



Redefining Business
Services

Business Responsibility and Sustainability Development Policy

1. BACKGROUND

Securities and Exchange Board of India (SEBI) vide Circular no. SEBI/HO/CFD/CMD- 2/P/CIR/2021/562 (SEBI Circular) dated May 10, 2021 has made Business Responsibility & Sustainability Report (BRSR) mandatory for Top 1000 listed entities by market capitalization with effect from financial 2022-23. The report was voluntary for the year 2021-22. The BRSR is a significant step towards bringing sustainability reporting at par with financial reporting. SEBI Circular further states that the BRSR is an initiative towards ensuring that investors have access to standardized disclosures on ESG parameters. Access to relevant and comparable information will enable investors to identify and assess sustainability-related risks and opportunities of companies and make better investment decisions.

2. OBJECTIVE, SCOPE AND APPLICABILITY

In view of the applicability of Business Responsibility & Sustainability Reporting, the company formulates this Business Responsibility and Sustainable Development (BRSD) Policy (the Policy).

The objective of this policy is to adopt the principles and guidelines on Social, Environmental, Governance and Economic responsibilities promoted by the regulators and to ensure a unified and common approach to the dimensions of Business Responsibility across Updater Services Limited (“UDS” or “Company”) and act as a strategic driver that will help UDS respond to the complexities and challenges that keep emerging, to align the company with the best of global business conduct principles and be abreast with changes in regulations.

The National Guidelines for Responsible Business Conduct (NGRBC) are to be used across UDS and provide a useful framework for aligning with applicable local national standards and norms governing responsible business conduct.

Furthermore, the NGRBC encourages us to ensure that not only do we follow these guidelines in business context directly within our control or influence, but that we also encourage and support our suppliers, vendors, distributors, business partners/associates and other stakeholders to follow them.

The Policy will also be a part of the training/ awareness program for all employees so that they are fully aware of its elements, and are committed to its implementation.

3. GUIDING PRINCIPLES

UDS is committed to operating and growing its business in a socially responsible way. Our Business Practices shall be governed by the guiding principles of NGRBC.

In line with the revised NGRBC guidelines 2018, issued by MCA, the sustainable development and business responsibility of UDS will be primarily based on nine thematic pillars that are known as the Principles, which are mentioned below. These principles are interdependent, interrelated and non-divisible and all business are urged to address them holistically.



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Principle 1: Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable

- i. The Company shall develop and put in place structures, policies, programs and procedures that promote the principles of ethical conduct at all levels, prevent its contravention and effect prompt and fair action against any transgressions.
- ii. The Company shall disclose and communicate transparently and assure access to information about the policies, procedures, performance (financial and non-financial) and their decisions, that impact the relevant stakeholders form the fundamental basis of operationalizing responsible business conduct.
- iii. The Company shall put in place appropriate codes, policies and procedures to ensure that the business does not engage in illegal and abusive practices, bribery and corruption, and ensure timely and fair action in case such transgressions are detected.
- iv. The directors, management and employees at all levels of the company shall abide by the values and the commitment to ethical business practices reflected in the Company's Code of Conduct.
- v. The Company shall put in place appropriate structures, policies and procedures to address conflicts of interest involving its members, employees and business partners.
- vi. The company shall ensure that genuine concerns of misconduct/unlawful conduct can be reported in a responsible and confidential manner through its Vigil Mechanism.
- vii. The Company shall ensure ethical behavior in all operations, functions and processes, and encourage its business partners and third parties with whom it conducts business to abide by this policy.

Principle 2: Businesses should provide goods and service in a manner that is sustainable and safe.

- i. The Company shall always strive to treat all its stakeholders and customers with dignity, respect and due understanding.
- ii. The Company shall ensure that its services comply with all applicable statutes and regulations.
- iii. The company shall work towards ensuring that all goods and services are procured and delivered embedding the principles of labour practices, human rights, ethics, occupational health, safety and environment.
- iv. The company shall work towards sourcing significant raw materials, products and services in a manner so as to continuously improve the balance between social, economic and environmental impacts.
- v. The company shall continue to progressively factor in relevant social and environmental considerations during the process of development of products / services.
- vi. The Company shall regularly review and improve upon the process of new technology development, deployment and commercialization, incorporating social, ethical, and environmental considerations.



