administration of Department of Atomic Energy, Government of India, informed the Company of a new hospital that is to be commissioned, The Homi Bhabha Cancer Hospital and Research Centre ('HBCH and RC'), in Mullanpur, Punjab and requested support for medical equipment and patient transport, for this hospital, apart from providing treatment support to needy patients.

The Board reviewed the request, With 300 beds, this hospital is to be a Comprehensive Multispecialty Tertiary cancer care hospital, for the needy patients from the entire Northern states. Over 1000 patients are expected at the OPD daily for medical advice, comprehensive care and follow-up treatment. This was approved by the Board.

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

Facilitating an environment of regular engagement with communities, and also providing facilities for the community members engage with each other is key to success of an initiative.

For the welfare of Senior Citizens', the Company undertook initiatives to build a model senior citizens' old age home on the concept of 'Active Ageing', wherein the overall wellness of the elderly residents are taken care through providing facilities that promote physical health, mental health and social connections

In Gurdaspur an open elder's gymkhana, a walking track and a vegetable garden was built. The gymnasium area is used by the residents in the morning as well as in the evening and the residents who are more inclined towards farming are spending their time in growing seasonal vegetables and taking care of the garden. This improved the health of the elderly residents, as certified by the doctor from the Government Hospital, Gurdaspur. Similar formats were replicated in LEH and Cuddalore old age homes.

**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 Company, in the following format:**

Category	FY2022			FY2021		
	Total (A)	No. of employees / workers covered (B)	% (B/ A)	Total (C)	No. of employees' workers covered (D)	%(D/ C)
Permanent	4094	4094	100%	3766	3766	100%
Other than permanent	Nil	Nil	Nil	Nil	Nil	Nil
Total Employees	4094	4094	100%	3766	3766	100%

All employees at the time of joining as well as on a yearly basis declare that they have read and understood the Code of conduct and business ethics principles.

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

Salaries paid to employees are much more than minimum rates of wages prescribed by the Govt. Authorities.

Category	FY2022					FY2021				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent										
Male	3066	-	-	3066	100%	2844	-	-	2844	100%
Female	1028	-	-	1028	100%	922	-	-	922	100%
Other than Permanent (on Fixed term Contract)										
Male	3			3	100%	1			1	100%
Female										

**3. Details of remuneration/salary:**

Category	Male		Female	
	Number	Median remuneration/ salary/wages of respective category (₹ million)	Number	Median remuneration/ salary/wages of respective category (₹ million)
Board of Directors (BoD) <sup>#</sup>	2	37.9	Nil	Nil
Key Managerial Personnel other than Whole Time Directors <sup>##</sup>	2	9.13	Nil	Nil
Employees other than BoD and KMP - Mid to senior management	450	2.88	57	2.63
Employees other than BoD and KMP - Other employees	2612	0.46	971	0.43
Workers	Nil	Nil	Nil	Nil

Salary includes basic, allowance and retivals.

Does not include fixed term contract staff.

<sup>#</sup> includes Managing Director and CEO and Executive Director.

<sup>##</sup> includes Chief Financial Officer and Company Secretary.

The Company has 8 Directors including 4 Independent Directors, 2 Non-Executive Directors and 2 Whole-time Directors. Non-Executive Directors do not draw any remuneration from the Company. Independent Directors are paid profit-related commission and sitting fees for attending meetings of the Board and its Committees, along with reimbursement of expenses for attending Board and Committee meetings and official visits.

**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).**

The Head of Human Resources who is responsible for the human resources function and Chief Risk Officer shall jointly oversee and address any issue arising from any human rights impact or issues caused or contributed to by the business.

