

An SIS Group Enterprise

Transforming Services to Solutions

ESG REPORT

FY-2023-24





About this Report

E Environmental **S** Social **G** Governance

What's Inside?

- DTSS impact during FY 2023-2024, along with key highlights from the reporting year.
- Ambitious targets for the future, as we strive to build a more sustainable and inclusive world.
- A comprehensive assessment of our positive and negative social, economic, and environmental impacts across our operations and partnerships.



- This report represents a critical step in our sustainability journey. We invite you to explore our progress and join us in building a brighter future.
- DTSS annual sustainability report covers the calendar year and is aligned with our financial reporting. This report was published in July 2024. Please see page 80 for contact points.
- DTSS received third-party verification of its Scope 1, Scope 2 and Scope 3 greenhouse gas (GHG) emissions disclosed in this report. Verification was performed by an independent third party, TUV India Private Limited

Reporting Details

Period: April 2023 - March 31, 2024 (fiscal year)

Frequency: Annual

Scope & Boundary :

- Geographic: DTSS corporate office (Bangalore, India) and 23 regional and branch offices across India.
- Data inclusion: Financial performance, employee metrics, and community updates: DTSS offices and client sites. Environmental performance indicators: DTSS head office, regional offices, and branch offices.

Framework: GRI Universal Standards 2021. We've also leveraged the UN Sustainable Development Goals (SDGs) to guide our sustainability goals

Talk to us about our Report: contactus@dtss.in


Mr. Sanjeev Kumar , COO-DTSS

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Stakeholders Engagement

As part of our commitment to open and transparent communication, we engages with clients through regular communication, performance reviews, and potentially client satisfaction surveys. We value our employees through internal development programs, fostering a sense of team spirit, and ensuring accountability. Shareholders are likely kept informed through financial statements and potentially annual reports. Through fostering relationships, with both internal and external stakeholders, we aim to create a sustainable future that aligns with the values and expectations of our diverse stakeholder community.



Stakeholder	How we engage	Key topics
Employees	• Internal communications from leadership • Town halls • Employee Connect/Pulse • Rewards & Recognition • Engagement and experience surveys • Theme based activities/festivals/cultural prog. • Materiality assessment	• Business performance • Business ethics and integrity • Non-discrimination • Employee Well-being • Diversity and Inclusion • Talent attraction and retention • Training and development • Innovation and technology
Clients	• Client Connect/Pulse • Monthly / Quarterly and Annual Reviews • Rewards and Recognition at client site • Feedback form/surveys • Materiality assessment • Webinars	• SLA's /KPI's and business overviews • Diversity and Inclusion • Business ethics and integrity • Innovation and Technology • Health and Safety of DTSS employees, third parties • Physical security at DTSS employees' properties. • Training and development
Suppliers and Vendors	• SCM discussions, meets, • Materiality assessment	• Supply chain Management • Business Ethics and integrity
Communities	No Action taken	No Topic Considered

Our Certifications

ISO 14001 | OHSAS 18001 | ISO 9001:2015 | Great Place To Work. Certified FEB 2024-FEB 2025 INDIA

Our Services

- Engineering Services
- Soft Services
- Business Support Services
- Production Support Services
- Horticulture Services
- Hospitality Services
- Pharma Services

Sectors We Serve

- Manufacturing
- Pharmaceutical
- Healthcare
- Commercial Spaces
- Residential
- Education

Awards & Recognition

- CRE-FM Masterstroke for Special performance in IFM
- Best service in Hospitality by Cleanfix-Schevaran
- India's best place to work in Health & wellness
- Honored by CBRE for stellar performance in housekeeping services
- JLL's PAM India recognition for housekeeping services
- India's best companies to work

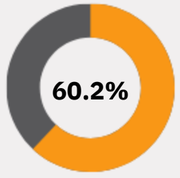






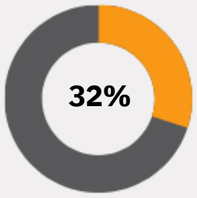


Recent ESG highlights



% of GHG emissions because upstream and downstream transportation activities.

Approx. 1343 tCO2e emissions out of 2230.46 tCO2e of total emission is contributed by upstream and downstream transportation activates of equipment's and material for client services.



% of Women Employees

15% Women Employees in Non-Billable category
32% Women Employees in Billable category
14% Women Senior Leader



139
Differently-abled Employees

Out of 45,601 Billable staff
139 are Differently-abled



Great Place to Work certified

900 employees participated in the FY 2023-2024 survey, resulting in DTSS being certified as a Great Place to Work® and listed among India's Top 10 Best Workplaces in Health and Wellness.





Materiality Assessment

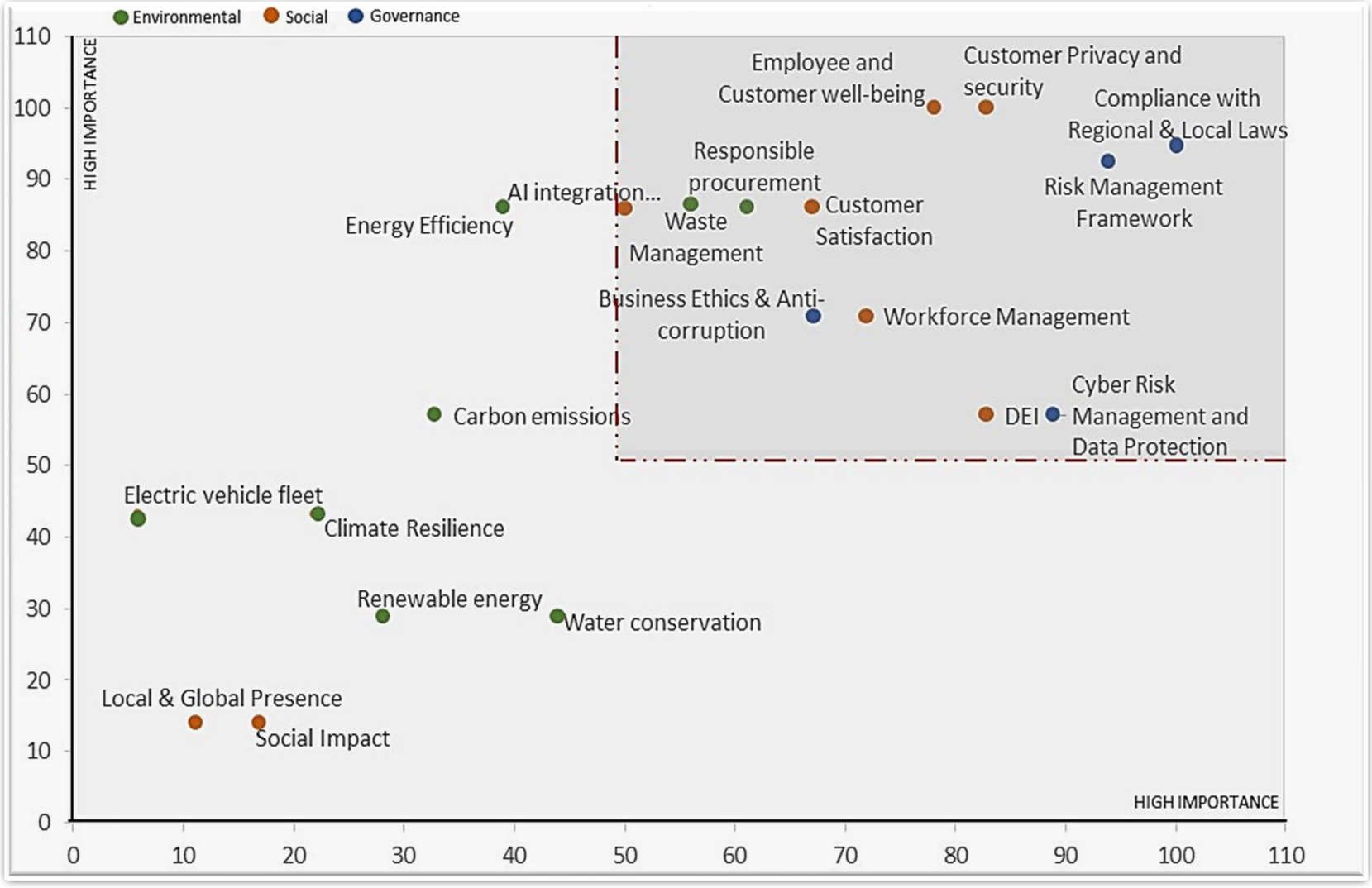
The DTSS materiality assessment forms the foundation of its suitability strategy, directing efforts towards significant Environmental, Social, and Governance (ESG) topics crucial for its longevity. Initially, the focus lies on identifying activities and services under the organization's operational control, clarifying where impacts occur throughout the value chain. Sustainability principles guide stakeholder engagement, emphasizing meaningful interactions with influential individuals aligned with sustainability concerns rather than attempting to involve everyone.

The subsequent step involves compiling a list of potential sustainability topics, drawing from stakeholder input, industry benchmarks, and internal expertise. This comprehensive process considers economic, environmental, and social dimensions, along with cross-cutting issues like governance and human rights. The resulting shortlist comprises 30 material topics, categorized based on ESG criteria.

Prior to conducting surveys, a training session was conducted for DTSS employees across various departments involved in sustainability reporting. This session aimed to enhance awareness and understanding of sustainability concepts and their relevance to DTSS operations.

To create the materiality matrix, weights were assigned to each stakeholder's score for each material topic, reflecting their relative importance to DTSS. The cut-offline was set as shown in the chart, based on internal alignments and the views of external experts.

