Business Responsibility & Sustainability Report

SECTION - A GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity:	L72900MH1995PLC095642
2. Name of the Listed Entity:	Protean eGov Technologies Limited
3. Year of incorporation:	1995
4. Registered office address:	Times Tower, 1st Floor, Kamala Mills Compound Senapati Bapat Marg, Lower Parel, Mumbai – 400013, Maharashtra, India
5. Corporate address:	Unit 1701-1702, (17th Floor), 1801-1802 (18th Floor), 1901-1902, (19th Floor) Tower-2, One International Center, Plot no. 612 TPS-IV and Plot No. 613 TPS-IV, Senapati Bapat Marg, Prabhadevi West, Mumbai, Maharashtra – 400013
6. E-mail:	cs@proteantech.in
7. Telephone:	022-40904242
8. Website:	www.proteantech.in
9. Financial year for which reporting is being done:	FY2025-26
10. Name of the Stock Exchange(s) where shares are listed:	BSE Limited and NSE Limited
11. Paid-up Capital:	INR 40,61,67,310
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. Pushpa Mani Contact no: 9911684123 Email id: Pushpa@proteantech.in
13. Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together):	Consolidated Basis
14. Name of assurance provider:	Not applicable
15. Type of assurance obtained:	Not applicable

II. Products/services

16. 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.	IT enabled services	Conceptualizing, developing and executing national critical and population scale greenfield technology solutions	100%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed in FY26
1.	Tax services	631	50
2.	Central Recordkeeping Agency Services	631	31
3.	Identity services	631	9
4.	New Businessess	631	10

III. Operations

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

Location	Number of plants	Number of offices	Total
National	NIL	06	06
International	NIL	NIL	NIL

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	28 states and 8 Union Territories (UTs)
International (No. of Countries)	2

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

0.83%

c. A brief on types of customers:

Type of Service	Types of Customers
PAN	• Individual • Company • Partnership Firm • Limited Liability Partnership • Association of Persons (Trust) • Association of Persons • Body of Individuals • Local Authority, or Artificial Juridical Person
TAN	• Company/Branch/Division of a company • Individual (Sole Proprietorship) • Hindu Undivided Family (HUF) • Firm / Branch of firm • Association of Persons/Bodies of Individual/ Association of Persons (Trusts)/Artificial Juridical Person
CRA	NPS subscribers (Govt. employees, corporates, citizens, NRIs/OCIs , NPS Vatsalya (minors), UPS subscribers (Govt. employees) and APY subscribers (economically weaker sections)
SARAS/ CBFC/ GSP and Digital Onboarding	Corporates and Government Bodies,
Vidyasaarathi	Corporates and Individuals (students)
Account Aggregator	Individual and Corporates

Type of Service	Types of Customers
Online PAN Verification	Regulated entities including banks, NBFCs, insurers, mutual funds, KRAs, depositories, government agencies, stock exchanges, payment system operators, ONDC, and others as per statutory requirements
eSign	Government Bodies, Legal Entities registered in India, Bank. Financial Institution/ Telecom Company.
Authentication and eKYC	Government Organization/PSU, Bank/Payments Bank, Insurance Company, Certifying Authority, Regulated/Licensed by RBI, Non-Banking Financial Company, Digital Payment, Lending Business, Cooperative Bank, Financial Service providers
Aadhar Seva Kendra (ASK)	Individuals

IV. Employees

20. Details as at the end of Financial Year 2025-26:

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)	839	664	79	175	21
2.	Other than Permanent (E)	1,078	623	58	455	42
3.	Total employees (D+E)	1,917	1,287	67	630	33
	WORKERS					
4.	Permanent (F)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
5.	Other than Permanent (G)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable
6.	Total workers (F + G)	Not applicable	Not applicable	Not applicable	Not applicable	Not applicable

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)	1	1	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total differently abled employees (D + E)	1	1	100	0	0
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	Not applicable				
5.	Other than permanent (G)					
6.	Total differently abled workers (F + G)					

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14
Key Management Personnel	4	0	0

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY2025-26 (Turnover rate in current FY)			FY2024-25 (Turnover rate in previous FY)			FY2023-24 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.4%	13.0%	13.3%	10.6%	12.6%	11.1%	13.1%	10.6%	12.4%
Permanent Workers	Not Applicable								

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

23. (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.	Protean Infosec Services Limited	Subsidiary	100 %	Yes
2.	Protean Account Aggregator Limited	Subsidiary	100%	Yes
3.	Protean International DMCC	Subsidiary	100%	No
4.	Protean e-Gov Australia Pty Ltd	Subsidiary	100%	No

VI. CSR Details

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

(ii) Turnover (in Rs.): 9,96,43,13,283

(iii) Net worth (in Rs.): 1076,97,00,000

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY2025-26Current Financial Year			FY2024-25 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	-	-	-	-	-	-	-
Investors (other than shareholders)	-	-	-	-	-	-	-
Shareholders	YES	0	NIL	-	15	0	
Employees and workers	YES	-	-	-	-	-	-
Customers	YES	1,85,875	1,521	-	3,83,949	3,80,376	
Value Chain Partners	Common GRM at Organization level.	-	-	-	-	-	-
Other (please specify)	-	-	-	-	-	-	-

