

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1. Corporate Identity Number (CIN) of the listed entity	L67120MH1996PLC101709
2. Name of the listed entity	Angel One Limited
3. Year of incorporation	1996
4. Registered office address	601, 6 th Floor, Ackruti Star, Central Road, MIDC, Andheri East, Mumbai-400 093
5. Corporate address	6 th Floor, Ackruti Star, Central Road, MIDC, Andheri East, Mumbai-400 093
6. E-mail	investors@angelbroking.com
7. Telephone	022-40003600
8. Website	https://www.angelone.in/
9. Financial year for which reporting is being done	01 April, 2023 to 31 March, 2024
10. Name of the stock exchange(s) where shares are listed	BSE and NSE
11. Paid-up capital	₹ 840.08 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	Muralidharan Ramachandran Lead Independent Director Tel: 022 40003600
13. Reporting boundary - are the disclosures under this report made on a standalone basis (i.e. Only for the entity) or on a consolidated basis (i.e. For the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
14. Name of assurance provider	No assurance was conducted for FY 2023-2024
15. Type of assurance obtained	Not Applicable

II. PRODUCTS/SERVICES

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

S. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity
1.	Financial and Insurance Service	Brokerage Services, Other services auxiliary to financial services	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Brokerage Services (Securities and Commodities Brokerage Services)	997152	68.6 %
2	Other services auxiliary to financial services	997159	31.2 %

III. OPERATIONS

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

S. No.	Location	Number of plants	Number of offices	Total
1.	National	Not applicable	16	16
2.	International	Not applicable	Nil	Nil

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	5 states (Gujarat, Karnataka, Telangana, Maharashtra, Uttar Pradesh) and 1 Union Territory (Delhi)
International (No. of Countries)	Nil

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

Nil

c. A brief on types of customers:

Angel One Limited, a technology-led financial services company, offers a suite of products and services across equity cash and derivatives, commodity and currency derivatives broking, depository operations, research services, rule-based investment recommendation services, margin trading funding, distribution of third party financial products such as insurance, mutual funds, sovereign gold bonds, facilitating applications for initial public offerings, as well as offering investor education, to our clients through our Super App on mobile, tab and web platforms under the "Angel One" brand. Our clientele is diverse, including Resident and Non-Resident individuals, Hindu Undivided Families (HUFs), Corporates, Trusts and Co-operative societies, among others.

IV. EMPLOYEES

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	3,650*	2,336	64%	1,314*	36%
2.	Other than Permanent (E)	13	7	54%	6	46%
3.	Total Employees (D + E)	3,663	2,343	64%	1,320	36%
Workers						
4.	Permanent (F)	Given the nature of business, the company does not employ any workers and thus all workers related details in this report are not applicable for Angel One.				
5.	Other than Permanent (G)					
6.	Total Workers (F+G)					

*Including 1 other in gender

b. Differently-abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently-abled employees						
1.	Permanent (D)	28	14	50%	14	50%
2.	Other than Permanent (E)	Nil	Nil	Nil	Nil	Nil
3.	Total differently-abled Employees (D + E)	28	14	50%	14	50%
Differently-abled workers						
4.	Permanent (F)	Given the nature of business, the company does not employ any workers and thus all workers related details in this report are not applicable for Angel One.				
5.	Other than Permanent (G)					
6.	Total Workers (F+G)					

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	9	1	11.1%
Key Management Personnel	5	1	20.0%

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

Category	FY 2024 (Turnover rate in Current Financial Year)			FY 2023 (Turnover rate in Previous Financial Year)			FY 2022 (Turnover rate in the year prior to the Previous Financial Year)		
	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)	Male (%)	Female (%)	Total (%)
Permanent employees	9.9%	11.1%	10.2%	16.7%	16.3%	16.6%	23.1%	22.5%	22.9%
Permanent workers	NA								

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23. (a) 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	Angel Financial Advisors Private Limited	Subsidiary	100%	No
2	Angel Fincap Private Limited	Subsidiary	100%	No
3	Angel Securities Limited	Subsidiary	100%	No
4	Angel Digitech Services Private Limited (formerly known as Angel Wellness Private Limited)	Subsidiary	100%	No
5	Mimansa Software Systems Private Limited	Subsidiary	100%	No
6	Angel One Asset Management Company Limited	Subsidiary	100%	No
7	Angel One Trustee Limited	Subsidiary	100%	No
8	Angel Crest Limited	Subsidiary	100%	No
9	Angel One Wealth Limited (Formerly known as Angel One Wealth Management Limited)	Subsidiary	100%	No

VI. CSR DETAILS

24.

S. No.	Whether CSR is applicable as per section 135 of Companies Act, 2013	Turnover (in ₹)	Net worth (in ₹)
1	Yes, CSR is applicable to the company as per section 135 of the Companies Act, 2013	42,549.0 million	29,995.5 million

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

25. 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 redressal policy)*	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	No	0	0	-	0	0	-
Investors (other than shareholders)	Yes*	0	0	-	0	0	-
Shareholders	Yes*	23	2	-	13	0	-
Employees and workers	Yes*	9	6	-	11	11	-
Customers	Yes	4,207 ¹	9	-	2,122	0	-
Value Chain Partners	Yes	56 ²	0	-	0	0	-
Other (please specify)	Nil	Nil	Nil	-	Nil	Nil	-

*The grievance redress policy is an internal document and employees have access to the same.

26. 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	Climate and Decarbonization Strategy	Opportunity	Angel One's sustainability efforts across energy, water and waste management exemplify a proactive approach in mitigating climate change impacts. These initiatives not only aim to minimize their environmental footprint but also foster stakeholder engagement and adherence to ESG criteria.	The Company is dedicated to sustainable practices including comprehensive recycling, usage of energy-efficient devices and secure waste disposal protocols to ensure effective environmental management.	Positive Outcome: Enhances ESG performance and corporate reputation, thereby increasing appeal to stakeholders who prioritize or are environmentally conscious and potentially improving market positioning.
2	Digitization	Opportunity	The swift and continuous digital transformation of operational workflows is a key growth lever for Angel One. Digitization has significantly enhanced the company's product and service delivery, leading to excellent client experience. Digitization has enabled the Company to expand its outreach, acquire and cater to clients across India. As on 31 March, 2024, Angel One is the largest listed broking company in India, in terms of NSE active clients.	Angel One has established comprehensive frameworks to manage risks associated with digital transformation. It employs technologies like Digi-Locker for efficient and secure KYC processes, enhancing operational efficiency and client experience.	Positive Outcome: Streamlines operations, reduces costs and enhances client satisfaction, leading to potential market share growth and increased revenue from digital services.
3	Systemic Risk Management	Opportunity & Risk	Angel One recognizes effective risk management as crucial for achieving business goals and delivering long-term value. The Company is poised to enhance its ESG integration and risk management frameworks to adapt to emerging risks efficiently.	Angel One maintains robust risk management practices and a proactive Risk Management Committee, ensuring the company's preparedness and resilience against emerging risks and compliance with its Risk Management Policy.	Positive Outcome: Strengthened risk management boosts the company's resilience and reliability, enhancing stakeholder confidence and safeguarding stakeholder value.
4	Corporate Governance	Opportunity & Risk	Angel One places significant emphasis on upholding high standards of business ethics, integrity and regulatory compliance, essential for navigating the evolving market dynamics and regulatory landscape.	Angel One has implemented solid governance frameworks and policies, including robust anti-corruption measures and insider trading prevention, supplemented by regular employee training to ensure compliance and uphold ethical standards.	Positive Outcome: Strong corporate governance enhances investor trust and maintains high ESG ratings, thereby protecting and potentially enhancing the company's market reputation and appeal to investors.
5	Diversity, Equity & Inclusion	Opportunity	Angel One is committed to diversity and inclusion, valuing diverse perspectives and experiences that align with the company's core values. This commitment enhances creativity and decision-making across the organization.	Angel One enhances representation of women and other under-represented groups through targeted hiring practices and regular DE&I audits, embedding these principles deeply within its culture.	Positive Outcome: Embracing diversity is a competitive advantage that drives innovation, mirrors a diverse customer base and promotes sustainable business growth.
6	Customer Service	Opportunity	Enhancing customer service is essential to maintain and grow Angel One's market reputation and brand. Effective management of customer experiences is crucial for retaining and expanding the customer base.	Angel One has implemented robust grievance redressal systems and prioritizes ethical training in marketing and sales practices to ensure high standards of customer service.	Positive Outcome: Improved customer satisfaction and loyalty lead to increased market share and revenue growth, reinforcing Angel One's standing in the industry.

