

# Business Responsibility & Sustainability Report

## SECTION A - GENERAL DISCLOSURES

### I. Details of the listed entity:

Sr. no	Particulars	Details
1	Corporate Identity Number (CIN) of the Company	L67120MH1997PLC112443
2	Name of the Listed Entity	Central Depository Services (India) Limited ("CDSL" or "The Company" or "We" or "Us" or "Our")
3	Year of Incorporation	12-12-1997
4	Registered Office Address	Unit No. A-2501, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel (East), Mumbai - 400013
5	Corporate Address	Unit No. A-3401, Marathon Futurex, Mafatlal Mills Compound, N.M. Joshi Marg, Lower Parel (East), Mumbai - 400013
6	E-mail	<a href="mailto:shareholders@cdslindia.com">shareholders@cdslindia.com</a>
7	Telephone	02262343000
8	Website	<a href="http://www.cdslindia.com">www.cdslindia.com</a>
9	Financial Year for which reporting is done	1 <sup>st</sup> April 2024 to 31 <sup>st</sup> March 2025
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ("NSE")
11	Paid-up Capital	₹ 2,09,00,00,000
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Shri Nilay Shah Telephone - 02262343000 Email ID - <a href="mailto:shareholders@cdslindia.com">shareholders@cdslindia.com</a>
13	Reporting boundary	The disclosures made under this report are on a standalone basis.
14	Name of assessment or assurance provider	Not Applicable
15	Type of assessment or assurance obtained	Not Applicable

### II. Products/Services

#### 16. Details of Business Activities (accounting for 90% of the turnover)

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
1	Depository Services	Financial Services	100.00

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

Sr. No.	Product/Services	NIC Code	% of Turnover Contributed by the Product
1	Depository Services	66110	100.00

### III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	NIL	14	14
International	NIL	NIL	NIL

#### 19. Markets served by the entity

##### a. Number of locations

Locations	Number
National (No. of States)*	36
International (No. of Countries)	NIL

\*Including Union Territories

**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**

The depository's business lines cater to a diverse group of customers such as Depository Participants (DPs), Issuers, Registrar & Transfer Agents (RTAs), Clearing Member (CMs), Clearing Corporations (CCs), Alternative Investment Funds (AIFs), etc.

**IV. Employees:****20. Details as at the end of the financial year****a. Employees and workers (including differently abled):**

Particulars	Total (A)	Male		Female	
		No (B)	% (B/A)	No (C)	% (C/A)
Employees					
Permanent (D)	403	293	72.70	110	27.30
Other than Permanent (E)	114	77	67.54	37	32.46
Total employees (D + E)	517	370	71.57	147	28.43
Workers*					
Permanent (F)	NA	NA	NA	NA	NA
Other than Permanent (G)	NA	NA	NA	NA	NA
Total workers (F + G)	NA	NA	NA	NA	NA

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

**b. Differently abled employees and workers:**

Particulars	Total (A)	Male		Female	
		No (B)	% (B/A)	No (C)	% (C/A)
Employees					
Permanent (D)	3	2	66.67	1	33.33
Other than Permanent (E)	0	0	0.00	0	0.00
Total (D + E)	3	2	66.67	1	33.33
Workers*					
Permanent (F)	NA	NA	NA	NA	NA
Other than Permanent (G)	NA	NA	NA	NA	NA
Total (F + G)	NA	NA	NA	NA	NA

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

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

Particulars	Total (A)	No & % of Females	
		No (B)	% (B/A)
Board of Directors*	11	3	27.27
Key Management Personnel^	18	2	11.11

\*Board of Directors includes MD & CEO and Directors on Governing Board as on March 31, 2025.

^Key Management Personnel refers to KMP as defined under Section 203(1) of the Companies Act, 2013 and SEBI (Depositories and Participants) Regulations, 2018 and does not include MD & CEO as on March 31, 2025.

## 22. Turnover rate for permanent employees and workers (Values in %)

Particulars	FY 24-25			FY 23-24			FY 22-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	10.45	8.91	10.03	11.01	10	10.75	13.79	6.72	12.19
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

Notes:

- 1) Average is calculated based on opening and closing count of employees for the Financial Year.
- 2) The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

### 23. (a) Names of holding / subsidiary / associate companies / joint ventures (As on March 31, 2025)

Sr. 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	CDSL Ventures Limited	Subsidiary	100.00	No
2	Centrico Insurance Repository Limited (formerly known as CDSL Insurance Repository Limited)	Subsidiary	54.25*	No
3	Countrywide Commodity Repository Limited (formerly known as CDSL Commodity Repository Limited)	Subsidiary	52.00	No
4	India International Bullion Holding (IFSC) Limited	Associate	20.00	No

\*3.25% is held through CDSL Ventures Limited, Wholly Owned Subsidiary.

## VI. CSR Details:

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover: ₹ 8,48,20,91,000
- (iii) Net worth: ₹ 13,91,28,46,000

## 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 (NGRBC) –

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 24-25			FY 23-24		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities*	Yes	NIL	NIL	None	NIL	NIL	None
Investors (other than shareholders)	NA	NIL	NIL	None	NIL	NIL	None
Shareholders#	Yes	28	NIL	Complaints were suitably resolved in a timely manner	6	NIL	Complaints were suitably resolved in a timely manner
Employees and workers ®	Yes	1	NIL	None	NIL	NIL	None
Customers*	Yes	NIL	NIL	None	NIL	NIL	None
Value Chain Partners*	Yes	NIL	NIL	None	NIL	NIL	None
Others^ (Beneficiary Owners [BOs])	Yes	7,174	130**	None	13,082	485	None

\*Communities, Customers, and Value chain Partners can register their complaints/grievances at the Company's following weblink: <https://www.cdslindia.com/Main/ContactUs.aspx>

\*\* All complaints that were pending as of March 31, 2025, have been successfully resolved. These complaints were all received during the month of March 2025.

#Shareholders can register their complaints/grievances at the Company's following email id: [shareholders@cdslindia.com](mailto:shareholders@cdslindia.com)

^Complaints received from BOs are classified under the "Others (BOs)" category for both the years i.e. F.Y. 2024-25 and 2023-24. Additionally, BOs can register their complaints/grievances at the Company's following weblink: <https://www.cdslindia.com/eservices/footer/grievances>

®The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.



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

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.	Resource Efficiency and Greenhouse Gas (GHG) emission	Risk	Digital infrastructure and office operations contribute significantly to energy use, leading to higher Scope 2 emissions. Further, we have observed growing exposure to physical climate risks, such as climate-related disruptions, as well as transition risks driven by evolving regulations on greenhouse gas emissions and resource efficiency. Inefficient energy, water, and materials use could lead to increased operating costs, regulatory non-compliance, and reputational concerns. Collectively, these developments have the potential to impact our operational continuity and regulatory preparedness.	The Company has initiated tracking of its Scope 1 and 2 emissions to manage its carbon footprint effectively. We have implemented energy-efficient lighting and HVAC monitoring at office locations and are focusing on adopting smart building systems for real-time monitoring and control. We are also streamlining waste tracking and disposal processes to enhance resource efficiency and minimise environmental impact. We are continuously evaluating and implementing relevant policies to further support the identification and mitigation of environment-related risks.	Negative
2.	Community Development	Opportunity	We believe community development is critical in enabling broader social impact and supporting inclusive growth. Through our CSR initiatives and financial literacy programmes, CDSL has actively engaged with socially and economically disadvantaged communities, including those in aspirational districts, contributing to long-term value creation and community well-being. We also see community engagement as a meaningful way to enhance employee satisfaction by encouraging volunteering and active participation in social initiatives. These efforts align with evolving stakeholder expectations related to the Social aspect of Environmental, Social and Governance (ESG) performance and reinforce our commitment to transparent and responsible disclosure.	Not Applicable	Positive
3.	Financial Literacy	Opportunity	As a depository, we see financial literacy as a strategic opportunity to empower individuals, strengthen capital market participation, and support inclusive economic growth. Through the CDSL Investor Protection Fund (IPF), we have improved accessibility by offering multilingual Investor Awareness Programmes (IAPs), social media campaigns, and various outreach initiatives to equip investors with the knowledge needed to make informed investment decisions. These efforts contribute to building a more informed investor base and reinforce our role as a trusted enabler of financial inclusion, aligned with national priorities and stakeholder expectations around long-term value creation.	Not Applicable	Positive

