

# Business Responsibility Report

[As per Regulation 34 (2) (f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015]

## Section A: General Information about the Company

**1. Corporate Identity Number (CIN) of the Company:**

L67120MH1995PLC086241

**2. Name of the Company:**

ICICI Securities Limited

**3. Registered address:**

ICICI Centre, H. T. Parekh Marg, Churchgate, Mumbai – 400020

**4. Website:**

www.icicisecurities.com

**5. E-mail id:**

investors@icicisecurities.com, IR@icicisecurities.com

**6. Financial Year reported:**

2020-21

**7. Sector(s) that the Company is engaged in (industrial activity code-wise):**

Broking – 66120

Merchant Banking and distribution of financial products - 66190

**8. List three key products/services that the Company manufactures/provides (as in balance sheet):**

The Company is engaged in the business of retail broking, institutional broking, distribution of financial products, private wealth management and investment banking.

**9. Total number of locations where business activity is undertaken by the Company:**

**(a) Number of International Locations (Provide details of major 5):**

The Company has a subsidiary and a step-down subsidiary in the United States of America. The United States step-down subsidiary has a branch in Singapore.

**(b) Number of National Locations:**

In India, the Company has a network of 148 ICICI direct branches over 70 cities, 18,400+ sub-brokers, authorised persons, IFAs and IAs across 700+ cities.

**10. Markets served by the Company – Local/State/National/International:**

The Company serves customers in national and international locations.

## Section B: Financial details of the Company

**1. Paid up Capital (INR):**

₹ 1,611.1 Million

**2. Total Turnover (INR):**

₹ 25,854.4 Million

**3. Total profit after taxes (INR):**

₹ 10,675.5 Million

**4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%):**

The Company has spent ₹ 160.4 Million, which is 2% of its average net profits computed under section 135 of the Companies Act, 2013 of the last three financial years ending March 31, 2018, March 31, 2019 and March 31, 2020 towards CSR activities in FY2021. Appropriate disclosures as prescribed under the Companies Act, 2013 have been made in the Annual Report for the year ended March 31, 2021 (FY2021).

**5a. List of activities in FY2021:**

5a. Activities in FY2020 that were carried forward to FY2021 due to COVID-19.

a. Supporting the incubation of Fintech startups by associating with N. S. Raghavan Centre of Entrepreneurial Learning ('NSRCEL') of the Indian Institute of Management, Bangalore ('IIMB'), to create job opportunities.

b. Providing means to a sustainable livelihood to women by empowering them through skill development training in association with WWF-India for Project Hameri.

c. Healthcare for needy senior citizens by helping them with free cataract surgery through Vision Foundation of India.

d. Set up a model old age home at Gurdaspur, Punjab, with a concept of active ageing.

**5b. List of activities in which expenditure in 4 above has been incurred:**

- a. Contribution to The Prime Minister's Citizen Assistance and Relief in Emergency Situations Fund (PM CARES Fund) for supporting the Government in COVID-19 initiatives.
- b. Contribution to IIT Kanpur for a project pertaining to Research and Development of Invasive, Portable and Affordable mechanical ventilator to be used in COVID -19 healthcare.
- c. Providing means to a sustainable livelihood through skill development projects in association with ICICI Foundation for Inclusive Growth.
- d. Providing means to a sustainable livelihood to women by empowering them through skill development training in association with WWF-India for Project Hameri.
- e. Healthcare for needy senior citizens by helping them with free cataract surgery through Vision Foundation of India.
- f. Set up model old age home through the concept of active ageing. This activity is being carried out in association with HelpAge India for their two old age home at Cuddalore, Tamil Nadu for a year and at Leh, Ladakh for three years.
- g. To foster a culture of entrepreneurship, the Company is supporting the incubation of two ventures working towards social impact by Contribution to Society for Innovation and Entrepreneurship (SINE), a Technology Business Incubator hosted in IIT Bombay. The first project is in the area of Integrated Water Technology (IWT) for treating sewage/dirty water and reuse the water for farming, gardening, city beautification initiatives like clean lakes, etc. The second project is in Baggage screening using Artificial Intelligence, for enhancing security in public places such as stations, airports, etc.
- h. Providing Skill development training, as care givers, to students belonging to economically weaker section and in many cases school dropouts, by associating with Age Ventures.