MATERIALITY MATRIX



UN Sustainable Development Goals

The Sustainable Development Goals (SDGs) provide an internationally adopted blueprint for achieving a better and more sustainable future for all.

The DTSS Company has embraced the United Nations Sustainable Development Goals (UNSDGs) as a guiding framework for setting its Environmental, Social, and Governance (ESG) targets. By aligning with the UNSDGs, DTSS aims to contribute to global sustainability efforts while enhancing its own corporate responsibility. Leveraging the comprehensive nature of the UNSDGs, DTSS identifies key areas where its operations can make a meaningful impact, such as good health and well-being (SDG 3), decent work and economic growth (SDG 8), and climate action (SDG 13). For instance, DTSS have set ESG targets related to reducing water usage, improving waste management practices, and minimizing carbon emissions. Additionally, the company recognizes the importance of gender equality (SDG 5) in its operations, fostering diversity and promoting fair labor practices. By integrating the UNSDGs into its ESG strategy, DTSS demonstrates its commitment to addressing pressing global challenges while creating long-term value for its stakeholders and contributing to a more sustainable future.

SDG GOALS



Good Health and Well-being

Target 3.4: By 2030, reduce by one third premature mortality from non-communicable diseases through prevention, treatment, and promotion of mental health and well-being.

Target 3.8: Achieve universal health coverage, including financial risk protection, access to quality essential health-care services, and access to safe, effective, quality, and affordable essential medicines and vaccines for all.



Gender Equality

Target 5.1: End all forms of discrimination against all women and girls everywhere.



Decent work & Economic Growth

Target 8.2: Achieve higher levels of economic productivity through diversification, technological upgrading, and innovation, including through a focus on high-value-added and labor-intensive sectors.

Target 8.5: By 2030, achieve full and productive employment and decent work for all women and men, including for young people and persons with disabilities, and equal pay for work of equal value.

Target 8.7: Take immediate and effective measures to eradicate forced labor, end modern slavery and human trafficking, and secure the prohibition and elimination of the worst forms of child labor, including recruitment and use of child soldiers, and by 2025, end child labor in all its forms.

Target 8.8: Protect labor rights and promote safe and secure working environments for all workers, including migrant workers, in particular women migrants, and those in precarious employment.



Industry, Innovation and Infrastructure

Target 9.4: By 2030, upgrade infrastructure and retrofit industries to make them sustainable, with increased resource-use efficiency and greater adoption of clean and environmentally sound technologies and industrial processes, with all countries taking action in accordance with their respective capabilities.



Responsible consumption and production

Target 12.2: By 2030, achieve the sustainable management and efficient use of natural resources.

Target 12.5: By 2030, substantially reduce waste generation through prevention, reduction, recycling and reuse.

Target 12.6: Encourage companies, especially large and transnational companies, to adopt sustainable practices and to integrate sustainability information into their reporting cycle.

Target 12.8: By 2030, ensure that people everywhere have the relevant information and awareness for sustainable development and lifestyles in harmony with nature.



Climate Action

Target 13.1: Strengthen resilience and adaptive capacity to climate-related hazards and natural disasters in all countries.

Target 13.3: Improve education, awareness raising and human and institutional capacity on climate change mitigation, adaptation, impact reduction and early warning.



Partnerships for the Goals

Target 16.5: Substantially reduce corruption and bribery in all their forms.

DTSS SDG Goals

	SDG Goals	KPI	Targets
Environmental		• Climate Change	• Achieve net-zero carbon emissions across by 2040. • Reduce absolute Scope 3 emissions across our corporate offices and operations 30% by 2030. • Purchase 100% renewable electricity for our Head & Regional offices by 2030. • Incorporate ESG Supplier Questionnaire in onboarding for new suppliers by 2025.
		• Responsible procurement	
Social		• Customer Satisfaction	• 35% representation of women in the workforce by the year 2030. • Achieve female representation at senior levels (Management and Leadership bands) of 10% by 2030. • Achieve differently abled employees to 1% by 2030 • Reducing human rights grievances to 20% from the current level, aiming to achieve zero grievances.
		• Diversity, Equity and Inclusion	
Governance		• Compliance with Reginal and Local laws • Risk Management Framework • Business Ethics	• Embed sustainability in our business, operations, and cultural values. • Compliance rate with data protection regulations.
		• Cyber and Risk Management.	

LEADERSHIP LETTERS

A Message from Our Leader



"Driving Excellence, Sustainability, and Innovation in Facility Management for a Better Tomorrow."

Over the past 16 years, Dusters Total Solutions Services Pvt Ltd (DTSS) has established itself as a frontrunner in the facility management industry in India. Our journey from the merger of Dusters and Total Solutions to becoming one of the largest facility management service providers in the country has been nothing short of extraordinary. Today, DTSS operates across a vast network of 26 Strategic Business Units (SBUs) and maintains more than 3000+ client locations, underscoring our expansive operational footprint. This growth is a testament to our unwavering commitment to excellence, customer satisfaction, and sustainable practices.

Our success is driven by our core values of Trust , People Focus, Service Spirit building framework around teamwork, accountability, professionalism, and integrity. These values are not just words but the foundation of every action we take and every decision we make. They have guided us in forging strong, lasting relationships with over 1000+ esteemed clients, including industry leaders such as JLL, CBRE, Amazon, Tata Medical Centre, Apollo, and Infosys. The trust and reliability we have built with these clients are a reflection of our dedication to providing exceptional service and maintaining high standards.

At DTSS, we recognize the critical role we play in shaping a sustainable future. Our commitment to environmental stewardship, social responsibility, and ethical governance is at the heart of our operations. We understand that as a leader in the facility management industry, we have a responsibility to set an example and drive positive change. To this end, we have established internal Sustainable Development Goals (SDGs) and developed a comprehensive roadmap to achieve measurable Environmental, Social, and Governance (ESG) objectives.

One of our most significant recent initiatives is our commitment to the Science Based Targets initiative (SBTi). Climate change is one of the most pressing issues of our time, and we are determined to be part of the solution. By joining the SBTi, we aim to set ambitious emission reduction targets based on the latest climate science. This ensures that our efforts are aligned with global strategies to mitigate climate change. Our participation in SBTi is a testament to our dedication to sustainability and our willingness to take bold steps to protect our planet.

DTSS's growth trajectory has been fueled by our ability to adapt, innovate, provide digital solutions and respond to the changing needs of our clients and the environment. Our expansive reach and diverse service portfolio enable us to cater to a wide range of industries and sectors. We take pride in our ability to deliver tech based customized solutions that meet the unique requirements of each client, while also adhering to the highest standards of quality and sustainability.

Our employees are the backbone of our success. With a strong workforce dedicated to our mission, we have been able to achieve remarkable milestones. We invest in our people, providing them with the training, tools, and support they need to excel in their roles. Our emphasis on teamwork and collaboration fosters a culture of mutual respect and shared goals, driving us towards continuous improvement and excellence.

Shamsher Puri
CEO - FM

LEADERSHIP LETTERS

A Message from Our Leader

In its first-ever Environmental, Social, and Governance (ESG) report, DTSS Company, a frontrunner in Indian facility management, unveils its unwavering commitment to building a sustainable and inclusive future. The report emphasizes DTSS's prioritization of sustainability despite a dynamic business landscape. Backed by two decades of experience, DTSS offers a diverse service portfolio catering to organizations across more than 50 Indian cities.

The report underscores DTSS's acknowledgement of its role in creating a positive impact. It highlights significant milestones achieved in various ESG initiatives. These initiatives encompass environmental efforts like reducing carbon footprint and pursuing net-zero emissions by 2040 through energy-efficient practices and resource management. On the social front, DTSS prioritizes employee well-being with programs promoting work-life balance, health, and safety. Championing diversity and inclusion within the workforce is another key social objective. Strong corporate governance practices with transparent communication and accountability round out DTSS's commitment to ESG.

To showcase its dedication to environmental stewardship, the report can delve deeper into specific initiatives. Examples like using eco-friendly cleaning products, adopting energy-saving technologies in facilities, and implementing water conservation measures can be elaborated upon. Partnerships with green energy providers or investments in renewable energy sources can further solidify DTSS's environmental focus.

The report can strengthen its social impact narrative by providing specific examples of employee well-being programs. Showcasing initiatives like flexible work arrangements, healthcare benefits, and skill development opportunities demonstrates DTSS's commitment to its workforce. Highlighting diversity and inclusion efforts such as unconscious bias training, fostering a culture of acceptance, and attracting talent from diverse backgrounds further emphasizes DTSS's social responsibility.

On the governance front, the report can explain the company's governance structure, including the role of the board of directors and committees overseeing ESG implementation.

Transparency in reporting environmental and social data is key to building trust with stakeholders.

The report should conclude by outlining DTSS's future goals and aspirations in ESG. Detailing the roadmap for achieving net-zero emissions by 2040 showcases the company's long-term commitment. Mentioning ongoing efforts to further enhance employee well-being and diversity within the workforce emphasizes DTSS's dedication to its social impact. Continuous improvement in ESG practices and reporting transparency are crucial aspects that the report can reiterate.

DTSS's inaugural ESG report serves as a testament to its commitment to responsible and sustainable business practices. By prioritizing environmental stewardship, social responsibility, and strong governance, DTSS aims to solidify its position as a leader in the facility management sector while enriching the lives of its employees, clients, and the communities it serves.

