



**IndiaMART InterMESH Ltd.**

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**May 17, 2023**

**To,**

**BSE Limited**

(BSE: 542726)

**National Stock Exchange of India Limited**

(NSE: INDIAMART)

**Subject: Business Responsibility and Sustainability Report for FY 2023**

Dear Sir/Ma'am,

In compliance with Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find attached herewith the Business Responsibility and Sustainability Report forming part of the Annual Report of the Company for FY 2022-23.

Please take the above information on record.

Yours faithfully,

**For IndiaMART InterMESH Limited**

**(Manoj Bhargava)**

**Group General Counsel,**

**Company Secretary & Compliance Officer**

**Membership No: F5164**

***Encl: As above***

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

## SECTION A: GENERAL DISCLOSURE

### I. Details of the Listed Entity

Sr. No	Particulars	Information/Details
1.	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1999PLC101534
2.	Name of the Listed Entity	IndiaMART InterMESH Limited
3.	Year of incorporation	1999
4.	Registered office address	1 <sup>st</sup> Floor, 29-Daryaganj, Netaji Subash Marg, New Delhi- 110002
5.	Corporate address:	6 <sup>th</sup> floor, Tower 2, Assotech Business Cresterra, Plot No.22, Sec 135, Noida - 201305, Uttar Pradesh
6.	E-mail	<a href="mailto:cs@indiamart.com">cs@indiamart.com</a>
7.	Telephone	+91-120-6777777
8.	Website	<a href="http://www.indiamart.com">www.indiamart.com</a>
9.	Financial year for which reporting is being done	FY 2022-2023
10.	Name of the Stock Exchange(s) where shares are listed	i. BSE Limited ii. National Stock Exchange of India Limited
11.	Paid-up Capital	306.15 million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Vasudha Bagri <a href="mailto:cs@indiamart.com">cs@indiamart.com</a> +91-120-6777777
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	The disclosures made under this report are on a standalone basis.

### II. Products/services

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

Sr. No	Description of Main Activity	Description of Business Activity	% of Turnover of the entity*
1.	Information Services Activity	Connecting buyers and suppliers through an online B2B platform and creating a virtual marketplace for all. a) Listings of businesses, products and services b) Search Service of businesses, products and services c) Advertisements and lead generation on the Company platform	89%

\* "Turnover" taken for calculating percentage is the sum of Revenue from Main activity as well as Other Income

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

Sr. No	Product/Service	NIC Code	% of total Turnover contributed*
1.	Information Services	6311 (Sub-class: 63111)	89%

\* "Turnover" taken for calculating percentage is the sum of Revenue from Main activity as well as Other Income

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	0	52	52
International	0	0	0

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

##### a. Number of locations

Locations	Number
National (No. of States)	28 States, 8 Union Territories
International (No. of Countries)	10

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

0.9%

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

IndiaMART is a pioneer in the online B2B marketplace engaging with a wide range of customer while providing a virtual platform for them to promote their products and services. The company's customers range from Corporates, MSMEs, small-scale suppliers to potential buyers. The primary customers of IndiaMART are Micro, Small and Medium Enterprises which list their products and services on the B2B platform for advertising and lead generation. The company also serves relevant enterprise customers which use the services to augment their marketing portfolio spread across traditional channels. IndiaMART provides varied services to its suppliers viz., Accounting Solutions, Procurement & Logistics Software Solution, to buyers it provides diverse set of Products & Suppliers, multiple Payment Options etc. and for buyers, the platform provides a wide range of products and suppliers, along with multiple payment options to ensure a seamless experience.

### IV. Employees

#### 5. Details as at the end of Financial Year:

##### 1. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent (D)	4583	3629	79%	954	21%
2	Other than Permanent (E)	NIL				
3	<b>Total employees (D + E)</b>	4583	3629	79%	954	21%
<b>WORKERS</b>						
4	Permanent (F)					
5	Other than Permanent (G)		Not Applicable			
6	<b>Total workers (F + G)</b>		Not Applicable			

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

##### 6. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent (D)	0	0	NA	0	NA
2	Other than Permanent (E)	0	0	NA	0	NA
3	<b>Total employees (D + E)</b>	0	0	NA	0	NA
<b>DIFFERENTLY ABLED WORKERS</b>						
4	Permanent (F)					
5	Other than Permanent (G)		Not Applicable			
6	<b>Total workers (F + G)</b>		Not Applicable			

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

## 7. Participation/Inclusion/Representation of women

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

\*Considered as per definition under Companies Act, 2013 and includes Managing Director, Whole-time Director, Chief Financial Officer and Company Secretary

## 8. Turnover rate for permanent employees

(in percentages)

	FY 23			FY 22			FY 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Sales & Servicing	60	91	52	50	62	48	29	43	30
Others*	20	22	72	37	38	56	33	32	39

\*Includes Marketplace, Business Intelligence, Corporate, etc.

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

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

### 9. Names of holding/subsidiary/associate companies/joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Tolexo Online Private Limited	Subsidiary	100	
2.	Tradezeal Online Private Limited	Subsidiary	100	
3.	Hello Trade Online Private Limited	Subsidiary	100	
4.	Pay With Indiamart Private Limited	Subsidiary	100	
5.	Busy Infotech Private Limited	Subsidiary	100	
6.	Livekeeping Technologies Private Limited*	Subsidiary	51.09	
7.	Simply Vyapar Apps Private Limited	Associate	27.45	No
8.	Truckhall Private Limited	Associate	25.02	
9.	Shipway Technology Private Limited	Associate	26	
10.	Agillos E-Commerce Private Limited	Associate	26.23	
11.	Edgewise Technologies Private Limited	Associate	26.01	
12.	IB MonotaRO Private Limited	Associate	26	
13.	Mobisy Technologies	Associate	25.08	
14.	Adansa Solution Private Limited	Associate	26.01	