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

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.	Sustainable innovation	Opportunity	Sustainable innovation has a positive impact on profits as well as the environment. It reduces the operational costs and improves operational efficiency, minimizes environmental footprint.	Not Applicable	Positive
2.	Diversity & inclusion	Opportunity	Diverse and inclusive workplace earns deeper trust and more commitment from the employees	Not Applicable	Positive
3.	Corporate governance	Opportunity	Essential in achieving company's goals and objectives, mitigating risks, building stakeholder trust, and maintain business continuity	Not Applicable	Positive
4.	Financial inclusion	Opportunity	Unlocks new customer base from the underserved communities that doesn't have access to the financial systems and creates positive impact on society	Not Applicable	Positive
5.	Community engagement	Opportunity	Builds positive brand perception, creates more sustainable and inclusive society and establishes strategic connections	Not Applicable	Positive
6.	Employee health, safety and well-being	Opportunity	It creates a more productive, motivated, and engaged workforce. It boosts efficiency, reduces employee attrition	Not Applicable	Positive
7.	Data security & privacy	Risk	Breach of customer data security and data privacy systems could lead to loss of reputation, a decline in customer confidence; and imposition of legal and regulatory fines	Cyber security Framework and Information security program, strong governance around information security and data privacy	Negative
8.	Energy and GHG emissions	Risk	Potential damage to company's reputation and negative public perception. Mitigating climate risks helps attracting talent and business partners who value environmentally sustainable practices. There is an increasing demand from new customers who are seeking environmentally friendly products, services and operations	Focusing on sourcing renewable energy	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Customer satisfaction	Opportunity	Expands customer base, increases customer loyalty, greater customer retention, higher lifetime value and a stronger brand reputation	Not Applicable	Positive
10.	Talent management & development	Opportunity	It is essential to build employees' knowledge, skills and attitudes so the company can succeed and grow. It helps to drive business forward and enable individuals to fulfil their potential	Not Applicable	Positive

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	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	Refer a) below	Refer b) below	Refer c) below	Refer d) below	-	-	-	Refer e) below	Refer f) below

Reference links for above Question c.:

a) https://cms.proteantech.in/sites/default/files/2024-05/Whistle%20Blower%20Policy_0.pdf

b) National Pension System (NPS) | Protean CRA (https://www.proteantech.in/services/national-pension-system/)

c) About Us - Impactful Digital Technology Solutions | Protean (proteantech.in)

d) Corporate Governance Corporate Governance New - Protean (proteantech.in)

e) CSR POLICY.pdf (https://cms.proteantech.in/sites/default/files/2025-06/Corporate%20Social%20Responsibility%20Policy.pdf)

f) About Us - Impactful Digital Technology Solutions | Protean (proteantech.in)

2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001 - PAN/TIN ISO 20000- NPS IT service ISO 22301: Business continuity- CRA) ISO 27001: Information Security Management Capability Maturity Model Integration (CMMI®) V3.0 – Services (SVC) Level 5 Maturity								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	-	-	-	-	-	Refer to * below	-	-	-
* To achieve Net Zero for Scope 1 & 2 by 2030 and reduce Scope 3 emissions by 27% and 79% by 2030 and 2050 respectively									
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	-	-	-	-	-	Refer to # below	-	-	-
# Net Zero Targets - The Scope 1 & 2 emissions have reduced by 60% for FY2025-26									

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)

At Protean eGov Technologies Limited, sustainability is not a standalone initiative but an integral component of our long-term business strategy and value creation framework. As India accelerates its digital transformation journey, we recognize our responsibility to ensure that technological advancement goes hand in hand with environmental stewardship, social progress and strong governance practices.

During FY2025-26, we continued to strengthen our ESG agenda by embedding sustainability considerations into our operations, solutions and stakeholder engagements. Our focus remains on reducing our environmental footprint through efficient resource utilization, responsible energy consumption, waste minimization initiatives and promoting lower-carbon ways of working. We are also advancing our renewable energy adoption efforts while building a roadmap aligned with our long-term aspiration of transitioning towards a net-zero future.

As a technology-led organization, we believe that innovation is one of the most powerful enablers of sustainable development. Artificial Intelligence, data-driven insights and digital platforms are increasingly being leveraged to enhance operational efficiency, optimize resource consumption, improve decision-making and support scalable sustainability outcomes. We are committed to ensuring that emerging technologies are deployed responsibly, ethically and inclusively, creating long-term benefits for society while maintaining the highest standards of privacy, security and governance.

Our purpose extends beyond business performance to building digital ecosystems that drive inclusive growth. Through the expansion of Digital Public Infrastructure and citizen-centric platforms, we continue to enhance access to financial, social and governance services, particularly for underserved and remote communities.

Education and digital literacy continue to be important pillars of our social impact strategy. We believe that equitable access to knowledge and digital skills is essential for sustainable development in the digital age. Through initiatives supporting digital education, skill development and technology-enabled learning, we aim to empower learners, educators and communities with the capabilities needed to thrive in a rapidly evolving economy.

Strong governance remains the foundation of our sustainability journey. We are committed to maintaining the highest standards of ethics, transparency, accountability and regulatory compliance across all aspects of our business. As stakeholder expectations continue to evolve, we remain focused on strengthening disclosures, enhancing sustainability oversight and integrating ESG considerations into strategic decision-making.

The sustainability landscape continues to be shaped by evolving regulations, increasing climate-related risks, rapid technological advancements and heightened expectations from investors, customers, employees and society. While these developments present challenges, they also create significant opportunities for innovation and positive impact.