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)
4.	Customer Relationship Management	Risk	We understand that ineffective customer relationship management poses significant risks to our credibility, user retention, and overall stakeholder trust. Delays in grievance redressal, lack of personalized communication, or inadequate support during onboarding and service interactions can lead to dissatisfaction among investors, intermediaries, and issuers. In a highly digital and regulated environment, such gaps can result in reputational damage, regulatory scrutiny, and loss of competitive advantage.	The Company has strengthened its grievance redressal mechanism by implementing structured resolution processes and expanding communication channels to ensure timely responses to stakeholder concerns.	Negative
		Opportunity	Strengthening customer relationship management enables improved service quality, deeper stakeholder engagement, and increased user satisfaction. By continuously adding digital interfaces, grievance redressal mechanisms, and proactive communication, CDSL can reinforce trust and strengthen long-term relationships with its users.	Not Applicable	Positive
5.	Human Capital Development	Risk	CDSL recognizes that in a fast-evolving regulatory and technology-driven environment, a lack of focus on human capital development can impact organizational agility, service quality, and long-term competitiveness. Inadequate investment in skill-building, talent retention, and leadership development may lead to capability gaps, employee disengagement, and difficulty in adapting to emerging market and regulatory demands. This could ultimately affect operational resilience and stakeholder confidence.	The company has instituted regular technical and soft skills training programmes tailored to the needs of different teams. Performance and potential are actively managed through transparent appraisal mechanisms, while employee engagement is strengthened through feedback and recognition programmes.	Negative
		Opportunity	Investing in human capital development through continuous training, performance management, and career advancement initiatives enables CDSL to attract and retain top talent with relevant skill sets. This not only enhances employee growth and satisfaction but also strengthens the organization's capability to innovate, adapt, and maintain a competitive edge in a rapidly evolving business environment.	Not Applicable	Positive
6.	Business Continuity	Risk	Business continuity planning ensures operations by mitigating risks arising from crisis such as disasters or hardware/software failures through robust planning and resilience strategies. One of the most common and critical risks businesses face is the disruption or malfunction of IT systems, which can severely impact the availability and performance of essential	Ensuring uninterrupted business operations remains a key priority for CDSL. CDSL has been accredited with the ISO 22301:2019 certification for its Business Continuity Management System (BCMS). The Company has also established a Business Continuity Management (BCM) framework to ensure the resilience and uninterrupted	Negative



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
			infrastructure, services, and applications that support core business operations.	functioning of critical services, including depository and e-voting operations. As part of this framework, CDSL conducts annual Business Impact Analysis and risk assessments to evaluate the potential impact of adverse events on its key business processes. The Company has proactively strengthened its risk preparedness through structured continuity and resilience planning. These initiatives are designed to minimise operational downtime, protect financial assets, and uphold stakeholder trust by ensuring consistent and reliable access to its critical services.	
7.	Corporate Governance, Ethics and Risk Management	Risk	Weak governance practices can lead to fraud, mismanagement, and missed business opportunities, resulting in financial losses and erosion of stakeholder trust. Non-compliance with laws and ethical standards may also attract regulatory sanctions or fines, damaging credibility and increasing oversight.	<p>The CSR Committee and the Risk Management Committee were the designated Committees of the Governing Board responsible for decision-making on sustainability-related matters. However, going forward to further strengthen the governance and oversight of sustainability initiatives, a dedicated CSR and ESG Committee has now been established. This structure aims to promote greater ownership of ESG actions, scale commitments, and enhance collaboration with stakeholders.</p> <p>The Company adopts well-defined policies and procedures to ensure consistent implementation across all organisational activities. This includes anti-bribery and anti-corruption policy, supported by appropriate training programmes that educate employees on applicable anti-bribery and anti corruption laws and their significance.</p> <p>Compliance with regulatory requirements remains a critical aspect of CDSL's operations. The Company's Code of Conduct sets clear expectations for employee behaviour and promotes responsible decision-making within their roles.</p> <p>Additionally, the Company has a robust Enterprise Risk Management (ERM) Framework. The Framework includes Risk Assessment, Risk Treatment, Reporting and Monitoring, and Risk Remediation &amp; Oversight.</p>	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8.	Information and Cybersecurity	Risk	CDSL operates in a highly regulated and digitally dependent environment, where any weakness in information technology systems, cybersecurity protocols, or data privacy practices could pose significant risks. Cyber threats, system downtime, data breaches, or non-compliance with evolving regulatory expectations could disrupt operations, compromise sensitive financial data, and erode trust among investors, participants, and regulators. Given the systemic nature of CDSL's role in capital markets infrastructure, even minor lapses may have far-reaching reputational and operational consequences.	<p>To address the risk of Information and Cybersecurity, CDSL implements several measures:</p> <p><b>Policy:</b> CDSL has adopted an Information Security Policy and Cyber Security Policy which is reviewed periodically.</p> <p><b>Robust Information Infrastructure:</b> The Company's cybersecurity framework is designed to support its growth and diversification. CDSL's information security practices are certified under ISO 27001:2022. Additionally, CDSL invests in advanced software solutions, firewalls, encryption techniques, and intrusion detection systems to create a secure environment for data storage and transmission. These systems are regularly updated and tested to stay resilient against emerging cyber threats.</p> <p><b>Expert Manpower:</b> CDSL employs a team of skilled professionals with expertise in information security to continuously monitor and respond to potential threats. These experts should be well-versed in the latest security practices, industry standards, and regulations to ensure the implementation of effective security measures.</p> <p><b>Training and Awareness:</b> Conducting regular training sessions and awareness programmes for employees. These initiatives focuses on educating them about best practices for cybersecurity, including strong password management, safe browsing habits, and identifying potential phishing attempts or social engineering attacks.</p>	Negative



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Yes, the corporate policies of the Company are available at the following web link: <a href="https://www.cdslindia.com/InvestorRels/CorporateGovernance.html">https://www.cdslindia.com/InvestorRels/CorporateGovernance.html</a> Please note that certain policies are internal in nature and are accessible exclusively to employees via the Company’s intranet portal.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)*	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
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.	ISO 27001:2022 and ISO 22301:2019 Standard								

\*The policies are applicable to the value chain partners wherever relevant.

### 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

As a Market Infrastructure Institution (MII), CDSL recognises its responsibility to foster sustainable progress with purpose. The Company remains committed to regulatory compliance and the efficient use of resources, with a focus on driving purposeful and responsible growth.

### 6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met

The Company continues to monitor the performance of its ESG initiatives in alignment with its identified focus areas. During FY 2024-25, CDSL conducted a materiality assessment and revised its ESG priorities based on stakeholder inputs. The year also marked steady progress in advancing ESG practices across operations, with a forward-looking approach that considers emerging industry trends to further strengthen our efforts.

Guided by a robust governance framework, this approach enables the Governing Board to oversee the effectiveness of CDSL’s CSR and ESG strategy, including governance structures, progress monitoring, and the review of related policies, initiatives, and objectives.

While significant progress has been made, CDSL remains committed to continuous improvement and to addressing any gaps identified. The Company reaffirms its commitment to sustainability and social responsibility, striving to create a lasting positive impact on society and the environment.

## 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)

In the current financial year, we mark another year of dedicated efforts toward enhancing operational efficiency while embedding sustainability across our business practices. At CDSL, we are committed to conducting business responsibly and ethically, upholding the highest standards of integrity and corporate governance.

To support our sustainability journey, the CSR Committee and the Risk Management Committee of the Governing Board are designated to oversee decision-making on ESG and sustainability-related matters. Their guidance ensures that our initiatives are aligned with both our organisational goals and stakeholder expectations.

During the year, we conducted a materiality assessment and revised our ESG focus areas based on input from internal stakeholders. This exercise led to the identification of eight key material topics: Resource Efficiency and GHG Emissions, Community

Development, Information and Cybersecurity, Customer Relationship Management, Business Continuity, Corporate Governance, Ethics and Risk Management, and Human Capital Development. Additionally, we recognize the importance of financial literacy, educating consumers about capital market investments. To promote this, CDSL has established the IPF, which plays a vital role in enhancing investor awareness about capital markets in India. CDSL will continue its commitment to a strong governance framework. The implementation of various ESG-related policies and controls has significantly strengthened our governance structure. Our well-established training infrastructure supports employee development by imparting relevant skills and fostering a value-driven culture. To further promote employee well-being, we introduced several wellness initiatives targeting physical, emotional, financial, and social aspects. These included access to the DocOnline platform, HaBuild Yoga subscriptions, Onsite doctor (physician and counselor) facility for its employees on bi-weekly/weekly basis, annual health check-ups, and fitness sessions. Financial wellness was promoted through awareness sessions, and social wellness was supported through parental insurance and post-retirement medical benefits. CDSL also maintained its commitment to operational resilience, with its information security and business continuity systems recertified under ISO 27001 and ISO 22301 standards. In addition, the Company initiated tracking of Scope 1 and Scope 2 emissions, marking a key step towards understanding and managing its carbon footprint.

These collective efforts reflect CDSL's continued commitment to building a resilient, responsible organisation. As we look ahead, we will continue to strengthen our ESG practices, engage meaningfully with stakeholders, and contribute to sustainable development.

## 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)

The Governing Board, particularly the Managing Director and CEO of the Company, is responsible for the implementation of Business Responsibility policies.

## 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, the CSR Committee and the Risk Management Committee were the designated Committees of the Governing Board responsible for decision-making on sustainability-related matters.

However, going forward to further strengthen the governance and oversight of sustainability initiatives, a dedicated CSR and ESG Committee has now been established.

## 10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually / Half yearly / Quarterly / Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Policies mandated by existing regulations and as outlined in the report have been officially endorsed by the Governing Board or its Committee as required.									The relevant policies of the Company are reviewed at least once in every three financial years, except for policies which require annual review								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	The Governing Board and its relevant Committees ensure adherence to all applicable statutory requirements and take prompt corrective action in the event of any non-compliance.																	