**5. Internal mechanisms in place to redress grievances related to human rights issues.**

The Company’s DNA articulates ‘Compliance with Conscience’ as a key threshold behaviour. Every employee of the Company is expected to work with ‘Compliance with Conscience’ in their work and their interactions with customers and stakeholders. The Company has zero tolerance towards any violation or misconduct on grounds on noncompliance. Our employee value proposition – PLEDGE also emphasises on creating an environment which protects against any kind of biases and facilitates professionalism in all engagements. The Company has adopted employee oriented policies covering areas such as Human Rights Policy, Diversity, Equity and Inclusion Policy, Code of Conduct and Business Ethics, Whistle Blower Policy and prevention of sexual harassment at workplace, which endeavors to provide an environment of care, nurturance and opportunity to accomplish professional aspirations and provide a safe redressal mechanism for employee grievances. With regards to internal mechanisms centered around the policies, the Company has constituted the Employee Relations team as a part of the Human Resources function to ensure that all employee related grievances are suitably investigated and action is taken as per due process stipulated in the respective redressal policies. Employees are encouraged to register any grievance that they may have against any colleague, agent, partner, customer *etc.* or report any breach of the Code or any of the Company policies. The Company has instituted “Employee grievance” portal (EGB) on the Company’s intranet for employees to record and register their grievance. The EGB serves as the repository of all relevant information pertaining to each grievance and for purpose of monitoring and tracking of all grievances for timely resolution. Employees may also write their grievance over email to [imentor@icicisecurities.com](mailto:imentor@icicisecurities.com) or raise their grievance through their line hierarchy or Human Resources. Anonymous grievances are also recorded in the EGB portal and are investigated appropriately. On receipt of the grievance, the Employee Relations team examines the nature and type of the grievance. For grievances pertaining to sexual harassment, the Internal Complaints Committee (ICC) is constituted in line with the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 to investigate the case. The EGB also records, addresses and resolves any customer related grievance. Our ORMG team is responsible for investigating, evaluating and deciding on the resolution of grievances. The ORMG team operates as an independent central grievance redressal unit to ensure that the resolution provided for each and every grievance is done in a fair and impartial manner. The Company has appropriate forums to address all forms of grievances, conflicts and issues. Details of the various channels for registering and redressal of grievances are available on Intranet of the Company for employees.

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

Category	FY2022			FY2021		
	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	3	Nil	Nil	1	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labor	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labor/Involuntary Labor	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

- a) The Company provides protection against discrimination to employees who makes disclosure or raises a concern under the whistle blower policy/Grievance Redressal Policy where the employee discloses his/her identity, discloses the information in good faith, believes it to be substantially true, does not act maliciously nor makes false allegations and does not seek any personal or financial gain.
- b) The Company strictly prohibits any attempt of retaliation by anyone against any employee who raises a concern under the policy in good faith.
- c) Cases related to prevention of sexual harassment at work place are treated with utmost sensitivity and confidentially in line with the guidelines of the Sexual Harassment of Women at Work Place (prevention, prohibition and redressal) Act 2013.

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

Human rights requirements form a part of the Company's business agreements and contracts as and where relevant.

**9. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by Company or statutory authorities or third parties)</b>
Child labor	Nil
Forced/involuntary labor	Nil
Sexual harassment	Nil
Discrimination at workplace	Nil
Wages	Nil
Others – please specify	Nil

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

Not applicable.

**LEADERSHIP INDICATORS**

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

Not applicable.

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

Nil.

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

All of our corporate locations feature wheelchairs and elevators that can be reached from the parking lot, making it easier for our differently abled employees, workers, and visitors to get around. At the registered Corporate office, dedicated washrooms are also accessible.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	In all of our dealings, the Company expects its value chain partners to uphold the same values, beliefs, and business ethics as the Company. However no formal examination of value chain partners has been conducted.
Discrimination at workplace	
Child Labor	
Forced Labor/Involuntary Labor	
Wages	
Others – please specify	

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

Not applicable.



## PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

### ESSENTIAL INDICATORS

#### 1. Details of total energy consumption (in Joules or multiples) and energy intensity:

Parameter	FY2022	FY2021
Total electricity consumption (A)	14,662 Giga Joules	13,960 Giga Joules
Total fuel consumption (B)	378 Giga Joules	415 Giga Joules
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	15,040 Giga Joules	14,375 Giga Joules
Energy intensity per ₹ million of turnover	0.44	0.56

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No.

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

Not applicable.

#### 3. Details of disclosures related to water.

The Company's use of water is strictly limited to human consumption. As we are not a manufacturing organisation, the prescribed table does not apply to the Company. We are hence not required to fill out the table in the prescribed format.

In the office, efforts have been made to ensure that water is used sparingly. Sensor taps are put in office washrooms in a variety of offices to reduce water consumption. Domestic trash (sewage) from offices and branches is not allowed to enter aquatic bodies without treatment.

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

Not applicable.

