

Quick Heal



BUSINESS RESPONSIBILITY
AND SUSTAINABILITY

REPORT (BRSR)

FY 2021 - 2022

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

1. Corporate Identity Number (CIN) of the Listed Entity:	L72200MH1995PLC091408
2. Name of the Listed Entity:	Quick Heal Technologies Limited
3. Year of incorporation:	August 07, 1995
4. Registered office address:	Marvel Edge, Office No. 7010 C & D, 7th Floor, Opposite Neco Garden Society, Viman Nagar, Pune 411014.
5. Corporate address:	Marvel Edge, Office No. 7010 C & D, 7th Floor, Opposite Neco Garden Society, Viman Nagar, Pune 411014.
6. E-mail:	cs@quickheal.co.in
7. Telephone:	+91 20 66813232
8. Website:	https://www.quickheal.co.in
9. Financial year for which reporting is being done:	April 01, 2021 to March 31, 2022
10. Name of the Stock Exchange(s) where shares are listed:	<ul style="list-style-type: none"> BSE Limited (BSE) – BSE Ticker: 539678 National Stock Exchange of India Limited (NSE) – NSE Ticker: QUICKHEAL
11. Paid-up Capital:	₹ 580,096,010/- divided into 5,80,09,601 equity shares of ₹ 10/- each
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Name: Mr. Vinav Agarwal Designation: Compliance Officer Telephone number: 020-66813232 E-mail Id: cs@quickheal.co.in
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together):	The disclosures under this report are made on Standalone basis.

Products/services

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

Quick Heal provides IT security solutions to consumers, small businesses and Government establishments and corporate houses. Further details are provided in the Management Discussion and Analysis section of this report.

S. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the entity
1.	Software Publishing	Software publishing includes production, supply and documentation of ready-made (non-customized) software, operating systems software, business & other applications software, computer games software for all platforms.	NA
2.	Software Production & Supply	Consultancy includes providing the best solution in the form of custom software after analyzing the user's needs and problems. Custom software also includes made-to-order software based on orders from specific users. Also, included are writing of software of any kind following directives of the users; software maintenance, web-page design	NA

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

Antivirus software products for Retail and enterprise customers

S. No.	Product/Service	NIC Code	% of total Turnover Contributed (FY 2022)
1.	Consumer Products (Retail & SOHO) – Quick Heal Antivirus Solutions	72211	NA
2.	Enterprise & Government Solutions	72211	NA

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Operations

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

Location	Total number of offices
National	22
International	01

17. Markets served by the entity:

a. Number of locations

Locations	Numbers
National (No. of States)	PAN India
International (No. of Countries)	47

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

The contribution of exports as a percentage of the total turnover of the Company is ~4%

c. A brief on types of customers

Quick Heal Technologies Limited is one of the leading IT security solutions Company. Each Quick Heal product is designed to simplify IT security management across the length and depth of devices and on multiple platforms. They are customized to suit consumers, small businesses, Government establishments and corporate houses.

Quick Heal is a smart, easy to use and an extremely fuss-free product for your everyday protection against IT threats and viruses. That makes us one of the most trusted Antivirus brands among retail consumers.

Seqrite is the enterprise arm of Quick Heal. Seqrite' s cybersecurity solutions suite enables organizations to secure their endpoints, data, networks, and users across geographies. Seqrite provides cybersecurity services to Corporates, PSUs, Government, and Law Enforcement Agencies.

Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	986	818	82.96%	168	17.04%
2.	Other than Permanent (E)	84	53	63.10%	31	36.90%
3.	Total employees (D + E)	1070	871	81.40%	199	18.59%
WORKERS*						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than Permanent (G)	NA	NA	NA	NA	NA
6.	Total workers (F + G)	NA	NA	NA	NA	NA

* There are no workers in the employment of the Company

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

b. Differently abled Employees and workers:

Sr. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	NA	NA	NA	NA	NA
2.	Other than Permanent (E)	NA	NA	NA	NA	NA
3.	Total differently abled employees (D + E)	NA	NA	NA	NA	NA
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	NA	NA	NA	NA	NA
5.	Other than permanent (G)	NA	NA	NA	NA	NA
6.	Total differently abled workers (F + G)	NA	NA	NA	NA	NA

