

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1. Corporate Identity Number (CIN) of the Listed Entity **L74899DL1974GOI007227**
2. Name of the Listed Entity **RITES Limited**
3. Year of incorporation **1974**
4. Registered office address **SCOPE Minar, Laxmi Nagar, Delhi – 110092**
5. Corporate address **Shikhar, Plot No. 01, Sector-29, Gurugram-122001, Haryana**
6. E-mail **info@rites.com**
7. Telephone **+91 1242571666**
8. Website **www.rites.com**
9. Financial year for which reporting is being done **Financial Year 2022-23 (April 1, 2022 to March 31, 2023)**
10. Name of the Stock Exchange(s) where shares are listed **BSE Limited, National Stock Exchange of India Limited**
11. Paid-up Capital **₹240.30 Crore**
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report
Name: Mr. Stithapragyna Mohanty
Designation: Chief People Officer
Telephone Number: +91 124 2571666
E-mail id: cpo_rites@rites.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).
Standalone Basis

II. PRODUCTS/SERVICES

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Consultancy	Design, engineering consultancy , operation and maintenance of railway assets and project management for transport and infrastructure sector with focus on railways, urban transport, roads and highways, buildings, ports, including land ports, inland waterways, airports etc.	47.21%
2.	Leasing	Leasing of locomotives and other railway rolling stock	5.47%
3.	Exports	Export of locomotives and other railway rolling stock	12.22%
4.	Turnkey Projects	Turnkey projects for railway workshops, track doubling /tripling/quadruplicating, new/additional railway line, railway electrification, redevelopment of railway stations, institutional buildings, wind, solar and other renewable energy projects with or without equity participation.	35.10%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Design, engineering consultancy, operation and maintenance of railway assets and project management for transport and infrastructure sector with focus on railways, urban transport, roads and highways, buildings, ports, including land ports, inland waterways, airports etc.	71100	47.21%
2.	Leasing of locomotives and other railway rolling stock	49120	5.47%
3.	Export of locomotives and other railway rolling stock	46592	12.22%
4.	Turnkey projects for railway workshops, track doubling /tripling/ quadruplicating, new/additional railway line, railway electrification, redevelopment of railway stations, institutional buildings, wind, solar and other renewable energy projects with or without equity participation.	4210	35.10%

III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	NA	15	15
International	NA	7	7

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	13

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

12.22%

c. A brief on types of customers

Our domestic as well as overseas clients typically are national governments, governmental instrumentalities, large private entities and public sector enterprises. Such governments, governmental agencies and public sector undertakings are engaged in large scale infrastructure planning and development both in India and abroad. We also undertake and execute projects funded by multilateral funding agencies.

We have a large base of multisectoral clientele across the globe that includes Central/State Governments, Departments, Public Sector Undertakings and leading private entities. Some of the major clients are National Thermal Power Corporation Limited, Dedicated Freight Corridor Corporation of India Limited, Steel Authority of India Limited, Airports Authority of India, National Highways Authority of India, National Highways Logistics Management Limited, Bangalore Metro Rail Corporation Limited, TATA Steel, Adani Ports, National Aluminium Company Limited, Coal India Limited, Paradip Port Trust, KIIFB, besides international clients from countries such as Sri Lanka, Mozambique, Mauritius, Bangladesh, Nepal, Guyana, Ghana and Bahrain.

IV. EMPLOYEES

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	1710	1542	90.18%	168	9.82%
2.	Other than Permanent (E)	712	673	94.5%	39	5.5%
3.	Total employees (D + E)	2422	2215	91.45%	207	8.55%
WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

b. Differently abled Employees and workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	20	19	95%	01	5%
2.	Other than Permanent (E)	06	06	100%	00	-
3.	Total differently abled employees (D + E)	26	25	96.15%	01	3.85%
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
6.	Total differently abled workers (F + G)	-	-	-	-	-

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10%
Key Management Personnel	5	-	-

20. Turnover rate for permanent employees and workers*

(Disclose trends for the past 3 years)

	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	9.24%	6.43%	8.97%	7.58%	5.69%	7.40%	7.55%	6.66%	7.47%
Permanent Workers	-	-	-	-	-	-	-	-	-

*Turnover rate includes employees leaving the employment due to dismissal, termination, retirement or death in service.

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	RITES (Afrika) (Pty) Limited	Subsidiary	100%	Yes
2	REMC Limited	Subsidiary	51%	Yes
3	SAIL-RITES Bengal Wagon Industry Private Limited	Joint Venture	50%	No
4	Indian Railway Stations Development Corporation Limited*	Joint Venture	24%	No
5	Elicius Energy Private Limited	Associate Company	13%	No

*Ministry of Railway (MoR) vide letter dated 18.10.2021 had decided in principle for closure of Indian Railway Station Development Corporation (IRSDC), in which Company has an investment of ₹348 Crore. Closure activities are underway. Financial statement of IRSDC has been prepared on liquidation basis.

