

Date: June 12, 2025

National Stock Exchange of India Limited

Exchange Plaza
C-1, Block G, Bandra Kurla Complex,
Bandra (E), Mumbai-400051
Company Symbol: SIS

BSE Limited

Phiroze Jeejeebhoy Towers
Dalal Street
Mumbai-400001
Company Code: Equity: 540673
Debt: 976573

Dear Sir/Ma'am,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2024-25

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosures Requirements) Regulations, 2015, we hereby enclose the Business Responsibility and Sustainability Report ("BRSR") for the financial year 2024-25. The BRSR forms an integral part of the Annual Report for the said financial year.

Please note that the BRSR was earlier submitted as part of the Annual Report vide our letter dated June 12, 2025.

The report will also be available on the Company's website at <https://sisindia.com/investors/annual-report>.

This is for your information and records.

Thanking you.

Yours Sincerely,
For SIS Limited

Pushpalatha Katkuri
Company Secretary and Compliance Officer

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 Listed Entity	L75230BR1985PLC002083
2.	Name of the Listed Entity	SIS Limited ('SIS' or 'the Company')
3.	Year of incorporation	1985
4.	Registered office address	Annapoorna Bhawan, Telephone Exchange Road, Kurji, Patna – 800010, Bihar
5.	Corporate address	A-28 & 29, Okhla Industrial Area, Phase 1, New Delhi – 110020
6.	E-mail	compliance@sisindia.com
7.	Telephone	011 4646 4444
8.	Website	www.sisindia.com
9.	Financial year for which reporting is being done	Financial Year 2024-25 (April 1, 2024, to March 31, 2025)
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	₹ 72,18,37,300
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Pushpalatha K Company Secretary & Compliance Officer 106, Ramanashree Arcade, 18 M G Road, Bangalore - 560 001 Phone: 080 2559 0801 E-mail ID: compliance@sisindia.com
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 a standalone basis.
14.	Name of assessment or assurance provider	Not Applicable
15.	Type of assessment 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	Support service to Organisations	Security services	98.21%

17. Products/Services Sold by the Entity (accounting for 90% of the turnover)

Sr. No.	Product/Services	NIC Code	% of Turnover Contributed by the Product
1	Security services	80100	98.21%

III. OPERATIONS

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

Locations	No. of Plants	No. of Offices	Total
National	Not Applicable	206	206



19. Markets Served by the Entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India (28 States and 6 Union Territories)
International (No. of Countries)	3*

*SIS Limited operates in three countries – Australia, New Zealand and Singapore.

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

0.06%

c. A brief on types of customers

SIS Limited delivers comprehensive security solutions to a wide range of clients, including businesses, government organizations, and individual consumers. We operate across more than 62,000 customer sites, serving various industries. Our primary customer segments include information technology and business process outsourcing, automotive, manufacturing, logistics, and transportation and steel, metals, power, mining, and oil and gas.

IV. EMPLOYEES

20. 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)	27,235	25,917	95.16%	1,318	4.84%
2	Other than Permanent (E)	122	115	94.26%	7	5.74%
3	Total employees (D + E)	27,357	26,032	95.16%	1,325	4.84%
WORKERS						
4	Permanent (F)	1,65,448	1,51,826	91.77%	13,622	8.23%
5	Other than Permanent (G)	-	-	-	-	-
6	Total Workers (F + G)	1,65,448	1,51,826	91.77%	13,622	8.23%

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)	19	14	73.68%	5	26.32%
2	Other than Permanent (E)	-	-	-	-	-
3	Total differently abled employees (D + E)	19	14	73.68%	5	26.32%
DIFFERENTLY ABLED WORKERS						
4	Permanent (F)	-	-	-	-	-
5	Other than Permanent (G)	-	-	-	-	-
6	Total differently abled workers (F + G)	-	-	-	-	-

Business Responsibility & Sustainability Report (Contd.)

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	11	3	27.27%
Key Management Personnel*	2	1	50.00%

*This figure excludes Board of Directors.

22. Turnover rate for permanent employees and workers

	F.Y. 2024-25			F.Y. 2023-24			F.Y. 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	39.34%	48.06%	39.76%	37.40%	28.20%	38.70%	22.60%	19.90%	22.50%
Permanent Workers	25.65%	30.03%	25.99%	38.90%	42.20%	39.20%	35.30%	41.60%	35.70%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**23. 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	SMC Integrated Facility Management Solutions Limited	Subsidiary	100.00%	Yes. While SIS has prepared the BRSR at the standalone level, all SIS Group companies have individually adopted and implemented the relevant Business Responsibility initiatives.
2	Tech SIS Limited	Subsidiary	100.00%	
3	Terminix SIS India Private Limited	Subsidiary	100.00%	
4	SIS Alarm Monitoring and Response Services Private Limited	Subsidiary	100.00%	
5	SIS Business Support Services and Solutions Private Limited	Subsidiary	100.00%	
6	Dusters Total Solutions Services Private Limited	Subsidiary	100.00%	
7	SIS Synergistic Adjacencies Ventures Private Limited	Subsidiary	100.00%	
8	SLV Security Services Private Limited	Subsidiary	100.00%	
9	Rare Hospitality and Services Private Limited	Subsidiary	100.00%	
10	Uniq Security Solutions Private Limited	Subsidiary	100.00%	
11	Uniq Detective and Security Services (AP) Private Limited	Subsidiary	100.00%	
12	Uniq Detective and Security Services (Tamilnadu) Private Limited	Subsidiary	100.00%	
13	Uniq Facility Services Private Limited	Subsidiary	100.00%	
14	ADIS Enterprises Private Limited	Subsidiary	100.00%	
15	ONE SIS Solutions Private Limited	Subsidiary	100.00%	
16	One SIS Residential Solutions Private Limited	Subsidiary	100.00%	



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)
17	SIS Security International Holdings Pte. Ltd.	Subsidiary	100.00%	Yes. While SIS has prepared the BRSR at the standalone level, all SIS Group companies have individually adopted and implemented the relevant Business Responsibility initiatives.
18	SIS Security Asia Pacific Holdings Pte. Ltd.	Subsidiary	100.00%	
19	SIS Australia Holdings Pty Ltd	Subsidiary	100.00%	
20	SIS Australia Group Pty Ltd	Subsidiary	100.00%	
21	SIS Group International Holdings Pty Ltd	Subsidiary	100.00%	
22	MSS Strategic Medical and Rescue Pty Ltd	Subsidiary	100.00%	
23	SIS MSS Security Holdings Pty Ltd	Subsidiary	100.00%	
24	MSS Security Pty Ltd	Subsidiary	100.00%	
25	Australian Security Connections Pty Ltd	Subsidiary	100.00%	
26	Southern Cross Protection Pty Ltd	Subsidiary	100.00%	
27	Askara Pty Ltd	Subsidiary	100.00%	
28	Charter Security Protective Services Pty Ltd	Subsidiary	100.00%	
29	Platform 4 Group Limited	Subsidiary	100.00%	
30	SIS Henderson Holdings Pte Ltd	Subsidiary	100.00%	
31	Henderson Security Services Pte Ltd	Subsidiary	100.00%	
32	Henderson Technologies Pte Ltd	Subsidiary	100.00%	
33	Triton Security Services Limited	Subsidiary	100.00%	
34	Safety Direct Solutions Pty Ltd	Subsidiary	100.00%	
35	Safety Direct Solutions Pty Ltd NZ	Subsidiary	100.00%	
36	SIS Cash Services Limited	Joint Venture	49.00%	
37	SIS Prosegur Holdings Private Limited*	Joint Venture	49.00%	
38	SIS Prosegur Cash Logistics Private Limited#	Joint Venture	49.00%	
39	Habitat Security Pty Ltd	Joint Venture	49.00%	
40	SIS-Prosegur Cash Services Private Limited@	Joint Venture	49.00%	

*100% held by SIS Cash Services Limited

#100% held by SIS Prosegur Holdings Private Limited

@100% held by SIS Cash Services Limited

VI. CSR DETAILS

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

(ii) Turnover (in ₹) – ₹ 49,310.39 million

(iii) Net worth (in ₹) – ₹ 11,472.45 million

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VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES**25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:**