Looking ahead, we envision a future where digital public infrastructure, responsible AI and sustainable innovation work together to create equitable access to opportunities, improve societal outcomes and contribute to a low-carbon and resilient economy. By partnering with governments, institutions, businesses and communities, we aim to develop solutions that are inclusive, scalable and capable of delivering lasting value.

Our sustainability journey reflects our unwavering belief that technology can be a force for good. As we move forward, Protean will continue to innovate responsibly, strengthen stakeholder partnerships and drive meaningful progress toward a more sustainable, inclusive and digitally empowered future for all.

- Ajay Rajan

Managing Director & CEO

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sandeep Mantri Chief Financial and Impact Officer								
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. CSR and Sustainability Committee								

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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	All operating locations of the Company remain compliant with applicable legal and statutory obligations. The Business Responsibility Policies are subject to regular review by the Senior Management Team and are updated, where necessary, to reflect changing regulatory expectations, business priorities and sustainability considerations. The review process focuses on evaluating policy effectiveness and strengthening associated procedures to support robust governance and continuous improvement.																	

	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	No	No	No	No	No	No	No	No	No

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

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

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.

1 PRINCIPLE

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 (FY2025-26):

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 awareness programmes
Board of Directors Key Managerial Personnel	18	Company's strategy, business model, group structure, operations, service and product offerings, markets, organization structure, finance, human resources, technology, quality, facilities, risk management strategy, governance policies, designated channels for flow of information, sustainability	100%
Employees other than BoD and KMPs	44 Programs (Including Team Offsites that had experiential workshops / activities)	Topics were covered under Behavioral, Functional, Technical and Mandatory Trainings Topics: Mandatory: ISMS Awareness, BCMS Awareness, POSH Awareness, DPDP Act 44 Other Programs under Behavioral (21) and Technical Trainings Impact: • Cross-functional collaboration • Positive Mindset Shift in participants • Enhanced sense of Ownership • Renewed Energy Team Cohesiveness	Overall, 99% Employees have attended Training Programs across the year (including team offsites) Mandatory: 4 Programs out of 40 Programs ISMS – 97% BCMS – 96% POSH – 100% DPDP – 85%
Workers	Not applicable	Not applicable	Not applicable

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):

Type	Monetary				
	NGRBC Principle	Name of the regulatory/ enforcement	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine					
Settlement			NIL		
Compounding fee					

	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		
Punishment				

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

Sr.No	Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	NIL	NIL

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.**

i) YES ✓

ii) No ☐

Anti – corruption / anti – bribery policy is covered under Code of Ethics policy which is available on the internal portal accessible to all employees.

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

Category	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	Not Applicable	Not Applicable

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

	FY2025-26 (Current Financial Year)		FY2024-25 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	0	0	0
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	0	0	0

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.

NIL

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

Number of days of accounts payables	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Number of days of accounts payables	68 Days	70 Days

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	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Concentration of Purchases	a. i). Purchases from trading houses	0	0
	ii). Total Purchases	0	0
	iii). Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. i). Purchases from top 10 trading houses	0	0
	ii). Total purchases from trading houses	0	0
	iii). Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. i) Sales to dealer / distributors	0	0
	ii) Total Sales	0	0
	iii) Sales to dealer / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. i) Sales to top 10 dealers / distributors	0	0
	ii) Total Sales to dealer / distributors	0	0
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	0	0

Parameter	Metrics		FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Share of RPTs in	a. i)	Purchases (Purchases with related parties)	9.19 crore	1.46 crore
	ii)	Total Purchases	660.9 crore	581.2
	iii)	Purchases (Purchases with related parties as % of Total Purchases)	1.39%	0.25%
	b. i)	Sales (Sales to related parties)	1.21 crore	0.65 crore
	ii)	Total Sales	996.43 crore	839.53
	iii)	Sales (Sales to related parties as % of Total Sales)	0.12%	0.08%
	C. i)	Loans & advances (Loans & advances given to related parties)	0	0
	ii)	Total Loans & advances	0	-
	iii)	Loans & advances given to related parties as % of Total loans & advances	0	-
	d. i)	Investments in related parties	11.45 crore	13.01 crore
	ii)	Total Investments made	649.16 crore	673.74
	iii)	Investments in related parties as % of Total Investments made	1.76%	1.93%

Leadership Indicators

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year (2025-26):

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
0	0	0

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.

i) Yes ✓

ii) No

Yes, we do have a process in place which is governed by the "Code of Conduct for Board of Directors and Senior Management Personnel". Web link to the same is https://cms.proteantech.in/sites/default/files/2024-05/Code%20of%20Conduct%20for%20Board%20of%20Directors%20and%20SMPs_0.pdf

2 PRINCIPLE

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.

	FY2025-26 Current Year	Financial	FY2024-25 Previous Year	Financial	Details of improvements in environmental and social impacts
R&D	Nil	Nil	Nil	Nil	Nil
Capex	Nil	Nil	Nil	Nil	The organisation has taken initiatives that help it reduce its carbon footprint by investing in energy efficient and environment friendly technologies and promoting sustainable practices

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

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

i. Yes ☐

ii. 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.

i. Yes ☐

ii. No ☑

Since Protean doesn't manufacture or produce any product, it does not require management or disposal of post-consumer products.