#### 5. Details of air emissions (other than GHG emissions) by the Company.

Not applicable.

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

Parameter	Unit	FY2022	FY2021
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	111	102
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3,325	3,153
Total Scope 1 and Scope 2 emissions per rupee of turnover	CO <sub>2</sub> per million rupees of turnover	0.1	0.13

**Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?**

No.

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

No.

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

Parameter	FY2022	FY2021
Total Waste generated (in metric tonnes)		
Plastic waste (A)	Nil	Nil
E-waste (B)	10.1	*
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E)		
Radioactive waste (F)		
Other Hazardous waste. Please specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>10.1</b>	
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
<b>Category of waste</b>	<b>Dry</b>	<b>Wet</b>
(i) Recycled	2.04	
(ii) Re-used		
(iii) Other recovery operations		3.03
<b>Total</b>	<b>2.04</b>	<b>3.03</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste</b>		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
<b>Total</b>		

We do not produce or dispose of any kind of biomedical, construction debris or radioactive waste. Hence it is not applicable.

Our waste generation is minimal and consequently there is no requirement of incineration or landfilling activities.

\*The Company has started monitoring the disposal of e waste in FY2022.

**Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?**

No.

**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.**

We strive to reduce waste and recycle as much as possible. Our waste primarily comprises of food, waste, paper, plastic and e-waste

Curbing generation of plastic waste: We have stopped procurement of plastic stationery and encourage our employees to use glass bottles at our offices to reduce the number of plastic bottles being discarded after use. All our facilities use 100% biodegradable plastic garbage bags to collect and dispose off dry and wet waste.

Reducing paper and printing consumption: We have implemented strong measures for digitising processes to reduce the need for paper. Further minimising the usage of paper across offices is an ongoing activity. Customer accounts have now transitioned to digital opening. The documents required as supporting are also uploaded digitally; accounts are being opened without any paper consumption. Paper based Office stationeries also have now been stopped apart from the mandatory ones.

E waste management: Our E-waste broadly includes computers, servers, scanners, UPSs, Batteries, Air conditioners *etc.* All such E-wastes are being disposed of through registered E-waste vendors.

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

Not applicable.

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

Not applicable.

**12. Is the Company 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.**

Based on the nature of its business, the Company complies with applicable environmental norms.

## LEADERSHIP INDICATORS

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

Parameter	FY2022	FY2021
<b>From renewable sources</b>		
Total electricity consumption (A)	64 Giga Joules	119 Giga Joules
Total fuel consumption (B)		
Energy consumption through other sources (C)		
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>64 Giga Joules</b>	<b>119 Giga Joules</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	14,598 Giga Joules	13,841 Giga Joules
Total fuel consumption (E)	378 Giga Joules	415 Giga Joules
Energy consumption through other sources (F)		
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>14,976 Giga Joules</b>	<b>14,256 Giga Joules</b>

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No.

### 2. Details related to water discharged.

Not applicable.

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

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

- Name of the area
- Nature of operations
- Water withdrawal, consumption, and discharge

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

Parameter	Unit	FY2022	FY2021
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	290	236
Total Scope 3 emissions per rupee of turnover	CO <sub>2</sub> per million rupees of turnover	0.01	0.01

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency?

No.

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

Our Company does not have any significant direct and indirect impact on ecologically sensitive areas.