\*Formerly known as Finlite Technologies Private Limited

## VI. CSR Details

10. a. Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- b. Turnover (in ₹): 9,388.17 million
- c. Net worth (in ₹): 20,644.10 million

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	4	0	-	2	0	-
Investors (other than shareholders)	Yes	0	0	-	0	0	-
Shareholders	Yes	48	1	The complaint pending pertains to non-receipt of final dividend for FY 2021 and the same was disposed of on April 12, 2023	40	0	-
Employees and workers	Yes	4	0	-	3	0	-
Customers	Yes	155	0	-	56	0	-
Value Chain Partners <sup>^</sup>	Yes	0	0	-	0	0	-
Other (please specify) - Buyers	Yes	28	0	-	30	0	-

Note: Refer our [Terms of Use](#)

Refer our [Grievance Redressal Policy](#)

<sup>^</sup> Service Providers Code of Conduct in place. The same is annexed to Agreements & Contracts executed with them.

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Governance and Ethics	Risk	Set of rules, practices, and processes which guide a company for day-to-day operations and essentially balancing the interests of the company's stakeholders including shareholders. The basic principles of corporate governance are accountability, transparency, responsibility, stakeholder inclusiveness, anti-corruption, and anti-competitive behavior. Ethics relate to the policies and processes in place to achieve the outcomes that are aligned to organisational development based on human, cultural, economic, political and social rights.	IndiaMART is committed to adhering to ethical business standards through robust corporate governance, risk management, compliance system, and vigil mechanism	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Innovation and Digitalisation	Opportunity	Innovation and digital transformation creates value for both the organisation as well as for the customers and other stakeholders in offering diverse solutions for easier transactions.	NA	Positive
3	Privacy and Data Security	Risk	Process of implementing measures and systems designed to securely protect and safeguard customer information and also implies that businesses should use private data only for the intended purposes.	IndiaMART continues to manage customer information to lower cyber and physical security risks by securing data, systems, infrastructure, and buildings efficiently in an increasingly digital world.	Negative
4	Enterprise Risk Management	Risk	Enterprise Risk Management is a process of identifying potential events and developments that may affect the entity, and undertaking right actions to manage them within its risk appetite effectuated by an entity's board of directors, management and other personnel and applied in strategy setting and across the enterprise. The ESG risks are also encompassed in Enterprise Risk Management.	IndiaMART has a Board Approved Risk Management Framework and the risk management process in place to identify risks and guide the company in taking corrective measures to mitigate them.	Negative
5	Managing Interest of shareholders	Risk	Investor Relations are extremely important for effective and smooth running of operations. All stakeholders should be provided with periodic disclosures and assured financials in order to maintain trust and transparency.	IndiaMART places utmost importance on transparent and meaningful interactions with its shareholders. All the important information including the financial information is shared periodically with the shareholders during the quarterly meetings and AGMs.	Negative
6	Ethical Marketing	Risk	Refers to Fair and responsible marketing communications, as well as access to information about the composition of products, and their proper use and disposal, accurate and adequate information on the positive and negative economic, environmental, and social impacts of the products and services they consume – both from a product and service labelling and a marketing communications perspective.	IndiaMART ensures that all the products and services on its platform have accurate and adequate information both from a product and service labelling and a marketing communications perspective.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
7	Enabling Business To Go Green and Promotion of Green Products	Opportunity	Creating long-term value for all stakeholders by enabling the listing of sustainable products on the Company's portal thereby creating access to green and eco-friendly products.	NA	Positive
8	Waste Management	Risk	Includes the aspects on waste generation, waste disposal and the associated impacts.	IndiaMART ensures safe and responsible disposal of its E-Waste via certified recyclers.	Negative
9	Emissions Management	Risk	Emissions Management refers to the organisation's strategy for reducing the discharge of GHG emissions into the environment enhancing the organisation's competitiveness through reduced environmental liabilities.	IndiaMART aspires to reduce its energy-intensity by deploying energy-efficient solutions in the operations and actively reducing emissions.	Negative
10	Climate Change	Risk	With climate change increasing the frequency and intensity of extreme weather events, could pose increased pressure on risk capital requirements for responding to the financial losses incurred in case of such events.	IndiaMART has aligned all its policies and procedures to adapt to the changing business dynamics as a result of climate change.	Negative
11	Economic Performance	Opportunity	Economic performance refers to the contribution of the business to the local, regional, national and global economy.	NA	Positive
12	Community Development	Opportunity	Supporting the community development programmes shall uphold the company's brand image while promoting better quality of life for the beneficiaries. This aspect deals with creating opportunities for enhancing the positive community impacts via community development initiatives.	NA	Positive
13	Talent Acquisition and Retention	Risk	A organisational environment to attract and retain talent through improved mental and physical wellbeing, equal opportunities and employee benefits providing competitive edge. Trainings and programmes for the employee skill enhancement via vocational, soft skill enhancement, and sabbaticals to improve the performance and develop an empowered workforce.	Based on the organisation's strategic road map IndiaMART recruits, trains, engages and retains its employees as a key priority.	Negative
14	Responsible Supply Chain Management	Risk	Management of a company's supply chain to mitigate the risks with the effective evaluation of Supplier sustainability for the identification of ESG risks. It also extends to harnessing the opportunities of promoting the local suppliers, strategic and responsible sourcing and co-creation with suppliers.	IndiaMART continuously engages with its suppliers and channel partners for propagating the sustainability agenda.	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
15	Occupational Health and Safety	Risk	Creation of safe and healthy working environment for all the employees.	OHS is at the crux of IndiaMART's strategy. The organisation strives to provide a safe working environment by ensuring strict adherence to policies and procedures.	Negative
16	Empowering SMEs and Women Entrepreneurs for Employment Generation	Opportunity	Enabling employment generation and empowering women entrepreneurs through lead generation and listings on the Company website/portal.	NA	Positive
17	Diversity and Inclusion	Opportunity	Diversity and inclusion are two interconnected concepts - but they are far from interchangeable. Diversity is the representation or the make-up of an entity. Inclusion is about how well the contributions, presence and perspectives of different groups of people are valued and integrated into an environment.		Positive
18	Human Rights	Risk	Human Rights are non-discriminatory rights inherent to all human beings, regardless of gender, nationality, place of residency, sex, ethnicity, religion, colour or any other categorisation. This aspect involves the training of employees and security personnel human rights, assessment of business operations on human rights, and screening the investment agreements and contracts for human right elements.	Human rights agenda is a priority and is included in our risk assessment and management framework. The organisation takes informed business decisions based on all the factors of human rights.	Negative
19	Customer Relationship Management	Risk	Customer Relationship is significant for the business for innovating services as per consumer and market needs and effective turnaround time for resolving grievances and maintaining trust, continuity and relationship.	IndiaMART's approach to CRM is centred around customer-centricity. The company strives to provide its customers with best products and services considering their impact on environment.	Negative