## 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.

No

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

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



## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

### PRINCIPLE 1

**BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.**

#### Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	7	<ul style="list-style-type: none"> <li><b>Leadership and Governance Development:</b> <ol style="list-style-type: none"> <li>Masterclass for Directors by the Institute of Directors (IOD) on Independent Directors: Improving Corporate Credibility and Governance Standards, Strategic Leadership of Corporate Boards: Maximizing Effectiveness and Accountability, and Corporate Governance – Emerging Scenario.</li> </ol> </li> <li><b>Compliance and Regulatory Awareness:</b> <ol style="list-style-type: none"> <li>Deloitte Training Session on Environment, Social &amp; Governance (ESG);</li> <li>Training on Impact Analysis of the Digital Personal Data Protection (DPDP) Act, 2023 and DPDP Rules;</li> <li>Training to Directors on Recent Amendments under the SEBI Listing Regulations, and Industry Standards on approval of Related Party Transactions (RPT).</li> </ol> </li> <li><b>Excellence Enablers Private Limited (Mr. M Damodaran) on:</b> <ol style="list-style-type: none"> <li>Corporate Governance and Culture;</li> <li>Conflict of interest and asymmetry of information;</li> <li>Compliance and Governance;</li> <li>Composition of Indian Boards;</li> <li>Role, responsibilities and duties of the Board, the Committees of the Board, the Management, and the Non-Executive Directors;</li> <li>Board committees and the expectations from them;</li> <li>Board-Management interface;</li> <li>Extracting value from KMPs;</li> <li>Liabilities and Safeguards.</li> </ol> </li> </ul>	100.00
Key Management/ Managerial Personnel*	19	<ul style="list-style-type: none"> <li><b>Professional and Skill Development:</b> <ol style="list-style-type: none"> <li>Establishing Leadership Credibility;</li> <li>Negotiation &amp; Influencing Skills;</li> <li>Global Strategic Leadership Programme;</li> <li>High Performance Leadership Programme;</li> <li>Authentic Leader Development Programme;</li> <li>Integrating Risk into Strategic Decision-Making Programme.</li> </ol> </li> <li><b>Leadership and Ethics Development:</b> <ol style="list-style-type: none"> <li>Ethical Culture &amp; Leadership;</li> <li>Workplace Dilemma, Ethics and Attitude;</li> <li>Conduct, Compliance, Risk and Control;</li> <li>Corporate Governance and Culture.</li> </ol> </li> </ul>	100.00

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
		<ul style="list-style-type: none"> <li>• <b>Compliance and Regulatory Awareness:</b> <ol style="list-style-type: none"> <li>Prevention of Sexual Harassment (PoSH);</li> <li>Prevention of Money Laundering Act, 2002;</li> <li>Cyber Security for SOC, Infosec &amp; IT Team;</li> <li>Cyber Security, ISMS &amp; BCMS (Information Security Management System &amp; Business Continuity Management System).</li> </ol> </li> <li>• <b>E-Learning:</b> <ol style="list-style-type: none"> <li>NISM (National Institute of Securities Markets).</li> </ol> </li> <li>• <b>Regulatory Training:</b> <ol style="list-style-type: none"> <li>Prevention of Sexual Harassment (PoSH).</li> </ol> </li> <li>• <b>Health, Safety, and Crisis Preparedness:</b> <ol style="list-style-type: none"> <li>Mental &amp; Emotional Wellbeing.</li> </ol> </li> <li>• <b>Financial Wellness:</b> <ol style="list-style-type: none"> <li>Financial Wellness.</li> </ol> </li> <li>• <b>Technology and Innovation in Leadership:</b> <ol style="list-style-type: none"> <li>Unlocking the Power of AI and Gen AI;</li> <li>AI for Leaders: Leveraging Data Analytics for Business.</li> </ol> </li> </ul>	
Employees other than BOD and KMPs	28	<ul style="list-style-type: none"> <li>• <b>Professional and Skill Development:</b> <ol style="list-style-type: none"> <li>Time Management &amp; Prioritisation;</li> <li>Establishing Leadership Credibility;</li> <li>Building Blocks for a Brighter Future;</li> <li>Unveiling the ABC's for Aspiring Managers;</li> <li>MS Excel, Power BI;</li> <li>Effective Data Visualization;</li> <li>Presentation Skills &amp; Executive Presence;</li> <li>Language &amp; Speaking Skills;</li> <li>Negotiation &amp; Influencing Skills;</li> <li>Data Protection;</li> <li>Artificial Intelligence &amp; Machine Learning.</li> </ol> </li> <li>• <b>Leadership and Ethics Development:</b> <ol style="list-style-type: none"> <li>Crisis Management;</li> <li>Ethical Culture &amp; Leadership;</li> <li>Conduct, Compliance, Risk and Control, Workplace Dilemma, Ethics and Attitude, Corporate Governance and Culture;</li> <li>Prevention of Sexual Harassment (PoSH);</li> <li>Mental &amp; Emotional Wellbeing.</li> </ol> </li> <li>• <b>Compliance and Regulatory Awareness:</b> <ol style="list-style-type: none"> <li>Cyber Security for SOC Infosec &amp; IT Team;</li> <li>ISMS &amp; BCMS (Information Security Management System &amp; Business Continuity Management System);</li> <li>Prevention of Money Laundering Act.</li> </ol> </li> <li>• <b>E-Learning:</b> <ol style="list-style-type: none"> <li>NISM (National Institute of Securities Markets)</li> </ol> </li> <li>• <b>Health, Safety, and Crisis Preparedness:</b> <ol style="list-style-type: none"> <li>Medical Emergency and Safety Workshop;</li> <li>Mental &amp; Emotional Wellbeing.</li> </ol> </li> <li>• <b>Financial Wellness:</b> <ol style="list-style-type: none"> <li>Financial Wellness</li> </ol> </li> </ul>	83.93
Workers <sup>^</sup>	NA	NA	NA

\*Key Management/Managerial Personnel refers to KMP as defined under Section 203 (1) of the Companies Act, 2013 and SEBI (Depositories & Participants) Regulations, 2018.

<sup>^</sup>The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI



**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.**

Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine*	1	Securities and Exchange Board of India	10,00,000	SEBI Standard Operating Procedure ("SOP") dated August 28, 2019 – Non-compliance with SEBI's cyber security policies and guidelines and failure to report Cyber Security breaches, incidents and deficiencies within the timelines stipulated by the SEBI in the matter of the malware incident occurred on November 18, 2022. The Company has transferred the financial disincentive amount of ₹10 lakh to the Investor Protection and Education Fund administered by SEBI on September 16, 2024. The Management has submitted the Root Cause Analysis ("RCA") which was approved by the Standing Committee on Technology ("SCOT")/Governing Board and also presented to SEBI's High Powered Steering Committee on Cyber Security ("HPSC"). The forensic analysis of the same was conducted by M/s KPMG. All actions from the RCA and forensic analysis have been completed, thereby ensuring that such instances do not recur.	No
	1	Securities and Exchange Board of India	50,00,000	SEBI Master Circular dated October 06, 2023 – Failure to complete the procedure for pay-in for rolling settlement within the timelines stipulated by the SEBI on January 30, 2024. The Company has transferred the Financial Disincentive amount of ₹ 50 Lakh to the "CDSL Investor Protection Fund" on September 23, 2024. The Management has submitted the RCA which was approved by SCOT/Governing Board and also presented to SEBI Technical Advisory Committee ("TAC"). All the actions from the RCA have been completed thereby ensuring that such instances do not recur.	No
	1	Securities and Exchange Board of India	3,00,00,000	SEBI Master Circular dated October 06, 2023 - Technical glitches occurred in the systems of the CDSL between the years 2021 to 2024. The Company has transferred the Financial Disincentives amount of ₹ 3 Crore to CDSL Investor Protection Fund on April 15, 2025. The Management has submitted the RCA which was approved by SCOT/Governing Board and also presented to SEBI TAC. All the actions from the RCA have been completed thus ensuring such instances do not recur.	No
Settlement	1	Securities and Exchange Board of India	1,30,04,550	In view of the Show Cause Notice (SCN) dated November 13, 2023 for the alleged violation of clause 1.2 and 4.1 of the SEBI circular dated June 23, 2020, and Clause 2.2 and 5.1 of the Chapter XI of Operational Circular dated August 10, 2021, SEBI initiated adjudication proceedings against the Company. In this regard, the Company had filed a settlement application with SEBI in terms of the SEBI (Settlement Proceedings) Regulations, 2018 proposing to settle, without admitting or denying the finding of facts and conclusions of the law. The Company paid the settlement amount of ₹ 1,30,04,550/- (Rupees One Crore Thirty Lakh Four Thousand Five Hundred and Fifty Only) and subsequently, SEBI had passed the Settlement Order dated August 27, 2024, and the adjudication proceedings initiated against the Company vide SCN dated November 13, 2023, have been disposed of.	NA
Compounding fee				NIL	

\*There have been no Penalty/Fine levied on CDSL. However, financial disincentives levied by the SEBI and disclosed under the Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 are covered above.

Non- Monetary				
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
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.

Case Details	Name of the regulatory/ enforcement agencies / judicial institutions
	No appeals have been preferred

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

As part of **Anti-Bribery and Corruption Policy**, CDSL follows a zero-tolerance approach to bribery, corruption, and unethical conduct. The policy reflects CDSL's commitment to maintaining high ethical standards and strong corporate governance practices. It applies to all employees, directors, Independent External Professionals, external individuals associated with CDSL, and anyone representing the organisation, both in India and abroad. It also includes provisions on accepting gifts, maintaining confidentiality, and avoiding conflicts of interest, especially in procurement and outsourcing. Any concerns or violations, including those involving senior leadership, are addressed through a structured and confidential investigation process led by the Risk Management Department or, where required, by the Audit Committee or Governing Board.