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

<b>Sr. No</b>	<b>Initiative undertaken</b>	<b>Details of the initiative (Web-link, if any, may be provided along-with summary)</b>	<b>Outcome of the initiative</b>
1	Replacement of old Ac's with new.	30 AC units with a total tonnage of 46 were replaced this year.	27,600 kwh units saved.
2	Installation of LED Lights instead of Conventional lights	651 units of LED Light fixtures are installed of a total Wattage of 12,330 Watts.	36,990 kWh saved.
3	DG removal	We have removed DGs from 5 locations.	103 Litres diesel saved.
4	Urinal Pot installation	We have installed Urinal pots at all our branches.	By installing urinals we are saving 5 to 10 litres per use as compared to using a WC.
5	Water Meter Installation	As per feasibility we have installed 56 new water meters in addition to 4 which were already available.	This will now allow us to include consumption at branches to our comprehensive water usage tracking mechanism. We have started monitoring the same weekly thus unusual usage above the average use can be checked.
6	Waste recycling	We have engaged ourselves with a vendor who would manage waste for us at our tower locations for wet and Dry waste. Currently we have only commissioned vendor for one location but subsequently we would engage them for other locations as well depending on the quality of service.	In FY22 we have generated 2.17 metric tonnes of dry waste out of which 2.04 tonnes was recycled. We have generated and composted 3.03 metric tonnes of wet waste. Further 10.1 metric tonnes of e waste was generated and disposed safely.
7	UVGI System installation	We have installed Ultraviolet Germ irradiation system in the Cooling duct at our Turbhe office.	This maintains the quality of air which is taken in by the cooling system.
8	Environment Day Awareness quiz	We had curated a quiz for all the employees on the occasion of world environment day.	Spreads Awareness.
9	Seed Flag distribution	We distributed flags embedded with seeds of Marigold and Holy Basil.	Promote awareness on avoiding use of Plastic.
10	Tree plantation with Aurum	A tree plantation activity was run by us where we planted 10 trees in collaboration with AURUM team on 15 <sup>th</sup> August 2021.	To spread awareness on tree plantation.
11	Sapling plantation on World Earth Day	On the Occasion of World Earth Day we have planted 6 Saplings.	This helps to increase the oxygen in air.
12	Electrical audit for Turbhe and Andheri office was done in FY 22	All electrical equipment's were checked for any kind of faults due to continued use.	Electrical equipment's were working fine.
13	Air quality checks were done for all the corporate offices.	Quality of air with respect to concentration of particulate matter and hazardous gases were checked.	The concentration were within permissible limits.

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

The Company has a Corporate Business Continuity Policy in place. The Policy is duly approved by the Risk Management Committee of the Company.

The purpose of the Policy is to formalise the business continuity program of the Company and to provide guidelines for developing, implementing, exercising, and maintaining group specific business continuity plans for the respective groups. More importantly, the policy seeks to provide for the recovery of critical and important processes in accordance with pre-established timeframes, restoration of the processing site and ultimately return to a permanent operating environment.

In terms of the Policy, the Business Impact Analysis (BIA) is required to be updated regularly to determine the adequacy of recovery strategies. The strategies for recovery of critical and important processes are required to be updated in the Group Specific business continuity plan (GSP). Accordingly, the respective teams had carried out a review during Q1-2022 of their respective BIA and GSP and updated the same. Further, Technology team has reviewed the Disaster Recovery Plan (DRP) of the Company and the Facilities Management team has reviewed the Emergency Response Procedures (ERP) of the Company.

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

NA.

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

Not applicable.

**PRINCIPLE 7 BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT**

**ESSENTIAL INDICATORS**

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

The Company was a member of eight trade and industry chambers/ associations during FY2022.

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

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Association of National Exchange Members of India (ANMI)	National
2	International Market Assessment India Private Limited-CFO	National
3	BSE Broker's Forum	National
4	The Association of Investment Bankers of India	National
5	Financial Planning Standards Boards, India	National
6.	Confederation of Indian Industries (CII)	National
7	Federation of Indian Chamber of Commerce and Industry (FICCI)	National
8	The Associated Chambers of Commerce and Industry of India (ACCOCHAM)	National

**2. Details of corrective action taken or underway on any issues related to anticompetitive conduct by the Company, based on adverse orders from regulatory authorities.**

Not applicable.

**LEADERSHIP INDICATORS**

**1. Details of public policy positions advocated by the Company.**

Nil.



## PRINCIPLE 8 BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

### ESSENTIAL INDICATORS

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

Not applicable.

**2. Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your Company.**

Not applicable.

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

The Company has set up a framework of multiple mechanisms to receive and redress grievances, for the community. The stakeholder shares a proposal with the needs required. The Company then follows below steps:

- Need Assessment: At the first stage, the proposal is reviewed to assess the need and the proposed outcome and impact. The implementing agency is reviewed for the fulfilment of regulatory criteria and prior experience in working for a similar cause.
- Regular interactions with community: This is done by physical visits, virtual meetings, feedbacks review of outcomes, third party reports, photos, etc redress
- In case there is a grievance and can be resolved by the Company, the proposal accounts for this in scope of work and approvals are taken and action is taken.