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Sr. No	Particulars
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>									
<b>1. a. Whether your company's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes	Yes
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
<b>c. Web Link of the Policies, if available</b>	<p>The following policies can be accessed through the Company's website: <a href="https://investor.indiamart.com/CorporateGovernance.aspx">https://investor.indiamart.com/CorporateGovernance.aspx</a></p> <ol style="list-style-type: none"> <li>Business Responsibility Policy</li> <li>Code of Conduct for Directors and Senior Management Personnel</li> <li>Related Party Transaction Policy</li> <li>Vigil Mechanism Whistle-blower Policy</li> <li>CSR Policy</li> <li>Policy on Board Diversity</li> </ol> <p>Additional policies for employees are communicated and are accessible to them via the Company Intranet i.e., Web ERP</p>								
<b>2. Whether the company has translated the policy into procedures. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	NA	Yes	Yes
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	No	Yes

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, and Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your company and mapped to each principle.	<p>The Company has adopted various international frameworks such as:</p> <ul style="list-style-type: none"> <li>• ISO 22301:2019 Business Continuity Management</li> <li>• ISO 14064-1:2016 Greenhouse Gases</li> <li>• ISO 27001:2013 Information Security Management System</li> <li>• ISO 27701:2019 Privacy Information Management Standard</li> <li>• ISO 31000:2018 Enterprise Risk Management</li> </ul>								
5. Specific commitments, goals and targets set by the company with defined timelines, if any.	<p>IndiaMART is committed to its ESG journey and is working towards creating greater awareness amongst its buyers with respect to sustainable products. The Company is actively promoting green products in order to promote a sustainable way of living for all.</p>								
6. Performance of the company against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								
<b>Governance, leadership and oversight</b>									
7. Statement by director responsible for the business responsibility report, highlighting ESG challenges, targets and achievements ( <i>listed company has flexibility regarding the placement of this disclosure</i> )	Refer Message from the MD & CEO								
8. Details of the highest authority responsible implementation and oversight of the Business Responsibility policy (ies).	<p>Mr. Prateek Chandra            Chief Financial Officer (Also, designated as the Business Responsibility Head)  <a href="mailto:cfo@indiamart.com">cfo@indiamart.com</a>            +91-120-6777777</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>Yes, IndiaMART has a Board-level Corporate Social Responsibility &amp; Sustainability Committee chaired by the Independent Director Mr. Vivek Narayan Gour. The Company continuously strives to implement and adhere to industry best practices on governance and sustainability. The Committee shall ensure implementation of key sustainability strategies and policies and guide IndiaMART in designing models &amp; techniques to foster sustainable business operations. The company's success depends on empowering companies, and a key component of its business plan is to have an outstanding influence on people and communities while fostering a future that is sustainable for the company and everyone associated with it.</p>								

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

Subject for review	Indicate whether review was undertaken by the 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
Performance against above policies and follow up action	Periodic assessments are conducted to evaluate performance against all policies, as part of the company's robust governance practice. Follow-up actions are then taken to ensure alignment with the principles.								
Compliance with statutory requirements of relevance to the principles and rectification of any non – compliance	The Company ensures compliance with all the statutory requirements relevant to the principles								

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
No, However the Company performs routine internal audits of all the policies and procedures to ensure complete compliance. The Board is presented with a quarterly report of the assessment and results of the audit. Furthermore, IndiaMART has also obtained a Certification from M/s. Chandrasekaran Associates, Company Secretaries, and Secretarial Auditors of the organisation who tracked the performance of the whistle-blower mechanism.								

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

Questions	Indicate whether review was undertaken by the 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
The Company does not consider the principles material to its business (Yes/ No)	Not Applicable								
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)									