Sanjeev Kumar N G S

Chief Operating Officer, DTSS



"Leading with Integrity, Innovating for Sustainability, and Empowering Communities"

About DTSS

50+ Cities

800+ Customers

2500+ Sites

In 2016, DTSS became part of the SIS Group, India's leading Security & Business Services Organization, serving **800+ Clients** with **2500+ Sites**, Employing **46,000+ Staff** for the past **20+ years**. The DTSS ethos is centered on constant enhancement of the service offering, people centricity by encouraging internal growth and strong adherence to compliance, all while focusing on increased reach and scale. Its authorized share capital is Rs. 57,000,000 and its paid-up capital is Rs. 28,020,000. Total Revenue of DTSS for 2023-24 is 12143.82 Million INR.

Dusters' Supply Chain

Dusters likely operates a complex supply chain involving multiple partners, tailored to the specific services they offer. Their workforce is extensive, encompassing roles in cleaning, security, maintenance, and other service areas. Additionally, Dusters may subcontract specialized services. The company requires a variety of supplies and equipment, including cleaning materials, security gear, and maintenance tools, which are sourced from various vendors. Depending on the services provided, they may also need specialized supplies, such as pest control chemicals. Technology plays a crucial role in their operations, with software for scheduling, communication, and facility management sourced from software companies or developers. DTSS, a subsidiary of SIS Group, adheres to a centralized purchasing policy that governs how they acquire everything needed to run their facilities. This policy, applicable to all SIS Group joint ventures, streamlines the process – from identifying potential suppliers to receiving final deliveries. It encompasses supplier selection, quotation gathering, price negotiations, contract formation, and managing deliveries. DTSS employs a meticulous vendor evaluation process that involves in-depth inquiries, financial assessments, experience checks, and even product demonstrations.

The downstream entities that benefit from Dusters' services include a wide range of facilities and their occupants. In manufacturing, Dusters ensures a clean and well-maintained environment for production, assembly, and packaging of goods. For the pharmaceutical industry, they provide specialized cleaning and maintenance to meet stringent hygiene standards essential for research, development, and manufacturing. In retail, Dusters maintains a clean and inviting environment for shoppers. Educational facilities rely on Dusters to keep learning spaces clean and functional. In residential settings, they offer cleaning and maintenance services for apartment buildings or communities. Finally, for data centers, Dusters ensures a clean and cool environment, crucial for optimal server operation.

DTSS boasts a robust network of over 15 suppliers spread across India. This network includes a diverse mix of distributors, wholesalers, and some manufacturers. Once a supplier is chosen, they are onboarded through DTSS's Oracle system. To ensure service continuity, DTSS typically secures contracts with a minimum one-year term, with the potential for extensions up to three years depending on project specifics.

DTSS extends its reach beyond the confines of the SIS Group by cultivating partnerships with ESG-conscious suppliers. These partners, including industry leaders like Diversey, Chevron, and Roots, directly supply DTSS. This collaborative approach fosters innovation, exemplified by joint initiatives like "Smart Cleaning" programs that optimize facility management practices. This focus on partnerships reflects a broader SIS Group philosophy. Recognizing the significance of stakeholder engagement, SIS has established a dedicated "Stakeholder Engagement Policy." This policy outlines a strategic approach for collaborating with all involved parties. It prioritizes building trust, addressing stakeholder perspectives, and leveraging their collective expertise to achieve shared goals.

Our Values

Trust, People Focus, Service Spirit



Our Philosophy

'Take care of your people,
they will take care of your business.'
– Mr. R. K. Sinha, Founder Group Chairman



Ms. Shoba Saji , SVP-HR DTSS – SIS Group

www.dtss.in

G

Governance





Board of Directors



Mr. Rituraj Sinha (GMD)



Mr. Dhiraj Singh



Mr. Uday Singh



Mr. Shamsher Puri



Mr. Brajesh Kumar



Ms. Rivoli Sinha



Mr. Nandit Raja

At DTSS, chair of the highest governance body is separate from Senior executive in the organization. We view corporate governance as the cornerstone of our dedication to fostering long-term value creation, managing risks effectively, and cultivating trust among stakeholders. The final ESG goals and targets will be determined after thorough discussion with the Board of Directors (BoD) and relevant teams. Following this collaboration, the BoD will review and approve the final Sustainability Report. Our governance principles are crafted to uphold integrity, transparency, and accountability in every aspect of our decision-making and operations.

ROLES & RESPONSIBILITY OF HIGHEST GOVERNANCE BODY

The role of highest governing body i.e. Chief Executive Officer (CEO) involves strategic direction, ensures company growth, manages overall operations, represents the organization publicly, fosters leadership, drives profitability, and aligns resources to achieve business objectives. Our CEOs work closely with the board of directors, keeping them informed and getting their approval on major decisions. Serving as the company's public face, representing the organization to investors, media, and the public at large.

MR. Rituraj Sinha	Group Managing Director
Mr. Dhiraj Singh	CEO – SIS Group
Mr. Uday Singh	Independent Director
Mr. Shamsher Puri	CEO-FM
Mr. Brajesh Kumar	CFO – SIS Group
Ms. Rivoli Sinha	Non-Executive Director
Mr. Nandit Raja	Director

Committees Driving Compliance, Recognition, Security, and Social Responsibility

We have established specialized board committees with clearly outlined mandates and areas of responsibility to effectively manage our governance framework.



Empowered Internal Committee	Internal Committee (IC) is a formidable force in compliance with the POSH Act of 2013. They handles redressal with fairness and justice while strictly adhering to the provisions of the POSH Act.
Rewards and Recognition Committee	Calendarized Clients & Employees connect for Brand Visibility, Customer Feedback, Employee motivation and retention. Relationship building/strengthening.
Information Security Council	The role of this council is to periodically create, review and approve the policy with appropriate executive sponsorships in managing the Information, data cyber security for whole SIS group.
Corporate social responsibility (CSR) committee	Formulate and recommend Corporate Social Responsibility policy and programs and allocate CSR budget for whole SIS Group.
ESG Committee	DTSS has initiated the process of establishing a formal ESG program. This includes the formation of a committee comprised of ESG-certified professionals and the development of comprehensive ESG goals. All decisions related to ESG initiatives are thoroughly discussed with the Board of Directors. We are committed to finalizing the formation of a dedicated sustainability committee or governance structure within the next reporting year.

Corporate Governance Policies

CODE OF BUSINESS CONDUCT AND ETHICS

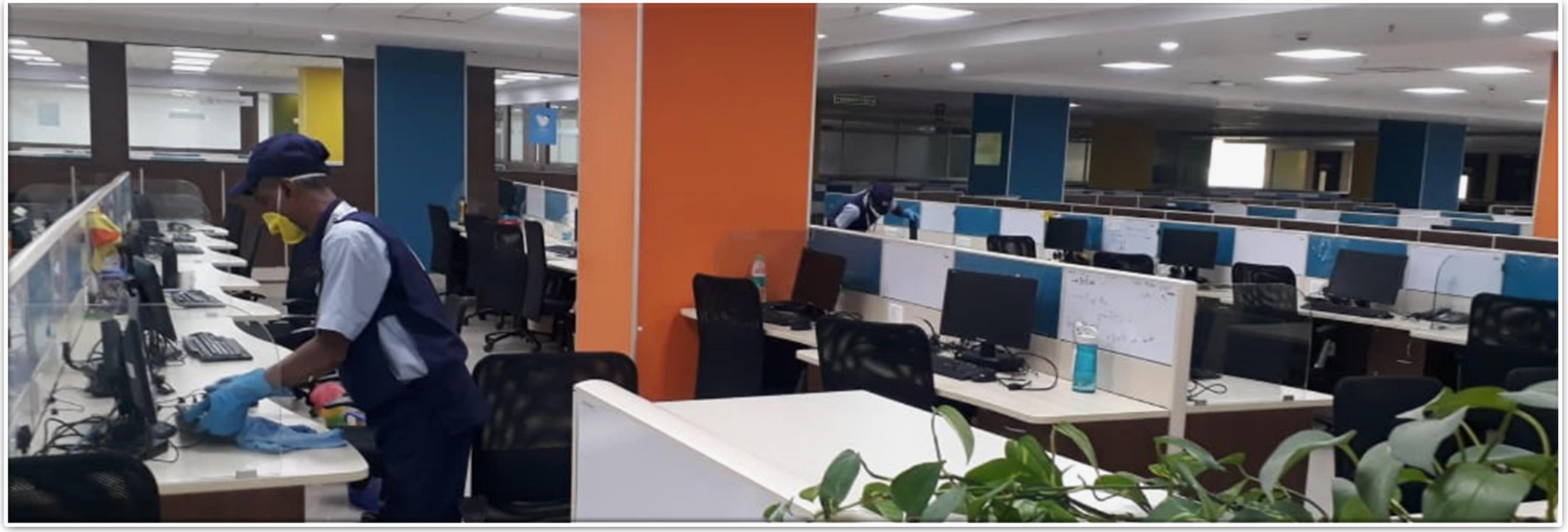
The Code of Conduct and Ethics Policy establishes a comprehensive framework of rules and principles that govern the behaviors of all Directors and employees, requiring them to uphold the highest standards of professional ethics and integrity in conducting business. We are committed to adhering to all relevant laws, rules, and regulations, while also fostering a culture of honesty throughout our operations. The policy explicitly prohibits practices such as bribery, corruption, unauthorized disclosure of confidential information, embezzlement, misappropriation of corporate assets, and breaches of data privacy.