VI. CSR DETAILS

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes

(ii) Turnover (in ₹) 2520 Crores

(iii) Net worth (in ₹) 2503 Crores

VII. TRANSPARENCY AND DISCLOSURES COMPLIANCES

23. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct: Grievance redressal mechanism is in place to address grievances of various stakeholders. 'Samvedna' and 'Aabhar' committees constituted by Management are ensuring proper redressal and disposal of the grievances, requests and suggestions of existing and ex-employees. Also, grievances received through CPGRAM (Centralized Public Grievance Redress And Monitoring) system of Government of India, are attended promptly.

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf https://pgportal.gov.in/	27	Nil	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal
Investors (other than shareholders)	N.A.	Nil	N.A.	N.A.	Nil	N.A.	N.A.
Shareholders	Yes https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf https://scores.gov.in/scores/Welcome.html	30	Nil	SCORES Platform & through email, Jointly managed by RITES and its RTA	61	Nil	SCORES Platform & through email, Jointly managed by RITES and its RTA
Employees and workers	Yes https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf http://reppi-puc2.rites.com:55100/irj/portal https://www.rites.com/Complaint https://vigilance.rites.com/ https://www.rites.com/Feedback	61	1	Serving employees grievances are handled through RITES Employee Self Service Portal, Grievances from retired/ex-employees are handled through RITES website	Nil	N.A.	Serving employees grievances are handled through RITES Employee Self Service Portal, Grievances from retired/ex-employees are handled through RITES website

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Customers	Yes https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf https://pgportal.gov.in/ https://www.rites.com/Complaint https://ritesinsp.com/RBS/Client_Feedback_Form.aspx	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal
Value Chain Partners	Yes https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf https://pgportal.gov.in/ https://www.rites.com/Complaint https://ritesinsp.com/RBS/Vendor_Feedback_Form.aspx	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal
Other (please specify)	Yes https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf https://pgportal.gov.in/ https://www.rites.com/Complaint https://ritesinsp.com/RBS/Email.aspx	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal	Nil	N.A.	Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/ opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Integrating infrastructure and green solutions	O	For overall economic development, Government policies and funding agencies support development and establishment of sustainable transport and related infrastructure system for 'Future Mobility' built on three-thronged approach --- connectivity, electrification and shared mobility while maintaining operational efficiencies	-	Positive
2	Usage of environment friendly material, energy saving devices for providing services for operation and maintenance of rolling stock, leasing, railways sidings etc	O	There is a requirement for compliances of environmental and social related matters for establishment, operation and maintenance of railway systems for various Industrial production units/entities	-	Positive
3	Feasibility studies, traffic study, design, quality audit, project management services for Mass Rapid Transit System, road/ highways, bridges & tunnels, buildings, ports & water resources, airports, ropeway infrastructure etc	O	To accelerate growth in economy and general wellbeing of society, there is a need to foster a sustainable and rapid mass transportation system encompassing and integrating ESG initiatives in overall business conduct for enhanced stakeholder value	-	Positive
4	Facilitating Total Employee Experience for meeting skill/ knowledge with orientation for social and environmental solution	R	There are limited experts available with matching capabilities and the various players in consultancy business are eying for these experts.	Organisation is adopting a flexible policy for engagement of people with required skill set on regular/ contractual/ project-based assignments on case-to-case basis.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	
Policy and management processes										
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
c. Web Link of the Policies, if available	https://www.rites.com/Upload/MediaGallery/PDF/3/Anti_Bribery_and_Anti_Corruption_Policy_pdf-2023-Jun-23-16-59-47.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf-2021-Dec-15-17-10-36.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/Equal_opportunity_policy_framework_pdf-2023-Jun-23-17-1-5.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf-2021-Dec-15-17-10-36.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf-2021-Dec-15-17-10-36.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/Policy_Framework_on_Cyber_Security_pdf-2023-Jun-23-17-3-9.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf-2021-Dec-15-17-10-36.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf-2021-Dec-15-17-10-36.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/CSR-SustainabilityPolicyNov21.pdf-2021-Dec-15-17-10-36.pdf	https://www.rites.com/Upload/MediaGallery/PDF/3/ESG_Policy-170223_pdf-2023-Feb-17-15-38-55.pdf https://www.rites.com/Upload/upload/misc/Balancesheet/CODE-OF-CONDUCT-Policy.pdf https://www.rites.com/Upload/MediaGallery/PDF/3/Whistle_Blower_Policy-Apr22_pdf-2022-May-02-16-35-2.pdf
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
4. Name of the national and international codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	https://www.rites.com/Upload/upload/misc/Balancesheet/CODE-OF-CONDUCT-Policy.pdf ISO 9001:2015 ISO: 17020:2012 ISO: 17025:2017 National Accreditation Board for Education and Training (NABET)									
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Evolving as Corporate Governance Leader	Promoting sustainable sourcing and Sustainable provision of services	Enhancing Employee Wellbeing and inclusive work culture	Increasing Stakeholder Engagement	Promotion of Human Rights	Reduction in Carbon Emissions	Advocating sustainable practices in industry	Promote inclusive growth for society at large	Provide value to customers	
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	RITES received the ICAI Award for Excellence in Financial Reporting. The company has been granted the 'Excellent' grading by the Department of Public Enterprises under the Ministry of Finance	Preferring Vendor Selection through Sustainable Sourcing process and ensuring coverage of sustainability aspect in our services	RITES received the "Dream Companies to Work For (Infrastructure)" Award by Times Ascent at World HRD Congress-2023	Regular interaction with stakeholders	Awareness and training program on Human Rights	Integrating Infra and green solutions in our business conduct	Interactive collaborations through trade forums and industry affiliates	Evolving as Trusted CSR Brand by effective implementation and monitoring the impact on society/ public at large. Further to promote inclusive growth of society, MSME procurements from MSME vendors are encouraged.	Customer Satisfaction Index maintained above 90%	