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

Case Details	FY 24-25	FY 23-24
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers*	NA	NA

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

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

Particulars	FY 24-25		FY 23-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	None	NIL	None
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	None	NIL	None

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.

During the reporting period, no instances of corruption or conflicts of interest have arisen that would necessitate action by regulators, law enforcement agencies, or judicial institutions.

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

	FY 24-25	FY 23-24
Number of days of accounts payables	28.26	27.67*

\*Number of days of accounts payables for financial year ended March 31, 2024 has been restated following the guidelines set forth in SEBI's circular dated December 20, 2024, which outlines Industry Standards Forum guidance for BRSR Core. The number of days of accounts payables as disclosed in the BRSR for the year ended March 31, 2024 was 11.60.



## 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 24-25	FY 23-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	NIL	NIL
	b. Number of trading houses where purchases are made from	NIL	NIL
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NIL	NIL
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	NIL	NIL
	b. Number of dealers / distributors to whom sales are made	NIL	NIL
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	NIL	NIL
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.28	0.40*
	b. Sales (Sales to related parties / Total Sales)#	0.24	0.10
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	NIL	NIL
	d. Investments (Investments in related parties / Total Investments made)^	10.34	10.20

\*Purchases includes capex procurement as per the definition given under the guidelines set forth in SEBI's circular dated December 20, 2024. Accordingly, share of RPT in purchases with related parties for the financial year ended March 31, 2024 has been restated. The share of RPT in purchases disclosed in the BRSR for the year ended March 31, 2024 was 0.56%.

#Revenue from operations have been considered for the purpose of calculation of sales as per the guidelines set forth in SEBI's circular dated December 20, 2024.

^For Investments, closing balances disclosed in the audited standalone financial statements have been considered.

## Leadership Indicators

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

Total number of awareness programmes held	Topics/ principles covered under the training	Percentage of value chain partners covered (by value of business done with such partners) under the awareness programmes*
4	Depository Participants Training - Includes functional and operational overview	100.00
3	Registrar & Transfer Agents Training (RTA) - Includes overview on CDSL	100.00
5	NISM CPE Programmes for Depository Operations Certification Examination (DOCE)	100.00

\*The above percentage of value chain partners is calculated based on the attendance and completion of the training by representatives of the specific value chain partners.

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

Yes.

CDSL has adopted a formal Conflict of Interest Policy which sets out the framework for identifying, managing, and mitigating actual or potential conflicts of interest that may arise in the course of its business operations. Further, CDSL has Code of Conduct for Directors and Senior Management that addresses actual or potential conflict of interest and ensures that business is conducted in an ethical manner. Our Company's Code of Conduct complies with all the governed laws and regulations; including mechanisms to resolve ethical issues & unethical conduct, legitimate handling of conflicts of interest and fostering culture of transparency, honesty and accountability. Directors are required to make appropriate disclosures on potential areas of conflict of interest which would impair its ability to render fair, objective and unbiased services. Additionally, Annual Declarations regarding their compliance with the Code of Conduct are also taken by the Company. The Code of Conduct is available on our website and can be viewed at <https://www.cdslindia.com/InvestorRels/CorporateGovernance.html>. Further, Interested Directors recuse from participating in the interested Agenda items.

## PRINCIPLE 2

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

### Essential Indicators

- 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.**

Particulars	FY 24-25	FY 23-24	Details of improvements in environmental and social impacts
R&D	As a financial service institution, CDSL focuses on technology improvement aimed at improving system efficiency and ensuring ease of use for its stakeholders. We have also adopted a few measures such as energy-efficient lighting, HVAC monitoring at office locations, etc. to minimize the impact on the environment.		
Capex			

- Does the entity have procedures in place for sustainable sourcing?**

As the Company's offerings do not involve physical products, resource consumption is primarily limited to operational activities. The Company regularly updates its internal policies to incorporate principles of sustainable sourcing, energy efficiency, and environmentally responsible practices across its operations.

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

Refer response in 2(a) above.

- 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**

Plastics (including packaging)	Not Applicable. However, the Company ensures responsible waste management by returning plastic bottles and battery waste to vendors, and disposing of plastic packaging, e-waste, and non-hazardous materials such as cardboard, paper, and glass through authorised and responsible channels.
E-waste	
Hazardous waste	
Other Waste	

- 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.**

CDSL does not have any physical product as part of its offerings to customers in the normal course of operations. Accordingly, the provisions of EPR are not applicable to the Company.

### Leadership Indicators

- 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.**

No. The Company's service offerings do not include any physical products; therefore, a life cycle assessment has not been conducted.

- 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 the risk / concern	Action taken
Not Applicable		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 24-25	FY 23-24

Not applicable.

CDSL does not engage in the manufacturing of physical products and therefore cannot utilize any recycled or reused input materials.



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

Particulars	FY 24-25			FY 23-24		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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
Not applicable	

## PRINCIPLE 3

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

### Essential Indicators

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

% of Employees covered by											
Category	Total (A)	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	293	293	100.00	293	100.00	NA	NA	293	100.00	293	100.00
Female	110	110	100.00	110	100.00	110	100.00	NA	NA	110	100.00
Total	403	403	100.00	403	100.00	110	100.00	293	100.00	403	100.00
Other than Permanent Employees											
Male	77	0	0.00	0	0.00	NA	NA	0	0.00	77	100.00
Female*	37	0	0.00	0	0.00	37	100.00	NA	NA	37	100.00
Total	114	0	0.00	0	0.00	37	100.00	0	0.00	114	100.00

\*The responsibility of providing maternity benefits to the 'Other than Permanent' category rests with our third-party vendors.

1. 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	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Workers*											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

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

Particulars	FY 24-25	FY 23-24
Cost incurred on well-being measures as a % of total revenue of the company*	0.21	0.20

\*Spending on measures towards well-being is calculated based on the 'Revenue from Operations' of the Company in alignment with the latest SEBI guidance.

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

Benefits	FY 24-25			FY 23-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers^	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers^	Deducted and deposited with the authority (Y/N/N.A.)
PF	100.00	NA	Yes	100.00	NA	Yes
Gratuity	100.00	NA	Yes	100.00	NA	Yes
ESI*	NA	NA	NA	NA	NA	NA
Others – please specify	NA	NA	NA	NA	NA	NA

\*CDSL do not have any employees to whom ESI Act is applicable.

^The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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.  
Yes.

The Company is committed to fostering an inclusive and accessible work environment. All office premises, are equipped with basic accessibility features such as elevators, wheelchairs, ramps, and appropriate signage to support differently abled employees. Washrooms are also designed to accommodate individuals with disabilities.

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.**

Yes.

CDSL has an equal opportunity policy which forms part of our internal service rules. The Company is committed to providing equal opportunities to all employees and to all eligible applicants for employment.

Additionally, CDSL does not unfairly discriminate on any ground, including race, caste, religion, color, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law. The Company ensures that recruitment, development, and promotion decisions are based solely on performance, merit, competence, and potential. This policy is available on our intranet portal and is accessible to 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 in %	Retention rate in %	Return to Work rate in %	Retention rate in %
Male	100.00	100.00	NA	NA
Female	33.33	NA	NA	NA
Total	88.24	100.00	NA	NA

^The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.



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

Particulars	Yes/No	If yes, then give details of the mechanism in brief
Permanent Employees	Yes	Yes, CDSL has a Grievance redressal mechanism as a part of Service Rules. A formal grievance redressal mechanism is available for all categories of employees. Grievances can be submitted in writing and are addressed through a defined escalation process involving Head of Departments (HODs), Human Resources (HR), and senior leadership.  Additionally, CDSL has implemented a Whistleblower Policy to enable employees to report concerns regarding unethical behavior, suspected fraud, or violations. This policy ensures a secure environment for reporting and safeguards whistleblowers against victimisation.
Other than Permanent Employees	Yes	
Permanent Workers*		NA
Other than Permanent Workers*		NA

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

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

Category	FY 24-25			FY 23-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>						
Male						
Female						
Total						
<b>Total Permanent Workers*</b>						
Male						
Female						
Total						

Employees do not have any representative union or association.

NA

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

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

Category	FY 24-25					FY 23-24				
	Total (A)	On Health and Safety Measures*		On Skill Upgradation^		Total (D)	On Health and Safety Measures*		On Skill Upgradation^	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	293	22	7.51	267	91.13	244	10	4.10	229	93.85
Female	110	7	6.36	106	96.36	91	4	4.40	85	93.41
Total	403	29	7.20	373	92.56	335	14	4.18	314	93.73
Workers#										
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

\*Trainings delivered to specifically identified employees has been considered for the purpose of reporting.

^Employees are nominated for the skill upgradation programmes as per the business requirements. Employees who have undertaken and completed skill upgradation programmes during the respective Financial Years have been considered.