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.
Nil	Nil	Nil	Nil	Nil	Nil

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	Not Applicable	Not Applicable
Not Applicable	Not Applicable	Not Applicable
Not Applicable	Not Applicable	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	
	FY2025-26 Current Financial Year	FY2024-25 Previous Financial Year
	Not Applicable	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:**

	FY2025-26 Current Financial Year			FY 2024-25 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Not applicable					
E-waste	Not applicable					
Hazardous waste	Not applicable					
Other waste	Not applicable					

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 (FY2025-26)
	Not applicable

3 PRINCIPLE

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	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B /A)	Number(C)	% (C /A)	Number(D)	% (D / A)	Number (E)	% (E /A)	Number (F)	% (F/ A)
Permanent employees											
Male	664	664	100	664	100	-	-	664	100	-	-
Female	175	175	100	175	100	175	100	-	-	-	-
Total	**839**	**839**	**100**	**839**	**100**	**175**	**20.9**	**664**	**79.1**	**-**	**-**
Other than Permanent employees											
Male	623	623	100	38	6.1	NA	NA	28	4.5	-	-
Female	455	455	100	28	6.1	455	100	NA	NA	-	-
Total	**1,078**	**1,078**	**100**	**66**	**6.1**	**455**	**42.2**	**28**	**2.6**	**-**	**-**

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B /A)	Number(C)	% (C /A)	Number(D)	% (D / A)	Number (E)	% (E /A)	Number (F)	% (F/ A)
Permanent workers											
Male	Not Applicable										
Female											
Total											
Other than Permanent workers											
Male	Not Applicable										
Female											
Total											

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

	FY2025-26 (Current Financial Year)		FY2024-25 (Last Financial Year)	
i). Cost incurred on well-being measures as a % of total revenue of the Company	Staff Welfare	0.2%	Staff Welfare	0.3%
	Employee Engagement	0.1%	Employee Engagement	0.1%
	Training cost	0.1%	Training cost	0.1%
	Insurance Policies	0.3%	Insurance Policies	0.4%
	Employee Benefits	3.5%	Employee Benefits	4.0%

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

Benefits	FY2025-26 Current Financial Year			FY2024-25 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%	0.00%	Y	100	0.00%	Y
Gratuity	100%	0.00%	Y	100	0.00%	Y
ESI	0	0.00%	NA	-	-	-
Others – NPS	12.2%	0.00%	Y	18.3	0.00%	Y
Others – Superannuation	7.4%	0.00%	Y	13.8	0.00%	Y

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 office premise is facilitated with easy access to lifts and ramps for easy movement across the floors thus making access friendly to differently abled employees and visitors.

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, Equal opportunity policy is covered as part of our staff rules. Staff rules is accessible to all the employees of Protean.

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%	Not Applicable	
Female	100%	100%		
Total	100%	100%		

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	NA
Other than Permanent Workers	NA
Permanent employees	YES
Other than Permanent employees	YES

Grievance Filing: An employee can submit a complaint on email / Darwinbox Helpdesk portal, detailing the issue or concern, which may involve unfair treatment etc.

Initial Review by HR Dept: CHRO nominates an HR representative to review the complaint. The grievance is reviewed by HR to determine the nature of the complaint and the appropriate course of action.

Review: HR gathers information, interviews involved parties and reviews any relevant documentation or evidence related to the grievance.

Resolution Meeting: Once the review is complete, a meeting is held with the employee as well as the concerned CXO if and as deemed necessary, to discuss the findings, explore potential solutions and the closure of grievance

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

Category	FY2025-26 (Current Financial Year)			FY 2024-25 (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	**839**	**0**	**0**	**711**	**0**	**0**
- Male	664	0	0	532	0	0
- Female	175	0	0	179	0	0
Total Permanent Workers	**0**	**0**	**0**	**0**	**0**	**0**
- Male	0	0	0	0	0	0
- Female	0	0	0	0	0	0

8. A. Details of skill training given to employees and workers:

Category	FY2025-26 Current Financial Year			FY2024-25 Previous Financial Year		
	Total employees/ workers in respective category (A)	No. of employees/ workers in respective category, who received Skill Training (B)		Total employees/ workers in respective category (C)	No. of employees/ workers in respective category, who received Skill Training (D)	
		No. (B)	% (B / A)		No. (D)	% (D/C)
			Employees			
Male	664	654	98.5	532	532	100
Female	175	167	95.4	179	179	100
Total	**839**	**821**	**97.8**	**711**	**711**	**100**
			Workers			
Male						
Female	Not applicable					
Total						

8. B. Details of training on Health and Safety given to employees and workers:

Category	FY2025-26 Current Financial Year			FY2024-25 Previous Financial Year		
	Total (A)	On Health and safety measures		Total (C)	On Health and safety measures	
		No. (B)	% (B / A)		No. (D)	% (D/C)
			Employees			
Male	664	25	3.8	532	30	5.6
Female	175	4	2.3	179	6	3.3
Total	**839**	**29**	**3.5**	**711**	**36**	**5.1**
			Workers			
Male						
Female	Not applicable					
Total						

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

Category	FY2025-26 Current Financial Year			FY2024-25 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	664	664	100 %	532	532	100 %
Female	175	175	100 %	179	179	100 %
Total	**839**	**839**	**100 %**	**711**	**711**	**100 %**
Workers						
Male	Not applicable					
Female						
Total						

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?