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)

"RITES is committed to offering integrated solutions which provide a solid foundation for building Infra4Future. We're leveraging our GREEN insight into action, overcoming ESG-related challenges, and making the business sustainable & socially responsible. The company's ESG Policy speaks of its aspiration to be a well-governed organization striving for excellence while keeping its objectives and values central to its ethos."

- Arun Kumar Singh, Director (Projects)

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

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes, the Company has Sustainability and ESG committee in place for formulating the sustainability strategy vested with the following roles and responsibilities:

- To emphasise the importance of environmental measures, sustainability goals and performance, for various activities/ processes undertaken by the company.
- To provide best practice on ESG structure, policies and regulations that impact the business
- To instill understanding and awareness of corporate governance relating to social aspects that impact the industry
- To implement and promote common and workable standards based on ESG parameters for good governance.
- To Implement and review the ESG Policy and translating the same into procedures.
- To recommend policy/ framework, that may be required for implementation and confirmation of BRSR requirements.
- To review the performance of Anti-Bribery and corruption Policy, Grievance Redressal Policy, Equal Opportunity Policy, Preferential Procurement Policy for marginalised or vulnerable groups and Policy on Cyber Security, Data Privacy and Business Continuity."

Further, Director (Projects) of the company is authorised to implement/ oversee and take decision on sustainability related issues.

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)									
	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	P	
	1	2	3	4	5	6	7	8	9	1	2	3	4	5	6	7	8	9	
Performance against above policies and follow up action					Yes														Half Yearly
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances										Director and Committee of Senior Management Officials									Half Yearly

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.
- | | P 1 | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|-----|-----|-----|-----|-----|-----|-----|-----|-----|
| Yes, apart from Internal audit by an independent auditor, an in-house internal audit team has also conducted audit including Sustainability parameters across all offices of RITES. Beside this, ISO certification assessment, CAG audit and statutory audit from independent auditors are also conducted. | | | | | | | | | |

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
It is planned to be done in the next financial year (Yes/No)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Any other reason (please specify)	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 1 BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.

Essential Indicators

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

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	10	All	80
Key Managerial Personnel	10	All	100
Employees other than BoD and KMPs	152	All	51
Workers	N.A.	N.A.	N.A.

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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil	N.A.	N.A.
Settlement	Nil	Nil	Nil	N.A.	N.A.
Compounding fee	Nil	Nil	Nil	N.A.	N.A.

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	N.A.	N.A.
Punishment	Nil	Nil	N.A.	N.A.

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
N.A.	N.A.

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,

https://www.rites.com/Upload/MediaGallery/PDF/3/Anti_Bribery_and_Anti_Corruption_Policy_pdf-2023-Jun-23-16-59-47.pdf

<https://www.rites.com/VigilanceCorner/Whistleblowerpolicy>

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

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	N.A.	N.A.

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

	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	Nil	N.A.	Nil	N.A.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	Nil	N.A.	Nil	N.A.

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.

There were no fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. Hence, there is no corrective action. The Company ensures that necessary policies, processes, systems and monitoring mechanism are put in place to ensure compliances. The policies are regularly reviewed to update them with best industry practices. The implementation of these policies is ensured through regular training, communication and awareness building sessions. As part of the risk assessment methodology, all activities/ processes are regularly assessed for risks related to corruption, environment, and social aspects.

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 with such partners under the awareness programs)
4	All	60%

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 a policy on Business Ethics & Code of Conduct. The policy is placed on the Company's website. <https://www.rites.com/Upload/upload/misc/Balancesheet/CODE-OF-CONDUCT-Policy.pdf>

Further, all the board members provide directorship disclosures for the entities in which they are directors/ interested (MBP-1) at the first meeting of the Board in every financial year; or whenever there is any change in the disclosures already made, then at the first meeting held after such change.

PRINCIPLE 2 BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

Essential Indicators

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

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100%	Nil	Research and Development project in collaboration with IIT Kanpur on apportionment of Sources of pollution
Capex	Nil	Nil	N.A.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)
Yes, Company ensures that sourcing is from suppliers who are compliant with social and environmental standards. This is ensured by incorporating relevant conditions in tender/contract documents and sustainable sourcing program/methodology as defined as part of tender document procedure. Further details are available at :- <https://www.rites.com/RitesGCC>, https://www.rites.com/Upload/MediaGallery/PDF/3/Preferential_procurement_policy_framework_pdf-2023-Jun-23-17-3-48.pdf
- b. If yes, what percentage of inputs were sourced sustainably?
100% inputs are sourced sustainably for project activities.