¹Complaints received in FY 2023-24 were primarily due to non-seeding of PAN-Aadhaar, technical issues and introduction of ODR platform.

²Complaints registered by Authorised Persons were primarily on account of terminations and claims for full and final settlement of deposits/dues.

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	Data Privacy & Information Security	Opportunity & Risk	The evolving digitization in the financial sector introduces both risks and opportunities in data security and privacy. Angel One recognizes the importance of safeguarding customer data and managing cybersecurity risks effectively. Angel One employs stringent security measures, including engaging ethical hackers and maintaining a proactive incident response strategy. This ensures the integrity and security of customer data.	Angel One maintains a strict stance on technology and cybersecurity breaches. The Company has established policies and procedures to respond to such incidents and have a robust reporting and resolution mechanism for addressing risks. As of FY 24, no security breaches or data loss have been reported, reflecting proactive efforts.	Positive Outcome: Strong data privacy and cybersecurity measures enhance client trust and attract new partnerships, supporting Angel One's growth in a digital landscape.
8	Financial Inclusion	Opportunity	Through initiatives like awareness and educational programmes, Angel One aims to empower individuals residing across the country with financial knowledge and tools. This commitment aids in fulfilling the country's financial inclusion goals and drives business expansion by diversifying its clientele.	Angel One offers fair pricing, develops tailored products for underserved markets and ensures accurate information about its financial products, addressing key risks in financial inclusion.	Positive Outcome: Strengthening its commitment to financial inclusion enhances Angel One's reputation as a provider of inclusive financial services, broadening its customer base and increasing its market penetration.
9	Community Engagement	Opportunity	Angel One is dedicated to fostering resilient communities through its CSR initiatives focused on digital and financial literacy and placement of youth PAN India.	The Company collaborates closely with NGO partners to ensure effective communication and resolution of any issues in its CSR initiatives.	Positive Outcome: By enhancing community engagement, Angel One strengthens its reputation and contributes to sustainable development, affirming its role as a responsible corporate leader.
10	Human Capital Development	Opportunity & Risk	Developing a premier talent pool equips Angel One with unparalleled capabilities in technological innovations, positioning it as a leading innovator in digital financial services.	Angel One maintains a robust professional environment, recognized as a Great Place to Work and runs programmes like EVOLVE, a leadership accelerator programme, to nurture diverse leadership talent.	Positive Outcome: The development and retention of exceptional talent drive expansion and growth, positioning Angel One as an employer of choice and a leader in innovation.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	NA ³	Y	Y
1. b. Has the policy been approved by the Board? (Yes/No)	Y	N ⁴	Y	Y	N ⁵	Y	N	Y	Y
c. Web Link of the Policies, if available	The Corporate policies of the Company can be viewed at weblink https://www.angelone.in/investor-relations/codes-and-policies Some of the policies of the Company are accessible only to employees and other internal stakeholders								
2. Whether the entity has translated the policy into procedures. (Yes / No)	The policies have been approved and adopted by the Board / Internal Committee(s) and are implemented and reviewed from time to time. Appropriate steps are undertaken to oversee the implementation of the policy.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	None								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	We periodically track some important qualitative metrics across business and compliance. Some of the metrics are market share, customer complaints, NPS, eNPS, Appstore ratings etc. Angel One Limited has strategically aligned its business operations with the United Nations Sustainable Development Goals (SDGs) to enhance its contributions toward sustainable development. This alignment not only strengthens Angel One's commitment to corporate responsibility but also amplifies its positive social and environmental impacts. The table below details the SDGs that align with the company's initiatives under each of the National Guidelines on Responsible Business Conduct (NGRBC) principles.								
NGRBC Principle	SDGs Aligned with Angel One Initiatives								
Principle 1: Ethical, Transparent and Accountable Conduct	<ul style="list-style-type: none"> SDG 16: Peace, Justice and Strong Institutions SDG 17: Partnership for the Goals 								
Principle 2: Sustainable and Safe Goods and Services	<ul style="list-style-type: none"> SDG 9: Industry, Innovation and Infrastructure SDG 12: Responsible Consumption and Production 								
Principle 3: Well-being of Employees	<ul style="list-style-type: none"> SDG 3: Good Health and Well-Being SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth SDG 16: Peace, Justice and Strong Institutions 								
Principle 4: Responsive to Stakeholders	<ul style="list-style-type: none"> SDG 8: Decent Work and Economic Growth SDG 11: Sustainable Cities and Communities SDG 16: Peace, Justice and Strong Institutions SDG 17: Partnership for the Goals 								
Principle 5: Human Rights	<ul style="list-style-type: none"> SDG 3: Good Health and Well-Being SDG 5: Gender Equality SDG 8: Decent Work and Economic Growth SDG 10: Reduced Inequalities SDG 16: Peace, Justice and Strong Institutions 								
Principle 6: Environmental Protection	<ul style="list-style-type: none"> SDG 6: Clean Water and Sanitation SDG 7: Affordable and Clean Energy SDG 9: Industry, Innovation and Infrastructure SDG 12: Responsible Consumption and Production SDG 13: Climate Action 								
Principle 7: Ethical Business Conduct	<ul style="list-style-type: none"> SDG 16: Peace, Justice and Strong Institutions SDG 17: Partnership for the Goals 								
Principle 8: Inclusive Growth and Equitable Development	<ul style="list-style-type: none"> SDG 4: Quality Education SDG 8: Decent Work and Economic Growth SDG 11: Sustainable Cities and Communities 								
Principle 9: Responsible Customer Engagement	<ul style="list-style-type: none"> SDG 16: Peace, Justice and Strong Institutions 								

³Principle 7 is not applicable to Angel One because our operations do not directly influence public and regulatory policy. Our commitment lies in being responsible and transparent in our business practices.

⁴Angel One has constituted an internal Customer Council to proactively assess, engage and support our clients on various services related issues and grievances.

⁵Equal Opportunity Policy is available, although it is not approved by the board.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	During FY 2023-24, Angel One embarked on an ESG journey that comprises of identifying material ESG topics for the organization and setting up strategic targets, initiatives and key actions on each of the material topics. As part of the strategic framework, Angel One committed to various internal ESG targets for FY 2025 and beyond. The progress made against these targets will be disclosed in the next year's BRSR.								
GOVERNANCE, LEADERSHIP AND OVERSIGHT									
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Our exceptional disclosure practices have earned us industry-wide respect and established benchmarks that elevate our operational integrity. Our strategic efforts to empower young investors through extensive digital content, coupled with our initiatives for skill development and employee engagement, reflect our dedication to nurturing human capital. We prioritize environmental compliance through sustainable practices, particularly in resource utilization and procurement of electronic equipment, demonstrating our commitment to environmental stewardship. To further our commitment, we are in the process of implementing a comprehensive ESG strategic framework, with defined targets and interventions. This framework focuses on sustainable business practices, enhancing social well-being and ensuring transparent governance. By initiating strategies for energy conservation, waste reduction, employee well-being and community support, we aim to reduce our environmental footprint while fostering a sustainable and healthy ecosystem. Strengthened governance policies underscore our commitment to ethical conduct and transparency, illustrating our holistic approach to creating long-term value for our stakeholders and contributing positively to the broader community and the environment.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Dinesh Thakkar (DIN 00004382) Designation: Managing Director Telephone Number: 022 - 4000 3600 E-Mail ID: investors@angelbroking.com								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, Angel One has constituted a dedicated ESG Committee comprising of Independent and Non-executive Directors. The ESG Committee's purpose is to support the Company's commitments towards the environment, health and safety, corporate social responsibility, corporate governance, sustainability and other public policy matters relevant to the Company in compliance to the national and international regulatory guidelines. The Committee provides guidance, leadership and necessary oversight for embedding ESG aspects into the business strategy. In addition, the committee is also entitled to develop, implement and monitor policies and related interventions, engaging with the stakeholders by overseeing communications concerning ESG aspects and provide insight and guidance to the management on the identified ESG risks and opportunities. The committee also ensures efficient and timely disclosure of applicable ESG aspects to the stakeholders and reporting progress of various initiatives.								
	Name of the members		Designation		Position Held				
	Muralidharan Ramachandran		Lead Independent Director		Chairperson				
	Dinesh Thakkar		Director		Member				
	Krishna Iyer		Non-executive Director		Member				

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	The policies governing the BRSR framework as mentioned above, are approved by the relevant Board / Committees or relevant authorities. Policies are reviewed periodically, given factors such as regulatory requirements, or recommendations from relevant industry associations. The ESG Committee is mandated with the periodical review and follow-up actions associated with the above-mentioned policies. The ESG committee meets at least twice a year.																	
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances is done by the Audit Committee. The Audit committee convenes on a quarterly basis to review compliance with the provisions of SEBI and other applicable statutory requirements.																	