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		(B)	% (B / A)
Board of Directors	8	1	12.5%
Key Management Personnel	3	0	0

20. Turnover rate for permanent employees and workers

	2019-20 (Voluntary attrition in the year prior to the previous FY)	2020-21 (Voluntary attrition in previous FY)	2021-22 (Voluntary attrition rate in current FY)
Employees	37.4%	20.3%	29.46%

Holding, Subsidiary and Associate Companies (including joint ventures)

21. (a) Names of holding / subsidiary / associate companies / joint ventures

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	Quick Heal Technologies Japan K.K	Subsidiary	100	No
2	Quick Heal Technologies Africa Limited*	Subsidiary	100	No
3	Quick Heal Technologies America Inc.	Subsidiary	100	No
4	Seqrite Technologies Dubai DMCC	Subsidiary	100	No

* Quick Heal Technologies Africa Limited got de-registered w.e.f. February 04, 2022

CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)

- (i) Yes, CSR is applicable on the Company
- (ii) Turnover: ₹ 341.55 Crores
- (iii) Net Worth: ₹ 627.21 Crores

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Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism In Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	2021-22			2020-21		
		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. https://www.quickheal.co.in/documents/investors/policies/whistleblower-policy-&-vigil-mechanism.pdf	0	0	NA	0	0	NA
Investors (Other than shareholders)		0	0	NA	0	0	NA
Shareholders		0	0	NA	1	0	NA
Employees		2	2	NA	6	6	NA
Customers		4,23,345	8	5 out of 8 are still open, 3 are resolved in Q1 of this year	1,92,872*	7	NA
Value Chain Partners		5,355	0	NA	6,542*	0	NA
Others (Please Specify)		0	0	NA	0	0	

*Due to CRM & CTI Transition, data is available from July, 2020 to March 2021

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

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

Nil

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 mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	Policy and management processes								
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	N	Y	Y	Y	N	N	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	N	Y	Y	Y	N	N	Y	Y
c. Web Link of the Policies, if available	Y	N	Y	Y	Y	N	N	Y	Y
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	N	Y	Y	Y	N	N	Y	Y

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
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.	Y	N	Y	Y	Y	N	N	Y	Y
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	N	N	N	N	N	N	N	N	N
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

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)	NA
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The Board of Directors of the Company and Stakeholders Relationship Committee is responsible for implementation and oversight of the 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 Stakeholders Relationship Committee of the Board of Directors of the Company is responsible for decision making on sustainability related issues.

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against Above policies and follow up action	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA

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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No								

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

Questions	P 1	P2	P3	P4	P5	P 6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No) Yes.	NA	NA	NA	NA	NA	NA	NA	NA	NA
The entity does not have the financial or/human and technical resources available for the task (Yes/No) No.	NA	NA	NA	NA	NA	NA	NA	NA	NA
It is planned to be done in the next financial year (Yes/No) No.	NA	NA	NA	NA	NA	NA	NA	NA	NA
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

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: Business should conduct and govern itself with ethics, transparency and accountability	Principle 2: Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle	Principle 3: Business should promote the well-being of all employee
Principle 4: Business should respect the interests of, and be responsive towards, all stakeholders, especially those who are disadvantaged, vulnerable and marginalized	Principle 5: Business should respect and promote human rights	Principle 6: Business should respect, protect and make efforts to restore environment
Principle 7: Business, when engaged in influencing public and regulatory policy/policies, should do so in a responsible manner	Principle 8: Business should support inclusive growth and equitable development	Principle 9: Business should engage with and provide value to their customers and consumers in a responsible manner

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

PRINCIPLE 1

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% Age of persons in respective category covered by the awareness programmes
Board of Directors & Key Managerial Personnel	5 (as a part of Board Meetings)	Updates and awareness related to regulatory changes are conducted for the Board of Directors and Key Managerial Personnel. Topics covered includes: a. Corporate Governance b. Companies Act c. SEBI Listing Regulations	100%
Key Managerial Personnel	NA	NA	NA
Employees other than BoD and KMPs	595	Skill upgradation	55.60%
Workers	NA	NA	NA

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

During the year, Company had not paid any fines / penalties /punishment/ award/ compounding fees/ settlement which are material in nature.