**Section C: Other Details**
**1. Does the Company have any Subsidiary Company/Companies?**

Yes

**2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)**

No

**3. Do any other entity/entities (e.g. suppliers, distributors, etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]**

No

**Section D: BR Information**
**1. Details of Director/Directors responsible for BR**
**(a) Details of the Director/Director responsible for implementation of the BR policy/policies**

1. DIN: 00074885
2. Name: Ajay Saraf
3. Designation: Executive Director

**(b) Details of the BR Head:**

Sr. No.	Particulars	Details
1.	DIN (if applicable)	NA
2.	Name	Mr. Sohandeep Hattar
3.	Designation	Head – Human Resources
4.	Telephone Number	+91-22-40701493
5.	E-mail Id	sohandeep.hattar@icicisecurities.com

## 2. Principle-wise (as per NVGs) BR Policy/Policies:

The National Voluntary Guidelines (NVGs) on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility.

These briefly are as under:

<p><b>01 Principle</b></p> <p>Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.</p>	<p><b>02 Principle</b></p> <p>Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.</p>	<p><b>03 Principle</b></p> <p>Businesses should promote the well-being of all employees.</p>
<p><b>04 Principle</b></p> <p>Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.</p>	<p><b>05 Principle</b></p> <p>Businesses should respect and promote human rights.</p>	<p><b>06 Principle</b></p> <p>Businesses should respect, protect and make efforts to restore the environment.</p>
<p><b>07 Principle</b></p> <p>Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.</p>	<p><b>08 Principle</b></p> <p>Businesses should support inclusive growth and equitable development.</p>	<p><b>09 Principle</b></p> <p>Businesses should engage with and provide value to their customers and consumers in a responsible manner.</p>

### Principle-wise (as per NVGs) BR Policy/Policies:

#### (a) Details of compliance (Reply in Y/N)

Sr. No.	Questions	Business Ethics	Product Responsibility	Wellbeing of Employees	Stakeholder Engagement & CSR	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
1.	Do you have a policy/policies for....	Y	Y	Y	Y	Y	Y	N	Y	Y
2.	Has the policy been formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	-	Y	Y
3.	Does the policy conform to any national/international standards? If yes, specify?	Y	Y	Y	Y	Y	Y	-	Y	Y
4.	Has the policy been approved by the Board?* If yes, has it been signed by MD/Owner/CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	-	Y	Y

Sr. No.	Questions	Business Ethics	Product Responsibility	Wellbeing of Employees	Stakeholder Engagement & CSR	Human Rights	Environment	Public Policy	CSR	Customer Relations
		P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Does the Company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	-	Y	Y
6.	Indicate the link for the policy to be viewed online?	Y	Y	Y	Y	Y	Y	-	Y	Y
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	-	Y	Y
8.	Does the Company have in-house structure to implement the policy/policies?	Y	Y	Y	Y	Y	Y	-	Y	Y
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	Y	Y	Y	Y	-	Y	Y
10.	Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency?#	Y	Y	Y	Y	Y	Y	-	Y	Y

\*Policies wherever stated have been approved by the Board/Committee of the Board/senior management of the Company.

#All policies and processes are subject to audits/reviews done internally in the Company from time to time.

## Notes

**P1** Sr. No. 3 - The Company has an Anti Bribery & Anti Corruption Policy, Group Code of Conduct & Business Ethics, Policy on related party transactions, Anti Money Laundering Policy and Whistle Blower Policy. The Anti-Bribery & Anti-Corruption Policy broadly conforms to the requirements of anti-bribery statutes and the regulatory guidance issued in relation to the same. While the corporate governance requirements prescribed under SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 require the Company to have a Code of Conduct, there is no prescribed standard for the same. The Group Code of Conduct & Business Ethics is based on professional and ethical standards which the Company believes all its employees as well as Directors should adopt. The Whistle Blower Policy confirms to the requirements as stipulated by the Companies Act, 2013 and its rules. Sr. No. 6 - The policy on related party transactions, the Whistle Blower Policy and the Group Code of Conduct & Business Ethics are available on the website of the Company ([www.icicisecurities.com](http://www.icicisecurities.com)). The other Policies are internal documents and accessible only to employees of the organisation.