Being a service sector organisation, there are no manufacturing/product risks at the workplace, however, there are risks related to ergonomics in workplace as well as those associated with the operation of utilities. These are addressed by facilitating ergonomic workplace chairs, Ambient Air conditioning system, air purifiers, water purifiers, tea/coffee/ snacks vending machines etc. Regular safety training and drills are also conducted including evacuation drills and handling of fire-safety equipment etc.

i. Yes ☐

ii. No ☑

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

Being a service sector organisation, there are no manufacturing/product risks or work-related hazards at the workplace.

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

Being a service sector organisation, there are no manufacturing/product risks or work-related hazards at the workplace. Protean does not have workers on its payroll but pays utmost care and attention towards the health and wellbeing of all its facilities and maintenance staff. Awareness programmes on fire hazards training and safety drills are conducted from time to time.

i. Yes ☐

ii. No ☑

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

Protean does provide annual health check-up to employees and they are covered with group insurance and Mediclaim policy.

i. Yes ☑

ii. No ☐

Protean has Mediclaim policies for its employees viz

1. Group Mediclaim Policy (GMC) covers hospitalization cost of self and family

2. Group Personal Accident Policy (GPA) which covers the cost of road accidents, and

3. Group Term Life Cover (GTL) which is a life cover all the premiums are paid by the company.

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

Safety Incident/Number	Category*	FY2025-26 Current Financial Year	FY2024-25 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

*Including in the contract workforce

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

- We have robust system and processes to always ensure the wellbeing of employees.
- Ergonomic workplace with green sapling/ shrubs/ plants at open spaces are provided to promote oxygen levels.
- Air purifiers are installed in office spaces to improve the air quality.
- Clean and safe drinking water facility is provided to all employees.
- Frequent equipment checks are carried out to mitigate any wear and tear due to continued use, E.g.: Air Conditioners, UPS and DG sets etc.
- First Aid kits are placed at accessible locations and are replenished on a regular basis.
- Quarterly Fire Drills are conducted at all Premises; this empowers employees to counter any fire occurred in the premises.
- Employees are made aware of assembly points for emergency congregation.
- Mock Drill on operation of firefighting equipment's conducted annually.
- Fire alarm systems and smoke detectors are installed and periodically maintained at all premises.
- Fire extinguishers are kept filled to ensure effective use during any untoward incidents.
- Fire Action signages, No Smoking signages are placed at all entry and exit of office premises.
- CCTV Surveillance Systems are installed at all office premises and periodically maintained.
- We have tie-ups with hospitals in the vicinity of corporate office, to ensure immediate medical assistance as required along with wheelchairs on premises for any medical emergency support.

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

	FY2025-26 (Current Financial Year)			FY2024-25 (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	0	0	0	0	0	0
Health & Safety	0	0	0	0	0	0

14. Assessments for the year:

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

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

Not applicable

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).**

   (A) i. Yes ✓

   ii. No

   (B) i. Yes

   ii. No ✓

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

   Invoices submitted by the vendors are along with the challans of statutory payments made by them.

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	
	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Employees	No	No	No	No
Workers	No	No	No	No

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)**

   B) i. Yes

   ii. No ✓

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	NIL
Working Conditions	NIL

6. **Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.**

   Not applicable

4 PRINCIPLE 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.

Protean maps its stakeholders based on their level of interest, influence and impact, prioritize them based on relevance and develop engagement strategies that meet their needs. The key stakeholders identified by Protean are employees, customers, vendors and investors.

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
Customers	No	Website, Email, SOP's, SMS	Others – Regular basis	Facilitation center's / Nodal Offices/ APY-SP's. Survey is carried out regarding Consumer satisfaction on the services provided by CRA. Further, regular feedback is taken from the subscribers through the Call center (Net promoter score) and for the response given on grievances. Feedback is also taken from Chatbot 'Pension Sarathi' made available on NPS website.
Employees	No	Website, Email, Darwin	Others – Regular basis	Career growth and progression, complaints resolution, Health and Safety, wellbeing, Diversity and inclusion, salary discussion, work life balance, work from home / remote working facilities, etc.
Shareholders	No	Website, Email,	Quarterly, Annually, Regular basis	Code of Conduct / Ethical conduct, ESG and CSR achievements and practices, certifications, awards & achievements, annual report and financial reports disclosures, other statutory disclosures, etc.
Investors	No	Website, Email,	Quarterly, Annually, Regular basis	Code of Conduct / Ethical conduct, ESG and CSR achievements and practices, ISO and other certifications, awards & achievements, Employee strength, attrition rates, annual report and financial reports disclosures, other statutory disclosures, etc.

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
Value Chain Partners	No	Website, Email, meetings	Quarterly, Annually, Regular basis	Code of Conduct / Ethical conduct, Learning & Development (Training), ESG and CSR achievements and practices, certifications, etc.
Community	No	Website, Email,	Other – Regular basis	Community interventions in to improve healthcare, education and to ensure environmental sustainability.
Regulators	No	Website, Email, meetings	Other – Regular basis	Code of Conduct / Ethical conduct, ESG and CSR achievements and practices, certifications, awards & achievements, disclosures, etc.

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.**

   The consultation with the Board on key stakeholder concerns is largely facilitated by internal departments that are responsible for the respective stakeholders. The Board and senior management are informed of the comments from wide variety of stakeholders to get their feedback, advice and take appropriate necessary actions. Through various committees, the Board is provided regular updates on feedback received from stakeholders on economic, environmental and social topics that serves as inputs for decision making by the Board.