#The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

Category	FY 24-25			FY 23-24		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees*</b>						
Male	293	274	93.52	244	229	93.85
Female	110	105	95.45	91	80	87.91
<b>Total</b>	<b>403</b>	<b>379</b>	<b>94.04</b>	<b>335</b>	<b>309</b>	<b>92.24</b>
<b>Workers^</b>						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
<b>Total</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>	<b>NA</b>

\* Performance and career development reviews have been conducted during FY 2024-25 for all eligible employees

^The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

## 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 a system?

Employee health and safety are integral to the Company's workplace practices. Floor marshals are designated on each floor and are trained to provide immediate assistance during emergencies such as fires and evacuations. Office premises are equipped with smoke detectors, and fire extinguishers are regularly inspected to ensure preparedness. High standards of hygiene and cleanliness are maintained to promote a healthy work environment. To support employee well-being, the Company provides accident insurance, comprehensive health coverage, and complimentary annual health check-ups. Additionally, employees have 24x7 access to virtual doctor consultations, and a professional mental health counsellor visits the premises weekly to support mental well-being and stress management.

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

CDSL's premises are equipped with necessary features like access control systems, CCTV linked to a Central Monitoring and Command Centre, physical security protocols, and adequate lighting which demonstrate a more comprehensive approach to hazard identification. A SOP is in place to ensure prompt response and investigation in the event of any safety-related incident, enabling continuous monitoring and improvement of workplace safety.

### 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, this is not applicable.

However, a grievance redressal mechanism is in place through which employees can report concerns related to unsafe working conditions or poor physical environments.

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

Yes.

The Company provides all employees with access to non-occupational medical and healthcare services through comprehensive health insurance and accident coverage. The group Mediclaim policy also extends to employees' dependents, including parents and in-laws. To further support overall employee well-being, the Company offers a range of wellness initiatives, including access to gymnasium facilities, online yoga and Zumba sessions, and onsite medical support through a physician and counsellor. These initiatives collectively promote a healthy and active lifestyle among employees.

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

Safety Incidents/Numbers	Category	FY 24-25	FY 23-24
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

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

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

The Company prioritizes the health, safety, and well-being of its employees. To maintain a safe and healthy work environment, the Company implements a comprehensive set of safety measures. These include regular safety checks, installation of fire alarm systems and smoke detectors, etc.

In addition to these physical safety measures, the Company offers health and accident insurance, including Mediclaim coverage. Recognizing the importance of holistic wellness, the Company has structured its wellness initiatives into three pillars:

**Physical Wellness and Emotional Wellness:**

- Access to the DocOnline platform for medical consultations.
- Gymnasium and online sessions for Zumba, yoga, etc.
- Onsite doctor (physician and counselor) facility available on a bi-weekly/weekly basis.
- HaBuild Yoga subscription to promote mental and physical well-being.
- Annual health check-ups to monitor overall employee health.

**Social Wellness:**

- Parental insurance
- Post-retirement medical benefits to ensure the continued health of employees' post-employment.

**Financial Wellness:**

- Financial Awareness Sessions aimed at enhancing employees' financial knowledge and security.

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

Type	FY 24-25			FY 23-24		
	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	None	NIL	NIL	None
Health & Safety	NIL	NIL		NIL	NIL	

**14. Assessments for the year:**

Type	Percentage of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	NIL
Working Conditions	NIL

**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.**

The Incident register is maintained by security, and it is regularly checked for any inconsistencies or failure.

**Leadership Indicators**

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

Yes, the Company extends life insurance and compensatory coverage in the event of death. Employees are covered under all applicable statutory provisions, including Gratuity and Employees' Deposit Linked Insurance (EDLI) (Provident Fund). In addition to statutory benefits, the Company also provides term insurance and medical insurance coverage to its employees. No, the Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

Contracts with the relevant value chain partners are executed, which include provisions for compliance with statutory requirements. Accordingly, relevant departments have taken confirmations from their respective value chain partners regarding compliance with statutory obligations.

**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	
	FY 24-25	FY 23-24	FY 24-25	FY 23-24
Employees*	NA	NA	NA	NA
Workers^	NA	NA	NA	NA

\*There were no incidents reported during the FY 2024-25 and FY 2023-24. Hence, this is not applicable.

^The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

**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)**

No

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

Type	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	NIL
Working Conditions	NIL

**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.**

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.**

Individuals and organisations having significant impact on the operations of the Company are considered as stakeholders of the Company.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group	Channels of communication	Details of Other Channels of communication	Frequency of engagement	Details of Other Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
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Please refer to the section "Stakeholder Engagement" page no. 36 of CDSL's Integrated Annual Report for FY 2024-25.

#### 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.**

CDSL acknowledges the significance of stakeholder engagement on economic, environmental, and social issues and values the input received as a critical factor in shaping its strategies and decision-making. To facilitate this, CDSL has implemented a comprehensive consultation framework that ensures regular interaction and communication with key stakeholders, including vendors, market participants, and other relevant entities. These engagements provide valuable insights into stakeholder concerns and expectations, enhancing CDSL's understanding and responsiveness. To ensure transparency and accountability, the Company has established a formal reporting mechanism that conveys feedback from these consultations to the Board through timely reports outlining key findings, concerns, and recommendations. The CDSL CSR Team collaborates with various CSR partners to implement its CSR projects and prepares an Annual Action Plan, which is tabled before the CSR Committee and then to the Board for review and approval. Furthermore, CDSL conducts periodic Investor/Analyst calls to address investor queries and concerns. Through these measures, CDSL remains committed to maintaining an inclusive and transparent dialogue with stakeholders, ensuring the Governing Board is well-informed on matters of economic, environmental, and social relevance.

**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 input received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Enhancing stakeholder value is a continuous endeavour at CDSL. The Company engages regular consultations with a diverse group of stakeholders, including investors, market participants, regulatory bodies, and community representatives. These interactions provide CDSL with essential insights and viewpoints on significant environmental and social matters.

The feedback gathered from these consultations is carefully reviewed and analysed by our team. We assess its relevance and importance, considering how it fits with our strategic objectives and commitments. This valuable information is then integrated into the development and evaluation of our policies and activities related to environmental and social issues.

For instance, CDSL CSR Team identifies various stakeholder needs through CSR journals, relevant publications, field visits with implementation partners and project monitoring and evaluation to formulate our CSR strategy.

This process helps us identify areas that need intervention, incorporate a range of perspectives, and ensure our actions align with stakeholder expectations, promoting a more sustainable future.

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

In the Financial Year 2024-25, we partnered with sixteen esteemed CSR organizations to make a tangible impact in the areas of Education, Healthcare, Environment, Research, Rural Development & Livelihood and Other areas. Through these collaborations, we have extended our support to socially and economically disadvantaged communities, aiming to create positive and lasting change.

#### I. Healthcare – SWAASTH

- **Narayana Hrudalaya Charitable Trust (NHCT):**

CDSL collaborated with NHCT to deliver medical support to individuals from marginalized backgrounds facing life-threatening conditions and life-altering disorders. This initiative spans across eight states, including Maharashtra, Karnataka, Haryana, Rajasthan, West Bengal, Assam, Chhattisgarh and Gujarat offering them hope and a chance for a better future.

121 patients from marginalized backgrounds were provided Medical Support.

- **Lions Charitable Trust:**

Our collaboration with Lions Charitable Trust provided a life support Ambulance service, catering to underprivileged below-poverty-line patients in the remote areas of Arunachal Pradesh.

13 lives have been benefitted from Life Support Ambulance Service.

- **Smile Foundation:**

CDSL, in collaboration with Smile Foundation, has deployed two fully equipped mobile healthcare units navigating in the challenging terrains of Jaisalmer and Ladakh each. These units, staffed with skilled medical professionals, bring essential medical services directly to the doorsteps of remote communities and address the healthcare needs of women, children and individuals in need.

Medical support is provided to ~14,500 beneficiaries from Jaisalmer, Rajasthan and 10,000+ from Ladakh.

- **Yuva Unstoppable (WASH):**

CDSL collaborated with Yuva Unstoppable to initiate a School Transformation programme focused on Water, Sanitation, and Hygiene (WASH). In FY 2024-25 five schools in need of drinking water facilities, sanitation, and clean drainage have been selected for the WASH programme. These schools are located in various regions of Tamil Nadu, Odisha, and Maharashtra and were upgraded into smart classrooms in FY 2023-24.

Transformative infrastructure interventions improving 5 schools benefiting 1600+ under-privileged students.

- **Madhav Netralaya Eye Institute & Research Centre:**

CDSL had partnered with Madhav Netralaya to provide free cataract surgeries for individuals from economically disadvantaged backgrounds in Nagpur. The purpose of the collaboration was to help restore vision and improve the quality of life for those in need and make quality healthcare accessible.

100 beneficiaries were provided free cataract surgeries in Nagpur.



## II. Education - SHIKSHA

- **Educate Girls:**

CDSL partnered with Educate Girls in the border regions to deploy programmes aimed at reaching out-of-school girls in educationally disadvantaged regions of Maharajganj district, Uttar Pradesh. Working alongside Team Balika, whose field staff actively identify and engage with girls who have never been enrolled in school or had to discontinue their primary education.

Enrolment, Retention and Learning provided to 4,500+ out of school students.

- **Rotary Charitable Trust:**

Our collaboration with Rotary Charitable Trust introduced an Adult Literacy Programme for Women, with the aim of empowering the illiterate tribal women in Palghar. This initiative focuses on teaching them functional literacy, digital skills and raising cyber fraud awareness in their native language. Trained educators referred to as “Prerikas”, utilize computer-based learning methods to educate these women, equipping them to thrive, with the world and navigate changing circumstances.

Educated ~22,500 non-literate adult women of Palghar.