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.

N.A., the company is not a producer of any product and is engaged in design, engineering consultancy and project management for the integrated solutions in Transport and infrastructure development. Plastic Waste, E-waste and Hazardous waste generated at the office premises is disposed through Authorised Recyclers.

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.

N.A., the company is not a producer of any product and is engaged in design, engineering consultancy and project management for the integrated solutions in Transport and infrastructure development.

So, Extended Producer Responsibility (EPR) is not applicable to the entity's activities.

Leadership Indicators

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

Not applicable, Since RITES is primarily engaged in design, engineering consultancy and project management for integrated solutions in transport and infrastructure development.

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.

Not applicable, Since RITES is primarily engaged in design, engineering consultancy and project management for integrated solutions in transport and infrastructure development.

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).

Not applicable, Since RITES is primarily engaged in design, engineering consultancy and project management for integrated solutions in transport and infrastructure development.

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:

Not applicable, Since RITES is primarily engaged in design, engineering consultancy and project management for integrated solutions in transport and infrastructure development.

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

Not applicable, Since RITES is primarily engaged in design, engineering consultancy and project management for integrated solutions in transport and infrastructure development.

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	1542	1542	100	1542	100	N.A.	N.A.	1542	100	1542	100
Female	168	168	100	168	100	168	100	N.A.	N.A.	168	100
Total	1710	1710	100	1710	100	168	100	1542	100	1710	100
Other than Permanent employees											
Male	673	673	100	673	100	N.A.	N.A.	673	100	673	100
Female	39	39	100	39	100	39	100	N.A.	N.A.	39	100
Total	712	712	100	712	100	39	100	673	100	712	100

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	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other than Permanent workers											
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Benefits	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	N.A.	Y	100%	N.A.	Y
Gratuity	100%	N.A.	Y	100%	N.A.	Y
ESI	-	-	-	-	-	-
Others-please specify	-	-	-	-	-	-

3. Accessibility of workplaces

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

Yes. The premises/ offices of the entity are accessible to differently abled employees.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.

Yes, https://www.rites.com/Upload/MediaGallery/PDF/3/Equal_opportunity_policy_framework_pdf-2023-Jun-23-17-1-5.pdf

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	100%	100%	N.A.	N.A.
Female	100%	100%	N.A.	N.A.
Total	100%	100%	N.A.	N.A.

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

	Yes/ No (If Yes, then give details of the mechanism in brief)
Permanent Workers	N.A.
Other than Permanent Workers	N.A.
Permanent Employees	Yes*
Other than Permanent Employees	Yes*

*A scheme known as CONCERT (consultative Council for Enhancement of Rapport and Team Work) under which the employees of the Company are actively involved in decision making on vital issues like their service conditions and important organizational matters. Moreover, management has constituted two committees for RITES serving and ex-employees named, 'Samvedna', committee and 'Aabhar' Committee, Further, an online mechanism for raising grievances has been devised for lodging complaints of all types.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / Workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	1710	1118	65.38	1845	1202	65.15
- Male	1542	993	64.40	1672	1070	64.00
- Female	168	125	74.40	173	132	76.30
Total Permanent Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
- Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
- Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

8. Details of training given to employees and workers:

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	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	1542	389	25.22	858	55.64	1672	407	24.34	816	48.80
Female	168	32	19.05	89	52.98	173	34	19.65	85	49.13
Total	1710	421	24.62	947	55.38	1845	441	23.90	901	48.83
Workers										
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1542	1542	100	1672	1672	100
Female	168	168	100	173	173	100
Total	1710	1710	100	1845	1845	100
Workers						
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

Performance Management System in RITES is carried out through online PMS tool using Employee Self Service (ESS). The robust and transparent system captures performance data of all regular employees across levels and facilitates timely completion of filling of APARs using system checks

10. Health and safety management system:

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

Yes, RITES has implemented occupational health and safety management system, for providing facilities of indoor medical treatment to its employees and their dependent family members, the company has taken group medical insurance policy. Additionally, annual health checkup is carried for all Executives.

Programmes were also organized in the areas of physical and mental health, amongst others. Further, reimbursement of expenses on OPD treatment is also provided by the company.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?
Most common work-related hazards include occupational stress, fatigue, violence, harassment, road traffic injuries, electric shock, fire, slips, falls, etc. These risks are identified through regular inspection and monitoring at workplace including through our vendors/contractors. For critical activities such as “launching girders”, “Railway Electrification” etc special/ focused attention is given to assess and mitigate the risk for hazards.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)
Yes, Majority of work is conducted on client site and as a pre requisite of executing the work, the related hazards are being reported and mitigated both through processes adopted by client, vendors and RITES.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? **(Yes/ No)**
Yes, benefits such as personal healthcare (regular medical check-ups), medical treatment expenses and availability of doctors in office premises are being provided.
Further, free medical camps are also conducted for the benefit of employees.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	N.A.	N.A.
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	N.A.	N.A.
No. of fatalities	Employees	Nil*	Nil*
	Workers	N.A.	N.A.
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	N.A.	N.A.