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	The policies are reviewed internally or by the relevant stakeholders periodically. The respective committees are entitled with the responsibility of review, revisions and approval of policies in line with amended Rules and Regulations and market trends.								

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
a. The entity does not consider the Principles material to its business (Yes/ No)	NA	NA	NA	NA	NA	NA	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 integrity and high professional and ethical standards.		
b. The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
c. The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
d. It is planned to be done in the next financial year (Yes/No)									
e. 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:

S. No.	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
1	Board of Directors	1	<ul style="list-style-type: none"> Roles and Responsibilities orientation session Corporate governance, Business orientation sessions 	100%
2	Key Management Personnel	1	<ul style="list-style-type: none"> Culture and value Refresher Talent and Leadership competency orientation session EVOLVE custom development Journeys for CXOs 	83%
3	Employees other than BODs and KMPs	116	<p>Theme 1: Onboarding and Integration</p> <ul style="list-style-type: none"> New Hire Induction Angel Mentoring Program M-Power New Manager Connect <p>Theme 2: Technical Skills Development</p> <ul style="list-style-type: none"> Angel Tech Bootcamp SRE Bootcamp, Terraform Workshop <p>Theme 3: Business and Financial Acumen</p> <ul style="list-style-type: none"> Indian Capital Markets Business Communication <p>Theme 4: Leadership and Management</p> <ul style="list-style-type: none"> EVOLVE (for VP/SVP) Leading with Change Masterclass on Motivating Teams towards High-Performance Masterclass on Unleashing Potential for Inspirational Leadership Masterclass on Chanakya Neeti for People Managers <p>Theme 5: Professional Development</p> <ul style="list-style-type: none"> Ownership and Accountability Decision Making Excellence in Time of Change Masterclass on Excellence in the Time of Change <p>Theme 6: Creative and Design Thinking</p> <ul style="list-style-type: none"> Design Thinking Canva for Product Marketing Know the User UX Research <p>Theme 7: Personal Branding and Development</p> <ul style="list-style-type: none"> Employee Branding <p>Theme 8: Productivity and Organizational Skills</p> <ul style="list-style-type: none"> Excel Nomad Workshop Planning and Prioritizing 	84%
4	Workers	Given the nature of business, the company does not employ any workers and thus all workers related details in this report are not applicable for Angel One		

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

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	a. Monetary		
			Amount (In INR)	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
b. Non-Monetary					
Imprisonment			Nil		
Punishment					

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.

S.No.	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
		Not Applicable

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, Angel One has an internal anti-bribery and anti-corruption policy. The policy is integral to Angel One’s commitment to ethical business conduct, as outlined in the company’s Code of Conduct and Ethics. It ensures that all business activities are conducted with integrity, transparency and accountability, aligning with the best applicable standards.

Angel One’s policy explicitly prohibits the giving or accepting of bribes or any form of corruption. It includes clear guidelines against offering or making any unofficial or unorthodox payment or benefit to government/private bodies officials or others with decision-making power over the organization. The policy also prohibits employees from accepting any form of unofficial or unauthorized payments or benefits.

In addition, the policy mandates compliance with local laws and regulations on money laundering and fraud prevention, emphasizing the importance of maintaining the organization’s integrity and reputation. All financial transactions are documented to accurately reflect the true nature of the business activities, preventing improper or fraudulent accounting practices.

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

Category	FY 2024	FY 2023
Directors	Nil	
KMPs		
Employees		
Workers	NA	

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

Particulars	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		Nil		
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Nil		

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.

No such incidents have been reported

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Number of days of accounts payables	26.98	17.66

Note: Due to the nature of business, the days of accounts payable is estimated by dividing the total trade payable (excluding towards client payables) by the total other expenses.

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2024	FY 2023
Concentration of Purchases	a. Purchases from trading houses as % of total purchases		
	b. Number of trading houses where purchases are made from		
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Due to the nature of our business, purchases from trading houses and sales to dealers/ distributors are not applicable	
Concentration of Sales	a. Sales to dealers / distributors as % of total sales		
	b. Number of dealers /distributors to whom sales are made		
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors		
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.19%	0.25%
	b. Sales (Sales to related parties / Total Sales)	0.05%	0.05%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	0.02%
	d. Investments (Investments in related parties / Total Investments made)	100%	100%

Note:

- (1) For the purpose of calculation, the purchase with related parties includes software maintenance charges, business support services, director sitting fees and commission to non-executive directors. The total purchases include other expenses, fees and commission expenses.
- (2) For the purpose of calculation, the sales to related parties includes income from broking and allied activities, lease income, interest received on ICD and business support services.
- (3) For the purpose of calculation, Loans given to related parties includes the ICD.

Leadership Indicators

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

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in value chain covered by the awareness programmes
Programs for Value Chain Partners were not conducted in FY 2023-2024		

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

Yes, Angel One has embedded a comprehensive conflict of interest management policy within its corporate governance framework, underscored by a Board composed of Independent Directors. This structure ensures a distinct separation between the Board's oversight roles and managerial functions. The Board's Committees, comprising Independent Directors, proactively oversee key operational areas, adhering to the Companies Act, 2013, which mandates Directors to recuse themselves from discussions where they have a personal interest, thus maintaining high governance standards. The Company adheres to a Board-approved 'Framework for managing conflicts of interest', applicable to all employees, directors and subsidiaries' employees. This Framework, part of Angel One's strong corporate governance, mandates annual compliance affirmations from Directors, ensuring no conflicts of interest occurred during the year. The governance framework, emphasizing independence and transparency, separates the Board's supervisory responsibilities from management, with critical areas overseen by committees chaired by Independent Directors.

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 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D			
Capex	Given the nature of our business, investments into technologies that improve environmental and social impacts of products and processes are directly not applicable. However, Angel One has made significant investments in FY 2024 and planned for more investments in FY 2025 to further strengthen the existing information security and risk management aspects which indirectly contributes to impacts of services sold by the organization.		

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

Our core operations are primarily focused on providing financial products and services, which involve minimal resource consumption. As a result, the applicability of sustainable procurement practices is limited in our context.

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.

Given that Angel One operates in the financial services sector, it does not produce hazardous waste. The main types of waste generated are paper, plastic and electronic waste. Despite the limited influence over waste generation practices, the company is committed to responsible waste disposal and sustainability. Here are the processes in place:

Product	Process to safely reclaim the product
a. Plastics (including packaging)	NA
b. E-Waste	The Company guarantees the conscientious disposal of electronic waste generated within its operations, earning recognition through the receipt of Green Certificates. This signifies the organization's commitment to environmentally responsible practices in managing electronic waste. The awarded Green Certificates underscore the company's dedication to sustainable and eco-friendly initiatives, contributing to a positive environmental impact.
c. Hazardous Waste	NA
d. Other Waste	NA

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.

Company offers financial and brokerage services and not produces any hazardous materials; hence it is not applicable to Extended Producer Responsibility (EPR) Act.

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency	Results communicated in public domain (Yes/No) If yes, provide the web-link
As the company operates within the Financial Services sector and does not engage in the production or manufacturing of goods, this metric is not relevant.					

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.

Name of Product/ Service	Description of risk and concern	Action taken
Given the nature of our business and operations, such assessments are 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).

Indicate input material	Recycled or re-used input material to total material	
	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Given the nature of our business operations, the use of recycled or reused input material in our service offerings is not applicable.		

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:

	FY 2024 Current Financial Year			FY 2023 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste	Given the nature of our business operations, reclaiming of products and packaging is not applicable.					
Hazardous waste						
Other waste						

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

Indicate Product Category	Reclaimed products and their packaging materials as % of total products sold in respective category
Given the nature of our business operations, reclaiming of products and packaging is 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)
Permanent employees											
Male	2,336	2,336	100%	2,336	100%	-	-	2,336	100%	Nil	Nil
Female	1,314	1,314	100%	1,314	100%	1,314	100%	-	-	Nil	Nil
Total	3,650	3,650	100%	3,650	100%	1,314	100%	2,336	100%	Nil	Nil
Other than permanent employees											
Male											
Female	No insurance benefits are applicable to the other than permanent employees										
Total											

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

Category	Total (A)	% of workers 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)
Permanent workers											
Male											
Female						NA					
Total											
Other than permanent workers											
Male											
Female						NA					
Total											

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the company	0.14 %	0.24 %

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

Benefits	FY 2024 (Current Financial Year)			FY 2023 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	65%		Y	57%		Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	11%		Y	19%		Y
Others - please Specify	Nil		NA	Nil		NA

3. Accessibility of workplaces

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.