Monetary

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

Non-Monetary

	NGRBC	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	NA
Punishment	NA	NA	NA	NA

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.

No appeal/ Revision filed during the year

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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, our Code of Conduct complies with the legal requirements of applicable laws and regulations. Link of the policy: https://www.quickheal.co.in/documents/company_policies/Company_Code_of_Conduct.pdf

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

There have been no cases involving disciplinary action taken by any law enforcement agency for the charges of bribery / corruption against directors / KMP / employees that have been brought to our attention.

	2021-22	2020-21
Directors	NA	NA
KMPs	NA	NA
Employees	NA	NA
Workers	NA	NA

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

	2021-22		2020-21	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of Directors	NA	NA	NA	NA
Number of complaints received in relation to issues of Conflict of the KMPs	NA	NA	NA	NA

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

NA

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	% Age of the value chain partners covered (by value of the business done with such partners) under the awareness programmes
86	Cyber Security	50%

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

Yes. The Company receives an annual declaration (changes from time to time) from its Board members and KMP on the entities they are interested in and ensures requisite approvals as required under the statute as well as the Company's policies are in place before transacting with such entities / individuals.

PRINCIPLE 2

Essential Indicators

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

	2021-22	2020-21	Details of Improvements in environmental and social impacts
R&D	89.75%	67.52%	Quick Heal's investment in R&D have resulted in protection of society from cyberattacks and also resulted in creation of employment in the society
Capex	NA	NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

2. a. Does the entity have procedures in place for sustainable sourcing?

Yes, the Company has a Procurement Policy in place which considers sustainability, financial viability of the suppliers, quality of good and services, while procuring any material/sourcing any parts/ engaging in any service engagements.

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

100%

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

Quick Heal is an IT security solutions provider company and does not manufacture any products hence this question is not applicable to the Company's operations. Our Company had installed water aerators to optimize the water consumption at all taps. This helped us to save water at large extent. We also installed power sensors to reduce power wastage.

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

No, EPR is not applicable.

Leadership Indicators

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

Not applicable since the nature of our products do not require such assessment

NIC Code	Name of Product / Service	% Of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
NA	NA	NA	NA	NA	NA

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

Since the Company is not the manufacturer of the products but only the developer, the product does not have any significant social and environment impact. Further, certain product packing contains paper and polycarbonate material. Paper material is disposed responsibly and polycarbonate material is recycled by local scrap vendors.

Name of Product / Description of the risk /	Action Taken Service	Name of Product / Description of the risk /
NA	NA	NA
NA	NA	NA
NA	NA	NA

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

Indicate input material	Recycled or re-used input material to total material	
	2021-22	2020-21
NA	NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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:

Paper material is disposed responsibly and polycarbonate material is recycled by local scrap vendors.

	2021-22			2020-21		
	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
NA	NA

PRINCIPLE 3

Essential Indicators

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

Category	% Of employees covered by										
	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	818	818	100%	818	100%	NA	NA	818	100%	NA	NA
Female	168	168	100%	168	100%	168	100%	NA	NA	NA	NA
Total	986	986	100%	986	100%	168	100%	818	100%	NA	NA
Other than Permanent employees											
Male	53	53	100%	53	100%	NA	NA	NA	NA	NA	NA
Female	31	31	100%	31	100%	31	100%	NA	NA	NA	NA
Total	84	84	100%	84	100%	31	100%	NA	NA	NA	NA

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

Category	% Of employees covered by										
	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	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 employees											
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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

Benefits	2021-22			2020-21		
	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI	3.96%	NA	Y	4.84%	NA	Y
Others – please specify	NA	NA	NA	NA	NA	NA

3. Accessibility of workplaces

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

Yes, all offices are accessible to differently abled employees.