Stakeholder Group from Whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	F.Y. 2024-25			F.Y. 2023-24		
		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	Not Applicable	-	-	-			
Investors (Other than Shareholder)	Yes Stakeholder Relationship Policy: https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf Investor Grievance Redressal Policy: https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf Whistle Blower policy: https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf	0	0	No complaint received during the year	0	0	No complaint received during the year
Shareholders	Yes Stakeholder Relationship Policy: https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf Investor Grievance Redressal Policy: https://sisindia.com/wp-content/uploads/2023/02/Grievance-Redressal-Policy.pdf Whistle Blower policy: https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf	0	0	No complaint received during the year	4	0	The complaint received during the year was resolved



Stakeholder Group from Whom Complaint is Received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	F.Y. 2024-25			F.Y. 2023-24		
		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
Employees and workers*	Yes Whistle Blower policy: https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf	614	133	The complaints pending as on 31st March 2025 were subsequently resolved	19,470	0	The complaint received during the year were resolved
Customers	Yes Stakeholder Relationship Policy: https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf Whistle Blower policy: https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf The Company has also initiated programmes such as Own Your Customer (OYC) Programme, Half Yearly Surveys and Customer Satisfaction (CSAT) programme. For more details on these programmes, please refer to Principle 9, Essential Indicator 1.	0	0	No complaint received during the year	0	0	No complaint received during the year
Value Chain Partners	Yes Stakeholder Relationship Policy: https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf Whistle Blower policy: https://sisindia.com/wp-content/uploads/2023/02/Whistle-Blower-Policy.pdf	0	0	No complaint received during the year	0	0	No complaint received during the year

*SIS has enhanced its grievance redressal process by deploying a new grievance redressal mechanism for more efficient tracking and redressal of complaints.

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

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

Sr. 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	Our People	<p>Opportunity</p> <hr/> <p>Risk</p>	<p>The Company offers investigation and security services with 27,357 employees and 1,65,448 workers. A solid base of talented workforce allows the Company to foster innovation, improve service delivery, and increase customer happiness.</p> <hr/> <p>The Company operates a human-centric model and faces high attrition rates. Loss of key personnel or difficulty in hiring skilled workers could disrupt operations.</p>	<p>-</p> <hr/> <ul style="list-style-type: none"> • Employee Engagement Initiatives: Regular health check-ups, ongoing training for both frontline and support staff, and social events aimed at building a cohesive and motivated workforce. • Structured Succession Planning: A formal "Policy on Succession Planning" has been implemented to identify and prepare high-potential employees for leadership roles, ensuring business continuity during transitions. • Talent Acquisition Strategy: Focused recruitment campaigns, employee referral programs, and engagement with staffing partners to attract qualified candidates efficiently. 	<p>Positive: A skilled and engaged workforce contributes to improved service quality, higher customer retention, and better financial stability.</p> <hr/> <p>Negative: High attrition increases onboarding and training costs and may impact revenue due to leadership gaps or service disruption.</p>
2	Health and Safety	Risk	Operating in a manpower-intensive industry, employee health and safety is critical to operational continuity and employee wellbeing.	<ul style="list-style-type: none"> • Comprehensive OHS Policy: The Company has implemented a detailed Occupational Health & Safety Policy compliant with government regulations and industry standards. • Hazard Identification & Risk Classification: Regular audits and safety inspections are conducted. Hazards are categorised (A, B, C) based on severity, with appropriate control measures and follow-ups. • Safety Infrastructure & Training: Emergency response drills, counseling for mental wellness, and continuous safety education programs for all employees. • Incident Reporting Mechanism: Easy-to-use channels for employees to report risks and near-misses, with a robust response and resolution framework. 	Negative: Workplace incidents can lower morale, reduce productivity, increase absenteeism, and negatively impact growth.



Sr. 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)
3	Customer Engagement	Opportunity	<ul style="list-style-type: none"> The continuous growth of any organisation is dependent on offering an exceptional client experience. A pleasant customer experience promotes loyalty, customer retention, and brand advocacy. 	-	<p>Positive: A positive customer experience can lead to increased satisfaction among customers and can also boost the Company's reputation.</p>
		Risk	<ul style="list-style-type: none"> The Company offers investigation and security services to its consumers; any negative customer experience or non-fulfilment of Service Line Agreements (SLAs) may result in loss of clients or even damage the Company's reputation. Growing ESG awareness may result in its integration into contractual obligations. 	<ul style="list-style-type: none"> Customer Feedback Mechanisms: Structured initiatives like the Customer Satisfaction (CSAT) Program, "Own Your Customer (OYC)" framework, and bi-annual satisfaction surveys help gather direct input and drive service improvements. Leadership-Level Engagement: Senior management conducts periodic review meetings with clients to understand evolving expectations and proactively address concerns. ESG Integration: Ongoing assessment of relevant Environmental, Social, and Governance (ESG) elements, with a roadmap for incorporating these into contract fulfilment and core operations. 	<p>Negative: Inadequate engagement may raise acquisition costs and reduce market share. Failure to meet ESG criteria may restrict growth.</p>
4	Community Development	Opportunity	As a responsible corporate citizen, we recognise our role in giving back to our community and remain committed to fulfilling our social responsibilities. The Company organises several community engagement programs in areas such as healthcare, skill development, children's education, promoting of local handicrafts, providing safe drinking water, promoting hygiene and sanitation in rural and urban areas and so on.		<p>Positive: Strong community relations enhance social license to operate and can lead to new business opportunities, talent access, and resource availability.</p>
5	Employee Training and Career Development	Opportunity	The Company regards its employees as an asset and therefore conducts several skill development programs through its 32 advanced training centres across 14 states. Additionally, the Company organises several leadership programs such as Mr. SIS, LEAP, LEAP Plus etc. Through the training champs network, the Company provides a learning experience by leveraging technology such as its mobile app and the SIS Academy.		<p>Positive: Career development of our employees results in enhanced skills and knowledge and can lead to higher workforce productivity thus contributing to increase in customer satisfaction which can increase the Company's output and potentially its revenue.</p>
		Risk	<ul style="list-style-type: none"> Deployment of staff on the job with limited training will impact service delivery as per the Company's standards. 	<ul style="list-style-type: none"> The Company has implemented several employee onboarding trainings to acquaint new employees with the Company's values and standards. 	<p>Negative: Poor training can lead to customer dissatisfaction and revenue loss due to underperformance.</p>

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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1 a. Whether your entity's policy / policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
c. Web Link of the Policies, if available	https://sisindia.com/policies-and-code-of-conduct/								
2 Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	No	No	Yes	Yes
3 Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	No	No	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.	<ol style="list-style-type: none"> 1. Integrated Management System covering ISO 9001:2015, ISO 14001:2015 and ISO 45001:2018 2. 22301:2019 Business Continuity Management Systems (BCMS) certification 3. ISO/IEC 27001:2022 Information Security Management System (ISMS) 								
5 Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Our strategic focus areas are:</p> <ol style="list-style-type: none"> 1. A skilled and empowered workforce 2. An inclusive work environment 3. Giving back to society 								
6 Performance of the entity against the specific commitments, goals and targets along- with reasons in case the same are not met.	<p>In FY2024-25, we advanced our commitment to building a more inclusive and responsible enterprise. This included a >25% year-on-year increase in women representation, a CSR investment of INR 24.25 million towards meaningful community development; and the continued direct sourcing of our input materials from MSMEs and small producers, reinforcing our support for equitable and resilient supply chains.</p>								
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)	<p>At SIS Limited, our guiding philosophy, "Take care of your people, and they will take care of your business" is deeply intertwined with our commitment to sustainability and ethical business practices. Our operations are firmly anchored in the values of Trust, People Focus, and Service Spirit, which shape every aspect of our decision-making and corporate culture.</p> <p>We take pride in having enabled meaningful employment opportunities for countless individuals across the country. Through our in-house training institutes, we not only facilitate job creation but also empower individuals with the skills and knowledge needed to thrive in their roles. These efforts contribute to building resilient livelihoods and help prepare a stronger, more capable workforce for the future.</p> <p>Our welfare programs and skill development initiatives are key instruments in driving this mission forward. By investing in people today, we are laying the foundation for a more inclusive, sustainable, and empowered tomorrow.</p>								
8 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Name: Board of Directors E-mail Id: shareholders@sisindia.com Telephone No. 011- 4646 4444</p>								
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.	<p>No. While the Company does not currently have a dedicated committee exclusively for sustainability-related matters, these issues are actively addressed at the senior management level. The Group Management Committee is responsible for deliberating and making decisions on key sustainability and ESG-related initiatives as part of their broader strategic responsibilities.</p> <p>In addition, the Board of Directors retains overall responsibility for providing oversight and guidance on the Company's Sustainability and ESG strategy, ensuring alignment with long-term business goals and stakeholder expectations.</p>								