In fostering inclusivity, the company ensures that office premises are equipped with accessibility features such as elevators and designs that accommodate differently abled employees and visitors. Complementing this effort, our inclusive Work From Anywhere Policy allows employees to choose their preferred work location, reflecting our commitment to flexibility and recognizing the diverse needs of our workforce to enhance productivity. Furthermore, our corporate office provides restrooms designed for differently abled individuals and includes provisions for wheelchairs and ramps, reinforcing our dedication to accessibility across all aspects of our workplace.

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.

Angel One has consistently prioritized the creation of a work environment that champions diversity and inclusion while actively opposing any form of discrimination. The Company has a robust employee engagement policy in place, contributing to the cultivation and retention of a highly motivated team. Emphasizing the importance of fostering equality and diversity, Angel One has transitioned from a hierarchy-driven organization to one characterized by an open and collaborative work culture. This evolution underscores the company's commitment to providing an enabling atmosphere for all employees, in line with the Rights of Persons with Disabilities Act, 2016.

To further this commitment, Angel One conducts regular Diversity, Equity and Inclusion (DE&I) audits in partnership with renowned consultants, aligning our practices with global DE&I best practices. Additionally, our Policy on Board Diversity aims to ensure a balanced composition of the Board of Directors, enhancing decision-making and benefiting stakeholders. These initiatives reflect our commitment to an inclusive work culture, providing equal opportunities for all employees.

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	96%	100%		
Female	30%	88%	NA	
Total	49%	95%		

The retention rate is estimated based on the number of employees who returned to work.

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)
Permanent Workers	NA
Other than Permanent Workers	
Permanent Employees	<p>Yes, At Angel One, we are committed to fostering a workplace that values dignity, respect and ethical conduct, ensuring a safe and inclusive environment for all employees. Our approach to grievance redressal encompasses a comprehensive Vigil mechanism and Whistle Blower Policy which is as per the requirements of 'Listing Regulations' and provides adequate safeguards against victimization of employees, directors or any persons who avails the provisions of this policy to report inappropriate behaviors or cases. A dedicated Investigation Committee is established under this policy for addressing and investigation any concerns of unethical practices reported. In addition, the company has formulated a policy on prevention, prohibition and redressal of Sexual Harassment at the Workplace (PRoSH policy) in alignment with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. The Company's policies on grievances and vigil mechanism can be found in the link: https://www.angelone.in/investor-relations/codes-and-policies.</p> <p>Angel One's employee grievance redressal mechanism is designed to efficiently manage complaints related to discrimination, harassment, workplace bullying and retaliation. Employees can report actual or suspected violations through the established channels, ensuring prompt and fair resolution. The mechanism is supported by our Internal Complaints (IC) and Appeals Committees, focusing on addressing and redressing complaints of sexual harassment, thereby underscoring our dedication to maintaining a respectful and inclusive work culture.</p>
Other than Permanent Employees	

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

Category	FY 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	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)
Permanent Employees						
Male						
Female	Given the nature of our business operations, the Company does not endorse union or associations.					
Total						
Permanent Workers						
Male						
Female			NA			
Total						

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

Category	FY 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	% (D / C)
Employees						
Male	2,336	1,891	81%	2,018	1,933	95.7%
Female	1,314	1,090	83%	1,102	1,068	96.9%
Total	3,650	2,981	82%	3,120	3,001	96.1%
Workers						
Male						
Female			NA			
Total						

b. Details of training on Health and Safety given to employees and workers.

Category	FY 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers provided training on health and safety measures (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers provided training on health and safety measures (D)	% (D / C)
Employees						
Male	2,336	0	0%	2,018	0	0%
Female	1,314	0	0%	1,102	0	0%
Total	3,650	0	0%	3,120	0	0%
Workers						
Male						
Female			NA			
Total						

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

Category	FY 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2,336	2,336	100%	2,018	2,018	100%
Female	1,314	1,314	100%	1,102	1,102	100%
Total	3,650	3,650	100%	3,120	3,120	100%
Workers						
Male						
Female			NA			
Total						

10. Health and safety management system:

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

Yes, more than 95% employees benefit from Work From Anywhere Policy, for those who work from Angel One's corporate office have the health and safety amenities to prioritise employee's health and safety factors in the following activities:

- Periodical inspections are conducted on all electronic and electrical equipment, as well as fire extinguishers, to maintain a safe working environment
- Emergency evacuation floor plans are prominently displayed throughout the premises to facilitate easy navigation to exit points in case of emergencies.
- We have provided with soothing lighting and air purification systems in the office space to ensure a comfortable working environment as a part of workplace hygiene practices
- Our corporate offices are equipped with centralized air-conditioning systems featuring temperature control devices.
- Employees are offered comprehensive health check-ups to prioritize their well-being.

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

This is not directly applicable, given the nature of business.

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

Given the nature of the business, the Company does not have exposure to work related hazards. Hence, this indicator is not applicable



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

Angel One ensures that employees and their families have access to comprehensive non-occupational medical and healthcare services through initiatives like Angel Care+ and AngelDost. Angel Care+ provides a detailed healthcare policy covering a broad spectrum of medical benefits, while AngelDost, an Employee Assistance Program (EAP), offers clinical psychological sessions, wellness counseling and 24/7 support via a CBT trained chatbot named "Stella." These programmes underscore our commitment to the holistic well-being of our workforce, addressing mental health, stress and a variety of personal and family health concerns at no additional cost.

The inclusion of unique wellness programmes, such as Tarot, chakra healing and nutrition counseling, along with comprehensive healthcare coverage, reflects our dedication to fostering a healthy and supportive work environment. By offering these wide-ranging health services, we aim to ensure that our employees and their families are supported in all aspects of their health and well-being, reinforcing the importance we place on the welfare of our workforce

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

Safety Incident/Number	Category*	FY 2024	FY 2023
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

12. Describe the measures taken by the entity to ensure a safe and healthy work-place.

Angel One prioritizes the health and wellness of its employees by offering them comprehensive annual health check-ups. This initiative is aimed at ensuring that all employees have regular access to medical evaluations, which can help in the early detection and treatment of any potential health issues.

Angel One has taken significant steps to ensure that its Mumbai office is fully accessible to differently abled individuals. This commitment to inclusivity is evident in the provision of wheelchair-accessible facilities (including washrooms). This approach not only aligns with legal requirements for accessibility but also reflects Angel One's dedication to fostering an inclusive, supportive and equitable workplace environment. In addition, our policies such as PProSH and Vigil mechanism and Whistle Blower Policy ensure a safe working environment and addresses any untoward incidents with regards to employee safety.

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

	FY 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Employees are primarily working from home.	Nil	Nil	Employees are primarily working from home.
Health & Safety	Nil	Nil	For those who come to the office, any issues are promptly addressed and resolved by the Admin team. Angel One will establish a formal mechanism to register, track and monitor the employee grievance and complaints on work-place safety, health and hygiene.	Nil	Nil	For those who come to the office, any issues are promptly addressed and resolved by the Admin team.

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The assessment was not conducted in FY 2023-2024, but the Company plans to conduct assessments in the future.
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.

No incidences of breach were reported.

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

b. Workers (Y/N): NA

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

The Company adheres to the laws of the land and is compliant with deduction of statutory dues of employees towards income tax, provident fund, professional tax, ESIC etc. as applicable from time to time. The contracts/agreements with our value chain partners require them to also comply and be equally accountable in meeting their obligations. To ensure compliance, the Company has established both statutory and internal audit policies and procedures.

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:

Category	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	
	FY2024 (Current Financial Year)	FY2023 (Previous Financial Year)	FY2024 (Current Financial Year)	FY2023 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	NA	NA	NA	NA

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

Yes, Angel One provides transition assistance programmes to support continued employability and manage career endings due to retirement or termination. The firm offers structured retirement benefits, such as a Provident Fund and Gratuity, aligning with legal requirements and best practices. The Company's structured approach towards these benefits underlines its commitment to supporting employees through significant career transitions, ensuring they are well-prepared for retirement or other employment changes. This is indicative of Angel One's broader commitment to employee welfare and support throughout various stages of employment.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The assessment for Value Chain Partners was not conducted in FY 2023-2024
Working Conditions	

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.