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, We follow principle of equal opportunity for everyone. The link of the policy is https://www.quickheal.co.in/documents/company_policies/Company_Code_of_Conduct.pdf.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	100%	100%
Total	100%	100%

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

	Yes/No (If yes, give details of the mechanism)
Permanent Employees	Yes
Other than Permanent Employees	Yes

The Company is committed to providing a safe and conducive work environment to all of its employees and associates. Transparency and openness are organizational values and are practised across all levels. Employees are encouraged to share their concerns with their Reporting Manager or the members of the senior management. Employees can reach out independently to the Human Resource Function if they so choose to. The Company has an open-door approach, wherein any employee irrespective of hierarchy has access to the senior management. Our mechanisms include Suspicious Activity Reporting Tool (SART) which allows employees to report all their grievances on the SART Portal. This tool allows employees to maintain their confidentiality and also ensures that there are independent and unbiased investigations done for all reported grievances. In addition, our whistle blower policy allows all our employees to report any kind of suspected or actual misconduct in the organization in an anonymous manner. Stakeholders other than permanent employees of the Company can raise their grievances via e-mail to the concerned person/management.

The Company has formulated a Policy on Prevention of Sexual Harassment at Workplace for prevention, prohibition and redressal of sexual harassment at workplace and Internal Complaints Committee has also been set up to redress any such complaints received. The Company periodically conducts sessions for employees across the organization to build awareness about the Policy and the provisions of the Sexual Harassment of Women at work place (Prevention, Prohibition and Redressal) Act, 2013.

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

	2021-22			2020-21		
	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)
Total Permanent Employees	Nil	Nil	Nil	Nil	Nil	Nil
- Male	Nil	Nil	Nil	Nil	Nil	Nil
- Female	Nil	Nil	Nil	Nil	Nil	Nil

8. Details of training given to employees and workers:

Category	2021-22					2020-21				
	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	818	NA*	497	60.76%	821	NA*	80	9.72%		
Female	168		98	40.48%	158		20	12.65%		
Total	986		595	60.34%	974		100	10.27%		
Workers										
Male	NA	NA	NA	NA	NA	NA	NA	NA		
Female	NA	NA	NA	NA	NA	NA	NA	NA		
Total	NA	NA	NA	NA	NA	NA	NA	NA		

* The Company provides regular trainings on Health & Safety to all its employees. The Company aims to provide highest quality training and minimising workplace accidents, without focusing upon the number of hours spent in the training.

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

Category	2021-22			2020-21		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	818	661	80.81%	821	717	87.33%
Female	168	135	80.36%	158	132	83.54%
Total	986	796	80.73%	974	849	87.17%
Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? If yes, the coverage such system?

No

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

No

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

Not Applicable

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

No

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

Safety Incident/Number	Category	2021-22	2020-21
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
Total recordable work-related injuries		Nil	Nil
No. of fatalities		Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)		Nil	Nil

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

Company took different measures to maintain hygiene & sanitation in company premises. Hand sanitizer made available at all entry points, regular temperature & oxygen level checking were done during Covid - 19.

Access to company premises are controlled by Access control system & physical security guards are available at all entry/ exit points. Premises are under CCTV surveillance. Which ensure security of premises & employees. Company installed the Fire safety equipment's like Fire Extinguishers, Fire Hydrant & sprinkler System, Smoke detectors, FM200.

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

	2021-22			2020-21		
	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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. **Assessments for the year:**

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	4 office premises assessed by ISO auditor (during ISO9001, ISO20001, ISO27001 audit)
Working Conditions	0

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.**

Incident management process is in place to track & take corrective action. No incident reported during 2020-21, 2021-22.

Leadership Indicators

1. **Does the entity extend any life insurance or any compensatory package in the event of death of Employees.**

Yes

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

The Company obtain documents from partners to ensure timely deduction and deposit of statutory dues.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable Employment	
	2021-22	2020-21	2021-22	2020-21
Employees	0	0	0	0

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

No

5. Details on assessment of value chain partners.

No such assessment was made

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

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.