- **AARTH:**

AARTH, CDSL's online financial education initiative in partnership with Rotary, delivers comprehensive financial knowledge while raising cyber fraud related awareness to learners aged 18-25 years and beneficiaries from underprivileged backgrounds in Tier II and Tier III cities. The platform offers in-depth resources and free online certification exams, enhancing financial literacy among young adults.

100 Webinars/Seminars were conducted PAN India for 6000+ beneficiaries.

- **Yuva Unstoppable (Smart Classroom):**

CDSL partnered with Yuva Unstoppable to launch a School Transformation Project, utilizing modern technology to deliver education through Smart Classrooms with audio-video interactive learning platforms across various regions including Meghalaya, Uttar Pradesh, Madhya Pradesh and Jammu & Kashmir. Yuva Unstoppable ensures that all students comprehend the curriculum while digital technology aids teachers in addressing new challenges and improving their performance.

14 Govt. Schools transformed benefiting 4,500+ under-privileged students.

- **Public Concern for Governance Trust (PCGT):**

CDSL has collaborated with Public Concern for Governance Trust (PCGT) for conducting awareness programmes, workshops, seminars and trainings across colleges in Mumbai. The training and workshops on road safety and cyber threats are conducted in conjunction with Mumbai Police, NSS volunteers and other college students.

Conducted awareness programmes, workshops, seminars and trainings across colleges benefitting 13,000+ students.

- **Nav Prabhuthi Trust:**

CDSL partnered with Nav Prabhuthi Trust for the Skills for Life project, designed to empower individuals with neurodevelopmental condition like Autism by equipping them with requisite skills to work and live independently. The project benefitted individuals from Bangalore with neurodevelopmental conditions for vocational skills training such as block printing Training.

Supported 12 individuals with neurodevelopmental conditions were supported.

### III. Environment - SRUSHTI

- **Sankalptaru Foundation:**

CDSL partnered with Sankalptaru Foundation for an extensive tree plantation initiative in Ladakh. Through the Barren Community Land Transformation Programme, barren lands were converted into thriving, biodiverse forests, positively impacting both communities and wildlife.

3,000+ native trees were planted.

- **Selco Foundation:**

In collaboration with Selco Foundation, we are creating resilient vulnerable community institutions, using sustainable energy solutions. The project addresses Decentralized Renewable Energy (DRE) systems, powered by solar energy in rural, remote and difficult terrain areas of Assam, Manipur and Mizoram aiming to overcome energy access challenges.

2,500+ people from vulnerable communities from 6 institutions across 3 States were supported.

### IV. Rural Development and Livelihood

- **Swades Foundation:**

We collaborated with Swades Foundation for the Integrated Rural Development Programme with a focus on Dream Villages in Nashik. The project equipped every individual with the ability to bring holistic development within the village. Dream village development ensures every rural household has access to an individual toilet, portable drinking water through taps, healthcare services and opportunities for a diverse range of livelihoods.

Across 5 villages in Nashik: 169 streetlights installed, 1 solar-powered water scheme allocated, 43 households supported through dairy initiatives, and 101 sanitation units built.

### V. Others

- **Rashtriya Raksha University (RRU), Gandhinagar:**

We collaborated with Rashtriya Raksha University (RRU) to introduce a programme centred on the Prevention of Victimisation from Forgeries and Financial Frauds. This initiative aims to enhance awareness and equip law enforcement agencies, Central Armed Police Forces (CAPFs), defence personnel, and the public with essential knowledge to effectively protect their finances.

Conducted 9 Awareness Programmes and 3 Workshops.

- **Helpage India:**

Our partnership with HelpAge India addresses the care and well-being of the disadvantaged older persons and to improve their quality of life, enabling them to live with dignity and lead active, healthy lives in the areas of Tamil Nadu, Punjab and West Bengal. This project provided safe and comfortable old age homes for needy & abandoned elderly along with livelihood opportunities for promoting financial, social and health inclusions.

Enhanced elder care across 3 old age homes in 3 states.

**PRINCIPLE 5****Businesses should respect and promote human rights****Essential Indicators****1. Employees and workers who have been provided training on human rights issues and policy (ies) of the Company:**

Category	FY 24-25			FY 23-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	403	376	93.30	335	267	79.70
Other than permanent	114	48	42.11	0	0	0.00
Total Employees	517	424	82.01	335	267	79.70
<b>Workers*</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	NA	NA	NA	NA	NA	NA
Total Employees	NA	NA	NA	NA	NA	NA

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

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

Category	FY 24-25					FY 23-24				
	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	403	0	0.00	403	100.00	335	0	0.00	335	100.00
Male	293	0	0.00	293	100.00	244	0	0.00	244	100.00
Female	110	0	0.00	110	100.00	91	0	0.00	91	100.00
Other than Permanent	114	0	0.00	114	100.00	0.00	0	0.00	0	0.00
Male	77	0	0.00	77	100.00	0.00	0	0.00	0	0.00
Female	37	0	0.00	37	100.00	0	0	0.00	0	0.00
Workers*										
Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

### 3. Details of remuneration/salary/wages

#### a. Median remuneration/ wages:

Category	Male		Female	
	Number	Median remuneration/ salary / wages of respective category (₹)	Number	Median remuneration/ salary / wages of respective category (₹)
Board of Directors*	1	5,19,64,073	0	0
Key Management/Managerial Personnel@	16	84,41,381	2	1,34,57,765
Employees other than BoD and KMPs	276	12,22,529	108	8,23,777
Workers^	NA	NA	NA	NA

\*Board of Directors includes Managing Director and CEO. Non-Executive Director do not draw any remuneration from the Company except the Sitting fees and hence not considered above.

@Key Management/Managerial Personnel refers to KMPs as defined under Section 203(1) of the Companies Act, 2013 and SEBI (Depositories and Participants) Regulations, 2018 and does not include Managing Director and CEO as on March 31, 2025

^The Company does not have any 'worker', as defined in the guidance note on BRSR, issued by SEBI.

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

Particulars	FY 24 -25	FY 23 - 24
Gross wages paid to females as % of total wages	19.11	18.56

### 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.

The Company has a dedicated Human Resource department that is responsible for addressing any human rights-related issues or concerns. In addition, the Company has established an Internal Complaints Committee in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, to ensure a safe and respectful environment for all the employees.

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

CDSL has a Grievance Redressal Mechanism in place as part of the Company's Service Rules.

Additionally, a policy on PoSH is embedded within this Service Rules, which clearly states that complainants or witnesses shall not be subject to any form of victimization or discrimination while raising or participating in the resolution of complaints.

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

Particulars	FY 24-25			FY 23-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	NIL	Disposed of	NIL	NIL	None
Discrimination at Workplace	NIL	NIL	None	NIL	NIL	None
Child Labour	NIL	NIL	None	NIL	NIL	None
Forced Labor / Involuntary Labour	NIL	NIL	None	NIL	NIL	None
Wages	NIL	NIL	None	NIL	NIL	None
Other Human Rights Related Issues	NIL	NIL	None	NIL	NIL	None

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

Particulars	FY 24 - 25	FY 23 - 24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	1	NIL
Complaints on POSH as a % of female employees/workers	0.99	0.00
Complaints on POSH upheld	1	NIL



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

Our policies and Code of Conduct strictly prohibit any kind of discrimination and harassment and prescribe action that can be taken against any such activity. The Company has formulated a Whistle Blower Policy to encourage employees to report matters without the risk of subsequent victimization, discrimination or disadvantages which is available on our website. In addition to the above, the Company has several policies to ensure adherence to existing statutory laws and regulations such as the PoSH as part of Service Rules which is available on Company's Intranet Portal.

The Company's Code of Conduct and Ethics complies with all the governing laws and regulations, including mechanisms to resolve ethical issues & unethical conduct, legitimate handling, conflicts of interest and fostering culture of transparency, honesty, and accountability, which clearly states that there shall be no victimization or discrimination against complainants or witnesses while raising or participating in the resolution of complaints.

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

Yes.

The Company includes human rights clauses in its relevant vendor agreements, prohibiting discrimination on various grounds such as age, gender, race, religion, disability, and other characteristics, while ensuring compliance with applicable human rights laws, including provisions as per the relevant labour laws in India.

#### 10. Assessments for the year

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	During the reporting period, no external audits were carried out by the Company or statutory authorities or third parties.
Forced Labour/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	

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

Not Applicable

### Leadership Indicators

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

There have been no significant changes in business processes during the reporting period. However, the Company recognises its Human assets as a critical resource essential for the growth of the Company. Therefore, it:

- Accords high importance to human resource development and consciously endeavours to enhance the quality and competence of its employees across cadres.
- The Company regularly sensitises its employees regarding the basic principles of human rights and on the Code of Conduct through various training programmes.

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

CDSL acknowledges the importance of Human Rights due diligence and recognises its applicability across its operations and value chain. However, a formal due diligence has not yet been conducted.

**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?**

Yes.

CDSL's premises are equipped with wheelchair access and restrooms designed for differently abled visitors.