To ensure fair disciplinary procedures, all incidents require a documented report before any formal action is taken. This process typically starts with a Show Cause Notice or verbal counseling delivered to the employee by the Senior Manager or VP of HR. The Show Cause Notice can be issued via email with a read receipt or a physical copy (duplicate).

If the employee provides a response within 24 hours, the explanation will be reviewed by both the department head and HR. If no response is received, the functional head can proceed with a written warning, suspension, or termination. Termination is reserved for severe cases and only after a thorough investigation.

ANTI- CORRUPTION AND BRIBERY

We maintain a zero-tolerance stance towards all forms of corruption and bribery. DTSS have been formulated anti-corruption and bribery policy to articulate its commitment to conduct business in a affair and ethical manner with honesty and transparency. Deal with aby form of bribery and corruption consistently and decisively. Maintain financial records in a manner that it reflects a true and fair representation of its activities. Violation of this policy may result in serious consequences for DTSS, and individual involved, including possible criminal ad civil penalties ad fines and disciplinary actions to and including termination. DTSS employees are urged to report suspected violations of this policy. Staff can report to their manager, any member of the DTSS legal team or through the email or phone call. Retaliation is strictly prohibited.



NIL	Number of confirmed corruption incidents
25	Misbehavior issues
NIL	Number of reports to whistleblower
36	Discrimination and harassment related issues

Corporate Governance Policies

WHISTLE BLOWER POLICY

DTSS has a whistleblowing policy that serves as an extension of its Code of Conduct. Committed to upholding legal and ethical standards, DTSS prioritizes the prevention, detection, and investigation of all forms of misconduct, including fraud and corruption. The company provides multiple channels for employees to voice concerns, such as using the Mitra app, calling a designated helpline, or contacting regional SPOCs. In cases involving allegations against a company manager or unsatisfactory resolution of a report, employees have the option to escalate directly to the Chief Operating Officer at corporate headquarters. Similarly, if allegations involve the Chief Operating Officer, employees may report directly to the GROUP CEO at the company's corporate headquarters.

NOMINATION AND REMUNERATION POLICY

DTSS follows the process of obtaining approvals for selected nominees involves several steps as per SIS Group standards, Group compliance approvals and proper assessment followed by the nomination and remuneration committee formed. To ensure a strong and balanced Board, the company has established a policy for selecting directors. This policy, approved by a dedicated committee and following regulations, sets the criteria for qualifications, experience, and independence of all directors, including independent ones.

The company seeks experienced professionals from diverse backgrounds like business, finance, law, and public administration, aiming for a well-rounded Board with a variety of perspectives. The Board size can range from 3 to 15 directors, and their terms typically last 3-5 years. The Remuneration Policy is available on the Company's website and the weblink is Nomination-and-Remuneration-Policy-1.pdf (sisindia.com)

The Board of Directors follows recommendations from the Nomination and Remuneration Committee when deciding on director compensation, which requires shareholder approval in certain cases. Executive directors receive a salary, along with perks and allowances, as their compensation. Non-executive directors get a sitting fee of ₹100,000 per meeting they attend, for both Board and committee meetings. Additionally, shareholders have approved a commission structure for non-promoter, non-executive directors, allowing them to receive up to 1% of the company's annual net profits.

CONFLICTS OF INTEREST

The Company follows SIS Group policy on Conflict of Interest which applies to all employees and members of the Board of Directors and other stakeholders including but not limited to employees, suppliers, vendors, partners, consultants, third parties who have a business relationship with and provide, sell, seek to sell, any kinds of goods or services to the Company or any of its subsidiaries and affiliates. The policy contains the procedure for identification of potential conflict of interest, disclosure and managing of conflict of interest to the Board and reporting procedure. In case of any conflict of interest arising at the time of empanelment or during engagement, stakeholders are required to promptly disclose such situations to the Company. The policy can be accessed at : Security Agency - Leading Security Company in India (sisindia.com)

NIL Complaints received in relation to issues of Conflict of Interest of the Directors

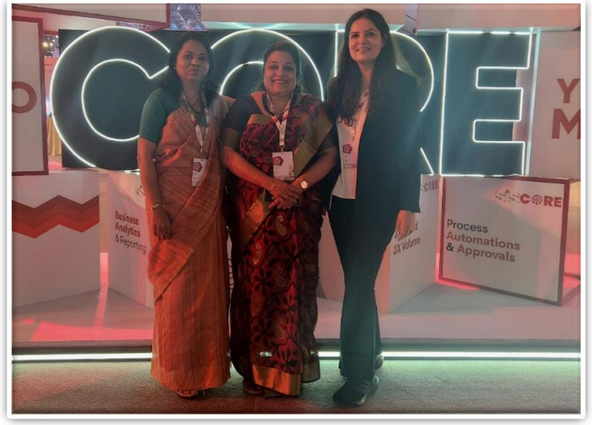
PERFORMANCE EVALUATION

A formal evaluation framework in place for the evaluation of the Board's performance, the performance of its committees, and individual Directors, including the Chairman of the Board, in compliance with the provisions of the Act and the SEBI Listing Regulations. As per the evaluation framework, evaluation forms are circulated separately to evaluate the Board and its Committees, Independent Directors/Non-Executive Directors, Executive Directors, and the Chairman of the Company. The Board of directors has carried out an annual evaluation of its performance, board committees and individual directors, in accordance with the provisions of the Act and SEBI Listing Regulations. The evaluation of the Board was based on criteria such as the board composition, structure, meetings and procedures, information and functioning etc. and the performance of the committees was evaluated based on criteria such as the composition of committees, effectiveness of committee meetings, etc. Independent Directors were evaluated based on participation, decision-making capacity, strategic perspective, Chairmanship of Committees, attendance, and preparedness for the meetings etc.

For more details refer SIS Group annual report: SIS Limited Annual Report 2022-23.pdf (sisindia.com)

POSH

A clear disciplinary process is followed at our company to ensure fairness and due diligence. Before any formal letter is issued, an incident report related to POSH must be submitted to the Senior Manager HR or VP HR i.e. Regional SPOCs. This is followed by the first step of addressing the issue, which could be a verbal counselling session, or a Show Cause Notice delivered to the employee. The Show Cause Notice can be sent via email with a read receipt and/or a physical copy (in duplicate) to ensure proper communication. The employee has 24 hours to respond with an explanation after receiving the Show Cause Notice. The Functional Head and HR department will then review the explanation. If no explanation is received within the timeframe, the Functional Head may proceed with issuing a Warning, Suspension, or Termination letter. It's important to note that termination is only considered in extreme cases and only after a thorough investigation. DTSS understands that billable staff on client sites might have limited access to core staff. To ensure their well-being and facilitate easy reporting, we've implemented the Mitra app on their mobile phones. This app allows them to discreetly submit complaints related to POSH (Prevention of Sexual Harassment). The complaint is then automatically routed to the designated POSH Subject Matter Expert (SMOE) for a prompt response. If the situation is intricate and requires further evaluation, the matter is escalated to the Internal Complaints Committee (ICC) for a comprehensive assessment. The ICC will then advise on the most effective course of action to resolve the issue.



14	No of POSH related Queries raised reporting financial year
14	No of POSH related Queries resolved reporting financial year

Further at DTSS all new joiners and staff deployed at client facility were trained about POSH. Training report with attendance and photos have to be submitted by M trainer on online portal. Also, training has been conducted for all ICC members of DTSS to ensure fair handling of the cases that reach the committee. As an additional step, POSH undertaking will be asked to sign, by signing a POSH undertaking, individuals or organizations demonstrate their dedication to fostering a workplace culture free from sexual harassment. In case of any delay employee inform directly to any of the members of IC committee through the phone numbers mentioned in the POSH undertaking.

OCCUPATIONAL HEALTH AND SAFETY MANAGEMENT SYSTEM

Health and Safety are essential to DTSS's mission of enhancing quality of life. DTSS is dedicated to cultivating a global health and safety culture and achieving world-class health and safety performance. By embedding health and safety into every aspect of our operations, we aim to minimize risks to both people and property.

For our field operations team, we implement extensive health and safety measures. All category A site risk assessments are thoroughly conducted, ensuring adherence to relevant occupational health and safety regulations. We prioritize regular safety training, provide personal protective equipment (PPE), and maintain a safe working environment.