Principle wise policies:

S. No	Policy Name	Corresponding BRSR Principle
1.	Vigil Mechanism and Whistleblower Policy	Principle 1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.
2.	Policy on Succession Planning	
3.	Policy on Conflict of Interest	
4.	Rights of Shareholders and Debenture holders	
5.	Policy for Dealing with Related Party Transactions	
6.	Code of Conduct for SIS Employee	
7.	Code of Conduct for Board of Directors and Senior Management Personnel	
8.	Code of Fair Disclosure	
9.	SIS Business Ethics Policy	
10.	Dividend Distribution Policy	
11.	Policy for Determining 'Material' Subsidiaries	
12.	SIS Business Ethics Policy	Principle 2: Businesses should provide goods and services in a manner that is sustainable and safe
13.	Grievance Redressal Policy	Principle 3: Businesses should respect and promote the well-being of all employees, including those in their value chains
14.	SIS Business Ethics Policy	
15.	Code of Conduct for SIS Employee	
16.	Stakeholder Relationship Policy	Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders
17.	Code of Conduct for SIS Employee	
18.	Rights of Shareholders and Debenture holders	
19.	SIS Business Ethics Policy	Principle 5: Businesses should respect and promote human rights
20.	Prevention of Sexual Harassment (POSH) Policy	
21.	Corporate Social Responsibility Policy	Principle 8: Businesses should promote inclusive growth and equitable development
22.	Information, Data and Cybersecurity Policy	Principle 9: Businesses should engage with and provide value to their consumers in a responsible manner

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	Y	Y	Y	Y	Y	N	N	Y	Y	The policies are reviewed annually, wherever applicable.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	A Compliance Certificate covering applicable laws is presented to the Board of Directors during every quarterly meeting. The Company ensures full adherence to all relevant legal requirements.									All the policies have been developed in consultation with the Management of the Company and are approved by the Board of Directors. They are in compliance with respective applicable regulations.								
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.	P1	P2	P3	P4	P5	P6	P7	P8	P9	No. All company policies are reviewed and assessed internally on a need basis to ensure their continued relevance and effectiveness. In addition, the Company's processes are periodically subjected to internal evaluations and independent audits to maintain compliance.								

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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)	-	-	-	-	-	-	-	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	-	-	-
Any other reason (please specify)	-	-	-	-	-	We are baselining our environmental performance by reviewing current systems to minimise our impact. This includes institutionalising our practices through policies and processes focused on reducing our carbon footprint.	Our senior management participates in various forums to contribute to policy development in collaboration with relevant stakeholders.	-	-

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 categorised 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 INDICATOR****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	4	Business Updates, Strategy, Update on Risk Management Framework, Update on Cyber Security and Business Continuity Plan, Policies and Procedures, Governance and Key Regulatory developments.	90.91%
Key Managerial Personnel	4		100.00%
Employees other than BoD and KMPs Workers	92,964	Our training programs are thoughtfully structured around key themes to build a capable, ethical, and resilient workforce. These include professional and skill development (e.g., soft skills, performance management, job-specific training), compliance and regulatory awareness (covering PoSH, ISO standards, ethics, and human rights), health, safety, and crisis preparedness (such as first aid, fire safety, disaster response), and people and workplace management (including communication, team leadership, conflict resolution, and stress management). This thematic approach ensures alignment with the NGRBC principles while fostering a culture of responsibility, inclusivity, and continuous growth.	100.00%



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

Monetary					
	NGRBC Principle	Name of the regulatory / enforcement/ agencies/ judicial institutions	Amount (In ₹)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/Fine	Nil	Nil	Nil	Nil	Nil
Settlement	Nil	Nil	Nil	Nil	Nil
Compounding fee	Nil	Nil	Nil	Nil	Nil
Non-Monetary					
	NGRBC Principle	Name of the regulatory / enforcement/ agencies / judicial institutions	Brief of the case		Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil		Nil
Punishment	Nil	Nil	Nil		Nil

3. **Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Case Details	Name of the regulatory/ enforcement/ agencies/ judicial institutions
Not applicable	

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

Yes.

The Company and its subsidiaries maintain a zero-tolerance policy towards unethical business conduct, including bribery, corruption, and unfair competition. This commitment is reinforced through the [Business Ethics Policy](#), which strictly prohibits any form of bribery whether offering, accepting, soliciting, or facilitating illicit payments, gifts, or kickbacks in dealings with government officials, business partners, customers, or any other entities. Key Provisions of the Policy include:

1. Anti-Bribery & Corruption Measures

- Employees and their relatives are prohibited from giving or receiving bribes in any form whether they are gifts, favours, or indirect benefits that could influence business decisions.
- All transactions must be conducted with transparency and integrity, free from undue influence or personal gain.

2. Fair Competition Compliance

- The Company does not engage in anti-competitive practices such as collusion, price-fixing, bid-rigging, or market manipulation, ensuring a level playing field for all stakeholders.

3. Employee Accountability

- Employees must sign a Declaration Form, affirming that they will not seek or accept personal benefits from business transactions conducted in their official capacity.
- Regular training and awareness programs reinforce adherence to ethical standards.

Business Responsibility & Sustainability Report (Contd.)

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

	F.Y. 2024-25	F.Y. 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2024-2025		FY 2023-2024	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	-	Nil	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	-	Nil	-

No complaints have been received in relation to issues of Conflict of Interest of the Directors and in relation to issues of Conflict of Interest of the KMPs during the reporting period.

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

Not applicable, as there were no reported instances of corruption or conflict of interest during the reporting period.

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

	F.Y. 2024-25	F.Y. 2023-24
Number of days of accounts payables [^]	248	134

[^]Please refer page 285 of the annual report for understanding the reason for variance as compared to last year.

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	F.Y. 2024-25	F.Y. 2023-24
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) [#]	16.94%	18.29%
	b. Sales (Sales to related parties / Total Sales)	1.07%	1.07%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.00%	0.00%
	d. Investments (Investments in related parties / Total Investments made)	96.56%	98.34%

[#]The definition of purchases has been aligned with the latest SEBI Guidance. Accordingly, the figures for the previous year have been restated.



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 value chain partners covered (by value of business done with such partners) under the awareness programmes
	None	

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 has established a [Conflict of Interest Policy](#) that is applicable to all employees, Board members, and external stakeholders including suppliers, vendors, consultants, and third-party partners engaged in business with the Company or its subsidiaries. The policy defines procedures for identifying, disclosing, and managing conflicts of interest, requiring stakeholders to promptly report any such cases whether during initial empanelment or ongoing engagements and also contains a non-exhaustive list of potential scenarios that could pose a conflict of interest. The Stakeholder Relationship Committee shall review this policy every year.

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.

	F.Y. 2024-25	F.Y. 2023-24	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Not Applicable
Capex	Nil	Nil	Not Applicable

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

No

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

No

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.