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

Particulars	Percentage of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The value chain partners are expected to adhere to all applicable laws and regulations. However, no specific assessments were conducted during the reporting period regarding these areas.
Discrimination at Workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	

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

Not Applicable

## PRINCIPLE 6

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

### Essential Indicators

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

Parameter	FY 24 - 25*	FY 23 - 24*
<b>From renewable sources (in Gigajoule - GJ)</b>		
Total electricity consumption (A)	0.00	0.00
Energy fuel consumption (B)	0.00	0.00
Energy consumption through other sources (C)	0.00	0.00
<b>Total energy consumed from renewable sources (A+B+C) (GJ)</b>	0.00	0.00
Total electricity consumption (D)	4,730.49	2,936.21
Total fuel consumption (E)	68.06	33.49
Energy consumption through other sources (F)	0.00	0.00
<b>Total energy consumed from non - renewable sources (D+E+F) (GJ)</b>	4,798.55	2,969.70
<b>Total energy consumed (A+B+C+D+E+F) (GJ)</b>	4,798.55	2,969.70
<b>Energy intensity per rupee of turnover (GJ/₹ in Lakhs)</b> (Total energy consumed / Revenue from operations)	0.06	0.05
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^ (GJ/₹ in Lakhs PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	1.17	0.96
<b>Energy intensity in terms of physical output (GJ/ FTE)#</b>	9.28	8.86

\*Energy consumption figures for FY 2024-25 and FY 2023-24 have been calculated based on the applicable BRSR guidance and the methodologies are accordingly aligned to ensure comparability of information.

^The revenue from operations has been adjusted for PPP using the latest conversion factor for India, as published on the IMF's website. PPP conversion factor of 20.66 has been applied for both FY 2024-25 and FY 2023-24.

#Energy intensity in terms of physical output has been calculated based on total employees as on 31st March 2024 and 2025 respectively.

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

No



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

Not Applicable. As CDSL does not have any sites or facilities designated as (DCs) under the PAT Scheme of the Government of India.

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

Parameter	FY 24 - 25#	FY 23 - 24
<b>Water withdrawal by source (in Kilolitres - KL)</b>		
(i) Surface water	0.00	0.00
(ii) Groundwater	0.00	0.00
(iii) Third party water	49,860.18	120.0
(iv) Seawater / desalinated water	0.00	0.00
(v) Others	0.00	0.00
<b>Total volume of water withdrawal (KL) (i + ii + iii + iv + v)</b>	49,860.18	120.00
<b>Total volume of water consumption (KL)</b>	27,700.10	120.00
<b>Water intensity per rupee of turnover (KL/ ₹ in Lakhs)</b> (Total water consumption / Revenue from operations)	0.327	0.002
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (KL / ₹ in Lakhs PPP)</b> (Total Water Consumption / Revenue from Operations adjusted for PPP)*	6.75	0.04
<b>Water intensity in terms of physical output (KL/ FTE)^</b>	53.58	0.36

#For FY 2024-25, water withdrawal has been estimated based on the latest SEBI circular and guidance from the Central Ground Water Authority (CGWA) 2016 document titled "Estimation of Water Requirement for Drinking and Domestic Use". Office water withdrawal is estimated at 45 litres per person per working day, out of which 25 litres for domestic use and 20 litres for flushing have been considered as water consumption and discharge respectively. For the estimation of the above disclosure, monthly employee count has been considered.

\*The revenue from operations has been adjusted for PPP using the latest conversion factor for India, as published on the IMF's website. A factor of 20.66 has been applied for both FY 2024-25 and FY 2023-24.

^Water intensity in terms of physical output has been calculated based on total employees as on 31st March 2024 and 2025 respectively.

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

No

4. Provide the following details related for water discharge:

Parameter	FY 24 - 25*	FY 23 - 24
<b>Water discharge by destination and level of treatment (in KL)</b>		
(i) To Surface water		
- No treatment	0.00	0.00
- With treatment - Water treated with Tertiary treatment level	0.00	0.00
(ii) To Groundwater		
- No treatment	0.00	0.00
- With treatment - Water treated with tertiary level treatment	0.00	0.00
(iii) To Seawater		
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
(iv) Sent to third-parties		
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
(v) Others		
- No treatment	22,160.08	0.00
- With treatment - please specify level of treatment	0.00	0.00
<b>Total water discharged (in KL)</b>	22,160.08	0.00

\*Please refer to the note provided in the table above for the methodology used to calculate water discharge.

*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.

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

As the Company's water usage is limited solely to human consumption, a zero liquid discharge mechanism has not been implemented.

**6. Please provide details of air emissions (other than GHG emissions) by the entity:**

Parameter	Unit	FY 24-25*	FY 23-24*
NO <sub>x</sub>	-	NA	NA
SO <sub>x</sub>	-	NA	NA
Particulate matter (PM)	-	NA	NA
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	-	NA	NA
Hazardous air pollutants (HAP)	-	NA	NA

*\*Given the nature of our operations, there are no continuous sources of air emissions and hence emissions of pollutants (other than GHGs) are not material.*

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

No.

**7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:**

Parameter	Unit	FY 24-25*	FY 23-24*
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	MTCO <sub>2</sub> e	4.64	2.22
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> if available)	MTCO <sub>2</sub> e	955.30	583.98
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MT CO <sub>2</sub> e / ₹ in Lakhs	0.01	0.01
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)^</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MT CO <sub>2</sub> e / ₹ in Lakhs PPP	0.23	0.19
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output#</b>	MT CO <sub>2</sub> e / FTE	1.86	1.75

*\*Scope 1 and 2 emissions are calculated using DEFRA and Central Electricity Authority's emission factors, respectively.*

*^The revenue from operations has been adjusted for PPP using the latest conversion factor for India, as published on the IMF's website. A factor of 20.66 has been applied for both FY 2024-25 and FY 2023-24.*

*#GHG intensity in terms of physical output has been calculated based on total employees as as on 31st March 2024 and 2025 respectively.*

*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.

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

The Company has begun tracking its Scope 1 and Scope 2 emissions to measure and manage its carbon footprint. Energy-efficient LED lighting has been installed across its premises, and R-410a refrigerants are used as coolants in HVAC systems. Additionally, CDSL's offices are in commercial spaces which are designed to maximize natural lighting and incorporate biophilic design, which help reduce energy consumption.

As part of its broader sustainability efforts, CDSL also considers environmental impact when planning corporate events. For its annual symposium, the Company selected ITC Maratha, a LEED Zero Carbon certified hotel. By partnering with a net-zero carbon venue, CDSL contributed to creating a positive planet's experience.

**9. Provide details related to waste management by the entity**

Parameter	FY FY 24-25	FY 23-24
<b>Total Waste generated (in Metric Tonnes - MT)</b>		
Plastic waste (A)	0.09	0.00
E-waste (B)	0.00	0.00
Bio-medical waste (C)	0.00	0.00
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	0.00	0.04
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	0.00	0.00
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0.59	0.00
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>0.68</b>	<b>0.04</b>
<b>Waste intensity per rupee of turnover (MT / ₹ in Lakhs) (Total waste generated / Revenue from operations)</b>	<b>0.0000080</b>	<b>0.0000005</b>
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (MT / ₹ in Lakhs PPP)* (Total waste generated / Revenue from operations adjusted for PPP)</b>	<b>0.00017</b>	<b>0.00001</b>
<b>Waste intensity in terms of physical output (MT/FTE )#</b>	<b>0.0013</b>	<b>0.0001</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	0.07	0.00
(ii) Re-used	0.00	0.00
(iii) Other recovery operations	0.00	0.00
<b>Total</b>	<b>0.07</b>	<b>0.00</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0.00	0.00
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	0.61	0.04
<b>Total</b>	<b>0.61</b>	<b>0.04</b>

\*The revenue from operations has been adjusted for PPP using the latest conversion factor for India, as published on the IMF's website. A factor of 20.66 has been applied for both FY 2024-25 and FY 2023-24.

#Waste intensity has in terms of physical output has been calculated based on total employees as on as on 31st March 2024 and 2025 respectively.

**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

**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 waste.**

Owing to the nature of its operations - centered on the dematerialization of physical securities, CDSL significantly reduces reliance on paper-based processes. The Company has implemented responsible waste management practices, particularly for hazardous waste like e-waste and used batteries. E-waste is handled through secure degaussing of data-bearing equipment, thorough documentation, and disposal via authorized recyclers. Battery waste is managed through a buy-back program. CDSL is also taking steps to lower its dependence on single-use plastic bottles by promoting the use of alternatives such as glass bottles. Additionally, used plastic bottles are returned to the supplying vendor for responsible recycling.

**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.**

Sr 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
Not Applicable			

**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
NIL					

**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.**

S. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not Applicable				

## 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:

- (i) Name of the area: NA
- (ii) Nature of operations: NA

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

No

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

Parameter	Unit	FY 24-25	FY 23-24
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	The Company has initiated the tracking and monitoring of its Scope 1 and 2 emissions. However, Scope 3 emissions were not quantified during the reporting year.		
Total Scope 3 emissions per rupee of turnover			
<b>Total Scope 3 emission intensity</b> (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



3. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable

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:

Sr No	Initiative Undertaken	Details of the initiative (Web- link, if any, may be provided along with summary)	Outcome of the initiative
None			

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

CDSL is accredited with the ISO 22301:2019 certification for its Business Continuity Management System. The Company has established a robust Business Continuity Management (BCM) framework to ensure the resilience and uninterrupted delivery of its Depository and e-voting services. As part of this framework, CDSL conducts annual business impact analysis to evaluate potential disruptions from events such as natural disasters, pandemics, or technical failures. The Company conducts Disaster Recovery (DR) drills to ensure preparedness for disruptions and maintains high availability of critical systems to support operational continuity and service reliability.