NA

PRINCIPLE 4:

Essential Indicators

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

Stakeholders play an integral role in our journey and we recognize the need to partner with them and understand their concerns to deliver the ambitious targets which we have set for ourselves as a part of the organizational vision. We aim to understand the requirement of our stakeholders and attempt to respond to them through various initiatives and programmes. Our process of stakeholder engagement involves identifying key internal and external stakeholders followed by analyzing the impact of each stakeholder groups on our business and vice versa. Based on the exercise carried out, we prioritized our key stakeholders to understand their expectations and concerns. Through regular interactions with our stakeholders across various channels, we have been able to strengthen our relationships and enhance our organizational strategy. We have identified the key stakeholder groups and each stakeholder continues to contribute in their own way in creating a shared value.

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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 (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Partners	Yes	Email	Continuous	<ul style="list-style-type: none"> • Stronger partnerships • Demand Sustainability • Credit worthiness • Ethical Behavior • Fair Business Practices • Governance
Customers	Yes	Email	Continuous	<ul style="list-style-type: none"> • Understanding client, industry and business challenges • Identifying opportunities to improve Quick Heal's service and products for cross-selling • Deciding on investments and capabilities required to fulfil demand • Understanding client's data privacy and security requirements
Investors	Yes	Email, Newspapers, website	Continuous	<ul style="list-style-type: none"> • Educating the investor community about quick Heal's value creation model and business strategy for the long term • Helping investors voice their concerns regarding company policies, reporting, strategy, etc. • Understanding shareholder expectations
Employees	Yes	Email, website	Continuous	<ul style="list-style-type: none"> • Career Management and Growth Prospects • Learning opportunities • Compensation structure • Building a safety culture and inculcating safe work practices among employees Ongoing desire for more flexible working hours • Improving Diversity and Inclusion

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.

Website Link: <https://www.quickheal.co.in/documents/investors/policies/stakeholder-relationship-committee-charter.pdf>

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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

Website Link: <https://www.quickheal.co.in/documents/investors/policies/Vulnerability-Disclosure-Policy.pdf>

PRINCIPLE 5

Essential Indicators

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

Category	2021-22			2020-21		
	Total (A)	No. of employees covered (B)	% (B / A)	Total (C)	No. of employees covered (D)	% (D / C)
Employees						
Permanent	986	443	44.93%	974	337	34.53%
Other than permanent	84	30	35.71%	91	27	29.67%
Total Employees	1070	473	44.21%	1065	364	34.18%

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

All employees and contractors have been paid more than the minimum wage in accordance with the applicable laws.

Category	2021-22					2020-21				
	Total (A)	Equal to		More than		Total (D)	Equal to		More than	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
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
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

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

Refer Annexure C of the Board Report forming part of this Annual Report.

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	7	₹ 42.96 Lakhs	1	0
Key Managerial Personnel	4	₹ 102.90 Lakhs	0	NA
Employees other than BoD and KMP	NA	NA	NA	NA
Workers	NA	NA	NA	NA

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

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

Our mechanisms include Suspicious Activity Reporting Tool (SART) which allows employees to report all their grievances on the SART Portal. This tool allows employees to maintain their confidentiality and also ensures that there are independent and unbiased investigations done for all reported grievances. In addition, we also have the Whistle-blower policy in place which allows everyone to report any malpractices observed directly to the Board of Directors. We also have an Internal Complaints Committee in place who ensure that all cases are treated fairly by doing a thorough investigation without any prejudice.

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

	2021-22			2020-21		
	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	0	0	0	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human Rights related issues	0	0	0	0	0	0

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

Internal Committee is established to deal with harassment and any complaint is dealt with as per the Anti-Sexual Harassment Policy of the Company.

8. Do human rights requirements form part of your business agreements and contracts?

Yes

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	0
Forced or Involuntary Labour	0
Sexual Harassment	0
Discrimination at workplace	0
Wages	0
Others – please specify	0

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

Nil

Leadership Indicators

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

Processes are in place to address human rights grievances/complaints wherever there is a possibility of engaging manpower.