Since assessments of health and safety practices and working conditions of value chain partners were not conducted in the FY 2023-2024, this question is not applicable.

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.

At Angel One, stakeholders are identified basis the significance of their impact on the business and the impact of the business on them. This encompasses a broad range of groups including employees at all management levels, shareholders, investors, customers, channel partners, knowledge management partners, regulators, lenders, researchers and communities involved in CSR programmes.

The identification of key stakeholders is a strategic process at Angel One, involving consultation with internal and external thematic experts. This approach considers several factors such as the nature of the partnership, geographical location, statutory compliance needs and the specific requirements of initiatives undertaken by the Company. For instance, in CSR projects, considerations include the classification of areas like Aspirational Districts, aiding in the selection of relevant stakeholder groups or communities to benefit from these programmes. This process ensures stakeholders are recognized not just by their impact on the company, but also by how the Company's activities influence them, maintaining a balance between the organization's interests and its societal responsibilities.

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

S. No.	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
1	Customers	No	Digital mediums like emails, SMS, in-app, chatbot, website, digital media campaigns, App store and Play store. In addition to this, we also engage via calls, postal communication, call Centres and through our Authorized Persons network.	Ongoing	<ul style="list-style-type: none"> Transaction related Regulatory communication Query / Complaints resolution App launch reviews Schemes and offers related
2	Employees	No	In person meetings with employees, Townhalls, Digital mediums like Angelverse, Leena App, iLearn platform, Slack, social media platforms, virtual meeting platforms, emails, surveys	Ongoing	<ul style="list-style-type: none"> Regular work Special projects Collaboration Communication Engagement Upskilling Feedback
3	Shareholder and Investors	No	Dissemination of information via regulatory filings of quarterly results, investor presentations, Annual Report, Annual General Meeting, investor/analysts call and meet, media releases, website	Ongoing	<ul style="list-style-type: none"> To update shareholders and investors about business and financial performance To respond to investor queries and discuss publicly available information about the Company
4	Banks and Lending institutions	No	In person meetings, email, calls, virtual meetings	Ongoing	Banking relations
5	Business Partners and Vendors	No	Authorized Person meets, workshops, conferences, webinars, digital partner platform, One-to-one meetings, Telephonic and email communication	Ongoing	<ul style="list-style-type: none"> Audit of the channel partner business Transaction related Regulatory communication Query / Complaints resolution Alignment to business plan Schemes and offers related Best practices in the industry Order, invoicing, payment, reconciliation and settlement
6	Communities	Yes	Reach out to the target audience through our partner NGOs for financial literacy, assistance in accessing social government schemes, skilling and placement	Ongoing	<ul style="list-style-type: none"> Upskilling them to become entrepreneurs / job ready Have basic understanding about the various social schemes and empowering them to manage their own finances
7	Government and Regulators	No	Various digital portals of the Government to fulfil our statutory and fiscal responsibilities, In person meetings with regulatory authorities, express communication	Ongoing	<ul style="list-style-type: none"> Filing of statutory and fiscal documents, feedback on consultation papers, query resolution, regulatory inspections, seeking clarifications

Leadership Indicators

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

The Board, along with designated committees facilitated by senior management, engages in interactions with various stakeholders regarding the subject matter. This involves proactive communication and collaboration with relevant parties to discuss and address pertinent issues. Such engagements ensure that there is effective communication between the leadership, committees and senior management, fostering a comprehensive understanding and consideration of the subject matter among all stakeholders. The aim is to promote transparency, gather insights and maintain a mutually beneficial relationship with the diverse stakeholders involved.

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.

Yes, Insights from diverse stakeholders, if available, are integrated into environmental, social and economic initiatives to enhance transparency and effectiveness in the process. These inclusive inputs play a crucial role in shaping our initiatives related to financial literacy as well as skilling and placement programmes in Rajasthan, Maharashtra and Gujarat.

The thoughtful incorporation of these inputs serves as a driving force behind our endeavors, ensuring that our initiatives are well-informed, impactful and aligned with the needs and perspectives of the stakeholders involved. This collaborative approach enhances the overall transparency and success of our programmes.

In addition, Angel One conducted a comprehensive ESG materiality survey in the current year with a view to identify the material ESG topics for the organization. The stakeholders invited for the survey includes employees, senior leadership, board members, value chain partners and customers.

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

Angel One is committed to addressing the concerns of vulnerable and marginalized stakeholder groups through its Corporate Social Responsibility(CSR) initiatives. The Company engages with these groups primarily through collaborations with credible non-profit organizations, focusing on key areas such as skill development, digital literacy and financial literacy.

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 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	3,650	3,489	96%			
Other than permanent	13	NA	NA	Data not available		
Total Employees	3,663⁷	3,489	96%			
Workers						
Permanent						
Other than permanent				NA		
Total Workers						

⁷Human rights training included the following themes: Prevention of sexual harassment, Cultural sensitivity and bias, Diversity, Inclusion and belonging and career development and capability building.

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

Category	FY 2024 Current Financial Year				FY 2023 Previous Financial Year					
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent	3,650	0	0%	3,650	100%	3,118	33	1.1%	3,085	98.9%
Male	2,336	0	0%	2,336	100%	2,016	24	1.2 %	1,992	98.8%
Female	1,314	0	0%	1,314	100%	1,102	9	0.8%	1,093	99.2%
Other than Permanent	13	0	0%	13	100%	2	0	0%	2	100%
Male	7	0	0%	7	100%	2	0	0%	2	100%
Female	6	0	0%	6	100%	0	0	0%	0	0%
Workers										
Permanent										
Male										
Female										
Other than Permanent						NA				
Male										
Female										

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

S.No.	Type of employee	Gender	Total Number	Median remuneration/ salary/ wages
1	Board of Directors (BoD)	Male	3	2,00,66,004
		Female	0	-
2	Key Managerial Personnel (KMP)	Male	4	2,00,66,004
		Female	1	36,88,200
3	Employees other than BoD and KMP	Male	2,332	5,41,590
		Female	1,313	3,31,224
4	Workers	Male	NA	NA
		Female	NA	NA

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY2024(Current Financial Year)	FY2023 (Previous Financial Year)
Gross wages paid to females as % of total wages	20.31%	21.14%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, Angel One has established focal points, including both individual roles and committees, responsible for addressing human rights impacts or issues related to the business. The Company has established a PRoSH policy to prevent sexual harassment in compliance with the mandates of the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. As part of this commitment, the company has formed its Internal Complaints (IC) and Appeals Committees, specifically designed to address and resolve complaints related to sexual harassment in the workplace.

In addition, the company has established a Vigil mechanism and Whistle Blower Policy which is as per the requirements of 'Listing Regulations' and provides adequate safeguards against victimization of employees, directors or any persons who avails the provisions of this policy to report inappropriate behaviors or cases. A dedicated Investigation Committee is created under this policy for addressing and investigation any concerns of unethical practices reported.

Moreover, recognizing the importance of an internal grievance mechanism for employees, the company has implemented a system to address and resolve grievances. This comprehensive approach underscores the company's dedication to creating a secure and supportive work environment while promoting ethical practices and accountability.

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

The grievances related to human rights are primarily under the purview of PRoSH policy and Vigil Mechanism and Whistle Blower policy. The Company maintains a strict zero-tolerance policy towards any form of violation or misconduct, particularly related to misdemeanors. In ensuring a safe and supportive environment for employees to pursue their professional aspirations, the company has implemented employee-centric policies. These policies aim to establish a secure space for employees and provide an effective mechanism for addressing their grievances.

Upon receiving a complaint, the company mandates the formation of a committee comprised of members with no conflicts of interest related to either party involved, i.e., the complainant or respondent. This committee is tasked with investigating the matter. An HR representative is assigned to brief the committee about the complaint and facilitate committee meetings.

The committee is empowered to seek assistance from the investigation team or any company officer for the purpose of collecting evidence and conducting a thorough inquiry in alignment with the allegations raised in the complaint. Following a comprehensive review and unanimous approval by the committee members, the final report is shared with the affected parties and the management. Any necessary actions are then taken based on the committee's findings and recommendations.