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

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

#### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	9	<ul style="list-style-type: none"> <li>• Presentations are made on various aspects such as business models, risk minimisation procedures, compliance management, recent trends in technology, changes in domestic/overseas industry scenario and business performance of the Company.</li> <li>• Presentations on significant amendments in Corporate and other allied laws.</li> <li>• Annual strategic meet session conducted by the Company to provide a detailed description to IDs on the progress of ongoing strategic initiatives along with the future opportunities and challenges.</li> <li>• Learning and development sessions for Board Members as conducted by external speakers.</li> </ul> <p>Additional meetings or sessions on demand of specific topics.</p>	100%
Key Managerial Personnel	9	<ul style="list-style-type: none"> <li>• Presentations are made on various aspects such as business models, risk minimisation procedures, compliance management, recent trends in technology, changes in domestic/overseas industry scenario and business performance of the Company.</li> <li>• Presentations on significant amendments in Corporate and other allied laws.</li> <li>• Annual strategic meet session conducted by the Company to provide a detailed description to IDs on the progress of ongoing strategic initiatives along with the future opportunities and challenges.</li> <li>• Learning and development sessions for Board Members as conducted by external speakers.</li> </ul> <p>Additional meetings or sessions on demand of specific topics.</p>	100%
	3	Training sessions by Senior Level Management	75%
Employees other than BoD and KMPs	62	<ul style="list-style-type: none"> <li>• Induction training – Shubhaarambh</li> <li>• Skill upgradation training</li> <li>• Health and safety training (fire drills, etc.)</li> <li>• Sensitising employees on POSH</li> <li>• Training sessions by Senior Level Management</li> </ul>	100%
Workers		NA	

2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
NGRBC Principle		Name of the regulatory/enforcement agencies/judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NIL	NIL	NIL	NIL	NIL
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

Non-Monetary				
NGRBC Principle		Name of the regulatory/enforcement agencies/judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	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. No fines/penalties/punishment/award/compounding fees/settlement amount were paid in proceedings (by the entity or the Directors/KMPs)

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

Yes, IndiaMART has a robust Code of Conduct Policy that places great emphasis on anti-corruption and anti-bribery measures. The policy directs all employees and senior management to conduct themselves in a morally upstanding, accountable, and transparent manner, serving as a declaration of the company's dedication to honesty and high moral standards based on a zero-tolerance concept. The Code serves as a charter to help employees maintain a balance and make decisions in cases of conflict of interest. Additionally, all employees of the company are required to adhere to various anti-bribery and anti-corruption laws and regulations. To ensure adherence to the policy, new employees receive a copy of the policy to read upon joining, and all existing associates are regularly informed of the policy. Furthermore, the company conducts training programs throughout the organisation to prevent, identify, and detect anti-corruption issues.

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

	FY 23	FY 22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

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

	FY 23		FY 22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	NA	Nil	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	NA	Nil	NA

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

Not Applicable, as zero cases of corruption or conflicts of interest were recorded during the reporting period.

**Leadership Indicators**

**1. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same**

Yes, the Company has a board-approved Code of Conduct for Directors and Senior Management. The policy lays out well-defined processes in place to avoid/manage conflict of interests involving members of the board. The Company's Code of Conduct states that the Board members and Senior Management of the Company are needed to abstain themselves from discussion, voting, or otherwise influencing a decision on any matter in which they have or may have a conflict of interest. The Company also conducts periodic evaluations to identify potential cases of conflicts of interest. In order to ensure a thorough evaluation of the process, the Company engages with internal as well as external groups through a set stakeholder engagement process.

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

**Essential Indicators**

**1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 23	FY 22	Details of improvements in environmental and social impacts
<b>R&amp;D**</b>	100%	100%	-
<b>Capex*</b>	-	-	-

\*The Company has not incurred any Capex in specific technologies. Refer Note No. 34 of Standalone Financial Statements.

\*\*The Company has continuously invested in technologies to improve the impact of its product & services including their environment and social impact. Refer Note No. 34 of Standalone Financial Statements.

**2.**

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

IndiaMART being pure internet Company, is relatively less resource intensive in terms of material inputs. However, as a responsible corporate entity the Company endeavours to reduce the environmental impact of its operations.

**2. If yes, what percentage of inputs were sourced sustainably?**

Not Applicable, owing to the nature of business.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Due to the nature of its business, IndiaMART generates a negligible amount of E-Waste. However, the company has well-defined processes in place for the safe disposal of this waste. The majority of E-Waste is handed over to authorized recyclers, ensuring that the waste is disposed of in a safe and responsible manner. In addition to this, the company also refurbishes its IT waste whenever possible, reducing the amount of waste that needs to be disposed of.

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

Not Applicable, owing to the nature of business.

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

### 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	3629	3629	100	3629	100	NA	NA	3629	100	NA	
Female	954	954	100	954	100	954	100	NA	NA		
<b>Total</b>	<b>4583</b>	<b>4583</b>	<b>100</b>	<b>4583</b>	<b>100</b>	<b>954</b>	<b>100</b>	<b>3629</b>	<b>100</b>		
<b>Other than Permanent employees</b>											
Male											
Female						Not Applicable					
Total											

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

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											
Female						Not Applicable					
<b>Total</b>											
<b>Other than Permanent employees</b>											
Male											
Female						Not Applicable					
<b>Total</b>											

Note: The Company does not employ or engage with 'worker', as defined in the guidance note on BRSR, issued by SEBI

#### 2. Details of retirement benefits, for Current Financial Year and Previous Financial Year

Benefits	FY 23			FY 22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	57%		Y	44%		Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	0.2%		Y	1.25%		Y
Others – please specify			Not Applicable			

#### 3. Accessibility of workplace

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

Yes, IndiaMART office is well equipped with ramps, lifts, and handrails for stairwells to facilitate the movement of differently abled individuals as per the requirements on the Rights of Persons with Disabilities Act, 2016.

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

The Company believes in rendering equal opportunities and does not discriminate in any aspects of employment including recruiting, hiring, promotion, demotion, transfer, termination, compensation, benefits and training. It operates in a diverse society, and understands that its customers, as well as its diverse talent pool, have varied characteristics and different experiences, needs, and aspirations. The company strives to provide a safe and healthy work environment to the employees, where everyone has the opportunity to reach their full potential and contribute to the Company's business success.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%		
Female	100%	56%	Not Applicable	
<b>Total</b>	<b>100%</b>	<b>62%</b>		

**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 Workers</b>	Not Applicable
<b>Other than Permanent Workers</b>	
<b>Permanent Employees</b>	Yes
<b>Other than Permanent Employees</b>	Not Applicable

The Whistle Blower Mechanism as adopted by the Company renders its Employees, Customers, Vendors, Contractors, and other Stakeholders to report any concerns or grievances pertaining to any potential or actual violation of Company's Code of Conduct or any unethical behaviour.