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vii. The Company shall recognize and respect the rights of people who may be owners of traditional knowledge and other forms of intellectual property, wherever relevant.

vii. The company shall work towards safe and optimal resource use including recycling and safe disposal of resources wherever possible, emphasizing on the idea of circularity in all its operations. The company shall work with value chain members that comply with applicable laws and regulations related to labour practices, human rights, bribery & corruption, occupational health, safety and environment.

x. The company shall work towards building capacity such that all the value chain partners, namely the sub- contractors, service providers including suppliers of significant materials, are sensitized and empowered to fulfil their roles and responsibilities towards sustainability.

xi. The Company shall encourage its business partners and third parties with whom it conducts business to abide by this policy.

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

i. The Company shall ensure that all regulatory requirements pertaining to its employees are complied with.

ii. The Company shall provide and maintain equal opportunities at the time of recruitment as well as during the course of employment irrespective of caste, creed, gender, race, religion, language, disability or sexual orientation.

iii. The Company shall not use child labour, forced labour or any form of involuntary labour, paid or unpaid.

iv. The Company shall ensure that no employee is made to work against his / her will or to work as bonded/forced labour, or subjected to corporal punishment or coercion of any kind, related to work.

v. The Company shall put systems and processes in place to support the work-life balance of its employees, especially that of women.

vi. The Company shall provide facilities for the wellbeing of its employees or workers and their families, including those with special needs. The Company shall ensure fair, timely and transparent payment of statutory wages of all employees, including contract and casual labor without discrimination.

vii. The Company shall provide a workplace environment that is safe, hygienic humane, and upholds the dignity of its employees.

viii. The Company shall ensure continuous upgradation of skills and competence of all employees by providing access to necessary learning opportunities on an equal and non-discriminatory basis.

ix. The Company shall promote employee morale and career development through enlightened human resource interventions.

x. The Company shall create systems and practices to ensure a harassment free workplace, including but not limited to sexual harassment, where employees feel safe and secure in discharging their responsibilities and a workplace with adequate provisions of Grievance Redressal.



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Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders.

- i. The Company shall ensure that the business acknowledges, assumes responsibility, and is transparent about the impact of its policies, decisions, products, services and associated operations on all stakeholders, and the natural environment.
- ii. The Company shall develop systems, processes and mechanism to identify its stakeholders, understand their concerns, define the purpose and scope of engagement, consult with them in developing policies and processes that impact them, and commit to resolving any differences with stakeholders in a just, fair and equitable manner.
- iii. The Company shall ensure that the interests of all stakeholders, especially those who may be vulnerable and marginalized, are protected.

Principle 5: Businesses should respect and promote human rights

- i. The Company shall integrate respect for human rights in management systems, in particular through assessing and managing human rights impacts of operations and ensuring all individuals impacted by the business have access to grievance mechanisms.
- ii. The Company should endeavour to make its employees aware of their human rights, relevant laws and policies.
- iii. The Company shall recognize and respect the human rights including right to minimum wages, remuneration, salary, of all relevant stakeholders and groups within and beyond the workplace, including that of communities, consumers and vulnerable and marginalized groups.
- iv. The Company shall, within their sphere of influence, promote the awareness and realization of human rights across its value chain.
- v. The Company shall ensure that where it is causing, contributing or otherwise linked to adverse human rights impacts, take corrective actions to address such impacts and ensure that all individuals impacted by the Company have access to a grievance redressal mechanism.
- vi. The Company shall encourage its business partners and third parties with whom it conducts business to abide by this policy.

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

- i. The Company should ensure that appropriate policies, procedures and structures are formulated to assess, measure and address any adverse impacts on the environment and natural resources at all business locations, at all stages of life cycle from establishment to closure.
- ii. The Company shall develop appropriate strategies for sustainable and efficient use of natural resources , giving due consideration to expectations and concerns of all stakeholders and ensure the sustainability of resources by reducing, reusing, recycling and managing waste.
- iii. The Company shall take measures to check and prevent pollution. The Company shall assess the environmental damage and bear the cost of pollution abatement with due regard to public interest.
- iv. The Company shall assess the consumption of energy, water or any other natural resources.