Shamsher Puri, CEO-FM

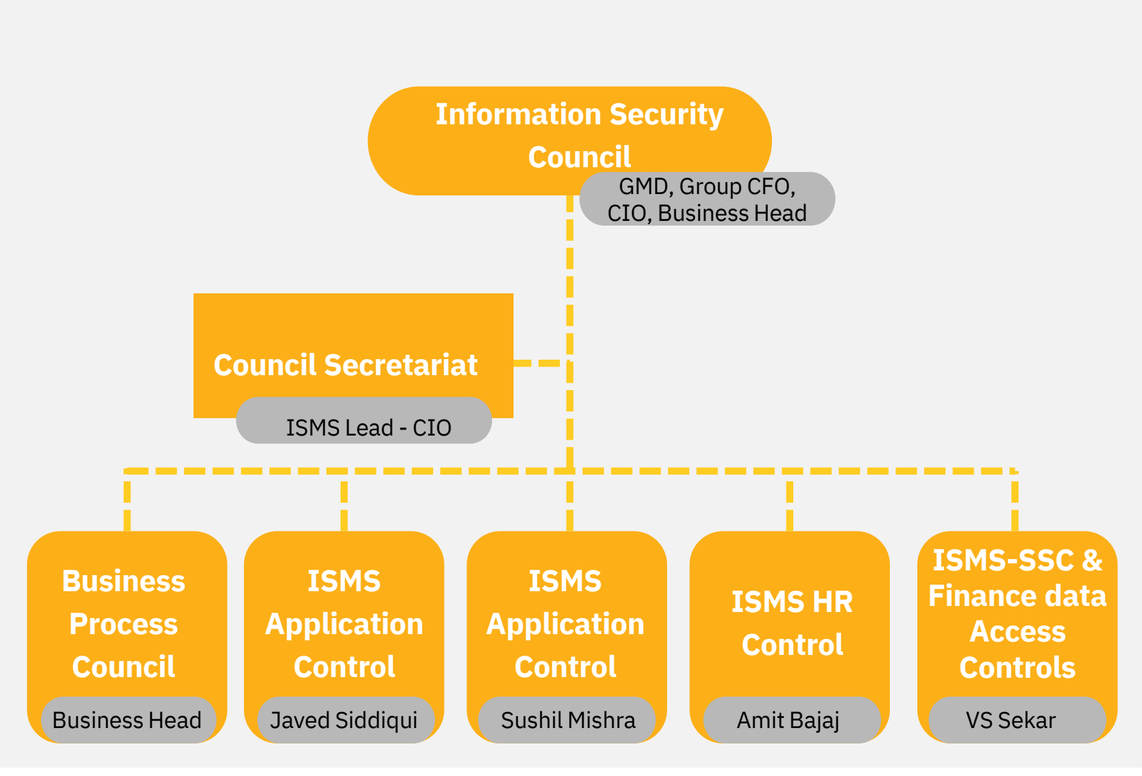
Our Shared Service Centre serves as the backbone of our operations, governed by robust internal SLAs/KPIs. It empowers our operations team to efficiently prioritize service delivery, fostering proactive engagement with clients. This framework ensures prompt resolution of client inquiries, bolstering our reputation for reliability and responsiveness.

In the event of any accidental incident, it is promptly directed and reported to the Area Regional Manager (ARM). This comprehensive approach underscores our commitment to health and safety, reflecting our belief that a safe work environment is fundamental to the well-being of our team and the success of our mission.

13	Number of safety related incidents reported
NIL	Number of industrial accidents resulting in lost workdays

CYBER RISK MANAGEMENT AND DATA PROTECTION

To manage the overall Information, data & cyber security across the group following Information security council has been formed. The role of this council is to periodically create, review and approve the policy with appropriate executive sponsorships in managing the Information, data & cyber security for the SIS group.



INFORMATION DATA & CYBER SECURITY POLICY (IDCSM)

Database authentication credentials are vital for authorizing applications to connect to internal databases but mishandling them can lead to compromising sensitive assets and broader organizational breaches. This policy outlines requirements for securely storing and retrieving database usernames and passwords (i.e., credentials) for programs accessing databases on SIS Group networks. It applies to system implementers and software engineers coding applications accessing production database servers. The policy mandates that credentials are not stored in clear text within the program's source code. Instead, they may be stored separately or on the database server with a hash function identifier in the program. Alternatively, authentication servers like LDAP may handle database authentication without programmatic use of credentials. Passwords must adhere to the Password Policy, and unique credentials are required for each business function. Access to credentials must be controlled, and passwords must be changed according to policy, restricting knowledge to a need-to-know basis.

NIL	Number of Information Security Breach Reported

Employees suspect that their terminal or computer systems have experienced a security breach or unauthorized access, they must promptly report the incident to the designated company authority. It is imperative that the employee refrains from shutting down the computer or deleting any suspicious files. Maintaining the computer's current state upon discovering the security breach will aid in identifying the root cause of the issue and devising appropriate measures to address it effectively.

CHILD LABOUR

DTSS have no tolerance Child Labour policy in place to protect the childhood of the young generation of the country and to ensure that our society remains free from any kind of abuse and crime towards childhood with the vision of eradicating child labor completely from our society as well as the industry. DTSS have efficient management system in workforce, which ensure that proper verification procedure of Age records to be done by HR to authenticate the records provided. Compliance with the Policy will be regularly monitored and evaluated.



S

Social


3
GOOD HEALTH AND WELL-BEING

5
GENDER EQUALITY

8
DECENT WORK AND ECONOMIC GROWTH





DTSS Workforce

Our foremost goal is to draw in, cultivate, and maintain exceptional talent throughout our organization. To achieve this objective, we are dedicated to establishing an inclusive work environment that nurtures career advancement by prioritizing the relationship between managers and employees, promoting ongoing learning and development, and offering fair opportunities for growth.

In FY 2023-2024 DTSS total workforce of 46,064 (billable & Non-billable), out-off which 463 are non-billable resources, meaning they work from offices, while the rest are deployed on client sites. The company has hired 169 new non-billable employees (increase no of billable employees from last year). This indicates ongoing recruitment efforts to replenish and expand the workforce.

DIVERSITY AND INCLUSION

DTSS is firmly committed to fostering a workplace that celebrates diversity and embraces inclusion. We believe in creating a fair and equal environment where everyone has the opportunity to thrive, regardless of gender, disability, caste, religion, or ethnicity. We actively cultivate a culture of respect and trust, where everyone feels safe to bring their authentic selves to work.

The geographical distribution of billable and non-billable employees across various regions such as Bangalore, Mumbai, Chennai. Delhi NCR, and Kolkata. This distribution highlights the company's presence in multiple locations and its ability to attract talent from diverse regions.

The grand total of billable especially abled employees amounts to 139. Among them there are 122 male employees, representing the majority. Female employees account for a smaller portion, with a total of 17 and one is transgender. Additionally, there is one transgender employee within the organization. Especially abled employees have not been hired in nonbillable positions. While this could indicate a commitment to diversity and inclusion, it also suggests potential areas for improvement in hiring practices to ensure inclusivity across all job roles.

Out of 45,601 billable employees, there are a total of 139 who are especially abled, and one is transgender



There are job openings for freshers, indicating opportunities for entry-level candidates to join the company. While there are no separate job openings for women, the policy allows women to apply to all open positions, promoting gender-inclusive recruitment practices.

The majority of non-billable employees are concentrated within the 35-50 age range, suggesting a workforce with considerable experience and a significant segment in the middle stages of their careers.



WOMEN POWER

The DTSS employs a total of 463 non-billable employees, with 69 of them being women. In the senior management 14% of employees are female and 86% are male. Across all branches, there are a total 45,601 billable workforce out off which of 14561 female employees and 31040 male employees, resulting in an overall gender distribution of approximately 32% female and 68% male. These efforts underscore our dedication to nurturing diversity and inclusion throughout our organization. Our vision is to have 35% women in the workforce by the year 2030.

EMPOWERING WOMEN IN DTSS

In the continuously shifting terrain of corporate culture, the significance of diversity and inclusion cannot be emphasized enough. At group level we have specialized diversity platform, SIS various women empowerment programs, has led the charge in promoting gender inclusivity for the past years, yielding remarkable results.

Shakthi's Four-Year Journey Towards Gender Inclusivity: SIS Shakthi is unwavering in its dedication to maintaining the cultural richness of our organization by championing a diverse representation among our employees. The belief in the strength derived from various perspectives is ingrained in our ethos. Recognizing the need for targeted efforts, we have established programs aimed at increasing the representation of women talent within our ranks. The impact of these initiatives has been particularly notable in managerial positions, though the volume is at the frontline ranks.

Mashaal Mentorship Program: It is a unique initiative designed for the frontline women at SIS. With 35,000 women employees, Aiming to create a respectful and empowering work culture, we focus on career development through programs like Arise and Udaan. Recognizing the importance of personal growth, our corporate women have volunteered as mentors, each guiding 10-15 women employees per quarter.

They help with corporate skills such as communication, basic computer use, and management. This program empowers billing role women, making them feel included and valued, while corporate women experience pride in contributing to their colleagues' and the organization's success.

Sahaas is a program that facilitates vocational opportunities for individuals with intellectual disabilities through training. Diya Foundation, a Charitable Trust registered under the Indian Trusts Act in Bangalore, provides vocational and life skills training for adults and young adults with intellectual disabilities. DTSS has signed an MOU with DIYA Foundation to train adults with intellectual disabilities, providing internship exposure and exploring possible placements whenever feasible.

SAHAAS Enable to Overcome | Shakti | Mashaal Empowering by Guiding



Total Workforce	Billable	Non-Billable	Sr Management	BOD
32%	32%	15%	14%	14%

DIGITIZING ONBOARD SOLUTIONS

Addressing challenges such as UAN and Aadhaar validation discrepancies, bank account verification, and ESIC number validation, the Aarambh solution emerged as a comprehensive remedy. Through advanced validation algorithms, it notably minimized discrepancies between UAN and Aadhaar data. Moreover, the streamlined bank account verification process enhanced efficiency and accuracy. Automation of ESIC number validation eradicated manual errors, ensuring employees receive entitled benefits. As a result, approximately 100 field officers and supervisors proficiently manage compliant onboarding processes utilizing the Aarambh.