The Company takes various measures to create awareness about the whistle-blower mechanism amongst the employees and other stakeholders including mailers, training programs, presentations, sessions, etc. to encourage any person to bring genuine, ethical and legal concerns, violations and suspected fraudulent behaviour of which they are or become aware of, to an internal authority so that action can be taken immediately to resolve the problem.

All the employees are educated about the whistle-blower mechanism as the Whistle-Blower Policy of the Company is made available on the intranet and accessible to all its employees irrespective of their work location.

The Chairman of the Audit Committee has exclusive access to designated email ID viz. [chairmanauditcommittee@indiamart.com](mailto:chairmanauditcommittee@indiamart.com). The Audit Committee reviews and monitors the proper functioning of whistle blower/vigil mechanism of the Company.

Additionally, the Company has a proactive mechanism whereby the complaints and grievances can be registered by the users through following web-based form, email, 24X7 toll-free number, social media handles, etc.

Through ongoing proactive grievance redressal mechanism and corrective steps undertaken, the Company endeavours to minimize grievances and complaints.

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

Category	FY 23			FY 22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>						
Male						
Female						Not Applicable
<b>Total Permanent Worker</b>						
Male						
Female						



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

Category	FY 23					FY 22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	3629	3629	100%	3629	100%	2806	2806	100%	2806	100%
Female	954	954	100%	954	100%	866	866	100%	866	100%
<b>Total</b>	<b>4583</b>	<b>4583</b>	<b>100%</b>	<b>4583</b>	<b>100%</b>	<b>3672</b>	<b>3672</b>	<b>100%</b>	<b>3672</b>	<b>100%</b>

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

Category	FY 23				FY 22			
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)	No. (F)	% (F/D)
Male	3629	100%	3629	100%	2806	100%	2806	100%
Female	954	100%	954	100%	866	100%	866	100%
<b>Total</b>	<b>4583</b>	<b>100%</b>	<b>4583</b>	<b>100%</b>	<b>3672</b>	<b>100%</b>	<b>3672</b>	<b>100%</b>

## 10. Health and safety management system:

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

IndiaMART has a well-defined safety process in place for all its employees to prevent any accidental hazards in its offices. The processes are communicated to all the employees on a periodic basis.

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

Owing to the nature of business, since the Company is in the business of rendering internet services, there are no significant work-related hazards identified.

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

Not Applicable owing to the nature of business.

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

Yes, all employees of IndiaMART have been covered under Accident Insurance. The Company provides complete support to its employees in cases of non-occupational medical emergencies.

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

Safety Incident/Number	Category	FY 23	FY 22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		
No. of fatalities	Employees		Not Applicable owing to the nature of business
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

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

IndiaMART places great emphasis on the safety and wellbeing of all its employees and strives to provide a safe work environment to all. All the employees are mandated to participate in Mock Drill trainings for Fire Safety and Earthquake Evacuation on a periodic basis as a part of routine safety measures. In order to prevent unauthorised access to the office premises for the safety of employees, biometric scans and electromagnetic locks are placed on the main entrances to the premises. All office floors are well equipped with CCTV cameras and other security systems. Furthermore, IndiaMART ensures that all the security personnel are regularly trained on fire and earthquake evacuation.

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

	FY 23			FY 22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	NA	Nil	Nil	NA
Health & Safety	Nil	Nil	NA	Nil	Nil	NA

**14. Assessments for the year**

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	IndiaMART has undertaken no external assessments so far.
Working Conditions	

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

Not Applicable, owing to the nature of business.

**Leadership Indicators**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N)**  
Yes

**2. 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:**

Not Applicable owing to the nature of business.

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

The philosophy behind IndiaMART's people management is to empower its employees through a broad range of initiatives directed towards their holistic growth. It believes in continuous learning and keeping abreast of the latest technologies and processes. All employees are provided with training and capacity building opportunities to continuously upskill them.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicators**