*There were no work-related fatalities in FY 2022-23 and FY 2021-22.

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

For RITES, the health and safety of its employees is of paramount importance.

RITES always focusses on the well-being of its employees and the community as well as those associated with it and has therefore empaneled several hospitals pan India for providing health services and the list is reviewed periodically to expand such benefits.

RITES also keeps on organizing other medical camps throughout the year viz. Blood Donation Camp, Yoga Camp, meditation camps, Dental camp, Gynae camp for the health and safety of its employees.

In addition to providing benefits as statutorily required, additional benefits have been provided such as personal healthcare (regular medical check-ups), reimbursement of OPD medical expenses (which includes prolonged treatment as well dental treatment) and availability of doctors on the RITES office campus. The company also maintains a first aid kit to ensure immediate medical assistance to the sick or injured staff member until full medical treatment. The Company encourages provision of adequate sanitation facilities, safe drinking water, overall hygiene, crèche in office for the benefit of working parents and provision of gym for the overall health, fitness and well-being of the members of the staff.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	N.A.	Nil	Nil	N.A.
Health & Safety	Nil	Nil	N.A.	Nil	Nil	N.A.

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	An internal committee has assessed the health and safety practices and working conditions at office premises
Working Conditions	

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

Company undertakes construction supervision activities at project/ client site. Corrective actions on health and safety working conditions are governed by contract provisions. Compliance for the same is assessed by designated project engineer/ incharge.

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, RITES provides Life Insurance of varying amounts to employees. Also ex gratia is paid to family in case of death of employees while in service as per company norms.

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

Relevant provisions are incorporated in standard tender document. Compliance by vendors are verified/ ensured by vendors as part of project management and work certifying procedures.

3. Provide the number of employees / workers having suffered high consequence work- related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	Nil	Nil	N.A.	N.A.
Workers	N.A.	N.A.	N.A.	N.A.

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, Suitable training and development programs are imparted to all employees throughout their career to ensure their continued employability. Such trainings are also provided to employees before/at the ending of their career period.

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	100% on project site
Working Conditions	100% on project site

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.

There were no significant risks / concerns arising from the assessments.. Company undertakes construction supervision activities at project/ client site. Corrective actions on health and safety working conditions are governed by contract provisions. Compliance for the same is assessed by designated project engineer/ incharge.

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.

RITES has a wide range of stakeholders to effectively recognize their requirements and expectations. Based on its experience, the management of the company through its various activities identify the entities who are affected by our activity or entities affecting our business.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes /No)	Channels of Communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half Yearly/ Quarterly/ others-please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Annual General Meeting, email, social media, press release	Annual, Quarterly, Regular	Providing guidance on future prospects of the company and Understanding Shareholders expectations
Investors and Analysts	No	Investor Meet, Analyst Meet, email, Exhibitions, social media, press release	Annual, Quarterly, Regular	Engagement with investors to brief on financial performance of the company and clarifying on their observations, providing guidance to the investors during the meeting
Customers/ Clients	No	Personal Meetings and virtual communications, social media, email, website, SMS, Advertisement, Exhibitions, press release	Continuous	Understanding client requirement and feedback and creating awareness about varied service profiles/ segments
Employees	No	ESS Portal, Management Communication, Periodic employees meet, email, Video Conferences, one-on-one counselling, social media, press release	Continuous	Employee engagement, Career Management, Employee feedbacks, suggestions, reviews and grievance redressal
Vendor/ Contractor	No	Vendor Meet, email, calls, vendor events, social media, press release	Continuous	Vendor engagement, their feedback suggestions reviews and grievance redressal
Communities	Yes	CSR activities, social media, Site visits, press release	Continuous	Sustainable Development
Regulators	No	Conferences, Seminars, Surveys, Website, social media	Continuous	Ensure Compliance and providing inputs for policy development to various authorities

Leadership Indicators

- 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.
 RITES endeavours to understand the stakeholder expectations through a structured engagement process and communication strategy and leverages this understanding for their betterment.
 Meetings/interactions are held on regular basis with regulators, shareholders, media. Corporate financial and business plans/ initiatives are shared as per company norms.
 Regular interaction is also made with employees/families on various occasions such as company's annual day/ festival celebrations, sports activities, get togethers, medical health camps, recognition/award to their children for excellence in academics, superannuation of employees etc.
 Interaction with communities and civil society is made under various CSR initiatives and during project initiation & during survey/ study under rehabilitation program etc.
 Interaction is made with value chain partners/customers as part of the regular project meetings, client meets, discussion on project report/presentations etc.
 Salient points during such interactions are brought to the notice of Board through Policy discussion changes, etc.
- Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.
 Yes, based on inputs provided by stakeholders in meetings and various forums, policies are being framed and reviewed on its merits by the company from time to time.

Interactions with stakeholders also cover Consultation for ES (Environment and social) matters. Their suggestions on these issues are incorporated in various corporate policies, programmes, strategy etc. on its merits.

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

RITES frequently engages with vulnerable and marginalized stakeholder groups. The company also endeavours to focus on aspirational districts for its CSR initiatives.