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

Not applicable, as we are not in manufacturing of goods and sourcing of goods is not a part of our core activities.

### LEADERSHIP INDICATORS

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

Not applicable.

**2. CSR projects undertaken by your Company in designated aspirational districts as identified by government:**

Sr. No	State	Aspirational District	Amount Spent (In ₹)
1	Maharashtra	Osmanabad	180,000
2	Kerala	Wayanad	455,000
3	Punjab	Multanpur Homi Bhabha Cancer hospital and research center located in Mullanpur district of Punjab that serves as a cancer specialty hospital for the northern region which helps us serving and extending the medical facility in the aspirational districts in the northern part of India.	2,55,42,000 (The Funds shall be utilised for purchase of medical equipment and transport facilities for the cancer patients).

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups?**

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

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

Consumption of resources by the Company is limited to running its operations. The Company believes in equal and fair opportunity to all vendors including marginalised /vulnerable employees.

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

NIL. The Company is not in the business of inventions, literary, musical and artistic works and symbols, names, images, and designs used in commerce, for which IP owners are granted certain exclusive rights under national IP laws.

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

Nil.

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

S. No	CSR Project	No of Persons benefitted from CSR Project (approximate)	% of beneficiaries from vulnerable and marginalised groups
1	Enabling/ creating sustainable livelihood opportunities Skill development initiatives	37,236	100%
2	Healthcare activities	71,207	100%
3	Entrepreneurs Incubation programme	32	100%
4	Senior Citizens' welfare	110	100%
5	Women empowerment initiatives	1,777	100%
6	Education programmes	109,944	100%
7	Others including rural development, environment	850	100%

## PRINCIPLE 9 BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

### ESSENTIAL INDICATORS

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

We receive client queries and complaints through 2 channels i.e. Call / Email. Calls are handled at our Customer Care Department and emails are in-house. The FCR is provided wherever possible and in case the call / email is not FCR, the request is been raised and tagged in CRM tool FCRM to ensure close tracking of complaints and queries.

If the client is not satisfied with the resolution provided we have provided 2<sup>nd</sup> and 3<sup>rd</sup> level of Escalation Matrix on our website where they can write to us and a detail investigation is done and resolution provided.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	Not applicable to our products and services
Safe and responsible usage, Recycling and/or safe disposal	

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

	FY2022			FY2021		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	Nil	Nil	Nil	Nil
Advertising	Nil	Nil	Nil	Nil	Nil	Nil
Cyber-security	Nil	Nil	Nil	Nil	Nil	Nil
Delivery of essential services	Nil	Nil	Nil	Nil	Nil	Nil
Restrictive Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Unfair Trade Practices	Nil	Nil	Nil	Nil	Nil	Nil
Other	4	3	Nil	3	3	Nil

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

Not applicable.

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

Yes, the Company has framed policies with respect to information technology/cyber security risk which set forth limits, mitigation strategies and internal controls.

Information Security Management Policy and Cyber Security and Cyber Resilience Policy are in place for protecting the organisation's cyberspace against cyber-attacks, threats and vulnerabilities.

The Company has Personal Data Protection Standard to ensure that all the Personal Data is kept secured using appropriate technical and organisational measures including necessary policies, processes and controls. The Company implements and maintains as a minimum the information security standards and frameworks required by applicable laws and regulations.

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

Not applicable.

## **LEADERSHIP INDICATORS**

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

Information on products and services of the Company can be accessed on [www.icicidirect.com](http://www.icicidirect.com)

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

The following steps are taken to inform and educate consumers about safe and responsible usage of products and services

- a) Information is regularly updated on website
- b) Regular emailers, SMS and Notifications are sent to consumers

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

Consumers are informed of any risk of disruption/ discontinuation of essential services through the below means of communication.

- a) Call Centre
- b) Website
- c) Email and SMS
- d) ICICI direct branches

**4. Does the Company display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief.**

Yes, we provide product information on our website over and above what is mandated under local laws.

**Did your Company carry out any survey with regard to consumer satisfaction relating to the major products / services of the Company, significant locations of operation of the Company or the Company as a whole? (Yes/No).**

Yes. Survey is carried out to understand customer advocacy of ICICI Securities' products and services. This is carried out telephonically across all segments of our customer base.

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

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

The Company did not witness any instances of data breaches during the year.





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