Not Applicable

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

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

LEADERSHIP INDICATORS

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
Not Applicable					

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

Name of Product / Service	Description of the risk / concern	Action Taken
Not Applicable		

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY 2024-2025	FY 2023-2024
Not Applicable		

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

Particular	F.Y. 2024-25			F.Y. 2023-24		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste	No.					
Other waste	(The Company is primarily engaged in the business of security services hence this is not applicable to the Company)					

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 (The Company is primarily engaged in the business of security services and so this is not applicable to the Company)	



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

ESSENTIAL INDICATORS

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

Category	% 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	25,917	25,917	100%	25,917	100%	-	-	-	-	-	-
Female	1,318	1,318	100%	1,318	100%	1,318	100%	-	-	-	-
Total	27,235	27,235	100%	27,235	100%	1,318	4.84%	-	-	-	-
Other than Permanent Employees											
Male	115	115	100%	115	100%	-	-	-	-	-	-
Female	7	7	100%	7	100%	7	100%	-	-	-	-
Total	122	122	100%	122	100%	7	5.74%	-	-	-	-

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

Category	% of workers 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 Workers											
Male	1,51,826	1,51,826	100%	1,51,826	100%	-	-	-	-	-	-
Female	13,622	13,622	100%	13,622	100%	13,622	100%	-	-	-	-
Total	1,65,448	1,65,448	100%	1,65,448	100%	13,622	8.25%	-	-	-	-
Other than Permanent Workers											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

	F.Y. 2024-25	F.Y. 2023-24
Cost incurred on well-being measures as a % of total revenue of the company	0.28%	0.28%

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

Benefits	F.Y. 2024-25			F.Y. 2023-24		
	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%	100%	Yes (EPFO)	100%	100%	Yes (EPFO)
Gratuity*	100%	100%	Yes (LIC)	100%	100%	Yes (LIC)
ESI	100%	100%	Yes (ESI)	100%	100%	Yes (ESI)
Others – Mediclaim	100%	100%	Yes	100%	100%	Yes

*Gratuity plan is partly funded plan, and the Company makes contributions to a fund as and when required.

Business Responsibility & Sustainability Report (Contd.)

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.

SIS Limited currently operates from office spaces managed by third parties. The Company recognises the importance of an inclusive workplace and as a part of its ongoing commitment to accessibility, SIS envisions to implement measures that ensure its future workspaces are accommodating for differently abled employees and workers.

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.

No.

SIS upholds ethical business practices through its Business Ethics Policy, which emphasises fair employment opportunities and strictly prohibits all forms of discrimination. Employment decisions are made solely based on merit and organisational needs. The Company ensures equal opportunities for professional growth, with career advancement determined exclusively by an employee's performance, skills, and potential. A transparent, performance-based system enables employees to develop their capabilities and advance their careers within the organisation.

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

Gender	Permanent employees		Permanent workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	Not applicable	Not applicable	Not applicable	Not applicable
Female	100%	100%	66%	75%
Total	100%	100%	66%	75%

*Company provides various opportunities to its workers returning from their maternity leaves. Also, for the purpose of the above calculations, Company has also factored in extended leaves taken by workers while framing these opportunities.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	<p>The Company is dedicated to fostering a safe, supportive, and positive work environment. To address any concerns, workers can utilise the grievance mechanism available at the branch level, ensuring their issues are heard and resolved effectively.</p> <p>Additionally, workers are encouraged to discuss grievances with their managers, business leaders, or HR managers, providing a transparent and approachable communication channel. Workers can access the grievance helpdesk available on our internal HR applications like MySIS, & iOps. Recently, we have rolled out ERC 3.0 version which is a voice-bot based Grievance Redressal System called "GMD-Se-Bolo" to enable workers to share their concerns at the highest level. The pilot project on voice-bot is designed to streamline the process of addressing and resolving grievances through an automated conversational interface to optimise user satisfaction as part of our efforts to streamline organisational grievance management processes.</p>
Other than Permanent Workers	Not Applicable
Permanent Employees	<p>The Company is dedicated to fostering a safe, supportive, and positive work environment. To address any concerns, employees can utilise the grievance mechanism available at the branch level, ensuring their issues are heard and resolved effectively. Additionally, employees are encouraged to discuss grievances with their managers, business leaders, or HR managers, providing a transparent and approachable communication channel. Employees can access the grievance helpdesk available on our internal HR applications like MySISHR. Apart from the above, HRD Team conducts periodic surveys to understand employee work environment related feedback. Recently, we have rolled out ERC 3.0 version which is a voice-bot based Grievance Redressal System called "GMD-Se-Bolo" to enable employees to share their concerns at the highest level. The pilot project on voice-bot is designed to streamline the process of addressing and resolving grievances through an automated conversational interface, to optimise user satisfaction as part of our efforts to streamline organisational grievance management processes.</p>
Other than Permanent Employees	



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

Category	F.Y. 2024-25			F.Y. 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union	% Covered (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union	% Covered (D / C)
Total Permanent Employees						
• Male						
• Female						
Total Permanent Workers						
• Male						
• Female						

Employees and workers are not part of any representative union or association.

8. Details of training given to employees and workers:

Category	F.Y. 2024-25					F.Y. 2023-24				
	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	26,032	26,032	100%	26,032	100%	2,139	2,139	100%	2,139	100%
Female	1,325	1,325	100%	1,325	100%	107	107	100%	107	100%
Total	27,357	27,357	100%	27,357	100%	2,246	2,246	100%	2,246	100%
Workers										
Male	1,51,826	1,51,826	100%	1,51,826	100%	1,49,889	1,49,889	100%	1,49,889	100%
Female	13,622	13,622	100%	13,622	100%	11,609	11,609	100%	11,609	100%
Total	1,65,448	1,65,448	100%	1,65,448	100%	1,61,498	1,61,498	100%	1,61,498	100%

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

Category	F.Y. 2024-25			F.Y. 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	26,032	26,032	100%	2,139	2,139	100%
Female	1,325	1,325	100%	107	107	100%
Total	27,357	27,357	100%	2,246	2,246	100%
Workers						
Male	1,51,826	1,51,826	100%	1,49,889	1,49,889	100%
Female	13,622	13,622	100%	11,609	11,609	100%
Total	1,65,448	1,65,448	100%	1,61,498	1,61,498	100%

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 such system?

Yes, SIS Limited is committed to maintaining a safe, healthy, and compliant work environment through a comprehensive Environment, Health, and Safety (EHS) Management System. Aligned with ISO 45001:2018 and integrated under our broader Integrated Management System (IMS), this framework spans across all operational, administrative, and service areas of the organization. SIS has conducted awareness training for expedited implementation in its regional and branch offices as well as relevant client units.

Business Responsibility & Sustainability Report (Contd.)

Our EHS framework is built on documented procedures and controls that facilitate systematic hazard identification, risk mitigation, legal compliance, and stakeholder engagement. Key procedures include:

- Legal & Other Requirements
- Hazardous Management
- EHS Operational Control
- Consultation and Participation
- Work Permit System
- Emergency Preparedness & Response
- Health Check-up
- Incident Management
- Internal & External Communication

Supporting tools and documentation include:

- Legal Register and Compliance Evaluation Records
- Health Matrix, Mandatory PPE Lists, and First Aider Lists
- Work Permits (General, Hot Work, Electrical, Height/Cold Work)
- Incident & Near Miss Reporting Tools
- Emergency Preparedness Team Lists and Safety Committee MOMs
- Mock Drill Plans & Reports, Chemical Consumption Logs
- Hazardous Waste Monitoring and Visitor Activity HIRA
- Energy and Resource Consumption Logs (Water, Electricity, Diesel, Paper)
- OSHA Committee Meetings and Employee Suggestion Box

SIS fosters a safety-first culture and fully complies with applicable workplace safety laws and regulations. We believe that a secure and positive work environment enables employees to perform at their best and meaningfully contribute to the Company's success.

All employees are expected to uphold this commitment by:

- Adhering to relevant laws, regulations, and Company policies
- Participating in mandatory safety training for relevant tasks
- Using appropriate personal protective equipment (PPE)
- Promptly reporting unsafe or hazardous conditions
- Refraining from duty under the influence of alcohol, drugs, or other substances

Through this integrated and preventive approach, SIS reinforces its commitment to ensuring a safe and healthy workplace for all.

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

At SIS Limited, hazard identification and risk assessment are integral to our safety management system and are carried out routinely to ensure a proactive approach to workplace safety. The Operations team leads the effort in continuously monitoring and identifying potential work-related hazards at client sites, while the HR team supports these initiatives by aligning safety practices with broader employee well-being goals. We follow a structured HIRA (Hazard Identification and Risk Assessment) system across all operational activities, covering both routine and non-routine tasks such as AC maintenance, electric panels, UPS, loading/unloading, hazardous waste handling, housekeeping, canteen operations, visitor activities, and chemical usage.



Each activity undergoes risk assessment using pre-approved checklists and is mapped under our control plans such as:

- DG Set, Ladder, Electrical Panel, Vacuum Cleaner, Housekeeping
- Waste Management (E-waste, Battery waste, Hazardous waste)
- Work Permit System and PPE Usage Protocols

These assessments are reviewed periodically, and controls are updated based on mock drills, incident/near-miss reports, or external audits. A dedicated EHS team monitors implementation and compliance.