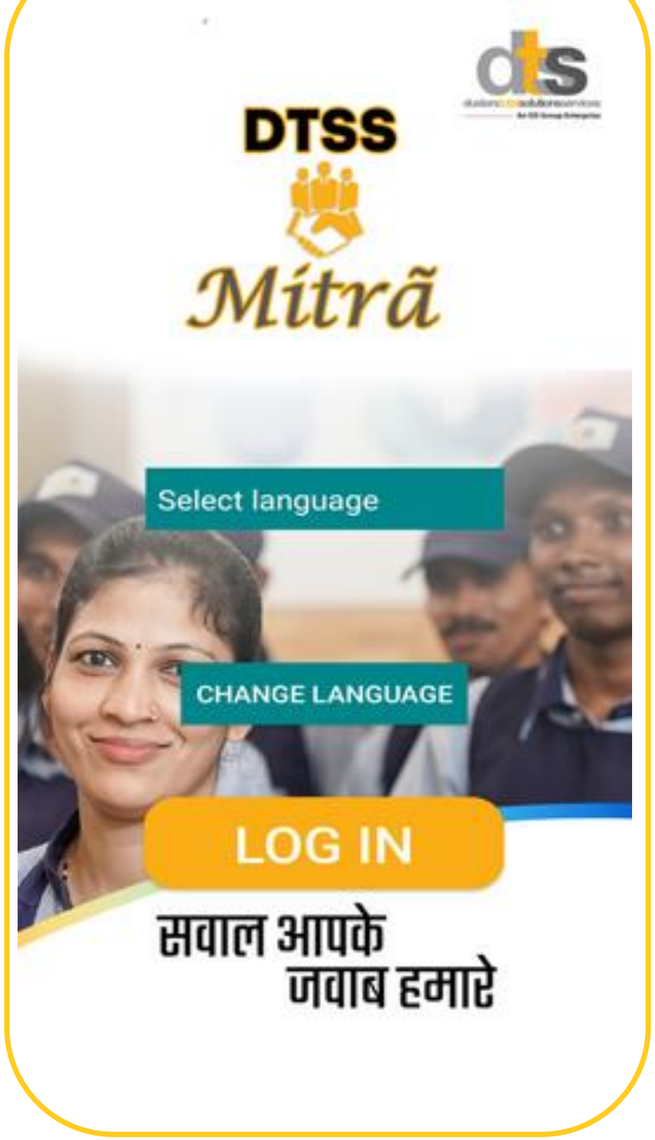
The Aarambh Solution offers several benefits, including rapid, streamlined, and compliant onboarding processes. Employee codes are assigned post validations, ensuring efficiency. Full ESIC and PF compliance is guaranteed for remittances. Employment documents are auto generated, reducing administrative delays. Employees gain instant access to their ID card through the Mitra app, while offer and appointment letters are available in regional languages via the same app. An admin facilitates easy case review and re-initiation of pending cases, enhancing overall efficiency.

All Non-billable employees	Number of employees using Zing App

For non-billable staff at DTSS, the Zing Application serves as a comprehensive tool for various HR functions. It facilitates attendance tracking, simplifies the process of applying for regularization and ensures timely receipt of company notices. Implementing the application like Mitra and Zing for recruitment, payroll, and employee creation offers a sustainable approach by reducing paper usage, and minimizing energy consumption associated with traditional methods. Its centralized system optimizes resource allocation and decreases the carbon footprint related to transportation and storage of physical documents. Additionally, ZING's efficient workflow enhances productivity, contributing to overall operational sustainability.



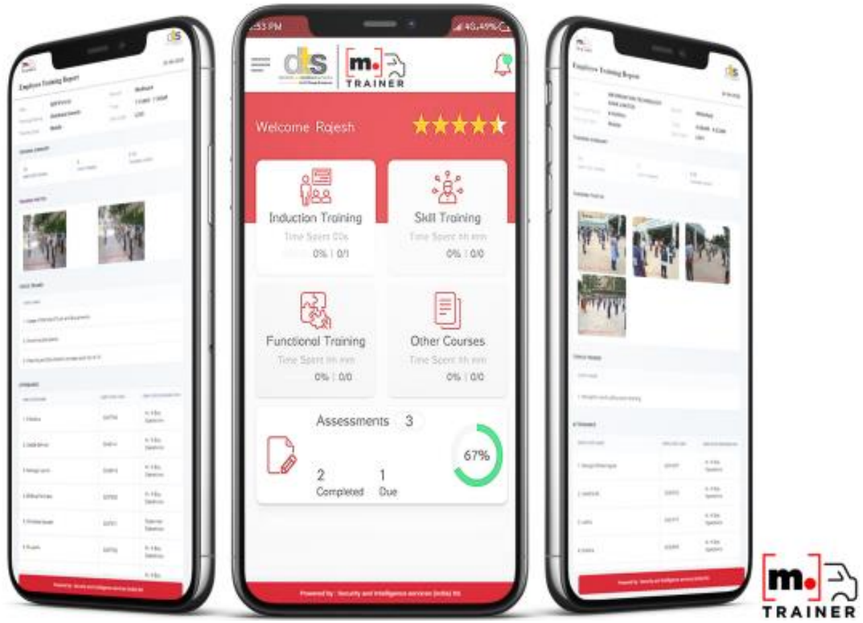
3447+	No of employees onboarded since the application onboard 2.0 went live i.e., 11th August 2023 till date:
100+	Number of field officers using the onboard 2.0 application:
NIL	Number of employees onboarded without UAN
NIL	Number of employees onboarded without employee code



TRAINING AND UPSKILLING

All new joiners undergo a comprehensive two-day induction program, including HR policies and role induction. This demonstrates the company's commitment to providing a structured onboarding process for new employees. All employees undergo training irrespective of gender and role, indicating a commitment to continuous learning and development. The company invests a significant budget (Rs 16,000,000) in training and development, reflecting its emphasis on enhancing employee skills and capabilities.

DTSS has introduced "MTrainer," a virtual training tool and platform designed for delivering training to site employees via smartphones. This innovative system facilitates training sessions conducted by both trainers and training champions, enabling seamless access for employees across different sectors. Moreover, it aids in the systematic management of real-time learning experiences for site employees, ensuring efficient and effective skill development within the organization. All employees receives regular performance and career development reviews irrespective of gender and role.









Billable staff Learning:

- **43% of the employees present on site have been covered, with over 1 million man-hours of training conducted.**
- **Average Number of Trainable hours per person : 4.7**

Training details Core Employees (Non- Billable Staff)	
Total no of POSH training conducted:	172
Total no of Induction program conducted:	11
Total no of personal Skill & development training:	36

LinkedIn Update – Activation and Engagement	
Total Learning Hours:	479 Hours
LinkedIn Learning course views:	1178 (Completed: 467)
LinkedIn Learning video views:	9,690 (Completed: 8658)



NON - COMPENSATION EMPLOYEE BENEFITS

DTSS provides comprehensive medical benefits for back-office staff, covering employees, their spouses, and children. Parents can be enrolled at a negotiated rate, with an option for additional top-up coverage. SIS Group Enterprises has partnered with Practo to launch a large-scale Corporate Wellness Program tailored specifically for SIS Group employees and their families (1+6 members) across India which offers free consultation. We also offer Group Term Life Insurance (GTLI) with up to 5 lakhs coverage provided by the company, and employees can opt for additional coverage beyond this amount. For billable staff, most are covered under ESIC, while the remaining employees are enrolled in a Group Medical Policy, with the costs covered by the customer. This ensures robust health and life insurance support for all our employees and their families.

Total number of employees that were entitled to parental leave, by gender. – Male colleagues are not eligible; Women employees are eligible for maternity leave as per policy.

Total number of women staff that took parental leave, **5**

Total number of women staff that returned to work in the reporting period after parental leave ended, **4**

Additionally, DTSS SEWA" has officially registered as a non-profit charitable Trust under relevant legislation and commenced operations on April 1st, 2019. Every employee is automatically regarded as a member of the DTSS Trust and is required to contribute a monthly subscription as outlined below, deducted from their salary each month. The SEWA Trust offers a comprehensive safety net to our workforce and their families, ensuring financial stability without imposing additional burdens. This includes benefits such as death coverage, permanent total and partial disability coverage, as well as temporary disability support.

SEWA's Commitment- Because We Care

APRIL 2019 – MARCH 2024

164 Deaths

INR 16,699,999 Dispersed



RECOGNITION AND REWARDS PROGRAMS

Recognition and Rewards Advisory Committee: DTSS have the committee responsible for Recognition and Rewards (RNR) programs is chaired by the EXCOM team, indicating that senior leadership oversees these initiatives. This suggests a top-down approach to employee recognition and rewards. The committee comprises 8 members, indicating a sizable team dedicated to managing recognition and rewards programs. In DTSS we conduct events like Calendarized Clients & Employees connect, the objective of the initiative is to establish scheduled interactions between clients and employees at DTSS for motivating and retaining employees and fostering relationship building. This initiative primarily applies to all employees deployed at client locations, with the Human Resources team acting as the process owner.

Various contributors including HR personnel, trainers, ARM's, AOM's, SBU Heads, Regional Managers, and Zonal Heads play pivotal roles in its implementation. Events such as Client Connect/Pulse, Employee Connect/Pulse/Grievance Redressal, Rewards & Recognition, Town Hall meetings, and theme-based activities are organized to achieve the set objectives. Eligibility criteria and frequency of connects are categorized based on employee roles

Awards in the form of certificates, trophies, and gifts are distributed during RNR events at client sites or regional offices, with specific criteria for different employee categories.

Additionally, back-office staff receive monthly accolades such as "Star of the Month" and "Attendance Champion." Furthermore, senior staff convene semi-annually in Bangalore for the H1 awards, honoring outstanding performance over the previous six months with both monetary prizes and other forms of recognition. The company allocates approximately 7 Lacs per annum for rewards and recognition initiatives.
The overarching goal is to ensure consistent engagement, recognition, and development opportunities for employees across various levels and locations, fostering a culture of motivation, retention, and alignment with the organization's objectives.