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.**

   Yes, stakeholder engagement covers key material issues driven by strategic objectives through various modes of engagements. The engagement modes include town halls, training sessions, customer satisfaction surveys, stakeholder engagement exercise and materiality assessment exercise. The Company has conducted materiality assessment exercise through extensive consultation with multiple stakeholder groups. For each of the material topic identified through this process, the Company has a robust management approach. This will help the Company in aligning overall strategy in line with the material topics.

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

   The Company engages with marginalized communities to work on the issues contributing to social transformation and sustainable development. During the reporting year, we have supported for betterment of marginalized / vulnerable groups of society which includes scholarship program for tribal girl students in Aspirational district, Nandurbar in Maharashtra.

5 PRINCIPLE 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	FY2025-26 (Current Financial Year)			FY2024-25 (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	839	839	100	711	711	100
Other than permanent	1,078	1,078	100	31	31	100
Total Employees	**1,917**	**1,917**	**100**	**742**	**742**	**100**
Workers						
Permanent	Not applicable					
Other than permanent						
Total workers						

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

Category	FY2025-26 Current Financial Year					FY2024-25 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										
Male	664	0	0	664	100	532	0	0	532	100
Female	175	0	0	175	100	179	0	0	179	100
Other than Permanent										
Male	623	0	0	623	100	25	0	0	25	100
Female	455	0	0	455	100	6	0	0	6	100
Workers										
Permanent										
Male	Not Applicable									
Female	Not Applicable									
Other than Permanent										
Male	Not Applicable									
Female	Not Applicable									

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

   a. **Median remuneration / wages: (Third party Assurance required)**

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	4	44,04,979	1	52,04,979
Key Managerial Personnel	4	1,12,69,477	0	NIL
Employees other than BoD and KMP	661	15,83,424	175	15,70,983
Workers	Not applicable	Not applicable	Not applicable	Not applicable

   b. **Gross wages paid to females as % of total wages paid by the entity, in the following format: (Third party Assurance required)**

	FY2025-26 Current Financial Year	FY 2024-25 Previous Financial Year
Gross wages paid to females as % of total wages	18.5%	19.8%

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).**

   i. Yes ✓

   ii. No

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

   Our code of conduct prohibits the use of child, forced or compulsory labour in our operations. We have a policy on sexual harassment and internal complaints committee in place to address related concerns. We have implemented Whistle Blower Policy that provides comprehensive framework for capturing and addressing complaints or grievances from stakeholders.

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

	FY2025-26 (Current Financial Year)			FY2024-25 (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	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labour	Nil	Nil	-	Nil	Nil	-
Forced Labour/ Involuntary Labour	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human Rights related issues	Nil	Nil	-	Nil	Nil	-

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

	FY2025-26 Current Financial Year	FY2024-25 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

   Protean has Positive Work Environment Policy document which in accordance with POSH Act, the same is accessible to all employees.

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

   i. Yes ☐

   ii. No ☑

10. **Assessments for the year:**

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

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.**

   None

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

   None

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	Not applicable
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.

Not Applicable

6 PRINCIPLE 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:

	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
From renewable sources (GJ)		
Total electricity consumption (A)	9,169	7,667
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	9,169	7,667
From non-renewable sources (GJ)		
Total electricity consumption (D)	317	1,183
Total fuel consumption (E)	240	384
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	557	1,567
Total energy consumed (A+B+C+D+E+F)	9,726	9,234
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.000000975	0.000001098
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.00001985	0.00002272
Energy intensity in terms of physical output	-	-
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.

i. Yes ☐

ii. No ☑

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	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	21,050	11,053
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	**21,050**	**11,053**
Total volume of water consumption (in kilolitres)	4,210	2,211
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.0000004225	0.0000002633
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.0000086	0.0000054
Water intensity in terms of physical output	-	-
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.

i. Yes ☐

ii. No ☑

Water is ONLY used for human consumption. We are IT/ITES company, providing various services on IT platform and there are no product or processes involving water.

Appropriate best practices to optimize the usage are being adopted in water saving initiatives. Efforts have been made to ensure that water is used cautiously. Improved aerators are installed on all the water taps in office washrooms to reduce water consumption.

Note: Water withdrawn is estimated referring to IS 1172: 1993. Water requirements for buildings other than residences is considered as 45 litres per day per head. The estimated quantity is recorded as water withdrawn from third party source. As per CPCB report, the water consumption is assumed as 20% of the water withdrawal.

4. **Provide the following details related to water discharged:**

Parameter	FY2025-26 (Current Financial Year)	FY2024-25 (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	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-

Parameter	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
(iv) Sent to third-parties		
- No treatment	16,840	8,842
- With treatment – please specify level of treatment	-	-
(v) Others		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	**16,840**	**8,842**

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.

Note: As per CPCB report, the water consumption is assumed as 20% of the water withdrawal and water discharged is assumed as 80% of the total water withdrawal.

i. Yes ☐

ii. No ☑

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

Not applicable

i. Yes ☐

ii. No ☑

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

Parameter	Please specify unit	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
NOx	NA	-	-
SOx	NA	-	-
Particulate matter (PM)	NA	-	-
Persistent organic pollutants (POP)	NA	-	-
Volatile organic compounds (VOC)	NA	-	-
Hazardous air pollutants (HAP)	NA	-	-
Others – please specify	NA	-	-

Protean's nature of business being service industry, air emissions are not material to the Company. The Company reports its greenhouse gas emissions separately.