**P2** The Company complies with regulations governing its products and services and has been responsive towards all stakeholders. The Company provides a range of investment and trading products and services to cater to all segments of the society and catering to needs of investors at various stages of lifecycle. All new products are approved by the Committees constituted by the Board. Further, the Process Approval Committee approves processes with respect to all new products. The Company has moved towards digitisation and developed entirely paperless contract

notes and periodic statements thereby providing speed and convenience to customers and having a positive impact on the environment.

**P3** Sr. No. 3 - In line with the general laws and regulations and sound ethical practices followed nationally, the Company has adopted employee oriented policies covering areas such as employee benefits and prevention of sexual harassment at the workplace which endeavor to provide an environment of care, nurturing and opportunity to accomplish professional aspirations. Sr. No. 6 - These Policies can be viewed online by the employees of the organisation on the intranet of the Company.

**P4** The principle enunciates the aspect of being responsive towards all stakeholders especially those who are disadvantaged, vulnerable and marginalised. The CSR activities undertaken by the Company and its contribution to ICICI Foundation for Inclusive Growth encompass the socio economic development in areas such as women empowerment, senior citizens welfare, Healthcare, support in COVID - 19 initiatives, skill development, and supporting startups, etc. The Company's Corporate Social Responsibility Policy can be viewed on the weblink [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR_Policy.pdf).

For consumer protection, the Company has a Policy on Protection of customer's Interest and Grievance Redressal Policy. For effective redressal of employee grievances, the Company has in place the Code of Conduct, Employee Benefits Manual and the Whistle Blower Policy. The Company also has a Policy against Sexual Harassment at the workplace in adherence to the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

**P5** Sr. No. 3 - Group Code of Conduct & Business Ethics ('Code') which has been adopted by the Company addresses the requirements of this principle. The Code emphasizes fair employment practices & diversity, fair competition, prohibition of harassment & intimidation and safety at the workplace. The Company is an equal opportunity employer and believes in providing a safe workplace and an enabling work environment to its employees. Sr. No. 6 - The Code of Conduct & Business Ethics is available on the website of the Company ([www.icicisecurities.com](http://www.icicisecurities.com)). The Company is also governed by the Code of Conduct for Stock Brokers issued by SEBI which covers aspects such as integrity and fairness to clients.

**P6** The Company complies with applicable environmental regulations in respect of its premises and operations. The Company's Environmental Policy can be viewed at: [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Environment\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Environment_Policy.pdf). The Policy underlines the Company's commitment towards the environment as part of its normal business operation due to consumption of resources like energy and water, and generation of waste. The Company also focuses on efficiencies through optimisation and reduction of wastages which directly or indirectly reduces environmental/climate impact for our customers and shareholders. The Company closely monitors all parameters of our environmental footprint and aims to go for third party ratification in due course.

**P7** While there is no specific Policy outlined for this principle, the Code of Conduct & Business Ethics governs all employees, officers and Directors and requires them to act in accordance with high professional and ethical standards. The Company, through trade bodies and associations, puts forth a number of suggestions with respect to equity markets. The Company, directly, and along with ICICI Foundation for Inclusive Growth has been working on several initiatives for promotion of inclusive growth.

**P8** Sr. No. 3 and 6 - The Company has a Corporate Social Responsibility (CSR) Policy to promote inclusive growth through economic and social development initiatives which can be viewed on the link: [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/CSR_Policy.pdf)

The Company's CSR initiatives are undertaken primarily in the areas of skill development, sustainable livelihood, creation of job opportunities, healthcare, empowering women and senior citizen welfare among others.