PRINCIPLE 5 BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of / employees workers covered (B)	% (B / A)	Total (C)	No. of / employees workers covered (D)	% (D / C)
Employees						
Permanent	1710	293	17.13	1845	219	11.86
Other than permanent	712	83	11.66	801	6	0.75
Total Employees	2422	376	15.52	2646	225	8.50
Workers						
Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other than permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Total Workers	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent	1710	NIL	N.A.	1710	100	1845	NIL	N.A.	1845	100
Male	1542	NIL	N.A.	1542	100	1672	NIL	N.A.	1672	100
Female	168	NIL	N.A.	168	100	173	NIL	N.A.	173	100
Other than Permanent	712	NIL	N.A.	712	100	801	NIL	N.A.	801	100
Male	673	NIL	N.A.	673	100	760	NIL	N.A.	760	100
Female	39	NIL	N.A.	39	100	41	NIL	N.A.	41	100
Workers										
Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other than Permanent	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Male	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Female	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	72,63,667	Nil	N.A.
Key Managerial Personnel	5	69,39,674	Nil	N.A.
Employees other than BoD and KMP	2121	20,43,600	206	20,43,600
Workers	N.A.	N.A.	N.A.	N.A.

Note:

- 1) Data is specific to employees posted in India only (as on 31st March 2023).
- 2) Experts, Consultants and Secondment Employees are excluded.
- 3) Directors/KMPs to whom remuneration has been given only for part of the year have not been considered for computing Median Remuneration.

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, all the issues related to Human Rights can be addressed to **Chief People Officer**

5. Describe the internal mechanisms in place to redress grievances related to human rights issues.
All the grievances related to human rights can be lodged at <https://www.rites.com/GrievanceComplaints>

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	N.A.	0	1	Proceedings completed and enquiry report submitted
Discrimination at workplace	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Child Labour	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Forced Labour/Involuntary Labour	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Wages	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.
Other human rights related issues	N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.
All the complainants reporting discrimination and harassment issues are reassured that any retaliation will be dealt with sensitively and will be subject to disciplinary action. Complaint mechanism is confidential to avoid any adverse impact or retaliation towards the complainant.

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

Yes

9. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Child labour	RITES internally monitors all its offices for assessments pertaining to these issues.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

There were no significant risks/concerns arising from human rights assessment.

Leadership Indicators

1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.
The business processes are primarily designed in compliance of government guidelines/directives which address all human rights issues.

2. Details of the scope and coverage of any Human rights due-diligence conducted.
Company encourages its employees/ vendors/ value chain partners to report any violation of human rights. Awareness programs are also held to disseminate information on human rights aspects. Scope and coverage of human rights due diligence is as per the extant guidelines issued by government from time to time.

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

Yes

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Sexual Harassment	The contractual provisions facilitate assessment of value chain partners on these parameters.
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

There were no significant risks/concerns arising from human rights assessment.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A)	14571.23	16674.25
Total fuel consumption (B)	442.25	790.77
Energy consumption through other sources (C)	167.37	200.86
Total energy consumption (A+B+C) (in Gj)	15180.85	17665.88
Energy intensity per rupee of turnover*	5.75	6.63
(Total energy consumption/ turnover in rupees)	Gj/₹Cr	Gj/₹Cr
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

*Turnover considered also includes revenue from consultancy services as indicated in Section A-14

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

No

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	25864	28360
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	25864	28360
Total volume of water consumption (in kilolitres)	20696	21537
Water intensity per rupee of turnover*	7.84	8.09
(Water consumed / turnover)	KI/₹Cr	KI/₹Cr
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

*Turnover considered also includes revenue from consultancy services as indicated in Section A-14

4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
No, However RITES is using treated water from Sewerage Treatment Plant (STP) for horticulture, flush tanks, etc and working towards Zero Liquid Discharge by implementing latest trend.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	kg	1317	1369
Sox	kg	29	78
Particulate matter (PM)	kg	106	168
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please Specify	-	-	-

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

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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)	Metric tonnes of CO ₂ equivalent	2208	3297
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)	Metric tonnes of CO ₂ equivalent	3683	4465
Total Scope 1 and Scope 2 emissions per rupee of Turnover	Metric tonnes of CO ₂ equivalent	2.24	2.92
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
Yes, RITES has undertaken a few initiatives like setting-up of Solar Power Plants, Wind Power Plants and implementation of energy-efficiency measures besides suggesting/undertaking various energy conservation measures through energy efficiency studies and their implementation for various Clients, RITES Offices & various Zonal Railways in the country. All these steps have resulted into the conservation of energy to RITES as well as its clients through saving in electricity consumptions besides reduction in their carbon emissions. Further, REMC Ltd. (subsidiary company of RITES), has been actively working towards achieving the Net Zero Carbon Emission Goal of Indian Railways by 2030 in harnessing green energy through non-fossil fuel sources - renewable energy resources (mainly Solar & Wind).