To strengthen this process, the Company actively engages with key internal and external stakeholders to review operational procedures, identify safety-related gaps, and recommend effective control measures. These collaborative assessments lead to the development of detailed action plans with clearly defined responsibilities, timelines, and implementation strategies to mitigate risks and enhance workplace safety.

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

Yes. SIS has established a multi-level hazard reporting system that empowers workers to immediately report unsafe conditions and disengage from high-risk environments. Workers can report hazards through:

- Direct supervisors, safety officers, and site managers
- Branch and Regional Heads
- Suggestion Box (monitored weekly)
- Formal Incident/Near Miss Report formats

This is reinforced by regular training and internal communication records that educate staff on their rights and safety protocols.

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

Yes, at SIS, our core value of "People Focus" is reflected in our commitment to the holistic well-being of our employees through a combination of preventive, curative, and post-employment health services. We believe that a healthy workforce is our most valuable asset, and we continue to invest in initiatives that promote physical and mental wellness across all levels of the organisation.

- SIS has partnered with Practo to implement a Corporate Wellness Program that offers employees and their families access to medical consultations, diagnostics, and other health services across India.
- Group Medclaim Insurance is provided to non-billing office staff and eligible security personnel, ensuring affordable healthcare coverage for them and their dependent family members.
- Post-retirement, non-billing employees can continue to access Medclaim benefits by paying the applicable premium at company-negotiated rates.
- All eligible frontline workers are enrolled under the Employee State Insurance Corporation (ESIC) scheme, which provides comprehensive medical and social security benefits.
- Over 2,200 employees have received annual health checkups customised according to their age and risk profile to detect early health risks.
- A specialised health campaign was conducted for 350+ commercial drivers, focusing on general health, ophthalmic screening, and testing for alcohol and nicotine usage to ensure their fitness for duty.

Through these targeted measures, SIS continues to foster a culture of care, ensuring the health, safety, and long-term well-being of its workforce.

Business Responsibility & Sustainability Report (Contd.)

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

Safety Incident/Number	Category*	F.Y. 2024-25	F.Y. 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)^	Employees	Nil	Nil
	Workers	0.03	0.04
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	12	16
No. of fatalities	Employees	Nil	Nil
	Workers	4	5
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	1

*Including the contract workforce

^LTIFR has been calculated based on the number of incidents as per the SEBI guidance note.

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

To maintain a safe and compliant work environment, SIS implements:

- Regular risk assessments using HIRA and operational checklists
- Fire safety measures including extinguishers, mock drills, evacuation plans
- Preventive maintenance of key equipment (UPS, A/C, Electrical Panels)
- First-aid readiness, CCTV monitoring, safety committee monitoring
- Training in emergency response, PPE use, chemical handling, etc.
- Safety Committee and Emergency Response Team across locations
- Annual safety training for employees and vendors.

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

	F.Y. 2024-25			F.Y. 2023-24		
	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	Nil	Nil	Nil	Nil
Health & Safety	Nil	Nil	Nil	Nil	Nil	Nil

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	Nil
Working Conditions	Nil

15. To 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.

SIS maintains a proactive corrective action system using:

- Incident and Near Miss Report formats
- Root Cause Analysis
- Action tracking through safety committee review
- Mock drill feedback and scenario-based updates in the Emergency Preparedness and Response (EPR) Plan



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, SIS extends insurance package in the event of death to both employees as well as workers.

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

Nil.

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:

	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	
	F.Y. 2024-25	F.Y. 2023-24	F.Y. 2024-25	F.Y. 2023-24
Employees	Nil	Nil	Nil	Nil
Workers	4	6	Nil	6

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)

Yes.

Post superannuation of an employee, to keep them engaged and allow them to transition smoothly into a new innings, the Company provides different opportunities based on needs, interest, skillset, competency and medical and physical fitness of the individual. Some measures include:

- Continued medical insurance coverage for employee & their family members post superannuation.
- Based on need of engagement, skill & competency of the individual, they are provided further engagements with reduced working hours & additional training in a different role, such as the option to continue as consultants.
- Given the individual's prior experience, they are assigned a stationary role, such as a site-based position, rather than a role that requires mobility.

This helps to provide engagement to those who need it based on their skill & competency while keeping them and their families financially secure.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Applicable*
Working Conditions	

*SIS obtains annual confirmations of ESG compliance from some of its value chain partners.

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

Business Responsibility & Sustainability Report (Contd.)

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

ESSENTIAL INDICATORS

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

At SIS, we recognise that effective stakeholder engagement is essential for building trust, fostering meaningful partnerships, and creating long-term value. To ensure a structured and strategic approach, the Company has implemented a Stakeholder Relationship Policy that outlines the framework for identifying, engaging with, and managing relationships with stakeholders.

This policy governs our stakeholder engagement process, which includes four key components: stakeholder identification, consultation, communication, and reporting. The frequency and method of engagement vary depending on the stakeholder group and the nature of the relationship.

For optimal resource allocation and meaningful engagement, SIS evaluates and prioritises stakeholders based on the following criteria:

- Their specific interests in the Company's activities
- Their level of influence over business outcomes
- Their willingness to engage with the Company
- Their expectations from the engagement
- The potential value derived from the relationship, both for the stakeholder and the Company

Key stakeholder groups identified by SIS include:

- Shareholders and investors
- Employees
- Suppliers and vendors
- Central and state governments
- Regulatory authorities
- Customers and clients
- Local communities and civic bodies

Understanding and addressing the expectations of these stakeholders is a critical component of our ESG and sustainability strategy. As SIS continues to expand its impact, proactive and inclusive stakeholder engagement will remain central to our decision-making and long-term growth.



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 & Marginalised 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
Government and regulatory authorities	No	Emails, one-on-one meetings, conference calls, video conferencing, official website	As required (need-based)	Engagements are conducted to ensure compliance with applicable regulations, maintain transparency, and address statutory matters.
NGOs and local community	Yes	Field visits and community meetings, emails and official social media handles	As required (need-based)	Engagements aim to promote inclusive growth and equitable development through CSR initiatives. Discussions typically focus on social welfare, community well-being, and the effective implementation and monitoring of CSR activities.
Employees	No	Direct, email, town halls, team meetings, intranet portal, official social media handles, annual performance reviews	Ongoing and need based	Engagements are aimed at keeping employees informed about organisational initiatives, policies, learning and development opportunities, performance reviews, career growth, company SOPs, and key milestones.
Customers	No	Emails, official social media handles, branch assistance, website, advertisements, newspaper and other digital platforms, customer helplines and toll-free numbers, customer satisfaction surveys, scheduled meetings with various levels of management	As required (need-based)	Engagements focus on providing end-to-end customer service, addressing queries and grievances, and improving satisfaction through regular feedback and interaction across all customer touchpoints.
Suppliers	No	Physical and digital including in-person meetings, emails, performance discussions, trainings, company policy/ process communication, periodical meets / conferences, etc.	As required (need-based)	Interactions are focused on resolving queries, assessing performance, sharing policies, and conducting recognition and engagement programs to strengthen supplier relationships.
Institutional Investors	No	Website, meetings, emails, Annual Reports, Investor presentations, Stock exchanges, newspaper, etc.	Ongoing and need based	Engagements aim to share timely and relevant information and gain insights into investor perspectives on company performance, strategy, governance, and long-term value creation.
Shareholders	No	Website, meetings, emails, Annual Reports, Investor presentations, Stock exchanges, newspaper, etc.	Ongoing and need based	Communication focuses on business and operational performance, shareholder meetings, election of board members, and other governance-related matters.
Media	No	Newspaper, advertisement, email, annual reports, website, transcripts, conferences and other meetings	As required (need-based)	Engagements aim to ensure accurate and timely dissemination of company developments and public announcements, thereby maintaining transparency and reputation.

Business Responsibility & Sustainability Report (Contd.)

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.

SIS recognises that meaningful engagement with stakeholders is a vital part of its business operations. It is committed to maintaining regular and effective communication with its key stakeholders to strengthen transparency around its performance and strategic direction. This engagement helps the Company better understand stakeholder expectations, manage risks proactively, and resolve potential conflicts early.