**1. Describe the processes for identifying key stakeholder groups of the entity.**

IndiaMART strives to maintain dynamic and strategic stakeholder engagement process where it identifies key stakeholder groups from the larger universe of all possible stakeholders. This is done after considering the material influence each group has on the Company's ability to create value (and vice-versa). The Company has a robust stakeholder engagement approach to interact with the identified stakeholders. The company has formally identified six internal and external stakeholder groups with the use of this methodology: Buyers, Suppliers, Community, Regulators/ Policymakers, Employees, Investors and stakeholders.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Buyers	No	<ul style="list-style-type: none"> <li>Periodic feedback through surveys Calls, SMS, WhatsApp, email support</li> <li>Website and mobile app</li> <li>Chat/email</li> <li>Buyer meets, workshops, conferences, webinars</li> </ul>	Regularly	<ul style="list-style-type: none"> <li>Discovery of diverse set of products with ease</li> <li>Better prices and ease of payment Access to reliable suppliers</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>Periodic feedback through survey, Calls, SMS, WhatsApp, email support</li> <li>Website and app</li> <li>CRM – Lead Manager</li> <li>Account managers for paying subscription suppliers</li> </ul>	Regularly	<ul style="list-style-type: none"> <li>Sustained BuyLeads and access to buyer profiles</li> <li>No unsolicited calls</li> <li>Assistance in lead and order management</li> </ul>
Community	No	<ul style="list-style-type: none"> <li>CSR activities</li> <li>Meetings with NGOs and community representatives</li> <li>Volunteering activities</li> </ul>	Quarterly/Half-yearly/Annually	<ul style="list-style-type: none"> <li>Community welfare activities</li> <li>Employment opportunities</li> </ul>
Regulators/ Policymakers	No	<ul style="list-style-type: none"> <li>Compliance monitoring and management</li> <li>Ethical business practices</li> <li>Participation in industry bodies and forums</li> </ul>	Quarterly/Half-yearly/Annually	<ul style="list-style-type: none"> <li>Compliance with laws and regulations</li> <li>Contributing to nation development</li> <li>Panel discussion with regulatory body and industry associations</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Regular meetings with the senior management and leadership team</li> <li>Informal team interactions</li> <li>Engagement activities</li> <li>Employee feedback survey</li> <li>Regular training programme</li> <li>Internal communication</li> </ul>	Daily	<ul style="list-style-type: none"> <li>Learning and Development initiatives</li> <li>Growth opportunities</li> <li>Fair and transparent remuneration structure</li> <li>Health, Wellness and safety work environment</li> <li>Work-life balance</li> </ul>
Investors & Shareholders	No	<ul style="list-style-type: none"> <li>Comprehensive disclosures – investor presentation, quarterly audited financial statements, annual report, other publications</li> <li>Quarterly earnings call and regular investor (institutional or individual) interactions</li> <li>General Meetings (AGMs / EGMs)</li> <li>Company website</li> <li>Media articles</li> </ul>	As and when required	<ul style="list-style-type: none"> <li>Transparent disclosures and communication</li> <li>Business growth</li> <li>Dividend and capital appreciation</li> <li>Robust business model with prudent financial management</li> <li>Good governance</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.

IndiaMART undertakes periodic materiality assessments during which it interacts with its key stakeholders on matters of environment, economy and social importance. The Company takes into consideration their feedback through various rounds of consultation and feedback which is then communicated to the Board through the Sustainability and CSR Committee. The Board in conjunction with the committee takes up appropriate measures to focus on the prioritised material topics.

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 entity.

IndiaMART has a well-defined stakeholder engagement process in place to take into consideration inputs from all its stakeholders including shareholders on topics of E, E and S. As per the critical feedback received from its investors, the Company has undertaken various steps to strengthen its ESG disclosures.

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

For inclusive and equitable cooperative growth, the company maintains constant communication and engagement with all internal and external stakeholders, including the underprivileged, vulnerable, and marginalised stakeholders, through mechanisms for user feedback, customer support, HR policies, CSR initiatives, shareholder grievances, etc.

The company also pioneered the creation of an online associate programme with the goal of fostering inclusion among the general public, and it was met with a resounding success.

## PRINCIPLE 5 Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 23			FY 22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Permanent	4583	4583	100%	3672	3672	100%
Other than permanent	-	-	-	-	-	-
Total Employees	4583	4583	100%	3672	3672	100%

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

Category	FY 23					FY 22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Permanent	4583	Nil	Nil	4583	100%	3672	Nil	Nil	3672	100%
Male	3629	Nil	Nil	3629	100%	2806	Nil	Nil	2806	100%
Female	954	Nil	Nil	954	100%	866	Nil	Nil	866	100%
<b>Other than Permanent</b>										
Male	Not Applicable									
Female										

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5 <sup>^</sup>	13,60,000	2 <sup>*</sup>	-**
Key Managerial Personnel#	4 <sup>^</sup>	32,25,523/-	-	-
Employees other than BoD and KMP#	3625	47,518/-	954	34,883/-

\* Ms. Elizabeth Lucy Chapman resigned as an Independent Director of the Company w.e.f. October 07, 2022. Further, Ms. Pallavi Dinodia Gupta was appointed as an Independent Director of the Company w.e.f. October 20, 2022.

\*\* The median remuneration/salary/wages is provided only for those directors who have drawn remuneration from the Company for the FY 2023.

<sup>^</sup> Board of Directors and Key Managerial Personnel include Mr. Dinesh Chandra Agarwal, Managing Director & Chief Executive officer and Mr. Brijesh Kumar Agrawal, Whole-Time Director of the Company.

# Calculated on total monthly cost to company basis excluding ESOP perquisite and sales Incentives.

**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)**

IndiaMART has robust processes in place to for employees to address their complaints or grievances to the Human Resource department or to the Senior Management. There shall be no retaliation or reprisal taken against any employee or associate who raises concerns. A committee may be formed or delegated to investigate the reported issues. The Committee is responsible for evaluating the reported issues and ensuring that they are addressed and rectified. In collaboration with Senior Management, the Committee may also recommend a suitable resolution.

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

The Company is committed to uphold the dignity of every individual engaged or associated with the Company and eludes all kinds of discrimination. The Employee Code of Conduct lays down the acceptable employee behaviour on various aspects including human rights. All employees, with direct interface to customers, are trained to be polite and courteous to customers under all circumstances. This focus on human rights extends towards all its interactions with stakeholders with utmost importance placed on fairness and transparency. The Company also inculcates its Core Values i.e., Teamwork, Responsible, Integrity and Passion (TRIPS) in its employees as part of their induction training 'Shubhaarambh'. All elements of equality for the company are covered by policies on human rights, which also include the company's other rules like the employee code of conduct, sexual harassment prevention, and whistle blower policies. In order to maintain high levels of customer service and ensure ethical business practises across its value chain, the firm has established a code of conduct for its service providers. By assuring adherence to this code of conduct, the company aims to provide its suppliers and customers with services that are of the highest calibre possible. The code of conduct for service providers prohibits engaging in unlawful practises, discloses any conflicts of interest, and forbids any antitrust breaches.