The Company also contributes towards the activities of ICICI Group's CSR arm - ICICI Foundation for Inclusive Growth, which focuses on the areas of elementary education, sustainable livelihoods, primary healthcare and financial inclusion. The initiatives of ICICI Foundation for Inclusive Growth can be viewed on the link [www.icicifoundation.org](http://www.icicifoundation.org).

**P9** Sr. No. 3 and 10 – The Customer Relations Policy is drawn from the existing best practices. The Policy takes into account local regulatory requirement from SEBI. This policy has been approved by the Board in January 2021 and will be reviewed every 2 years. The Company has a dedicated customer servicing team which focuses on building and strengthening customer service orientation by initiating various measures for improvement in customer service. The team periodically reviews service performance measures, major operational changes or any other issue impacting customer service delivery. The policy is available for customers on our website through "About Us" page and can be viewed on the weblink [https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Customer\\_Relations\\_Policy.pdf](https://www.icicisecurities.com/UPLOAD/ARTICLEIMAGES/Customer_Relations_Policy.pdf). There is a monthly customer service committee to oversee the implementation of the policy. The functioning of the customer service team is subjected to review by Internal Audit department of the company.

**(b) If answer to Sr. No. 1 against any principle, is No, please explain why: (Tick up to 2 options).**

No.	Questions	P7
1	The company has not understood the Principles	-
2	The Company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles	-
3	The company does not have financial or manpower resources available for the task	-
4	It is planned to be done within next 6 months	-
5	It is planned to be done within the next 1 year	-
6	Any other reason (please specify)	Please refer Note P7 on this page.

### 3. Governance related to BR

a) **Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.**

Yearly basis.

b) **Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?**

The Company publishes the BR Report annually. The hyperlink for viewing the report for FY2021 is [https://www.icicisecurities.com/Upload/ArticleAttachments/Business\\_Responsibility\\_Report\\_FY\\_2020\\_2021.pdf](https://www.icicisecurities.com/Upload/ArticleAttachments/Business_Responsibility_Report_FY_2020_2021.pdf)

## Section E: Principle-Wise Performance

### Principle 1

1. Does the policy relating to ethics, bribery and corruption cover only the Company? Yes/No. Does it extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

The Company is committed to acting professionally, fairly and with integrity in all its dealings. The Company, through the Code of Conduct & Business Ethics, has adopted a 'zero-tolerance' approach to bribery and corruption. The Company has put in place an 'Anti-Bribery and Anti-Corruption Policy', which sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption. The Code is applicable to directors and employees of the Company as well as the directors and employees of the subsidiary companies.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

During the year, one complaint was received from shareholders and the same were resolved.

Of the 24 customer complaints outstanding at the beginning of the year (April 1, 2020) and 19,925 complaints received during the period April 1, 2020 to March 31, 2021, 19,728 complaints have been resolved, indicating resolution rate of 99.01%.

### Principle 2

1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities:

The Company provides a range of investment and trading products and services to cater to all segments of the society.

Apart from the products, we have moved towards digitisation and developed entirely paperless contract notes and periodic statement generation and delivery process for the customers.

Our employee related systems are digitised too. It also extends to the payment to our employees, vendors and agents too.

About 95% of our transactions happen digitally. All our applications are logged digitally.

The above initiatives and digital processes have not only provided speed and convenience to our customers, vendors and agents, but has also had a positive impact on environment.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material, etc.) per unit of product (optional):

Considering the nature of business of the Company and the products/initiatives referred to above, some of the questions below are not applicable to the Company.

- (a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain:

NA

- (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year:

NA

3. Does the Company have procedures in place for sustainable sourcing (including transportation):

NA

4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work:

NA

5. Does the Company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%). Also, provide details thereof, in about 50 words or so:

Considering that the Company is not a manufacturing unit, the waste generated at its offices is managed as per the waste disposal process. The Company has procedures in place to dispose of e-waste through authorized e-waste vendors.