The stakeholder engagement process includes identifying key stakeholders, conducting consultations, reporting outcomes, and maintaining open lines of communication. The method and frequency of engagement are tailored to each stakeholder group, with relevant departments responsible for engaging with their respective stakeholders as needed on an ongoing basis. SIS has also drafted a Stakeholder Relationship Policy: <https://sisindia.com/wp-content/uploads/2023/02/Stakeholder-Relationship-Policy.pdf>

The Stakeholders' Relationship Committee plays a crucial role in managing concerns related to security holders and investors. Its responsibilities include addressing grievances such as non-receipt of share certificates, delays or refusals in share and debenture transfers or transmissions, and issues with dividend payments and annual reports. The Committee also oversees the processes of dematerialisation and rematerialisation of shares, issuance of duplicate or consolidated certificates, and ensures compliance with applicable regulations concerning securities.

Additionally, the Committee monitors the performance of the Company's registrars and transfer agents, recommending improvements to enhance investor services. It is also tasked with developing and overseeing a structured framework for investor communication and engagement, ensuring that stakeholders' concerns are identified, prioritised, and addressed in a transparent and timely manner. Periodic reviews are conducted to assess and improve the effectiveness of this framework.

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.

At SIS, we believe that ongoing engagement with stakeholders is key to aligning expectations and enhancing our ability to serve them effectively. Regular interactions enable the Company to stay informed about evolving Environmental, Social, and Governance (ESG) priorities, assess their potential impact, and align them with SIS's long-term aspirations.

To support our internal stakeholders, particularly employees, SIS has established several initiatives aimed at promoting well-being and development. Through the SEWA Trust, the Company offers financial assistance to employees during times of personal or family crisis, reinforcing our commitment to employee welfare.

In addition, SIS has partnered with the Indian Public School, a premier residential school in Dehradun, to offer scholarships to meritorious children of SIS employees, providing them with access to quality education and supporting the aspirations of their families.

Employee feedback plays a critical role in our continuous improvement process. Insights gathered from employee engagement surveys are used to design targeted training and development programs that facilitate skill enhancement and career growth across the organisation.

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

SIS remains deeply committed to supporting its vulnerable frontline and non-billable workforce, recognising the critical role they play in the organisation's success. We are conscious of the widespread impact we have on millions of families who depend on the livelihoods we create and sustain each year.

In alignment with this responsibility, SIS has partnered with Entitled, a Fintech company, to provide short-term financial assistance in the form of accessible loans to employees in need. Additionally, through the SEWA Trust, SIS extends Death Support SEWA benefits to the nominees of deceased employees. The support is offered in three tiers—₹ 1.5 lakhs, ₹ 2.5 lakhs, and ₹ 3.5 lakhs—based on the employee's tenure with the Company.



To ensure meaningful and lasting engagement with the communities and environment in which we operate, SIS has established clear guidelines for sustainable development. These guidelines are designed to assess both the immediate and long-term social and environmental impacts of our operations, helping us contribute positively to society.

Through our Corporate Social Responsibility (CSR) programs, we have launched numerous initiatives aimed at uplifting underprivileged sections of society. These programs focus on serving the impoverished, disadvantaged, differently-abled, and other marginalised groups, with a strong emphasis on inclusive development. Each program includes defined initiatives, implementation modalities, and monitoring mechanisms to ensure accountability and measurable outcomes.

PRINCIPLE 5: Businesses should respect and promote human rights.

ESSENTIAL INDICATORS

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

Category	F.Y. 2024-25			F.Y. 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	27,235	27,235	100%	2,142	2,142	100%
Other than permanent	122	122	100%	104	104	100%
Total	27,357	27,357	100%	2,246	2,246	100%
Workers						
Permanent	1,65,448	1,65,448	100%	1,61,498	1,61,498	100%
Other than permanent	-	-	0%	-	-	0%
Total	1,65,448	1,65,448	100%	1,61,498	1,61,498	100%

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

Category	F.Y. 2024-25					F.Y. 2023-24				
	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	27,235	-	0%	27,235	100%	2,142	-	0%	2,142	100%
Male	25,917	-	0%	25,917	100%	2,041	-	0%	2,041	100%
Female	1,318	-	0%	1,318	100%	101	-	0%	101	100%
Other than permanent	122	-	0%	122	100%	104	-	0%	104	100%
Male	115	-	0%	115	100%	98	-	0%	98	100%
Female	7	-	0%	7	100%	6	-	0%	6	100%
Workers										
Permanent	1,65,448	1,65,448	100%	-	0%	1,61,498	1,61,498	100%	-	0%
Male	1,51,826	1,51,826	100%	-	0%	1,49,889	1,49,889	100%	-	0%
Female	13,622	13,622	100%	-	0%	11,609	11,609	100%	-	0%
Other than permanent	-	-	0%	-	0%	-	-	0%	-	0%
Male	-	-	0%	-	0%	-	-	0%	-	0%
Female	-	-	0%	-	0%	-	-	0%	-	0%

Business Responsibility & Sustainability Report (Contd.)

3. Details of remuneration/salary/wages**a. Median remuneration / wages:**

	Male		Female	
	Number	Median remuneration/ salary / wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	8	43,95,440	3	14,56,370
Key Managerial Personnel	1	89,70,233	1	52,75,515
Employees other than BoD and KMP	26,031	3,52,329	1,324	3,47,089
Workers	1,51,826	2,64,520	13,622	2,52,309

*Includes Independent Directors.

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

	F.Y. 2024-25	F.Y. 2023-24
Gross wages paid to females as % of total wages	6.68%	6.43%

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. SIS has established a comprehensive and multi-layered Grievance Redressal system known as Employee Relationship Cell (ERC), which serves as the primary focal point for addressing human rights and workplace concerns. This mechanism is designed to ensure all employee issues are heard, acknowledged, and resolved effectively. This is complimented by our POSH Committee, HR Team, and Safety Committee members who coordinate to promote human rights awareness, foster a positive and fair work environment, manage grievances, and uphold ethical labour practices. Proactive Feedback through periodic employee surveys and Innovative Solutions such as ERC 3.0: "GMD-Se-Bolo", a voice-bot, which enables employees to share their concerns at the highest level with prompt response, making it an effective & robust system.

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

SIS maintains a strict zero-tolerance policy towards all forms of child labour, forced labour, modern slavery, and abuse whether physical, sexual, psychological, or verbal. The Company is firmly committed to upholding human rights and fostering a safe, respectful, and inclusive work environment across all levels of its operations.

In alignment with this commitment, SIS has implemented a comprehensive Policy on Prevention, Prohibition, and Redressal of Sexual Harassment at the Workplace, in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. This policy outlines clear procedures for reporting and addressing complaints to ensure a safe and equitable workplace for all employees.

To uphold transparency and ethical conduct, SIS provides multiple reporting channels for employees, customers, suppliers, and other stakeholders to raise concerns or report any suspected or actual violations of Company policies, the Code of Conduct, or applicable laws. All reported concerns are thoroughly reviewed, and appropriate action is taken in cases where violations are substantiated.

During the reporting period, no complaints were received related to child labour, forced labour, or involuntary labour, reaffirming the Company's commitment to ethical and compliant business practices.

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

	F.Y. 2024-25			F.Y. 2023-24		
	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	11	1	-	7	0	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour / Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	603	132	-	19,463	0	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-



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

	F.Y. 2024-25	F.Y. 2023-24
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	11	7
Complaints on POSH as a % of female employees / workers	0.07%	0.06%
Complaints on POSH upheld	6	5

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

SIS is committed to fostering a safe, respectful, and inclusive workplace for all employees. The Company maintains a strict policy of zero tolerance for any form of retaliation against individuals who raise concerns in good faith, whether related to misconduct, harassment, or violations of company policy. To ensure a workplace free from discrimination and sexual harassment, SIS has established an Internal Complaints Committee (ICC) in accordance with the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Committee is responsible for investigating complaints of sexual harassment and recommending appropriate actions based on its findings.

In addition, SIS has put in place a grievance redressal mechanism at the branch level to facilitate the registration and resolution of employee concerns. The Company is committed to maintaining strict confidentiality of all complaints and protecting the identity and dignity of those who come forward.

If an employee feels uncomfortable reporting an issue through the standard process, or if a previously raised concern is not adequately addressed, they are encouraged to escalate the matter directly to senior management. This multi-tiered approach ensures that all employees have a safe and accessible path to report issues without fear of retaliation.