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.

i. Yes ☐

ii. No ☑

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

Parameter	Unit	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	147	282
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	63	239

Parameter	Unit	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.000000021	0.000000062
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted		0.00000043	0.00000128

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.

i. Yes ☐

ii. No ✓

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

i. Yes ☐

ii. No ✓

To reduce scope 2 emissions, the organisation has started procuring green energy thereby earning the title of "Green Energy Certificate". Most of the energy needs are met through sourcing Green power. Our premises are powered with 94% of Green energy, thus reducing GHG emission to that extent.

The workspace has been designed to reduce the total energy consumption by using technology such as replacing the CFL with LEDs, installing occupancy Sensor lights and adopting VRV for Air-conditioning. Furthermore, the organisation encourages digital meetings and conferences to reduce its travels to reduce the GHG emissions.

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

Parameter	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste **(A)**	0.02	0.07
E-waste **(B)**	1.8	-
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 (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	16.7	17.6
Total (A+B + C + D + E + F + G + H)	**18.5**	**17.7**

Parameter	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00000000186	0.00000000210
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0000000379	0.0000000435
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
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	18.5	17.7
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	**18.5**	**17.7**
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	-	-
Total	**-**	**-**

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.

i. Yes ☐

ii. No ☑

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

    The operations do not involve usage of any hazardous and toxic chemicals. Waste management initiatives such as waste segregation, waste recycling, etc. are put in place. All the waste collected - which is mostly domestic waste - is segregated into Dry and Wet Waste. This waste is sent to respective Certified re-cyclers for recycling. Thus, diverting it from landfilling. 100% waste collected was sent for recycling in FY2025-26.

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:**

    Not Applicable. We do not operate in any ecologically sensitive areas that require any form of environmental approval and clearances

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.
	Not Applicable	Not Applicable	Not Applicable

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

    Not Applicable.

    Not applicable as per Environmental Impact Assessment ("EIA") notification 2006

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					

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:**

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

Leadership Indicators

1. **Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater	Not Applicable	Not Applicable
(iii) Third party water	Not Applicable	Not Applicable
(iv) Seawater / desalinated water	Not Applicable	Not Applicable
(v) Others	Not Applicable	Not Applicable
Total volume of water withdrawal (in kilolitres)	Not Applicable	Not Applicable
Total volume of water consumption (in kilolitres)	Not Applicable	Not Applicable
Water intensity per rupee of turnover (Water consumed / turnover)	Not Applicable	Not Applicable
Water intensity (optional) – the relevant metric may be selected by the entity	Not Applicable	Not Applicable
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(ii) Into Groundwater	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(iii) Into Seawater	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable

Parameter	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
(iv) Sent to third parties	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
(v) Others	Not Applicable	Not Applicable
- No treatment	Not Applicable	Not Applicable
- With treatment – please specify level of treatment	Not Applicable	Not Applicable
Total water discharged (in kilolitres)	Not Applicable	Not Applicable

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.

i. Yes ☐

ii. No ☑

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

Parameter	Unit	FY2025-26 (Current Financial Year)	FY2024-25 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	9,567	10,776
Total Scope 3 emissions per rupee of turnover		0.00000096	0.00000128
Total Scope 3 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.

i. Yes ☐

ii. 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.

Since, we do not operate in any ecologically sensitive areas, there is no 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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Green power procurement	Conscious efforts towards procurement of green power. Over 25 lakhs units of green power consumed. Our premises are powered with 94% of Green energy, thus reducing GHG emission to that extent.	1,852 tCo2e emissions averted in FY2025-26.

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
2.	Energy efficiency efforts	Adopting VRV Air-conditioning system, LED Lighting and Occupancy sensors across offices to enable energy savings.	With conscious efforts of energy conservation and usage of VRV technology in Air-conditioning across premises, energy performance Index has been improved. Energy intensity per rupee of turnover reduced for its corporate office from 0.000001098 GJ/INR in FY2024-25 to 0.000000975 GJ/INR in FY2025-26.
3.	Water conservation	Improved aerators are installed on all the water taps in office washrooms to reduce water consumption.	With improved aerators there is decrease in water wastage.
4.	Garbage Segregation	Proactive steps are taken for segregation of domestic waste (Dry and Wet Waste) and sent to respective certified re-cyclers for recycling.	100% waste collected was sent for recycling in FY2025-26 thus, diverting about 18.5 metric tons from landfilling.

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

The Organization has established, implemented and maintains a comprehensive Business Continuity and Recovery Plan (BCRP) to ensure the continuity of critical operations and the effective management of major disruptive incidents. The objective of the plan is to facilitate the coordinated recovery of essential business functions and support the restoration of operations in the event of significant infrastructure, facility or service disruptions.

The plan addresses a wide range of potential disruptions, including fires, floods, earthquakes, explosions, acts of terrorism, cyclones, prolonged power outages, hazardous chemical incidents, pandemics and other natural or man-made disasters.

The Business Continuity and Recovery Plan encompasses critical infrastructure, business processes, key operational activities, essential roles and responsibilities, technology assets, and supporting components that are vital to the achievement of organizational objectives. The plan is designed to minimize the impact of disruptive events, ensure timely recovery of critical functions and maintain service continuity for stakeholders.

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.

No significant adverse impact to the environment, arising from value chain partners.

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

No Value chain partners were assessed for environmental impact.

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

a. By the listed entity: Nil

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

7 PRINCIPLE

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.