Number of Recognition given to employees	
Non-Billable Employees :	**170**
Billable Employees:	**19600**

Number of Recognition sessions conducted	
Non-Billable Employees :	**5**
Billable Employees:	**3934**

Feedback questions are tailored to align with the specific sector of each company. Site surveys are conducted by personnel ranging from Assistant Relationship Managers (ARMs) to Relationship Managers (RMs). Access to the system is granted using the email IDs of RMs, SBU Heads, Operations Managers (OMs), Assistant Operations Managers (AOMs), and ARMs. Each Strategic Business Unit (SBU) is assigned sites for feedback monthly, with feedback only applicable to the sites displayed on the screen for that particular month. Any feedback overlooked in each month will be recorded as incomplete for that period and cannot be carried forward to the following month's feedback cycle. The feedback score attributed to an ARM is calculated as the weighted average score for the month, reflecting their performance over the specified period.





VALUED CUSTOMERS

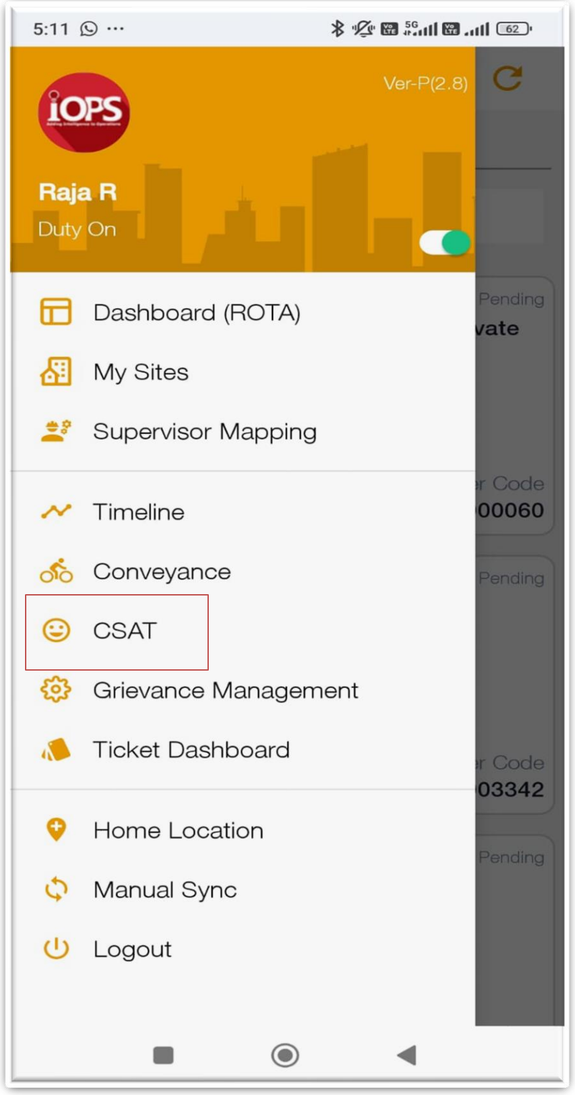
Customer feedback Mechanics

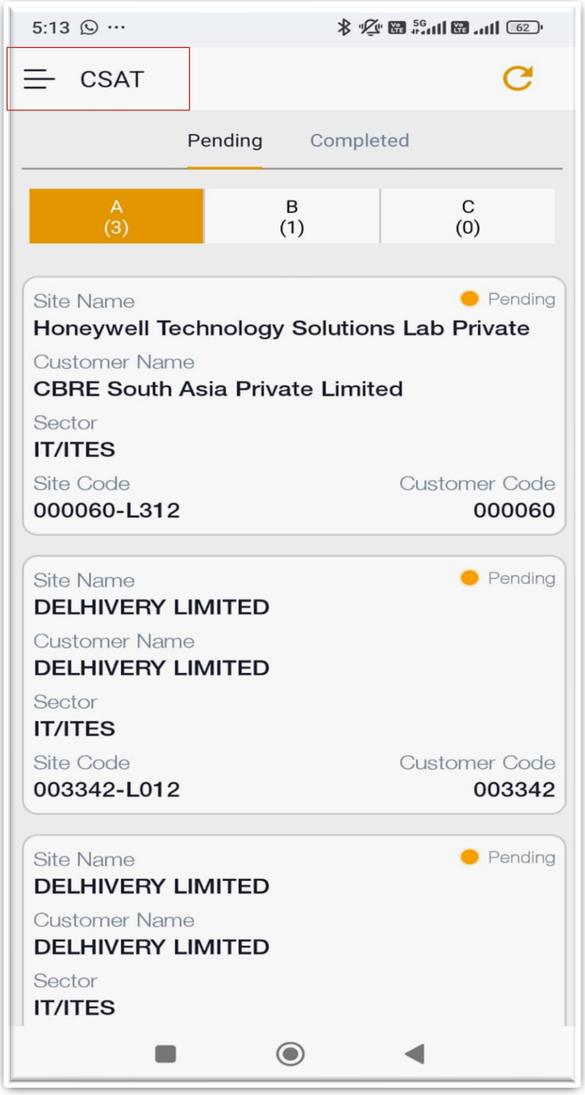
DTSS have established a resilient feedback system throughout our facility management procedures, enhancing our operational excellence and delivering added value to our customers. Sites are categorized into various sectors such as IT/ITES, Pharma, Healthcare/Hospital, and MFG, depending on the nature of their business operations.

Feedback questions are tailored to align with the specific sector of each company. Site surveys are conducted by personnel ranging from Assistant Relationship Managers (ARMs) to Relationship Managers (RMs). Access to the system is granted using the email IDs of RMs, SBU Heads, Operations Managers (OMs), Assistant Operations Managers (AOMs), and ARMs. Each Strategic Business Unit (SBU) is assigned sites for feedback monthly, with feedback only applicable to the sites displayed on the screen for that particular month. Any feedback overlooked in each month will be recorded as incomplete for that period and cannot be carried forward to the following month's feedback cycle. The feedback score attributed to an ARM is calculated as the weighted average score for the month, reflecting their performance over the specified period.



iOPS
Adding Intelligence to Operations





E

Environmental





Climate Change

GHG ASSESSMENT

DTSS has an opportunity to make a significant impact on GHG emissions associated with commercial real estate, both in our own operations and through services provided to our clients. We generate direct GHG emissions (Scope 1) through stationary and mobile fuel combustion and certain indirect GHG emissions (Scope 2) through purchased energy at our office facilities. We measure other indirect GHG emissions associated with all relevant Scope 3 categories, including:

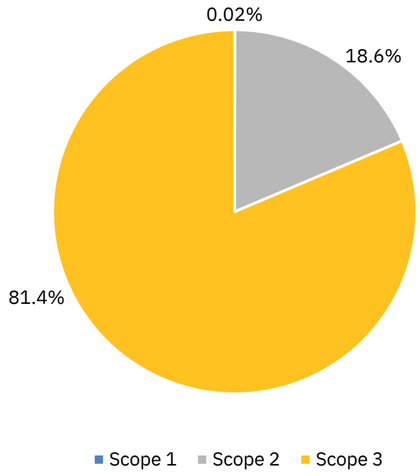
- Waste generated in operations.
- Business Travel (Air & Rail)
- Employee Commuting
- Transportation in Purchased Goods and Services.

OBSERVATIONS

- The primary waste emissions associated with the DTSS predominantly consist of municipal waste generated during their daily operations The total municipal waste generated in FY 2023-24 is **12.67 tons.**

SCOPE	Emission (tCO2e)	Source
SCOPE 1	0.52	Fugitive emissions
SCOPE 2	414.99	Purchased Electricity (No renewable)
SCOPE 3	1814.95	Waste generated in operations, Business Travel (Air & Rail), Employee Commuting, and Transportation in Purchased Goods and Services.
Total	**2230.46**	

- 18.6% emission due to of energy consumed across all office utilities of DTSS,



- A significant 81.4% of the total greenhouse gas (GHG) emissions originate from Scope 3 emissions, which include all indirect emissions by DTSS. These emissions primarily arise from activities related to the company's supply chain, accounting for approximately 60.2% of the overall emissions.