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

Category	FY 2024 (Current Financial Year)			FY2023 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	1	Nil	Nil	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	NA	NA	NA	NA	NA	NA
Forced Labour/ Involuntary Labour	NA	NA	NA	NA	NA	NA
Wages	NA	NA	NA	NA	NA	NA
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY2024	FY2023
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	0
Complaints on POSH as a % of female employees / workers	0.08%	0
Complaints on POSH upheld	0	0

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

Angel One has transitioned from its previous Prevention of Sexual Harassment (POSH) Policy to the more comprehensive Prevention, Prohibition and Redressal of Sexual Harassment (PRoSH) Policy, in alignment with the Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013. This policy is designed to protect complainants from any adverse consequences in cases of discrimination and harassment.

Under the PRoSH Policy, the company ensures that the identity and details of complainants and witnesses are kept strictly confidential throughout the investigation process. Angel One strictly prohibits any form of retaliation, victimization, or discrimination against individuals who lodge complaints or participate in the inquiry process. To further support complainants, the Company provides necessary assistance, including help with filing complaints and pursuing legal remedies if desired.

The Internal Complaints (IC) Committee may recommend interim reliefs, such as transferring the complainant or granting leave, to ensure their well-being during the investigation. Angel One is committed to the prompt investigation and resolution of complaints, adhering to defined timelines for the completion of inquiries and implementation of recommendations. These mechanisms reflect the company's dedication to maintaining a safe, respectful and inclusive work environment. In addition, the company has established a Vigil mechanism and Whistle Blower Policy which is as per the requirements of 'Listing Regulations' and provides adequate safeguards against victimization of employees, directors or any persons who avails the provisions of this policy to report inappropriate behaviors or cases. A dedicated Investigation Committee is created under this policy for addressing and investigation any concerns of unethical practices reported.

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

Yes, our policies and codes of conduct explicitly include human rights standards and these standards are intricately woven into our business agreements and contracts. This means that our commitment to upholding human rights is not merely stated in principles but is actively integrated into the legal and contractual frameworks that govern our business activities.

By incorporating human rights standards into our agreements, we are emphasizing the importance of conducting business in a manner that respects and safeguards the fundamental rights and dignity of all individuals. This comprehensive approach ensures that our commitment to human rights is not just a theoretical stance but is a practical and enforceable aspect of our business operations.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	Given the nature of company's business operations, the human rights related risks are not material. No formal assessment was conducted in FY 2023-2024; however, Angel One maintains stringent internal checks to ensure compliance
Discrimination at workplace	
Wages	
Others - please specify	

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

While no human rights related corrective actions are underway in FY 2023-2024, Angel One is committed to continuous improvement in its operations. The Company's proactive approach includes regular policy reviews, training programmes and updates to ensure ongoing compliance and address any potential human rights risks identified during internal checks.

Leadership Indicators

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

No human rights related grievances/complaints were received in FY 2023-2024 and thus there have been no changes implemented in the business processes.

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

Angel One has undertaken a comprehensive Human Rights due-diligence exercise, conducted in collaboration with an external partner. This initiative was aimed at assessing the company's adherence to industry best practices concerning human rights. The scope of this due-diligence covered an evaluation of the effectiveness of existing procedures and the identification of areas requiring enhancement. The insights and recommendations provided through this audit have been carefully taken up by the respective team owner. This individual is tasked with implementing improvements in policies and processes based on the received feedback, ensuring a responsive and adaptive approach to enhance our overall HR practices.

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

The entity's premise or office currently adheres to some, but not all, of the provisions outlined in the Rights of Persons with Disabilities Act, 2016. Our corporate office provides restrooms designed for differently abled individuals and includes provisions for wheelchairs, reinforcing our dedication to accessibility across all aspects of our workplace.

4. Details on assessment of value chain partners:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Sexual harassment	
Discrimination at workplace	
Child labour	Angel One did not conduct value chain assessments in FY 2023-2024 but acknowledges their importance and will consider developing mechanisms and processes for the same in future.
Forced/involuntary labour	
Wages	
Others - please specify	

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

No assessments were conducted on value chain partners in FY 2023-2024; thus, no corrective actions were needed.

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	FY 2024	FY 2023
From renewable sources		
Total electricity consumption (A)	0	0
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	3,222.1 GJ	3,302.9 GJ
Total fuel consumption (E)	224.0 GJ	475.4 GJ
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	3,446.1 GJ	3,778.3 GJ
Total energy consumed (A+B+C+D+E+F)	3,446.1 GJ	3,778.3 GJ
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	0.081	
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total energy consumed / Revenue from operations adjusted for PPP)	0.004 ⁸	
Energy intensity in terms of physical output	Not applicable given the nature of business	Not measured
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 independent evaluation or assurance was carried out in FY 2023-2024.

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.

Our business operations do not fall within the scope of the PAT (Perform Achieve and Trade) scheme targets.

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

Parameter	FY 2024 Current Financial Year	FY 2023 Previous Financial Year
Water withdrawal by source (in kiloliters)		
(i) Surface water	Most of our company offices are operated in a part of the commercial buildings as lease mode. Hence quantitative analysis is not possible at this point of time; however, company will take appropriate measures to monitor the water withdrawal rate in future.	
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (In kiloliters)(i + ii + iii + iv + v)		
Total volume of water consumption (In kiloliters)		
Water intensity per rupee of turnover (Total water consumption/ Revenue from operations)		
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total water consumption/ Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output		
Water 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 independent evaluation or assurance was conducted in FY 2023-2024.

⁸Purchasing power parities (PPP) conversion rates : 22.882 (INR/USD) - OECD Data

4. Provide the following details related to water discharged:

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)		
Water discharge by destination and level of treatment (in kilolitres)				
(i) To Surface water	Most of our offices are a part of the commercial buildings under lease mode. Hence quantitative measurements are not possible for water discharge at this point of time; however, company will take appropriate measures to monitor the water discharge and treatment facilities as per applicable regulatory norms. The only source of water discharged from the company's operations are the domestic wastewater generated from the offices which is further sent to the respective municipal corporations for treatment and disposal through the building management.			
- No treatment				
- With treatment – please specify level of treatment				
(ii) To Groundwater				
- No treatment				
- With treatment – please specify level of treatment				
(iii) To Seawater	Most of our offices are a part of the commercial buildings under lease mode. Hence quantitative measurements are not possible for water discharge at this point of time; however, company will take appropriate measures to monitor the water discharge and treatment facilities as per applicable regulatory norms. The only source of water discharged from the company's operations are the domestic wastewater generated from the offices which is further sent to the respective municipal corporations for treatment and disposal through the building management.			
- No treatment				
- With treatment – please specify level of treatment				
(iv) Sent to third parties				
- No treatment				
- With treatment – please specify level of treatment				
(v) Others	Most of our offices are a part of the commercial buildings under lease mode. Hence quantitative measurements are not possible for water discharge at this point of time; however, company will take appropriate measures to monitor the water discharge and treatment facilities as per applicable regulatory norms. The only source of water discharged from the company's operations are the domestic wastewater generated from the offices which is further sent to the respective municipal corporations for treatment and disposal through the building management.			
- No treatment				
- With treatment – please specify level of treatment				
Total water discharged (in kiloliters)				

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 independent evaluation or assurance was conducted in FY 2023-2024.

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

Based on the nature of company's operations, this is not applicable to Angel One.

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

Parameter	Please specify unit	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
NOx	mg/m ³	Most of the company's offices are in commercial buildings that have common facilities for power back-up. Such back-up in the form of DG's is operated only during power failure. Hence the emissions associated with operation of DG's are very minimal and not measured.	
SOx	mg/m ³		
Particulate matter (PM)	mg/m ³		
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)	mg/m ³		
Others please specify	PPM		

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 independent evaluation or assurance was conducted in FY 2023-2024.

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

Parameter	Unit	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	0.641	
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO ₂ equivalent	635.46	
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/Million INR	0.015	Not Measured
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/INR	0.006	
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/INR	Not applicable given the nature of business	
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/INR	-	-

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 independent evaluation or assurance was conducted in FY 2023-2024.

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

Given the nature of our operations and the fact that most of our offices are on leased premises, the company does not have any direct projects specifically aimed at reducing greenhouse gas (GHG) emissions.

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

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	0.21 ⁹	4.91
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Not monitored ¹⁰	NA
Total (A+B + C + D + E + F + G + H)	0.21	4.91
Waste intensity per rupee of turnover (Total waste generated/ Revenue from operations)	0	Not measured
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)(Total waste generated / Revenue from operations adjusted for PPP)	0	Not measured
Waste intensity in terms of physical output	Not Applicable given the nature of business	
Waste intensity (optional)- the relevant metric may be selected by the entity	NA	NA
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0.21	4.91
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	0.21	4.91
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling	Not measured	Not measured
(iii) Other disposal operations		
Total		

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 independent evaluation or assurance was conducted in FY 2023-2024.