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

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

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

IndiaMART, while dealing with the complaints of discrimination or harassment ensures that every care is taken to conduct the enquiry in a peaceful manner for avoiding any stressful conditions. The entire process is carried out in a highly confidential manner. The Company has a set PoSH policy which states that all members of the committee and those entrusted to record keeping, as well as any staff member questioned about an issue, are bound by a duty of confidentiality at all times and must keep all paperwork and information exchanged in the process confidential. Harsh or insulting behaviour of anyone participating in or conducting grievance proceedings is not at all tolerated. Any such behaviour will be viewed as misconduct under the Organisation's disciplinary policies and strict actions will be taken against such unethical behaviour.

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

Yes, our business agreements and contracts include provisions for upholding human rights. These requirements are explicitly mentioned in our code of conduct, which is annexed in our business agreements and contracts.

**9. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
<b>Child labour</b>	
<b>Forced/involuntary labour</b>	
<b>Sexual harassment</b>	IndiaMART has not conducted any external assessments during the reporting period
<b>Discrimination at workplace</b>	
<b>Wages</b>	
<b>Others – please specify</b>	

**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

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

**Essential Indicators**

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

<b>Parameter</b>	<b>Unit</b>	<b>FY 23</b>
Total electricity consumption (A)	kWh	429,047.8
Total fuel consumption (B)	kWh	14,399
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	kWh	443,446.8
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	kWh/turnover in ₹ (millions)	45.001
Energy intensity (optional) – the relevant metric may be selected by the entity		-

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

No, IndiaMART has not conducted any external assurance for its electricity consumption.

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

Owing to the nature of business, IndiaMART does not have any sites/facilities as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India.

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

IndiaMART's water consumption is limited to drinking water and sanitation. However, the Company undertakes multiple initiatives to save this resource wherever possible. Since the Company operates out of leased premises and owing to the nature of business, there is no ground or surface water withdrawal.

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

Not applicable as per the ownership of the Company

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

We report on GHG emissions. However, given our sector, details of air emissions other than GHG is not material to us.

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

Parameter	Unit	FY 23	FY 22
<b>Total Scope 1 emissions</b> (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)	tCO <sub>2</sub> e	15.42	5.11
<b>Total Scope 2 emissions</b> (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)	tCO <sub>2</sub> e	347.53	310.72
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	tCO <sub>2</sub> e	362.94	315.83
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional)– the relevant metric may be selected by the entity	tCO <sub>2</sub> e/ turnover in ₹ (millions)	0.04	0.04

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

No, IndiaMART has not conducted any external assurance

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

To measure its carbon footprint, IndiaMART calculates all greenhouse gas emissions from both direct and indirect operations. The company is dedicated to reducing its overall emissions resulting from operations. To achieve this goal, the company continuously evaluates how its operations affect the environment, identifies key factors that contribute to its impact, and develops efficient carbon-reduction measures to reduce its carbon footprint. One of the key ways IndiaMART achieves this is by ensuring low electricity consumption through a variety of energy-saving measures. These measures include the installation of energy-efficient heating and cooling systems to replace fossil fuel heating, enhancing appliance energy efficiency by switching them off while not in use, bringing greater control over the being heated, using LED lighting, insulating buildings to prevent heat loss, and installing solar rooftops at its corporate headquarters. All of these measures are essential steps in lowering greenhouse gas emissions. By periodically assessing the overall effect on the natural environment, identifying primary factors that contribute to its impact, and developing successful carbon reduction initiatives, IndiaMART continuously aims to achieve deeper decarbonisation.

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

IndiaMART is an online B2B marketplace and is solely a service provider and hence there is no significant waste generated from our operations.

**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.**

As part of the Company's operations, negligible e-waste is generated by the Company which is dealt with as per the requisite laws. Owing to the nature of business of IndiaMART, the only significant source of waste is E-waste. The main category of waste, e-waste primarily arises from discarded electrical and electronic devices. In order to safely manage this, the Company undertakes safe disposal and facilitation of recycling of e-waste by handing it over to certified recyclers. The company also Refurbishes its IT assets when possible.

The dry waste at the Company primarily arises from paper usage. The company has been consistently focussing on reducing consumption of paper through extensive digitalisation across the value chains and functions. As an activity of resourcefulness, the waste papers as generated in the offices are shredded and are further recycled for turning them into new paper products as a part of wastepaper recycling service.

Our initiatives strive to meet sustainability goals of waste reduction and more efficient resource utilisation.

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

Not Applicable, as the Company does not have offices in/around ecologically sensitive areas.

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

Not Applicable

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

Yes, IndiaMART is compliant with the applicable environmental law/regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, and Environment Protection Act and Rules.

### **Leadership Indicators**

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

Not Applicable

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

Though business operation of the Company is not energy-intensive, the Company, being a responsible corporate citizen, makes conscious efforts to reduce its energy consumption. The Company aims to have negligible negative impact on the environment by identifying ways to optimize resource consumption in its operations, although the very nature of the businesses of the Company, internet enabled online marketplace, has limited impact on environment. However, the Company complies with applicable environmental regulation in respect of premises and its operation.

Some of the initiatives undertaken by the Company on a continuous basis to address environmental issues and focus on a responsible and sustainable business growth including during the year under review, are listed below:

**Steps taken or impact on conservation of energy:**

- i. Offering a robust platform for free web presence of green products and enabling its reach across the country. The Company has made substantial investment in creation of categories and catalogues ('VFCP') of sustainable products manufactured using toxic-free ingredients and environmentally friendly procedures which are designed to minimize environmental impacts and promote the adoption of an eco-conscious lifestyle.
- ii. Our cloud-based ERP application mobile extension and digital L&D initiatives helped in quickly transforming all the processes and enabling the teams to work from the safety of their homes.