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?

None

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

NIL

8. How many Green Credits have been generated or procured:

a. By the listed entity - NIL

b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners- NIL

## 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.

5

- 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:

Sr. no.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	ACG-Asia Pacific Central Securities Depository Group	International
2	Association of Eurasian Central Securities Depositories (AECSD)	International
3	International Securities Services Association (ISSA)	International
4	Association of National Exchanges Member of India (ANMI)	National
5	Bombay Stock Exchange Brokers Forum (BBF)	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
Not Applicable		

During FY 2024-25, the Company has not received any adverse orders from regulatory authorities.

## Leadership Indicators

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

Sr. 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
1	Mode of dispatch of Statement of Transactions/Consolidated Account Statement (CAS).	Represented to SEBI	No	NA	No
2	Suggestion for increased awareness and adoption of the Basic Services Demat Account (BSDA) facility.	Represented to SEBI	No	NA	No
3	Nomination for Demat account holder(s): exemption for jointly held demat accounts.	Represented to SEBI	No	NA	No

## 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
Not Applicable					

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

Sr. No	Name of Project for which R&R is ongoing	Corrective action taken	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
Not Applicable							

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

CDSL has established a structured grievance redressal mechanism as part of its CSR framework to address concerns raised by community members. The Company works closely with its implementation partners to ensure that feedback and grievances from beneficiaries are captured through regular field visits, virtual interactions, and ongoing project monitoring and evaluation. These inputs are promptly reviewed and addressed in coordination with the partner organizations, ensuring timely resolution. This approach enables CDSL to maintain transparency, responsiveness, and accountability in its community engagement efforts.

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

Particulars	FY 24-25	FY 23-24*
Directly sourced from MSMEs/ small producers	23.35	18.70
Directly from within India	99.73	99.91

\*Percentage of Input material for FY 2024-25 has been disclosed to align with the guidelines set forth in SEBI's circular dated December 20, 2024. Accordingly, Percentage of Input material for the year ended March 31, 2024 has been restated to ensure comparability of information.



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 24 - 25	FY 23 - 24
Rural	0.00	0.00
Semi-urban	0.00	0.00
Urban	0.59	1.69
Metropolitan	99.41	98.31

### 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
Not Applicable	

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

Sr. No.	State	Aspirational District	Amount spent (In ₹)
1	Assam	Goalpara	5,05,161
2	Assam	Udalguri	3,35,000
3	Bihar	Katihar	70,000
4	Bihar	Muzaffarpur	50,000
5	Bihar	Banka	12,500
6	Jammu & Kashmir	Kupwara	50,000
7	Jharkhand	Hazaribag	40,000
8	Jharkhand	Godda	25,000
9	Jharkhand	Palamu	12,500
10	Karnataka	Raichur	2,12,500
11	Maharashtra	Gadchiroli	12,500
12	Maharashtra	Osmanabad	12,500
13	Punjab	Moga	25,000
14	Uttar Pradesh	Sonbhadra	9,00,000
15	Uttrakhand	Udham Singh Nagar	25,000

3. (a) **Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)** - The Company provides an equal opportunity to its vendors; however, it does not have a separate preferential procurement policy.

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

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

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**

Sr. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

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
Not Applicable		

## 6. Details of beneficiaries of CSR Projects

Sr. No	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Smile Foundation	25,155	100.00
2	Rotary Charitable Trust	22,751	100.00
3	Yuva Unstoppable (Smart Classroom)	6,050	100.00
4	Educate Girls	4,803	100.00
5	Selco Foundation	2,561	100.00
6	Yuva Unstoppable (WASH)	1,674	100.00
7	Swades Foundation	180	100.00
8	Helpage India	147	100.00
9	Narayana Hrudayalaya Charitable Trust	121	100.00
10	Madhav Netralaya	102	100.00
11	Nav Prabhuti Trust	12	100.00
12	Lions Charitable Trust	13	100.00

## 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.

Our grievance redressal mechanism ensures prompt and effective resolution of customer complaints. A centralized team manages grievances received through multiple channels, including email, letters, our website, SEBI's SCORES portal, the SMART ODR platform, and social media.

##### Email ID/Website:

Investors can email us at our dedicated Email ID - [complaints@cdslindia.com](mailto:complaints@cdslindia.com) for any queries, complaints or feedback. CDSL has also provided a facility to post the complaints through the CDSL website. A user-friendly format is made available on the website to enable the investors to send their complaints with ease on the 'Post your Grievance' link available on the website (<https://www.cdslindia.com/eservices/footer/grievances>).

##### SCORES/SEBI Letter:

The investors can also send their complaints directly to SEBI or upload them through dedicated website - [www.scores.sebi.gov.in](http://www.scores.sebi.gov.in). SEBI also forwards the letters received from the investors by them to CDSL for redressal.

##### Mechanism for processing and redressal of consumer complaints:

The Company has a digital grievance management platform to upload, respond and monitor disposal of customer grievances. We review the response/resolution provided by intermediaries and if any additional clarification is needed the same is sought from the intermediaries and accordingly complaint is addressed. All complaints are handled by the Investor Grievance Redressal team to ensure a prompt, and an effective resolution. Feedback is also provided to the relevant department, intermediaries to prevent recurrence.

The Grievance team monitors the redressal of all complaints, and the response provided to the investor. The team also monitors pendency, and the summary of grievances is reported to the Regulatory Oversight Committee, Governing Board of the Company and SEBI.

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

Particulars	As a percentage to the total turnover
Environmental and social parameters relevant to the product	Given the nature of the Company's business operations, which are primarily service-based and do not involve the manufacturing or sale of physical products, the stated requirement is not applicable.
Safe and responsible usage	
Recycling and/or safe disposal	

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

Particulars	FY 24-25			FY 23-24		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	None	NIL	NIL	None
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#	988*	13*		1,687	32	

\*The category 'Others' under particulars are complaints received against CDSL. 13 Complaints that were pending as of March 31, 2025, have been successfully resolved. These complaints were all received during the month of March 2025.

#All the complaints were received from Beneficiary Owners related to demat account has been categorized under 'Others' category.

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

Particulars	Number	Reasons for recalls
Voluntary recalls	CDSL is a service-oriented organisation and does not engage in the manufacturing of physical products; therefore, the aforementioned requirement is not applicable.	
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.**

Yes.

CDSL has a comprehensive framework in place to address cybersecurity and data privacy risks, which is accessible through its intranet portal. Periodic reviews are conducted of its Information Security Policy, Cyber Security Policy, Business Continuity Policy, and Personal Data-Information Privacy Policy to evaluate and enhance the Company's resilience against cyber threats.

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

No such actions are taken or underway or penalty/action taken by regulatory authorities.

**7. Information relating to data breaches:****a. Number of instances of data breaches:**

No data breach incident

**b. Percentage of data breaches involving personally identifiable information of customer:**

0.00%

**c. Impact, if any, of the data breaches**

Not Applicable

## Leadership Indicators

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

Information about the Company's products and services is available through the following channels and platforms:

- Website: <https://www.cdslindia.com/>
- Facebook: <https://www.facebook.com/cdslindia>
- Instagram: <https://www.instagram.com/cdslindia>
- LinkedIn: <https://www.linkedin.com/company/cdslindia>
- X (formerly Twitter): <https://x.com/cdslindia>
- YouTube: <https://www.youtube.com/@CDSLIndiaLtd>

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

The Company is committed to promoting investor education to enable informed decision-making in the capital markets. In FY 2024-25, CDSL IPF conducted 2,526 IAPs in English, Hindi, and 13 regional languages, reaching over 1.47 lakh investors across the country. To further support investor education, SEBI, CDSL, and other Market Infrastructure MIIs jointly developed a booklet titled *"Guide to Securities Market and Safe Investing"*, which has been distributed among investors as a reference resource.

In addition to conducting IAPs, CDSL actively engages with investors through multiple social media platforms including Facebook (<https://www.facebook.com/cdslindia>), X (formerly Twitter) (<https://x.com/cdslindia>), LinkedIn (<https://www.linkedin.com/company/cdslindia>), Instagram (<https://www.instagram.com/cdslindia>), YouTube (<https://www.youtube.com/@CDSLIndiaLtd>), and its official WhatsApp Channel <https://whatsapp.com/channel/0029Vao84Nu11ulQQx43so3p>. These platforms are regularly updated with informative content—such as images, GIFs, and videos—highlighting CDSL's services and IAP initiatives.

Additionally, investors can access a wide range of educational materials through the '**Investor Corner**' section of the CDSL website.

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

CDSL has implemented and maintains a comprehensive Business Continuity Plan (BCP) designed to ensure the continuity of its critical operations and services in the event of any disruption, including but not limited to natural calamities, technical failures, cyber threats, or other unforeseen contingencies for security monitoring and incident management. The Company keeps the market participants informed about such disruption/discontinuation, if any, of its services through SMS, Emails, circulars and by publishing on the CDSL's website.

### 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 displays additional product information beyond what is mandated by local laws. The details of the services offered by the Company are available on our website at [www.cdslindia.com](http://www.cdslindia.com), and a comprehensive description of our services can be found at <https://www.cdslindia.com/About/overview.html>. CDSL regularly engages with its customers for their inputs and feedback. However, the Company has not conducted any surveys relating to consumer satisfaction concerning major products, services, or significant locations of operation.