⁹The significant difference in e-waste between FY22-23 and FY23-24 is due to a major laptop update in FY22-23, making it an exceptional year. We expect future e-waste trends to align with FY23-24 levels.

¹⁰Due to nature of its operations and being predominantly located in leased buildings, the company currently does not monitor the non-hazardous waste generated from its offices on a standalone basis. However, such waste which predominantly includes paper, food, plastics are segregated and disposed to the respective municipal corporation through the building management for treatment and disposal.

10. 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.

The Company operates in the Financial Services sector and does not engage in the manufacturing or production of physical goods. As a result, there is no generation of hazardous or toxic waste. The waste generated within our facilities is strictly administrative in nature.

All waste materials are meticulously segregated and stored in accordance with regulatory norms. The general waste is collected periodically from Angel One offices and is disposed through the local municipal corporation. Electronic waste is specifically collected and disposed of through authorized recyclers, leading to the recognition of our initiatives with a green certificate. This certification underscores our commitment to environmentally responsible practices, even in areas beyond our core business activities.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	All our company office spaces are located within commercial areas of the respective cities without any impact on ecological sensitivity, hence it does not applicable to the company.		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
All our company office spaces are located within commercial areas of the respective cities and most of our office spaces are lease based operations with minimum of built-up area. Hence EIA is not applicable. However, Angel One has embarked on a comprehensive ESG strategy exercise in FY 2024 whereby the material ESG topics that might have a direct and indirect impact on the environment have been identified through a rigorous process that involved obtaining stakeholder inputs too. The Company will establish strategic targets and initiatives to address any negative environmental impacts from such material topics.					

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

S. No.	Specify the law/regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by the regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	Based on the nature of its business, the Company complies with applicable environmental norms			

Leadership Indicators

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

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

a. Name of the area

Most of our company offices operated as part of the commercial buildings in major cities in New Delhi, Gujarat, Maharashtra, Utter Pradesh, Karnataka, Telangana. Water consumption in such offices is minimal and only restricted to domestic usage.

b. Nature of operations

Company offers financial and brokerage service



c. Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kiloliters)		
Total volume of water consumption (in kiloliters)		
Water intensity per rupee of turnover (Water consumed / turnover)		
Water intensity (optional) - the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment		
- With treatment - please specify level of treatment		
(ii) Into Groundwater		
- No treatment		
- With treatment - please specify level of treatment		
(iii) Into Seawater		
- No treatment		
- With treatment - please specify level of treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment - please specify level of treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of treatment		
Total water discharged (in kiloliters)		

Most of our company offices operate as part of the commercial buildings in lease mode. Water is utilized for domestic applications only. Hence quantitative analysis is not possible at this point of time; however, company will take appropriate measures to monitor the water consumption and withdrawal in future.

The only source of wastewater from the company's operations is the domestic wastewater generated from the office locations. The domestic wastewater is sent to the respective municipal corporations for treatment and disposal via the building management. Most of the company's leased office premises are part of larger buildings occupied by multiple tenants and thus a standalone measurement of domestic wastewater generated from Angel One's premises is currently not feasible.

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 independent evaluation or assurance was conducted in FY 2023-2024.

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

Parameter	Unit	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	4,766.32 ¹¹	Not measured
Total Scope 3 emissions per rupee of turnover	tCO ₂ e/Million INR	0.11	

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 independent evaluation or assurance was conducted in FY 2023-2024.

3. With respect to the ecologically sensitive areas reported at Question 11 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.

All our company office spaces are located within commercial areas of the respective cities without any impact on ecological sensitivity.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Collection, effective segregation and disposal of electronic waste generated within its operations, earning recognition through the receipt of Green Certificates.	The Company ensures responsible disposal of e-waste generated by it, for which it has been awarded Green Certificates	Angel One has disposed of 100% of its e-waste through recyclers.
2	Collection, Segregation and disposal of Plastics (including packaging) waste	The Company follows segregation and disposal of biodegradable and nonbiodegradable waste, in accordance with the local municipal laws and regulations	Disposal of plastic waste as per local laws.

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

Yes, Angel One has a comprehensive Business Continuity Plan (BCP) and Disaster Recovery Plan (DRP). These plans are designed to ensure the continuity of critical business processes and the protection of information assets during disruptions. The DRP includes real-time data replication, regular backups, defined recovery time objectives (RTOs) and recovery point objectives (RPOs). The plans are reviewed annually by the Technology team and comply with regulatory requirements.

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

Given the nature of the business, there has been no adverse impact to the environment.

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

There was no assessment of value chain partners done during the reporting period.

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.

Angel One is affiliated with six (6) trade and industry chambers/ associations as indicated below.

1.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	The Association of National Exchange Members of India (ANMI)	National
2	BSE Brokers' Forum (BBF)	National
3	Association of Mutual Funds in India (AMFI)	National
4	Commodity Participants Association of India (CPAI)	National
5	Confederation of Indian Industry (CII)	National
6	Association of Portfolio Managers in India (APMI)	National

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

Name of Authority	Brief of the case	Corrective action taken
	Nil	

¹¹The Scope 3 calculation includes Purchased Goods & Services (Category 1), Capital Goods (Category 2), Fuel and Energy-related Activities (Category 3) and Business Travel (Category 6). Please note that Employee Commute (Category 7) is not included in the current year's calculations.

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/Half yearly/Quarterly/ Others - please specify)	Web link, if available
The Company does not advocate public policy positions					

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes / No)	Relevant Web link
Skilling and placement interventions for underprivileged youth in Udaipur, Dungarpur, Banswara, Rajsamand and Ahmedabad Brief Details: A sample of 300 alumni was selected from skill training programmes. Gender distribution: 30% female, 70% male. Key findings: Increased learning openness, stronger self-identity, improved confidence and 101% average income increase.	NA	NA	Conducted by an independent consultant (This was only a pilot SIA)	Yes	NA

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

S. No.	Name of project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (in INR)
Given the nature of the company's services, none of the company's operating locations warrant a rehabilitation and resettlement and hence this is not applicable.						

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

While Angel One's operations do not directly impact local communities, the company actively engages with communities through its CSR initiatives in collaboration with various credible non-profit organizations.

Angel One's CSR team works closely with communities in specified areas, focusing on skill development, digital literacy and financial literacy. To ensure the effectiveness of these initiatives, the CSR team employs comprehensive mechanisms to evaluate the impact on intended beneficiaries. This includes conducting regular due diligence checks on ongoing projects and addressing any irregularities that arise.

The Company maintains consistent communication and collaboration with its NGO partners, fostering an open channel for feedback and grievance redressal. This is further supported by periodic in-person visits by the CSR team to the project sites, ensuring any issues raised by recipients of CSR initiatives are promptly and effectively resolved.

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

	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	NA	NA
Directly from within India	NA	NA

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2024 (Current Financial Year)	FY 2023 (Previous Financial Year)
Rural	0%	0%
Semi-urban	0%	0%
Urban	0%	0%
Metropolitan	100%	100%

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):

Details of negative social impact identified	Corrective action taken
This is not applicable as Social Impact Assessments were not carried out (except the pilot SIA discussed above).	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (in INR)
1	Rajasthan	Sirohi: Skilling and Placement of youth in the age group of 18 - 30 for programmes designed in Sales and Retail, Tally, Accounting and Basic Computers. In partnership with Aajeevika Bureau Trust.	INR 12 Lakhs
2	Andhra Pradesh	Visakhapatnam: Skilling and placement of youth in the physically disabled cohort in the age group of 18 - 30 for programmes designed in Sales and Retail. In collaboration with TRRAIN (Trust for Retailers and Retail Associates of India)	INR 10 Lakhs
3	Maharashtra	Jawhar and Vikramgad: Imparting Digital and Financial Literacy to tribal women by conducting financial literacy camps with the aim to promote financial resilience and empowerment within the communities. In association with Raah Foundation.	INR 35 Lakhs

3. a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No): Currently, Angel One does not have a preferential procurement policy targeting marginalized or vulnerable groups. However, Angel One would consider incorporating applicable clauses in the vendor contracts in the future.

b. From which marginalized /vulnerable groups do you procure? Given the nature of the business, the company's opportunities to purchase from marginalized or vulnerable groups are limited.

c. What percentage of total procurement (by value) does it constitute? Given the nature of the business, the company's opportunities to purchase from marginalized or vulnerable groups are limited.