- iii. Rationalisation of usage of electrical equipment - air conditioning system office illumination beverage dispensers desktops.
- iv. In compliance with the COVID-19 guidelines the temperature setpoints have been revised to ensure less power consumption.
- v. As a consequence to the hybrid model being followed by IndiaMART, employees are commuting to the office lesser than earlier. Thereby reducing fuel and resource wastages.
- vi. In addition to employing energy efficient technology and methods in our data centres, best business practices are employed when it comes to cloud computing service infrastructure. The Company's data centre operations provider is certified with 'Green Globes', a green building initiative; 'Energy Star' for energy efficiency and the buildings are 'LEED' certified.
- vii. Planned Preventive Maintenance (PPM) schedule put in place for electro-mechanical equipment.
- viii. Multiple initiatives are undertaken to educate employees about environmental impacts and drive environmentally sustainable business operations including:
  - Focus on paperless working in our offices;
  - Encouraging employees to turn off lights in unoccupied conference rooms and cabins for saving energy costs;
  - Work from home/ remote working leading to lesser electricity consumption;
  - Usage of energy efficient illumination fixtures by installing green products/LED lights in offices for reducing electricity;
  - Video conferencing leading to lesser travel;
  - Power factor rationalisation;
  - Signage timings rationalisation.
- ix. Best Practices adopted by the company during FY 2023:
  - a) Sensor Based Water Taps:  
Sensor based water taps are installed in all the facilities for a touch free environment. This initiative helps in promoting hygiene and helped the company to conserve water and minimize the water wastage.
  - b) Regular Room Temperature Monitoring:  
Regular monitoring of room temperature helps to maintain temperature and humidity levels.
  - c) Air Quality Monitoring:  
The Company has installed the air quality system which helps to manage and take necessary actions as required to maintain our indoor air quality.

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

Yes, IndiaMART recognizes the strategic importance of business continuity and disaster recovery planning. They have established policies in support of the Business Continuity Management System (BCMS) and assigned responsibility for enterprise-level BCMS program management to the respective departments and functions. The overall purpose of this Business Continuity Management System (BCMS) is to fully and reliably ensure the continued efficient operation of the critical business functions and associated services in a manner which manage, mitigate, and recover from disruptive incidents. The Company has established and implemented and shall maintain and continually improve the business continuity management system in accordance with ISO 22301:2019. As a part of the BCMS, IndiaMART proactively identifies and maps potential risks and opportunities and has in place measures to address them and has laid down steps on how to integrate, implement those actions and evaluate their effectiveness.

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

There was no reported adverse impact to the environment due to the business activities.

**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:** 2
- b. **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Internet and Mobile Association of India (IAMAI)	National
2	The IndUS Entrepreneurs (TiE)	International

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

No incidents of anti-competitive behaviour reported

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

**Essential Indicators**

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

IndiaMART has not conducted any Social Impact Assessment in the current financial year.

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

Not applicable

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

IndiaMART has various mechanisms to receive and redress grievances of various stakeholders. In case any grievances are received from the community members, concerned person can reach out to the company's CSR Team associated with the project. Appropriate actions are taken to address the grievances.

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

Parameter	FY 23	FY 22
Directly sourced from MSMEs/ small producers		
Sourced directly from within the district and neighbouring districts	Not Applicable	

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

S. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
<b>Educational/Infrastructural Facilities to Underprivileged</b>			
1	M.M. Hills Karnataka place	3000+ students	100%
2	Sadat Inter College	~450 Students	100%
<b>Foundation Learning and Numeracy</b>			
3	Tech solution support to parents	74,000+ Parents	100%
4	Academic excellence in Arithmetic & English	~ 660 Students	100%
<b>Skill Development</b>			
5	Upskilling of Teachers	2000+ teachers	100%
6	EMC curriculum and business blasters	10,00,000+ Students and 13,500+ High School Teachers	100%
7	Skill Development of youth	~330 Candidates	100%

**PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner****Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The Company has in place a clearly defined system for appropriate redressal of customer complaints.

**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	
<b>Environmental and social parameters relevant to the product</b>	
<b>Safe and responsible usage</b>	Not Applicable
<b>Recycling and/or safe disposal</b>	

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

	FY 23			FY 22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber-security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive Trade Practices	0	0	NA	0	0	NA
Unfair Trade Practices	24	63	NA	16	57	NA
Other			Nil			

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

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

As a tech-driven organisation, cyber security continues to pose the biggest threat to business continuity, including the inability to prevent third parties, especially rivals, from infringing our intellectual property rights.

Some of the mitigation strategies that are taken into consideration are as follows: -

- Robust governance and oversight frameworks for cybersecurity in place.
- The Information Technology (Reasonable Security Practises and Procedures and Confidential Personal Data or Information) Rules, 2011, provided that you must follow the best practices.
- Undertaken certification in accordance with ISO 27001 guidelines.
- By pursuing ISO 22301:2019 certification, the company ensures business continuity through data encryption, data backup, and recovery processes.

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

No complaints were received during the reporting period on customer data privacy and marketing communications.

### Leadership Indicators

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

IndiaMART's website has information about all of the products it offers. The web-link for the site is:  
<https://www.indiamart.com/>

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

Not Applicable owing to the nature of business which is purely providing a B2B platform for buyer and sellers.

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

The company facilitates communication of any potential risk of service disruption or discontinuation to its customers via written notification or phone call, providing a clear explanation for the cause of such action. The company's approach is to offer customers various channels through which they can be notified and have access to information regarding service availability. The company facilitates communication of any potential risk of service disruption or discontinuation to its customers via written notification or phone call, providing a clear explanation for the cause of such action. The company's approach is to offer customers various channels through which they can be notified and have access to information regarding service availability.

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

Not Applicable owing to the nature of business