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- v. The Company shall ensure that benefits arising out of access and commercialization of biological and other natural resources and associated traditional knowledge are shared equitably.
- vi. The Company shall continuously seek to improve its environmental performance by promoting reduction, reuse, recycling and recovery of material and resources, promoting use of energy efficient, low-carbon technologies, environment friendly technologies and use of renewable energy.
- vii. The Company shall develop an Environment Management Systems (EMS) and contingency plans and processes that help in preventing, mitigating and controlling environmental damages and disasters, which may be caused due to its operations or that of a member of its value chain.
- viii. The Company shall report its environmental performance, including the assessment of potential environmental risks associated with its operations, to the stakeholders in a fair and transparent manner.
- ix. The Company shall proactively persuade and support its value chain to adopt this principle.

Principle 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

- i. The Company, while pursuing policy advocacy, must preserve and expand public good and shall not advocate any policy change to benefit the Company or select few alone.
- ii. The Company shall utilize the trade and industry chambers and associations and other such collective platforms to undertake such policy advocacy in a responsible manner.
- iii. The Company shall ensure that corrective actions should be taken based on adverse orders from regulatory authorities, if any.
- iv. The company shall ensure that policy advocacy is conducted ethically.

Principle 8: Businesses should promote inclusive growth and equitable development

- i. The Company shall ensure appropriate actions are taken to minimize any adverse impacts that it has on social, cultural and economic aspects of society including arising from land acquisition and use, construction of facilities and operations.
- ii. The Company shall assess, measure and understand its impact on social and economic development, and respond through appropriate action to minimize the negative impacts on society.
- iii. The Company shall innovate and invest in products, technologies and processes that promote the wellbeing of society, including vulnerable and marginalized groups.
- iv. The Company shall make efforts to complement and support the development priorities at local and national levels, and assure appropriate resettlement and rehabilitation of communities who have been displaced owing to their business operations.
- v. The Company shall respect all forms of intellectual property and traditional knowledge and make efforts to ensure that benefits derived from their knowledge are shared equitably.
- vi. The company shall undertake CSR activities in accordance with Schedule VII of the Companies Act, 2013 and as per the CSR policy of the company.



Principle 9: Businesses should engage with and provide value to their customers in a responsible manner

- i. The Company shall ensure appropriate actions to minimize and mitigate any adverse impacts that it has on public, the natural environment and society at large.
- ii. The Company shall take into account the overall well-being of the clients and that of society and ensure that the company do not restrict the freedom of choice, free competition and do not infringe their right to privacy in any manner.
- iii. The client satisfaction is essential for growth and success. The Company strives hard to provide better products and services to client at large.
- iv. The Company shall exercise due care and caution while providing services that result in over exploitation of natural resources or lead to excessive conspicuous consumption.
- v. The company shall market and promote its services in a manner that avoids misleading or confusing consumers and adheres to the principles outlined in this policy.
- vi. The Company shall provide adequate grievance redressal mechanisms that are transparent and accessible, to address client concerns and feedback.

4. GRIEVANCE MECHANISM

The Company prioritizes effective communication with all the stakeholders and is committed to addressing any issues or concerns they may have. To facilitate this, Company has established a formal Grievance Redressal Mechanism as follows:

Stakeholder Group	Contact Details
Employees	Manager HR parthiban.m@uds.in +919384821836
Shareholders / Investors	Compliance Officer compliance.officer@uds.in 8925901765
Customers	Director • Business Operations samir.trivedi@uds.in +919910495772
Community	Compliance Officer compliance.officer@uds.in 8925901765
Suppliers / Value chain partners	Chief Manager • Purchase venkataraman.s@uds.in 9840331642
Government and Regulatory Authorities	Deputy General Manager • HR & Compliance annakumar.v@uds.in +91 99400 56241



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5. DISCLOSURES

The Business Responsibility & Sustainable Development Policy shall be displayed on the website of the Company.

6. VALIDITY, POLICY REVIEW AND AMENDMENTS

This policy shall be valid until further modification/revision in the policy. Any directive/guideline issued by Reserve Bank of India/Securities and Exchange Board of India/Government of India/ Ministry of Finance/ Ministry of Corporate Affairs in this regard shall automatically be part of this policy, during the currency of this policy.

This Policy shall be reviewed periodically in line with the regulatory guidelines/ internal requirements or as and when considered necessary. The Board may modify, add, delete or amend any of the provisions of this Policy. Any modifications, exceptions to the Policy must be consistent with the Regulations and must be approved in the manner as may be decided by the Board of Directors.