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

S. No.	Intellectual Property based on traditional knowledge	Owned/Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating benefit share
Nil				

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

Name of authority	Brief of the Case	Corrective action taken
Nil		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR projects	% of beneficiaries from vulnerable and marginalized groups
1	Skill Development and placement in formal sector for youth in Maharashtra, Rajasthan, Gujarat, Karnataka, Delhi and Andhra Pradesh in partnership with NIIT Foundation, Raah Foundation, Aajevika Bureau Trust, TRRAIN (Trust for Retailers and Retail Associates of India) and Kherwadi Social Welfare Association (KSWA)	12,000+	100%
2	Financial and Digital Literacy Training Programme in Maharashtra and Rajasthan in collaboration with Shram Sarathi and Raah Foundation	14,000+	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.

Angel One is committed to ensuring a seamless experience for its clients. Should they have any concerns or wish to provide feedback, Angel One offers multiple channels for direct communication:

- **Phone Support:** Clients can reach the toll-free support number on 18001020.
- **Email:** Alternatively, clients may send an email to any of the following addresses:
 - ♦ support@angelbroking.com
 - ♦ support@angelone.in
 - ♦ complaint@angelbroking.com

For a more efficient process, Angel encourages clients to utilize the Angel One app or website to raise a ticket. This allows them to submit detailed queries and even attach relevant documents for clarity.

Customers also have access to an escalation matrix if they wish to escalate any matter, underscoring our commitment to comprehensive customer satisfaction.

Angel One Ltd. maintains a Customer Management Council comprising multiple sub-departments overseen by functional heads, ensuring integral support for customers across various touchpoints. Customer complaints are efficiently directed to relevant departments for in-depth analysis, including Root Cause Analysis (RCA). Regular updates on corrective actions are provided to the board on a fortnightly basis, ensuring transparency and accountability in addressing customer concerns. Moreover, defined contact ratio targets further guide efforts to enhance customer engagement and satisfaction.

Ticket creation & resolution process:

- **Ticket Creation:** Whenever clients interact with Angel - whether it is a query, feedback, or complaint, an auto acknowledgement email is sent with a unique reference number that is generated through the CRM system. This ensures the client can easily track the progress of their query.
- **Resolution Process:** The dedicated support and complaint management teams collaborate with relevant stakeholders to address queries promptly and provide an appropriate resolution.
- **Client Empowerment:** Angel empowers all its clients to reopen cases within a 7-day window if the original resolution is deemed incomplete or if further related queries arise.
- **Escalation Matrix:** Should clients wish to escalate any matter; Angel has an escalation matrix in place to address concerns effectively. The escalation matrix is readily available on the Angel website & mobile app.

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	Given the nature of company's services, this is not applicable
Safe and responsible usage	
Recycling and/or safe disposal	

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

	FY 2024 (Current Financial Year)		Remarks	FY2023 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other	4,263	9	-	2,120	0	-

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

	Number	Reason for recall
Voluntary recalls		This is not applicable for Angel One
Forced recalls		

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

Angel One has zero tolerance towards breach of technology/ cyber security. To this aspect we have policies framed and well-defined procedures in place to manage such incidents, if any, including availing services of ethical hackers. We have a robust alerting and monitoring system to identify any break-through into the Company's systems. In terms of governance in this area, our Technology and Cyber Security Committee (TCSC) on a half-yearly basis reviews the current IT and cyber security and cyber resilience capabilities, such as setting up of goals for a target level of cyber resilience and establishing plans to improve. The TCSC periodically reviews instances of cyber attacks, if any, domestically and globally.

Furthermore, our internal policy comprehensively documents our cybersecurity and data privacy framework, making it readily accessible to all employees. This policy delineates our strategy for mitigating cybersecurity risks and safeguarding data privacy, ensuring that our entire team is knowledgeable and adherent to our security protocols. In addition to implementing advanced security measures like two-factor authentication to bolster the security of our digital platforms, we actively engage with regulators to continuously enhance our cybersecurity capabilities.

Moreover, should customers encounter any cyber-attack-related issues, they can contact Angel One at +91-8045070444 or reach out via email at cybersecurityissues@angelbroking.com.

Link: Privacy Policy - Angel One

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.

Angel One has not had to take any corrective actions relating to advertising, delivery of essential services, cyber security and data privacy of customers, re-occurrence of instances of product recalls, or penalties/actions taken by regulatory authorities on the safety of its products and services. However, the company proactively implements robust measures to prevent such issues and ensure compliance with all relevant regulations and standards.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches: 1**
- b. Percentage of data breaches involving personally identifiable information of customers: 100%**
- c. Impact, if any, of the data breaches:** The Company has not had any significant impact resulting from the data breach. However, there is no such precedence to understand the impact and actions taken in such cases of data breach by the regulators.

Leadership Indicators

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

Information regarding the products and services offered by Angel One is comprehensively available across several channels and platforms, ensuring transparency and ease of access for all stakeholders. These avenues include:

- **Company Website:** Central repository for detailed information on our offerings, accessible at <https://www.angelone.in/>.
- **Mobile Application:** Facilitates trading, account management and access to market insights, detailed at <https://www.angelone.in/share-market-app>.
- **Trading Platforms:** Advanced platforms for market analysis and trading, accessible at <https://www.angelone.in/trade-platform>.
- **Help Desk and Call Center:** Direct support for inquiries related to products and services, available at <https://www.angelone.in/contact-us>.

Angel One Received, “Best Customer Experience in Service Sector” Award

At the Customer Fest Leadership Awards in 2023, Angel One, was honored with the prestigious award for delivering exceptional customer experiences. The recognition came from Zendesk, a leading customer service platform.

Key Highlights:

- **Cutting-Edge Technology:** Angel One leverages advanced technologies such as AI (Artificial Intelligence), ML (Machine Learning) and data science to enhance user interactions across various platforms.
- **Multi-Platform Accessibility:** Users can access Angel One’s services seamlessly via mobile, web and desktop interfaces.
- **Super App:** Angel One’s mobile application, aptly named Super App, stands out for its user-friendliness and reliability. It provides a comprehensive overview of various financial products, empowering users to make informed decisions.

Angel One’s commitment to innovation and customer-centric solutions has solidified its position as a leader in the industry.

Angel One also received “Best Customer Centric Culture (FinTech)” Award

In the prestigious second annual CX Excellence Awards 2023, organized by Quantic Business Media Pvt. Ltd., Angel One emerged as a standout winner. The award recognized Angel One’s unwavering commitment to fostering a customer-centric culture within the FinTech industry.

Key Highlights:

- **Phenomenal Transformation:** Angel One’s transformative journey has been nothing short of remarkable. The company’s relentless pursuit of excellence has led to significant growth, innovation and success.
- **Driving CX Forward:** As a trailblazer in the industry, Angel One has played a pivotal role in advancing Customer Experience (CX). Their customer-centric approach sets a high standard for other organizations across diverse sectors, including BFSI, E-commerce, EdTech, D2C Brands, Healthcare and FinTech.

This accolade reinforces Angel One’s dedication to creating meaningful interactions, building trust and enhancing the overall experience for their valued customers.

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

The Company regularly disseminates communications to its entire client base, aiming to cultivate a culture of responsible and secure trading and investment practices. These messages serve to illuminate the various risks associated with such deceptive propositions, emphasizing the need for vigilance and due diligence before committing to any investment. By providing this crucial information, the Company not only enhances its clients' understanding of the investment landscape but also equips them with the knowledge to protect themselves from financial frauds and losses.

Central to our educational efforts is the Knowledge Centre on our website, which serves as a resource for clients to deepen their understanding of trading and investment in the capital market. This platform is complemented by digital content tailored specifically for young, first-time investors, encompassing blogs, podcasts and video content. These resources are crafted to demystify the complexities of securities and financial matters, facilitating a comprehensive understanding of the financial landscape.

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

At Angel One, we prioritize transparency as a core value. We go beyond legal requirements by offering thorough product information across multiple channels including our website, digital platforms and branches. Furthermore, we actively seek feedback from our diverse customer base through surveys conducted via telephone to assess their satisfaction and advocacy of our products and services.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, the Company has undertaken initiatives to gauge consumer satisfaction and identify trends through detailed consumer surveys. By systematically conducting surveys among a randomly selected group of clients, the Company evaluates the effectiveness and appeal of the various features offered on its digital platform. This process involves collecting feedback on a wide range of functionalities and services, which is then meticulously analyzed to calculate the Net Promoter Score (NPS) for each feature. The NPS score is periodically communicated to the stakeholders through the Annual reports and the investor presentations.