### Principle 3

1. Please indicate the Total number of employees:

The Company had 3,773 employees (3,766 permanent and 7 contractual) at March 31, 2021.

2. Please indicate the Total number of employees hired on temporary/contractual/casual basis:

The Company had 7 such employees at March 31, 2021.

3. Please indicate the Number of permanent women employees:

The Company had 922 women employees at March 31, 2021

4. Please indicate the Number of permanent employees with disabilities:

The Company does not specifically track the number of disabled employees. The Company is an equal opportunity employer and treats all employees at par. Based on the income tax declarations which



enable claiming income tax deduction for disability, the Company had 14 such employees.

**5. Do you have an employee association that is recognized by management?**

No

**6. What percentage of your permanent employees is members of this recognized employee association?**

NA

**7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.**

The Company does not engage in any form of child labour/forced labour/involuntary labour, and does not adopt any discriminatory employment practices. The Company has a policy on Prevention of sexual harassment and a formal process for dealing with complaints of harassment or discrimination. The said policy is in line with relevant Act passed by the Parliament in 2013. The Company, through the policy ensures that all such complaints are resolved within defined timelines. The number of cases reported during the year were two, of which one has been disposed-off during the year, and one complaint is pending as at March 31, 2021 and is well within the timeline as provided in the Act.

**8. What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?**

- (a) Permanent Employees
- (b) Permanent Women Employees
- (c) Casual/Temporary/Contractual Employees
- (d) Employees with Disabilities

Employees' health and safety is of prime importance to the Company. The Company conducts robust and periodic training like basic fire safety training and evacuation drills for floor marshals/Emergency Response Team ('ERT') for employees across all the large offices. Periodic fire evacuation drills and electrical and fire safety audits are conducted at these office locations, to sensitise employees about fire safety norms and regulations. The Company has tie-ups with vendors to educate and demonstrate use of fire-fighting equipment to ERT members for all large offices. For small branches, demonstration/training on how to use fire-fighting equipment during emergency is conducted by regional infra managers.

During the on-going COVID-19 pandemic, various branches and tower offices have been fumigated/disinfected on a weekly basis or based on requirement. The Company also enabled Work From Home for a large number of employees and only for critical processes, a small number of staff was being rostered to operate from offices following all the guidelines

prescribed by civic authorities. These guidelines included online declaration of health and fitness to be given on daily basis, temperature checks at entry points of the building, social distancing, wearing of masks, hand-sanitiser stations, regular sanitisation of high touch surfaces like table tops, mouse, keyboard, stair case railings, lift buttons, *etc.*, re-arranging of canteen seats, assigning workstations in such a way that social distancing is observed even while working, providing pick-up and drop in sanitised vehicles, *etc.*

The Company conducted comprehensive safety training for women employees through online mode, where they are trained on situation reaction and self-defense and updated on legal provisions relevant to their safety. Also educative content on Health, Safety & Environment (HSE), women safety and road safety are circulated periodically on the intranet platform on employee interface.

In the area of Learning & Skill up-gradation, an integrated framework has been institutionalised to nurture and build our employees' capabilities to improve performance in their current roles and prepare them for future challenges. These initiatives include customised campus assimilation programmes, on-boarding and orientation workshops for new hires, regulatory and compliance based knowledge & skill upgradation programmes and role specific functional, managerial and leadership interventions for junior, middle and senior level employees. FY2021 proved to be a challenging year in conducting physical classroom based training programmes and hence, the Company transitioned to a complete virtual delivery mode. The Company launched 12 e-modules on domain knowledge & selling skills, customised to the needs of the various frontline sales teams through the mobile based e-learning application "MPower". Overall in FY2021, 3,736 number of employees were provided with training which is around 99% coverage of total headcount of the Company.

**Principle 4**

**1. Has the Company mapped its internal and external stakeholders? Yes/No**

Yes

**2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders.**

We serve all sections of society irrespective of their wallet size.