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

No

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced / involuntary labour	
Sexual harassment	Nil*
Discrimination at workplace	
Wages	

*The Company is in compliance with the laws, as applicable

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.

Not Applicable.

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

Not Applicable

Business Responsibility & Sustainability Report (Contd.)

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.

SIS Limited currently operates from office spaces managed by third parties. The Company recognises the importance of an inclusive workplace and as part of its ongoing commitment to accessibility, SIS envisions to implement measure that ensure its future workspaces are fully compliant and accommodating for differently abled employees and workers.

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	
Discrimination at workplace	
Child Labour	Not Applicable
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.

Nil.

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	F.Y. 2024-25	F.Y. 2023-24
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	13,405.12 GJ	10,370.71 GJ
Total fuel consumption (E)	48,752.54 GJ	-
Energy consumption through other sources (F)	-	-
Total energy consumed from non renewable sources (D+E+F)	-	-
Total energy consumed (A+B+C+D+E+F)	62,157.66 GJ	10,370.71 GJ
Energy intensity per rupee of turnover (GJ/₹ in Crores)	12.61	2.283
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (GJ / ₹ in Crore PPP)	260.43[#]	52.250 [#]
Energy intensity in terms of physical output (GJ/total full-time employees*)	0.32	0.063

*Energy intensity in terms of physical output has been calculated based on employees and workers as on March 31, 2025.

[#]The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund for India which is 20.66. For FY 23-24, PPP conversion factor published for the year 2022 by World Bank for India which is 22.88 was considered.

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. 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.

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

Parameter	F.Y. 2024-25	F.Y. 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	
(ii) Groundwater	-	
(iii) Third party water [^]	3,22,326.22	
(iv) Seawater / desalinated water	-	
(v) Others	-	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	3,22,326.22	
Total volume of water consumption (in kilolitres)	1,79,070.13	
Water intensity per rupee of turnover (kilolitres / ₹ in crores)	36.31	
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (kilolitres / ₹ Crore PPP)[#]	750.27	
Water intensity in terms of physical output (kilolitres / total permanent employees)[*]	6.58	

Not Applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same).

[^]Water withdrawal recorded under the third party is estimated using the latest SEBI circular and Central Ground Water Authority (CGWA) guidance which specifies estimated consumptions to be 45 Litres per head per working day for offices and based on the number of employees as on March 31, 2025. Based on the Central Ground Water Authority (CGWA) 2016 document, "Estimation of water requirement for drinking and domestic use" - water consumption of offices for domestic usage is 25 and flushing usage is 20 liters per head per day. Hence the total water consumption has been calculated by multiplying the number of employees by the stipulated 25 litres per head per working day.

^{*}Water intensity in terms of physical output has been calculated based on permanent employees as on March 31, 2025.

[#]The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund for India which is 20.66. For FY 23-24, PPP conversion factor published for the year 2022 by World Bank for India which is 22.88 was considered.

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.

4. Provide the following details related to water discharged:

Parameter	F.Y. 2024-25	F.Y. 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment	-	
- With treatment – please specify level of treatment	-	
(ii) To Groundwater		
- No treatment	-	
- With treatment – please specify level of treatment	-	
(iii) To Seawater		
- No treatment	-	
- With treatment – please specify level of treatment	-	
(iv) Sent to third-parties		
- No treatment	-	
- With treatment – please specify level of treatment	-	
(v) Others		
- No treatment	1,43,256.1	
- With treatment – please specify level of treatment	-	
Total water discharged (in kilolitres)	1,43,256.1	

Not applicable (The Company has small offices which are part of large commercial spaces and so not feasible to measure the same)

Business Responsibility & Sustainability Report (Contd.)

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.

Not Applicable

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

Parameter	Please specify the unit	F.Y. 2024-25	F.Y. 2023-24
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			

Based on our evaluation, vehicular air emissions are not significant. Nevertheless, SIS remains fully committed to complying with all applicable laws and regulations governing vehicular emission testing.

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, in the following format:

Parameter	Unit	F.Y. 2024-25	F.Y. 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	3,923.46	-
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	2,707.1	2,062.62
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	MTCO ₂ e / ₹ in crores	1.34	0.454
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	MTCO ₂ e / ₹ in crore PPP#	27.78	10.392
Total Scope 1 and Scope 2 emission intensity in terms of physical output	MTCO ₂ e / total number of full-time employees*	0.03	0.013

*Emissions intensity in terms of physical output has been calculated based on employees and workers as on March 31, 2025.

#The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund for India which is 20.66. For FY 23-24, PPP conversion factor published for the year 2022 by World Bank for India which is 22.88 was considered.

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.

To reduce emissions and enhance energy efficiency, the Company has launched several key initiatives:

Adoption of CNG Vehicles: In select areas, the Company has introduced compressed natural gas (CNG) vehicles for routine operations, helping to lower the carbon footprint of daily transport activities.



Upgrading the Vehicle Fleet: The Company is transitioning its fleet to comply with the latest Bharat Stage VI (BSVI) emission standards. A significant portion of the existing fleet is being upgraded accordingly. In parallel, electric cash vehicles (ECVs) are being introduced to further improve fuel efficiency. To monitor and manage performance, each commercial vehicle (CV) is assigned a specific fuel efficiency target (kilometres per litre), determined by its age, condition, and operating terrain.

Energy Conservation Measures: The Company is replacing conventional lighting with LED alternatives, wherever feasible, to reduce energy consumption. Furthermore, energy-efficient equipment such as 5-star-rated air conditioners and laptops is being procured as part of its commitment to sustainable operations.

GHG Inventory: In 2024, SIS began collating data to calculate its Scope 1, Scope 2 and Scope 3 emissions and has disclosed the same under Principle 6.

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

Parameter	F.Y. 2024-25	F.Y. 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	1.12	0.50
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated - paper waste and uniforms (H)	29.252	-
Total (A + B + C + D + E + F + G + H)	30.372	0.50
Waste intensity per rupee of turnover (MT / ₹ in crores)	0.006	0.11
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (MT / ₹ in Crore PPP)*	0.127	2.52
Waste intensity in terms of physical output (MT / total full-time employees)*	0.0002	0.003
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	1.12	0.49
(ii) Re-used	-	0.01
(iii) Other recovery operations	-	-
Total	1.12	0.50
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	29.252 [^]	-
Total	29.252	-

*Waste intensity in terms of physical output has been calculated based on employees and workers as on March 31, 2025.

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2025 by International Monetary Fund for India which is 20.66. For FY 23-24, PPP conversion factor published for the year 2022 by World Bank for India which is 22.88 was considered.

[^]SIS has agreements with third party vendors for waste management.

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.

Business Responsibility & Sustainability Report (Contd.)

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

SIS Limited, being a security services company, does not manufacture physical products and therefore does not use any hazardous or toxic chemicals in any of its processes. As a good practice, we follow waste segregation methods at our offices based on directions of local municipal corporations and engage with certified e-waste handlers for disposal of e-waste.

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

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 (Our offices are situated at common business locations. We do not have offices around the specified sensitive areas hence such type of clearances is not required)

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
Not applicable (We are not required to undertake any impact assessment of projects since we do not engage in projects to which these regulations apply)					

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

Sr. 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
Yes, the Company is fully compliant with the applicable environmental law / regulations / guidelines in the places where we operate, to the extent to which they apply to the Company.				

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

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 & its intensity, in the following format:

Parameter	Unit	F.Y. 2024-25	F.Y. 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available) [#]	MTCO ₂ e	7,909.99	-
Total Scope 3 emissions per rupee of turnover	MTCO ₂ e / ₹ in crores	1.60	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	MTCO ₂ e / total number of full-time employees*	0.04	-

[#]SIS has initiated the tracking and calculation of its Scope 3 emissions. Accordingly, SIS has identified and disclosed a few relevant Scope 3 categories in alignment with the GHG Protocol.

*Scope 3 emissions intensity has been calculated based on employees and workers as on March 31, 2025.

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 & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

Not applicable.

We operate only from small offices which are part of large commercial spaces. We believe there is no direct or indirect impact on biodiversity.