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	3.01	5.17
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	0.11	0.15

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	-	-
Total (A+B + C + D + E + F + G + H)	3.12	5.32

**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	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	3.12	5.32
Total	3.12	5.32

**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	3.12	5.32
Total	3.12	5.32

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

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes. RITES being a consultancy organization, there is no major waste generation in the business process. E-waste/ scarp are disposed through authorized /registered re-cycle vendors. The company does not use hazardous and toxic chemicals in day to day use. RITES is also providing project management consultant (PMC) services in the area of waste management to Bengaluru Solid Waste Management Limited and MoHUA.
10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format: No

S. No.	Location of operations/ offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	N.A.	N.A.	N.A.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
N.A.	N.A.	N.A.	N.A.	N.A.	N.A.

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

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

Leadership Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	167.37	200.86
Total energy consumed from renewable sources (A+B+C)	167.37	200.86
From non-renewable sources		
Total electricity consumption (D)	14571.23	16674.25
Total fuel consumption (E)	442.25	790.77
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	15013.48	17465.02

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. Provide the following details related to water discharged:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
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	5168 (Environmental Water Quality)	6823 (Environmental Water Quality)
(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	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	5168	6823

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. 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:

- Name of the area
 - Nature of operations
 - Water withdrawal, consumption and discharge
- N.A.

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

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Usage of renewable energy- solar power	Installation of solar panels on roof top:- On offices at Gurugram (Shikhar & Srijan) and Rest House at Gurugram On the platforms in Sahibabad Railway Station under CSR initiatives One of the platforms in Gurugram Railway station under CSR initiatives	Reduction in carbon emissions
2.	Usage of renewable energy- wind power	Installation of wind power plants (through company's subsidiary REMCL) in Rajasthan, Tamil Nadu and Maharashtra for Railways, besides suggesting/ undertaking various energy conservation measures through energy efficiency studies and their implementation for various clients, RITES office and various Zonal Railways in the country	Increased usage of renewable energy, resulting in improved resource efficiency
3.	Usage of environment friendly energy resource for mass transportation of goods and passengers	RITES (through its subsidiary REMCL), has been actively working towards achieving the Net Zero Carbon Emission Goal of Indian Railways by 2030 by harnessing green energy through non fossil fuel energy resources.	Reduction in GHG emissions

6. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.
- Yes, The plan is a comprehensive framework designed to mitigate and effectively respond to various emergencies and disasters that may occur and aim to safeguard the lives of employees, protect company assets, and ensure the business continuity in the face of adverse situations.
- For Business continuity and security of data, RITES also has implemented/maintained Disaster Recovery site. RITES adheres to Information Security Management System (ISMS) standard in accordance with the requirements specified by ISO 27001:2013 standard.
- Thorough risk assessment is done to identify potential hazards such as fires, natural disasters, chemical spills, medical emergencies, or security breaches. Based on the evaluation, the plan outlines specific response protocols
- https://www.rites.com/Upload/MediaGallery/PDF/3/Policy_Framework_on_Cyber_Security_pdf-2023-Jun-23-17-3-9.pdf
7. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.
- No significant adverse impact made to the environment.
8. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.
- 100% at project site

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.
- Seven (7)
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
2	Confederation of Indian Industries (CII)	National
3	Standing Conference on Public Enterprises (SCOPE)	National
4	Engineering Export Promotion Council (EEPC), Ministry of Commerce, Govt. of India	National
5	Consulting Engineers Association of India (CEAI)	National
6	Centre for Monitoring Indian Economy (CMIE)	National
7	ICC India (ICC)	National

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

Name of authority	Brief of the case	Corrective action taken
There has been no anti-competitive conduct by the company and there are no adverse orders received from any regulators		

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
	N.A.	NIL	N.A.	N.A.	N.A.

RITES contribution in these matters is by means of advisory to its clients for public policies i.e. through projects awarded by regulated authority and inputs provided for policy framework to various regulatory authorities

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
NIL	NA	NA	NA	NA	NA

Not applicable – we have no SIA notification. RITES undertakes SIA studies for various projects of its clients. However, need based social impact assessments are done for various infrastructure projects undertaken by company for itself.

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

As part of our consultancy services to various clients for development of infrastructure projects, RITES provides plans for Rehabilitation and Resettlement (R&R) for affected families/ communities, if any.

3. Describe the mechanisms to receive and redress grievances of the community.
Public grievances are handled through CPGRAM PG Portal and CPGRAM Appeal Portal.
Further, complaints can also be made at the RITES website:
<https://www.rites.com/Complaint>

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

The company source input materials preferably from MSMEs and local suppliers in line with the Government guidelines.