**3. Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.**

The Company contributed ₹ 100 Million to PM CARES Fund to support the Government of India for its COVID - 19 initiatives and supported IIT Kanpur to do research and development project for providing life supporting Ventilators to help treat people affected

by COVID-19. Skill development initiatives were done through Age Ventures and ICICI Foundation for Inclusive Growth.

In order to improve the quality of life of elders, the Company associated with HelpAge India to set up Model Old Age homes, in Gurdaspur, Cuddalore and Leh. Women Self-Help Groups (SHGs) in the Greater Corbett Landscape were trained to create income, through Hameri, a women empowerment initiative, of WWF-India. The Company associated with Vision Foundation of India ('VFI'), for conducting free cataract surgery for economically weaker senior citizens. The Company associated with SINE, IIT Bombay, to support social impact projects.

### Principle 5

**1. Does the Policy of the Company on human rights cover only the Company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?**

The Company's philosophy of non-discrimination among employees, meritocracy and mechanisms for redressal of employee issues applies across the Company.

**2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?**

Please refer response to question number 2 under Principle 1.

### Principle 6

**1. Does the Policy related to Principle 6 cover only the Company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.**

The aspects outlined under this Principle are not substantially relevant to the Company given the nature of its business. The Company complies with applicable environmental regulations in respect of its premises and operations. Further, the Company participates in initiatives towards addressing environmental issues.

**2. Does the Company have strategies/initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.**

Yes. As an environmentally responsible corporate, the Company has been striving towards imbibing green sustainable processes, policies and practices. As an organisation with strong technology focus with last mile service delivery capability through digital means, much of our operations are now paperless. This capability also means routine activities like contract notes, holding statements, new product brochures, etc. are now delivered to customers in electronic form rather than physical.

**3. Does the Company identify and assess potential environmental risks? Y/N**

The company does evaluate potential environmental risks internally by analysing all its processes and activities, thus actively plugging/reducing the overall impact on environment.

**4. Does the Company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?**

The above question is not applicable to the Company as it is not a manufacturing company.

**5. Has the Company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page, etc.**

To improve energy efficiency, we have replaced conventional light fixtures with LED lights. We have also replaced old ACs with new 5 Star rated units with Inverter technology.

We have installed APFC panels at our tower locations to improve overall power quality.

We have utilised Solar Power on sharing basis generated by panels installed at our ICICI Centre at Churchgate by our Holding Company ICICI Bank Limited.

**6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?**

The above question is not applicable to the Company as it is not a manufacturing company.

**7. Number of show cause/legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.**

There were no outstanding notices at March 31, 2021.

### Principle 7

**1. Is your Company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:**

- (a) Association of National Exchange Members of India
- (b) International Market Assessment India Private Limited-CFO
- (c) BSE Broker's Forum
- (d) The Association of Investment Bankers of India
- (e) Financial Planning Standards Boards, India
- (f) Confederation of Indian Industries (CII)



(g) Federation of Indian Chamber of Commerce & Industry (FICCI)

**2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes, specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)**

The Company, through trade bodies and associations, puts forth a number of suggestions with respect to equity markets. The Whole-time Directors and members of the senior management participate in various committees/working groups constituted by the Regulators and industry bodies.

**Principle 8**

**1. Does the Company have specified programmes/initiatives/projects in pursuit of the Policy related to Principle 8? If yes, details thereof.**

Corporate Social Responsibility ('CSR') has been a long-standing commitment at ICICI Securities. Our Company's objective is to pro-actively support meaningful socio-economic development in India and enable a larger number of people to participate and benefit in India's economic progress.

Further, the Company has articulated its CSR philosophy as supporting the cause of education, healthcare including preventive healthcare, women empowerment, welfare of senior citizens, skill-development training for a sustainable livelihood, contributing to incubators for promoting a culture of entrepreneurship through incubation of new ventures/start ups which may create jobs and financial inclusion.