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

No

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

4. Details on assessment of value chain partners:

	% Of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	NA
Discrimination at workplace	NA
Child labour	NA
Forced Labour/ Involuntary labour	NA
Wages	NA
Others - Specify	NA

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

NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

PRINCIPLE 6

Essential Indicators

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

Parameter	2021-22	2020-21
Total electricity consumption (A)	25,04,257 units	26,06,769 units
Total fuel consumption (B) DG set units	52,405 units	33717 units
Energy consumption through other sources (C) Solar	59, 286 units	56, 542 units
Total energy consumption (A+B+C)	26,15,948 units	26,97,028 units
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	7659.05 GJ/₹ Cr	7550.47 GJ/₹ Cr
Energy intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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.

No

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

Parameter	2021-22	2020-21
Water withdrawal by source (in kiloliters)		
(i) Surface water (corporation or building management)	2,047	4,672
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,047	4,672
Total volume of water consumption (in kilolitres)	2,047	4,672
Water intensity per rupee of turnover (Water consumed / turnover)	5.99 kL/₹Cr	13.08 kL/₹Cr
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA

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

NA

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

Parameter	Please specify unit	2021-22	2020-21
NOx	g/kW-hr	3.1	3.0
SOx	g/kW-hr	3.0	2.9
Particulate matter (PM)	g/kW-hr	0.1	0.1
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others –please specify	NA	NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

Parameter	Unit	2021-22	2020-21
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 1 and Scope 2 emissions per rupee of turnover	'--'	NA	NA
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	'--'	NA	NA

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

No

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

Parameter	2021-22	2020-21
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	1.1	0.223
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	NA	NA
Total (A+B + C + D + E + F + G + H)	1.1	0.223
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	1.1	0.223
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	1.1	0.223
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total	NA	NA

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Your Company being an IT security solution providing organization, does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of its processes. The Company has offices and facility operations, and the waste is generated from the auxiliary processes used to run these facilities. Based on the nature of services,

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

Quick Heal's facilities mostly generate electronic, electrical, and municipal solid waste, and generate very less hazardous waste and do not use toxic chemicals. Potentially hazardous and regulated wastes such as lead-acid batteries and waste lube oil are generated in relatively smaller proportions which are disposed through government approved recyclers as per regulations. E-waste is disposed to government approved e-waste recyclers.

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

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.
NA	NA	NA	NA
NA	NA	NA	NA

11. 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
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

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

Yes, the Company has complied with applicable environmental law/regulations/ guidelines.

Leadership Indicators

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

Parameter	2021-22	2020-21
From renewable sources		
Total electricity consumption (A)	56,542	59,286
Total fuel consumption (B)	NA	NA
Energy consumption through other sources (C)	NA	NA
Total energy consumed from renewable sources (A+B+C)	56,542	59,286
From non-renewable sources		
Total electricity consumption (D) (Electricity + DG)	25,63,574	26,40,486
Total fuel consumption (E) (Only for DG)	4,385	3,675
Energy consumption through other sources (F)	NA	NA
Total energy consumed from non-renewable sources (D+E+F)	25,63,574	26,40,486

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

2. Provide the following details related to water discharged:

Parameter	2021-22	2020-21
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	NA	NA
- With treatment – please specify level of Treatment (STP by building management)	2,047	4,673
(ii) To Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iii) To Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA

3. 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
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	2021-22	2020-21
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity	NA	NA
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(ii) Into Groundwater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

Parameter	2021-22	2020-21
(iii) Into Seawater	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(iv) Sent to third-parties	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
(v) Others	NA	NA
- No treatment	NA	NA
- With treatment – please specify level of treatment	NA	NA
Total water discharged (in kilolitres)	NA	NA

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

Parameter	Unit	2021-22	2020-21
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	NA	NA
Total Scope 3 emissions per rupee of turnover		NA	NA
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity		NA	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

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

Not Applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Use of Solar power	Installed 45Kw solar plat at R&D center located at Shivajinagar office, Pune	Generating approx. 60,000 units of electricity per year

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

Yes, your Company have a well-defined business continuity plan / Disaster recovery plan in place. The objective is to ensure the sustenance of business operations during different types of business interruptions / major disruptions & Disasters, which may impact all critical activities like, development, delivery & support to customers, IT Services, Facility and people.

8. 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?