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

S. No.	Initiative Undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Not Applicable			

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

SIS has implemented a comprehensive Disaster Recovery Plan (DRP) as an integral component of its Information, Data, and Cyber Security Policy. This policy outlines the baseline requirements for data backup procedures, covering both critical and non-critical data, and sets the framework for developing and executing a robust disaster recovery strategy.

The Disaster Recovery Plan defines the protocols for restoring IT systems, applications, and data in the event of a disaster or significant disruption that may lead to major operational outages. The responsibility for implementing and maintaining the plan lies with the IT Management Team, ensuring swift and effective response and recovery measures.

In parallel, SIS is actively enhancing its Business Continuity Plan (BCP) to strengthen organisational resilience and maintain uninterrupted business operations and customer service during unforeseen events.

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.

Nil. The business model of the Company does not have adverse impact on the environment.

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

Nil. SIS, as a good practice ensures obtains annual confirmations of ESG compliances from some of its value chain partners.

Business Responsibility & Sustainability Report (Contd.)

8. How many green credits have been generated or procured.

S. No.	Particulars	Green Credit Generated	Green Credit Procured
1.	By SIS Limited		
2.	By the top ten (in terms of value of purchases and sales, respectively) value chain partners		None

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.**

Six

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	International Security Ligue	International
2	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	Indo Australian Chamber of Commerce	National
4	Confederation of Indian Industry (CII)	National
5	International Institute of Security and Safety Management	National
6	Bihar Industries Association	State

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.	

SIS does not engage in price collusion / any other competitive activities by forming alliances with other parties. Also, the Company did not receive any adverse orders related to anti-competitive conduct from regulatory authorities.

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available

Not Applicable

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, in the following format:

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

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

SIS is committed to positively impacting the local communities where we operate. Our activities do not have any negative effect on the immediate environment; instead, we aim to uplift lives through strategic initiatives. These include providing a safe and clean work environment, positively affecting millions of lives daily through our business units and supporting those in need through various promoter-led initiatives. Our efforts focus on promoting education, offering relief to the underprivileged, providing shelter, creating employment opportunities, advancing social welfare, improving health, supporting rural development, and preserving national heritage.

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

	F.Y. 2024-25	F.Y. 2023-24
Directly sourced from MSMEs / small producers*	17%	24%
Directly from within India	98%	98%

*SIS has revised its calculation methodology basis the updated SEBI Guidance. Consequently, the figures reported for FY 2023-24 have been restated to ensure consistency with the updated methodology applied in FY 2024-25.

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:

	F.Y. 2024-25	F.Y. 2023-24
Rural	5.96%	2.35%
Semi-urban	4.66%	7.05%
Urban	34.06%	34.06%
Metropolitan	55.32%	56.54%

(Place to be categorised based on with RBI classification system on rural / semi-urban / urban / metropolitan)

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 ₹)
Not Applicable			

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

No

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

None

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

None

Business Responsibility & Sustainability Report (Contd.)

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 marginalised groups
1	Promotion of art and culture in Madhya Pradesh	200	60.00%
2	Promotion of art and culture in Delhi and Uttar Pradesh	150	50.00%
3	Promotion of art and culture in Madhya Pradesh and Maharashtra	320	100.00%
4	Education promotion activities in Bihar	171	51.55%
5	Education promotion activities in Uttarakhand	691	30.00%
6	Education promotion activities in Districts of India are eligible	500	100.00%
7	Employment enhancing vocation skills and related activities in Madhya Pradesh	200	100.00%
8	Education promotion activities in Uttar Pradesh	75	100.00%
9	Provision of healthcare in Uttar Pradesh	250	100.00%
10	Provision of healthcare in Jharkhand	2,600	76.92%

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.**

- **Own Your Customer (OYC) Programme:** As part of SIS's commitment to enhancing customer relationships, we have implemented the Own Your Customer (OYC) programme, which assigns each significant client to a member of the senior leadership team. This includes Regional Heads, Executive Directors, Zonal Heads, the CEO, and the COO, with each leader overseeing 5–10 key customers. These leaders are responsible for regularly meeting with their assigned clients, gathering valuable feedback, and providing updates on actions taken in response to previous feedback. The OYC programme fosters personalised engagement, ensuring a proactive approach to customer satisfaction.
- **Customer Satisfaction (CSAT) Programme:** Each month, Branch Heads are tasked with engaging 10–15 of their most important clients through face-to-face meetings. The goal is to collect feedback on services provided, discuss client concerns, and provide updates on actions taken based on the previous month's input. This continuous feedback loop ensures that customer concerns are addressed promptly, helping build stronger, more trusting relationships.
- **Customer Half-Yearly Survey:** To further enhance our understanding of client needs and satisfaction, SIS conducts a Customer Half-Yearly Survey, where all major clients are sent an email with a link to a comprehensive survey. This survey seeks ratings and comments on various performance metrics. The responses are immediately reviewed by the Centralised Quality Control team, who analyze the data and share the findings with relevant stakeholders. This feedback informs decision-making and corrective actions. As of the most recent survey, SIS has received an impressive average rating of 8/10 from our clients.



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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	

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

	F.Y. 2024-25			F.Y. 2023-24		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	-	-	-	-

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

	Number	Reasons for recall
Voluntary recalls		
Forced recalls		Not Applicable

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

Yes.

SIS has formulated an Information, Data and Cybersecurity policy which provides guidelines relating to security and proprietary information, reasonable restrictions of access to data and protection of confidential data. The following policies are in place and will be updated as per business needs:

Information Security policy:

- Database security policy
- Data retention policy
- Software installation policy
- IT Asset Management Policy
- Technology equipment disposal policy
- Workstation security policy
- Wireless communication policy
- Mobile employee endpoint responsibility policy
- Outsourcing policy

Business Responsibility & Sustainability Report (Contd.)

Cyber Security policy:

- Server security policy
- Web/Mobile application security policy
- Clean desk policy
- Data breach response policy
- Disaster recovery policy
- Password protection policy
- Security response plan policy
- Remote access policy

The aforementioned policies are available on the Company intranet to all employees.

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.

Not Applicable

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

No such instance was reported

b. Percentage of data breaches involving personally identifiable information of customers

No such instance was reported

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).

All information regarding the solutions offered by SIS is readily available on the Company's website at www.sisindia.com. Additionally, the Company actively utilises various social media and digital platforms such as [LinkedIn](#), [YouTube](#) and [Instagram](#) to share updates and publicise information about its services.



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

SIS Limited provides a wide range of security services and solutions, including hardware such as CCTV cameras, security alarms, and more. To ensure that customers fully understand and can effectively use these products, the Company follows a comprehensive educational process:

- **Structured Product Demonstration:** After installation, we conduct a detailed product demonstration, highlighting the key features and functionalities of the security equipment.
- **Formal Handover and Follow-Up:** Following the demo, a formal handover of the security solution is conducted. We also perform follow-up calls to ensure customers are clear on the operation of the system and to address any questions or concerns they may have.
- **Ongoing Engagement and Feedback:** As part of our continuous engagement strategy, we regularly seek feedback from customers to assess their satisfaction and understanding of the security solutions provided.
- **Regular Updates:** To keep customers informed, we periodically share updated educational materials to ensure they are aware of any new features or improvements.

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

At SIS, we prioritise proactive communication with our customers. We regularly engage with them through various channels, including local branches, regional managers, electronic communication, and the Company's website. In situations where potential disruptions or discontinuations of our essential services may occur due to factors beyond our control, we promptly notify our customers and provide them with guidance.

To ensure continuous and uninterrupted operations, the Company regularly updates its Business Continuity Plan (BCP). This includes modelling various scenarios to safeguard against potential risks and maintain seamless business and customer services, regardless of unforeseen challenges.

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)

Not applicable. SIS offers a comprehensive range of security services and solutions, which include the provision of hardware such as cameras, sensors, and alarms. All information displayed on these products is fully compliant with the relevant local laws and regulations governing each product. There are no additional disclosure requirements applicable to these products.

In addition, SIS actively engages with customers through initiatives such as the Own Your Customer (OYC) Programme, Customer Satisfaction (CSAT) Programme, and regular Customer Surveys conducted both monthly and bi-annually. These programs focus on our key customers and provide us with valuable insights into their concerns and feedback. This continuous dialogue allows us to improve the quality of our services and solutions, ensuring we meet and exceed customer expectations.