During the year, the Company focused on helping fight the COVID-19 pandemic. In FY2021, the Company undertook eight CSR initiatives, in addition to the initiatives undertaken by ICICI Foundation for Inclusive Growth (ICICI Foundation) in specific areas particularly skill development. There were four initiatives pertaining to FY2020 that were carried forward to FY2021, due to the pandemic/lockdown. All initiatives were implemented directly or through partners (including ICICI Foundation) in the areas of skill-development and sustainable livelihood, creation of job opportunities, initiatives for relief as well as to support research projects in essential medical equipment for critical COVID-19 patients, research and development projects in technology and engineering (through incubators), healthcare including preventive healthcare, empowering women and senior citizen welfare.

**2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organisations?**

The Company partners with different organizations in implementing its various CSR initiatives. Besides ICICI Foundation for Inclusive Growth, the Company has partnered with Indian Institute of Management

- Bangalore (IIM B) for Fintech startup incubation, World Wildlife Fund (WWF) - India for Hameri, Vision Foundation of India for free eye cataract surgeries, Gramodya Samajik Sansthan for model old age home last year and HelpAge India this year, IIT Kanpur for ventilator R&D, SINE, IIT Bombay for social startups and Age Ventures India. Further, the Company directly contributed to Prime Minister's Citizen Assistance and Relief in Emergency Situations (PM CARES) Fund.

**3. Have you done any impact assessment of your initiative?**

The impact assessment of the CSR activity undertaken by the Company through the ICICI Foundation during FY2020 was carried out by an independent agency. As per their report, there were three key impact areas – good placement offers to the candidates trained, increased confidence and industry relevant training.

**4. What is your Company's direct contribution to community development projects - Amount in INR and the details of the projects undertaken.**

The Company spent ₹ 160.4 Million for its CSR activities during FY2021. The project details are highlighted in point number 1 of this principle.

**5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.**

Community development and sustainability forms the core for various initiatives taken by the Company. ICICI Foundation for Inclusive Growth designs programmes to meet the needs of each target group.

The Women Self-Help Groups (SHGs) in the Greater Corbett Landscape are trained and help is provided in creating market linkages and equipment to start the business. The Company contributed ₹100 Million to PM CARES Fund to support the Government for its COVID – 19 initiatives and supported IIT Kanpur to do research and development project for providing life supporting Ventilators to help treat people affected by COVID-19. Skill development initiatives, as care givers, for the needy were done through Age Ventures.

In order to improve the quality of life of elders, the Company associated with HelpAge India to set up Model Old Age homes in Gurdaspur, Cuddalore and Leh. The Company partnered with Vision Foundation of India ('VFI'), for conducting free cataract surgery for the economically weaker senior citizens. The Company encourages a culture of entrepreneurship by associating with IIM Bangalore (NSRCEL) and SINE - IIT Bombay.

**Principle 9**

**1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.**

Of the 24 complaints outstanding at the beginning of the year (April 1, 2020) and 19,925 complaints received during the period April 1, 2020 to March 31, 2021, 19,728 complaints have been resolved, indicating resolution rate of 99.01%.

**2. Does the Company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A./Remarks (additional information)**

NA

**3. Is there any case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.**

In the ordinary course of broking business, several customers have disputes with the Company which could result in their filing a civil suit, criminal complaint or a consumer complaint alleging deficiency of services. The Company always strives to have a cordial relationship with its customers and attempts to have an amicable settlement of the dispute but in some cases needs to pursue legal resolution of the same.

**4. Did your Company carry out any consumer survey/ consumer satisfaction trends?**

The Company on a continuous basis measures the satisfaction levels of customers transacting across various touch points. As part of this exercise, the customer's feedback and satisfaction levels with the transaction experience are measured. We collect feedback from over 5,000 customers every month. This feedback is then analysed and the insights from the same are implemented to improve products and processes and enhance our service quality.

To assess the customer advocacy based on their experience with ICICI Securities, Net Promoter Score (NPS) is used. NPS measures the level of customer satisfaction at stage of account opening and during the ongoing relationship. NPS is used to understand the customer satisfaction around different account opening channels, RM/Advisor/Partner engagement, website and mobile platforms and overall service experience.