No adverse impact

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

NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

PRINCIPLE 7

Essential Indicators

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

The Company is a member of:

1. Confederation of Indian Industries
2. Data Security Council of India
3. Proventus Angel Network LLP
4. Computers and Media Dealers Association

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Confederation of Indian Industries	National
2.	Data Security Council of India	National
3.	Proventus Angel Network LLP	Maharashtra
4.	Computers and Media Dealers Association	Maharashtra

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.**

There is no anti-competitive behavior, abuse of dominant position or unfair trade practices cases pending against the Company.

Name of Authority	Brief of the case	Corrective Action Taken
NA	NA	NA

Leadership Indicators

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

The Company does not advocate public policy positions

Sr. No	Public policy advocated	Method resorted by 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
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

PRINCIPLE 8

Essential Indicators

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

Not Applicable

Name and brief of project	SIA Notification	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web Link
NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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

Sr. No	Name of Project of which R&R is going	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (In ₹)
NA	NA	NA	NA	NA	NA	NA
NA	NA	NA	NA	NA	NA	NA

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

The Committee looks into the grievances of the Shareholders related to transfer of shares, payment of dividend and non-receipt of annual report and recommends measure for expeditious and effective investor service etc.

The Whistle Blower Policy (WBP) provides for establishment of Vigil Mechanism for directors and employees to report genuine concerns or grievances.

Website Link: <https://www.quickheal.co.in/documents/investors/policies/whistleblower-policy-&-vigil-mechanism.pdf>

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

	2021-22	2020-21
Directly sourced from MSMEs/small producers	NA	NA
Sourced directly from within the district and neighbouring district	NA	NA

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	Details of negative social impact identified
NA	NA	NA
NA	NA	NA

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	Jharkhand	Hararibagh	11,87,743/-
2	Maharashtra	Washim	22,15,000/-

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? No

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

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

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
NA	NA	NA	NA	NA
NA	NA	NA	NA	NA

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
NA	NA	NA

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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	Covid relief	1.44 Lakh	Data not available
2	Life Skill Education	1000+	80%
3	Arogya Yans	2.5 Lakh	100%

PRINCIPLE 9

Essential Indicators

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

Your Company follow a SOP to receive & respond to consumer complaints. Customer queries responded via support channels– Voice, Email, Chat, social media & Partner Desk Support for registered channel partners. Frontline Engineers (L-1) are primarily responsible to address customer queries on Voice/Chat/Email/Social media channels. Partner Desk is being taken care by Level-2 Team. Basis available FAQs/Knowledge Base frontline engineers assists customers on their queries. If query cannot be resolved on call, it will be escalated to Level-2 Team for remote support & further to SME Team. SME Team is responsible to file defects/bugs to concern stakeholders.

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

	As a percentage of Total Turnover
Environmental & Social Parameters relevant to the product	NA
Safe & Responsible Usage	NA
Recycling and/or safe disposal	NA

3. Number of consumer complaints in respect of the following

	2021-22		Remarks	2020-21		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy/ Advertising/ Cyber-Security	428	376	376 users gave no response when we asked them to reply for their consent to delete data. We deleted data of 52 users which gave consent to delete data	21	17	17 users gave no response when we asked them to reply for their consent to delete data. We deleted data of 4 users which gave consent to delete data

4. Details of instances pf product recalls on account of safety issues: Not Applicable

	Number	Reasons for recall
Voluntary Recalls	NA	NA
Forced Recalls	NA	NA

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.

Web Link: http://dlupdate.quickheal.com/documents/company_policies/Risk_Policy.pdf

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (Contd.)

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.**

Nil

Leadership Indicators

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

Web Link: <https://www.quickheal.co.in/home-users>

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

Yes.

Web Link: http://dlupdate.quickheal.com/documents/manual/manual_13.pdf

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

Yes.

Web Link: <https://www.quickheal.co.in/eol-announcement>

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 does consumer satisfaction survey on a periodic basis and compares the various parameters across multiple dimensions through peer comparison and its membership in the various chambers of commerce.

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

- a) **Number of instances of data breaches along-with impact**

Nil

- b) **Percentage of data breaches involving personally identifiable information of customers**

Not Applicable



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