3

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	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2	The Advertising Standards Council of India (ASCI)	National
3	Internet and Mobile Association of India (IAMAI)	National

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

We do not have such any reported instances

Name of authority	Brief of the case	Corrective action taken
NIL	NIL	NIL

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
	NIL	NIL	NIL	NIL	NIL

8 PRINCIPLE 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.

Not Applicable (Impact assessment is only mandatory for CSR project or program with INR 1 Crore or above.)

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	Not Applicable	Not Applicable	Not Applicable	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:

S. 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 INR)
	NIL	NIL	NIL	NIL	NIL	NIL

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

Protean works closely with communities in identified areas in the domains of education, healthcare and environmental sustainability. It promotes culture of empowering communities and encourages open communication of concerns and grievances through various channels. The CSR team is connected at ground level and gathers feedback from time to time.

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

	FY2025-26 Current Financial Year	FY2024-25 Previous Financial Year
Directly sourced from MSMEs/ small producers	2.1%	2.4%
Directly from within India	100%	100%

5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY2025-26 Current Financial Year	FY2024-25 Previous Financial Year
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100%	100%

(Place to be categorized as per RBI Classification System - 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	Not Applicable

2. 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)
I.	Girl Students Student Scholarship	Nandurbar	10,00,000
II.	Integrated Rural Development Project	Nandurbar	70,00,000
III.	Integrated Rural Development Project	Dharashiv	70,00,000

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

i. Yes ☐

ii. No ☑

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

Not Applicable

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

Not Applicable

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:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
NIL	NIL	NIL	NIL	NIL

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
Nil	Nil	Nil

6. Details of beneficiaries of CSR Projects:

S. No.	State	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Contribution to Divyangjan & Rehabilitation	275	100%
2	Cerebral Palsy	80	100%
3	Matimand Niwasi Vidyalay	50	100%
4	Vidyasaarathi Project	148	100%
5	Girl Students Student Scholarship	950	100%
6	Bhavishya Yaan	264	100%
7	Integrated Rural Development Project - Dharashiv	2,700	100%
8	Integrated Rural Development Project - Nandurbar	5,199	100%

9 PRINCIPLE

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.

To ensure effective and timely redressal of consumer complaints and feedback, dedicated mechanisms have been put in place based on the nature of the grievance. Operational grievances are addressed by a Customer Relationship Management (CRM) team through a dedicated call center, while technical issues are handled separately by the respective technical teams.

For online subscriber services - CRA, Pension Sahayak portal is available for raising grievances. This system allows users to raise grievances against service providers or associated offices. Complaints received in physical form, such as letters, are logged into the CGMS system to ensure consistency in tracking and resolution. Upon registering a complaint, a unique token number is generated, enabling users to track the status and access the resolution provided.

Students using education-related scholarship portals can report grievances or seek clarifications through dedicated call centers. Additionally, grievance redressal options are available online via user login or through designated help desk email addresses.

For financial services users, grievances can be reported via specific help desk email contacts. Likewise, users of licensing and certification services, as well as other regulatory or support platforms, can submit service requests or grievances either through dedicated call centers or by emailing the respective help desk teams.

These structured processes aim to enhance user experience by ensuring that all grievances are addressed promptly and transparently by designated support teams.

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	Not applicable
Safe and responsible usage	Not applicable
Recycling and/or safe disposal	Not applicable

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

	FY2025-26 (Current Financial Year)			FY2024-25 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	Data leakage incidents not observed	-	-	Data leakage incidents not observed
Advertising	-	-	-	-	-	-
Cyber security	-	-	Cyber security incidents not observed	-	-	Cyber security incidents not observed
Delivery of essential Services	-	-	Not applicable	-	-	Not applicable
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other	-	-	Not applicable	-	-	Not applicable

Weblink: https://www.proteantech.in/policy/

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

	Number	Reasons for recall
Voluntary recalls	Not applicable	Not applicable
Forced recalls	Not applicable	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.

Weblink: https://www.proteantech.in/policy/

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.

There are no issues related to data privacy hence no corrective actions required.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches: - No instances of Data Breaches were reported.

b. Percentage of data breaches involving personally identifiable information of customers: 0%

c. Impact, if any, of the data breaches: Nil Impact

Leadership Indicators

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

- RISE https://risewithprotean.io/
- eSignPro https://esign-proteantech.in/
- Corporate website - https://www.proteantech.in/
- Cloud - https://www.proteancloud.com/
- PAN informational - https://www.protean-tinpan.com/
- NPS Informational - https://www.npscra.proteantech.in/
- Protean Surakshaa - https://proteansurakshaa.in/
- Protean International - https://protean-international.com/

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

Not Applicable

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

Yes

Stakeholders are informed about the downtime of website if any through tickers/scrollers on the website by system team. Any information related to non-availability system is informed to stakeholders in advance.

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 regards 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)

i. Yes ☐

ii. No ✓

If yes, provide details in brief.

Not Applicable

Did your entity carry out any survey with regards 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). Please provide your answer in (Yes / No) by inserting a "√"symbol below.

i. Yes ✓

ii. No ☐

Survey is carried out regarding consumer satisfaction on the services provided by CRA only (excluding PAN, TAN services). Further, regular feedback is taken from the subscribers through the Call centre (Net promoter score) and for the response given on grievances. Feedback is also taken from Chatbot 'KYNA' made available on NPS.