The company also encourages its subcontractors, sub-suppliers to source their requirements from MSMEs and local suppliers through provisions in the tender documents/ contracts. Also company has a Preferential Procurement Policy in place. The policy can be accessed from : https://www.rites.com/Upload/MediaGallery/PDF/3/Preferential_procurement_policy_framework_pdf-2023-Jun-23-17-3-48.pdf

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/ small producers	40.26% [#]	77.68% [#]
Sourced directly from within the district and neighbouring districts	100%*	100%*

[#]represents percentage of input material directly sourced from MSEs only

*subject to availability of local suppliers

Leadership Indicators

- 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
Nil	Nil

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

S. No.	State	Aspirational District	Amount spent (In INR) (₹ Lacs)
1.	Jharkhand	East Singhbhum	108.024
2.	Haryana	Mewat/Nuh	36.485
3.	Uttar Pradesh	Bahraich	71.531
4.	Jharkhand	Palamu & Garwa	35.330
Total			251.370

- Do have you a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)
Yes,
https://www.rites.com/Upload/MediaGallery/PDF/3/Preferential_procurement_policy_framework_pdf-2023-Jun-23-17-3-48.pdf
 - From which marginalized /vulnerable groups do you procure?
Being a CPSE, the company follows the extant guidelines by government for procurement from marginalized/vulnerable groups.
 - What percentage of total procurement (by value) does it constitute?
40.26%
- 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: Nil
RITES handles design projects/works on behalf of its clients for various engineering disciplines.
- Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.
No adverse order has been passed against the company.
- Details of beneficiaries of CSR Projects:
Company conducts CSR in the areas of Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation, making available safe drinking water, promoting education, promoting gender equality, empowering women, setting up homes and hostels for women and orphans, Nursing environmental sustainability, ecological balance for the benefit of public at large. (For more details including beneficiaries refer Annexure- II of Director's Report.

PRINCIPLE 9 BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER

Essential Indicators

- Describe the mechanisms in place to receive and respond to consumer complaints and feedback.
Any concerns related to the product/ services by any of our consumers are registered, reviewed and resolved through concerned desk and monitored for satisfactory redressal through CPGRAM PG Portal, CPGRAM Appeal Portal and through email. An MIS is also generated for records and corrective action, if any. The Company interacts on regular basis with its B2B customers with respect to timely delivery of quality parameters within the project milestones. A grievance redressal policy is already in place and can be accessed from :
https://www.rites.com/Upload/MediaGallery/PDF/3/Grievance_Redressal_Policy_pdf-2023-Jun-23-17-1-33.pdf
As per standard practices followed by the company, a Project Coordinator is assigned in each project for addressing all consumer related issues.
As part of ISO process, client feedback is also assured for delivery of satisfactory services.
https://ritesinsp.com/RBS/Client_Feedback_Form.aspx

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

	As a % to total turnover
Environmental and social parameters relevant to the product	100
Safe and responsible usage	100
Recycling and/or safe disposal	100

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

	FY 2022-23 (Current Financial Year)		Remarks	FY 2021-22 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	NA	NA	Nil	NA	NA
Advertising	Nil	NA	NA	Nil	NA	NA
Cyber-security	Nil	NA	NA	Nil	NA	NA
Delivery of essential services	NA	NA	NA	NA	NA	NA
Restrictive Trade Practices	Nil	NA	NA	Nil	NA	NA
Unfair Trade Practices	Nil	NA	NA	Nil	NA	NA
Other	Nil	NA	NA	Nil	NA	NA

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

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

Yes

https://www.rites.com/Upload/MediaGallery/PDF/3/Policy_Framework_on_Cyber_Security_pdf-2023-Jun-23-17-3-9.pdf
https://www.rites.com/Public/Theme1/assets/pdf/Rites_ISMS_Manual.pdf

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

No such incidence warranting corrective action occurred during the financial year.

Leadership Indicators

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

<https://www.rites.com/>
www.facebook.com/officialritesltd
<https://twitter.com/RITESLIMITED>
<https://www.instagram.com/accounts/login/?next=/ritesltdindia/>
<https://www.kooapp.com/profile/RITESLtd>
<https://www.linkedin.com/in/rites-ltd-990ab4155/>
 email- info@rites.com

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

RITES provides services to their clients who in turn provide services to end consumers. The reports/ output provided by RITES covers aspects to educate clients as well as end users for safe and responsible usage. RITES provides detailed user manual covering safety aspects to educate client as well as users.

Our consultancy reports also cover safety aspects, as RITES does not have any major products and/or services that can entail safety issues or usage abuse. However, for our product, rolling stock, spares etc. we provide a manual having detailed hand holding training to educate the consumers about safe and responsible usage.

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

Since RITES is engaged in design, engineering consultancy and project management for the transport and infrastructure sector, the company is not directly engaged in provision of essential services. However, as part of our PMC services for commissioning of infrastructure projects of our clients, disruption of services is managed and minimized through meticulous planning.

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

Yes, the company is not a producer of any product and is engaged in design, engineering consultancy and project management for the integrated solutions in Transport and infrastructure development. However, the only product of the company supplied is rolling stock and spares etc, which displays elaborate information for its safe operation and usage.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, as a part of quality management system, regular feedback from clients is taken on various parameters and the clients satisfaction index is measured and reviewed by top management level and discussed during the corporate management review for corrective action, if any. For the Financial Year 2022-23, the average Customer Satisfaction Index (CSI) is calculated as 96.74%.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact
RITES did not have any data breach incidents during the year.
- b. Percentage of data breaches involving personally identifiable information of customers
Nil

Note: As per the communications of the stock exchanges, the XBRL filing of BRSR is presented alongwith the Annual Report. Some answers in the XBRL filing will be Zero/ No /100% in place of NA/ Blank in this report to maintain the intent of this report.