INTENSITY WITH ADJUSTED REVENUE CONSIDERING PPP

GHG Emission : 4.20 (tCO2e/million USD)

Energy Intensity: 1092.11 (kWh/million USD)

Waste Intensity: (0.02 ton/ million USD)



NET ZERO TARGET 2040

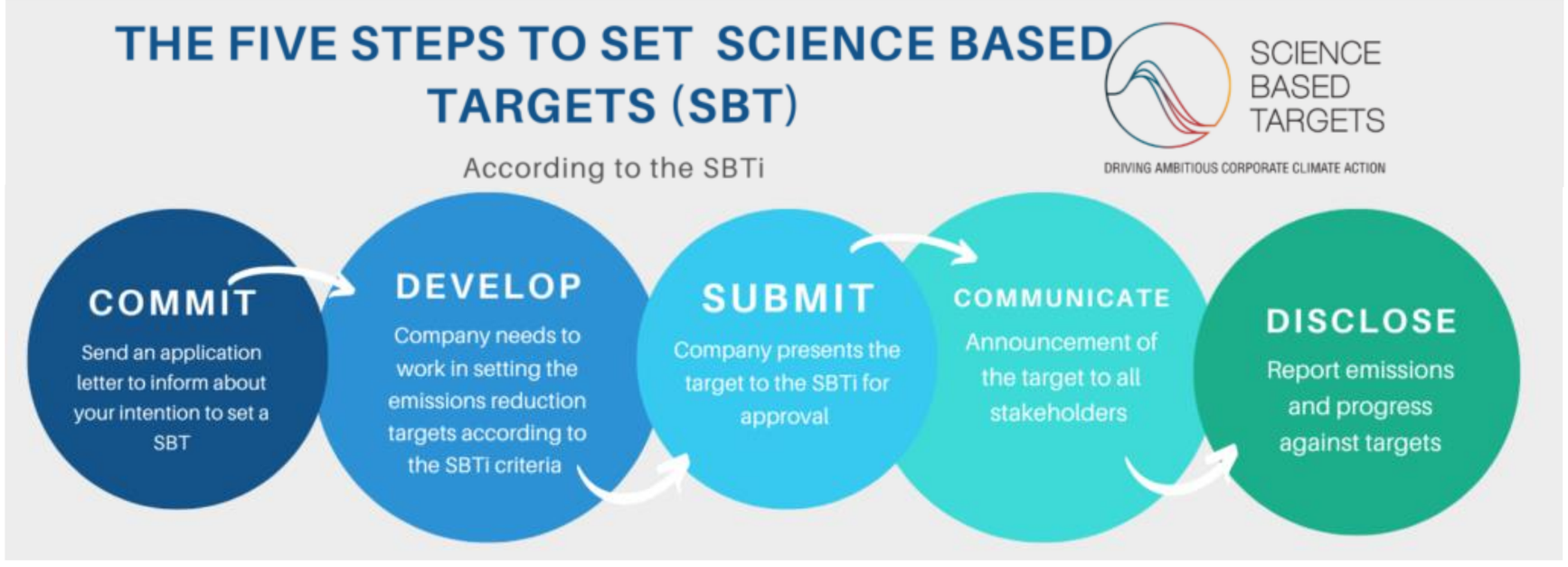
TARGET

SCIENCE BASED TARGETS

- Target Setting and We have joined the **Science Based Targets initiative (SBTi)** and are committed to setting near-term company-wide emission reductions in line with latest climate science to help combat climate change setting 2023 as baseline year.
- Engage clients in building sustainable supply chains to achieve a 30% reduction in absolute Scope 3 emissions across our corporate offices and operations by 2030
- Committing to purchasing 100% renewable electricity for corporate offices by 2040 entails transitioning all energy consumption in these spaces to renewable sources like solar, wind, or hydroelectric power. This shift requires strategic planning, potentially including investment in on-site renewable energy generation or purchasing renewable energy from external suppliers to meet the goal.

INITIATIVE

- **Reducing Single-Use Plastic:** Implementing measures to minimize or eliminate the use of disposable plastic products in our operations, contributing to the reduction of plastic waste and environmental impact.
- Using Environmentally-Friendly Chemicals: Choosing chemicals that have lower environmental and health impacts, promoting sustainability and safer practices in our operations.
- Optimizing Supply Chain for Emissions Reduction: Incorporating strategies such as sourcing materials locally or minimizing transportation distances within the supply chain to reduce carbon emissions associated with transportation and logistics.
- Climate Change Training and Awareness: Providing comprehensive training and raising awareness among employees, suppliers, and clients about climate change, its impacts, and actions individuals and organizations can take to mitigate its effects.
- **EcoVadis** we are utilizing the independent assessment platform ECOVADIS to measure our Environmental, Social, and Governance (ESG) performance.



GRI Content Index

Disclosures	Description	Page nos.	Comments/Omissions
GRI 2: General Disclosures 2021			
Th organization and its reporting practices	2-1 Organizational details	2, 12	
	2-2 Entities included in the organization's sustainability reporting	2	
	2-3 Reporting period, frequency and contact point	2	Sustainability reporting and financial reporting periods align with each other
	2-5 External assurance	2	
Activities and workers	2-6 Activities, value chain and other business relationships	5, 12	
	2-7 Employees	22, 23	
Governance	2-9 Governance structure and composition	15,16	
	2-10 Nomination and selection of the highest governance body	18	*SIS Limited Annual Report 2022-23.pdf (sisindia.com)*
	2-11 Chair of the highest governance body	15	
	2-12 Role of the highest governance body in overseeing the management of impacts	15	
	2-13 Delegation of responsibility for managing impacts	16	
	2-14 Role of the highest governance body in sustainability reporting		Board of Directors have reviewed the sustainability report.
	2-15 Conflicts of interest	18	*SIS Limited Annual Report 2022-23.pdf (sisindia.com)*
	2-16 Communication of critical concerns	16,17,18,19,20	DTSS has grievance mechanisms in place, which are implemented through its Mitra App. The types of grievances addressed, and the process followed are detailed in the attached Digital Solutions - Mitra App document.
	2-17 Collective knowledge of the highest governance body		Training was arranged. 02 personnel qualified during the reporting year and second batch will be deployed for FY 2024-25.
	2-18 Evaluation of the performance of the highest governance body	18	*SIS Limited Annual Report 2022-23.pdf (sisindia.com)*
	2-19 Remuneration policies	18	*SIS Limited Annual Report 2022-23.pdf (sisindia.com)*
	2-20 Process to determine remuneration	18	*SIS Limited Annual Report 2022-23.pdf (sisindia.com)*

Disclosures	Description	Page nos.	Comments/Omissions
GRI 2: General Disclosures 2021			
Strategy, policies and practices	2-22 Statement on sustainable development strategy	10,11	
	2-23 Policy commitments	17,18,19,20	
	2-24 Embedding policy commitments	17,18,19,20, 25,26	
	2-25 Processes to remediate negative impacts	7,8,9	
Stakeholder engagement	2-29 Approach to stakeholder engagement	4	
GRI 3: Material Topics 2021			
Material Topics	3-1 Process to determine material topics	7	
	3-2 List of material topics	9	
	3-3 Management of material topics	8	The material topics are categorized into SDGs and the targets are taken at SDG level. Since this is the First reporting year, the effectiveness of implementation can be verified from next reporting period.
GRI 201: Economic Performance			
Econimic Performance	201-1 Direct economic value generated and distributed	12	
GRI 205: Anti-corruption			
Anti-corruption	205-2 Communication and training about anti-corruption policies and procedures	17,22	
	205-3 Confirmed incidents of corruption and actions taken	17	
GRI 302: Energy			
Energy	302-1 Energy consumption within the organization	30	
	302-3 Energy intensity	30	
	302-4 Reduction of energy consumption		This is DTSS's first sustainability report; emission reductions will be detailed in the next report.
	302-5 Reductions in energy requirements of services		This is DTSS's first sustainability report; reductions in energy requirement will be detailed in the next report.
GRI 303: Water and Effluents 2018			
Water and Effluents 2018	303-5 Water consumption		We have declared the water consumption as per NBC 2016 standards, which is 50 liters per head per day for office use.

Disclosures	Description	Page nos.	Omissions
GRI 305: Emissions 2016			
Emissions	305-1 Direct (Scope 1) GHG emissions	30	
	305-2 Energy indirect (Scope 2) GHG emissions	30	
	305-3 Other indirect (Scope 3) GHG emissions	30	
	305-4 GHG emissions intensity	30	
	305-5 Reduction of GHG emission		This report establishes DTSS's GHG baseline, from which we have set our targets for GHG reduction in the upcoming years.
GRI 306: Waste 2020			
Waste	306-3 Waste generated	30	
GRI 401: Employment 2016			
Employment	401-1 New employee hires and employee turnover	22	
	401-2 Benefits provided to full-time employees that are not provided to temporary or part-time employees	26	
	401-3 Parental leave	26	
GRI 403: Occupational Heath and Safety 2018			
Occupational Heath and Safety	403-1 Occupational heath and safety management system		DTSS have EHS manual in place.
	403-2 Hazard identification, risk assessment, and incident investigation		DTSS follow HERA Procedure.
	403-3 Occupational health services	19	
	403-4 Worker participation, consultation, and communication on occupational health and safety	19	
	403-5 Worker training on occupational health and safety	25	
	403-8 Workers covered by an occupational health and safety management system	19	
	403-9 Work-related injuries	19	
GRI 404: Training and Education			
Training and Education	404-1 Average hours of training per year per employee	24,26	
	404-2 Programs for upgrading employee skills and transition assistance programs	24,26	
	404-3 Percentage of employees receiving regular performance and career development reviews	27	

Disclosures	Description	Page nos.	Omissions
GRI 405: Diversity and Equal Opportunity			
Diversity and Equal Opportunity	405-1 Diversity of governance bodies and employees	22	
GRI 406: Non-discrimination			
Non-discrimination	406-1 Incidents of discrimination and corrective actions taken	17	
GRI 408: Child labor			
Child Labor	408-1 Operations and suppliers at significant risk for incidents of child labor	20	DTSS enforces zero tolerance for child labor internally but lacks supply chain monitoring. Vendor evaluations will include child labor checks next year.
GRI 409: Forced or Compulsory			
Forced or Compulsory Labor	409-1 Operations and suppliers at significant risk for incidents of forced or compulsory labor		DTSS enforces a zero-tolerance policy on Forced or Compulsory labor and will include these checks in Vendor Evaluations next year.
GRI 413: Local Communities			
Local Communities	413-1 Operations with local community engagement, impact assessments, and development programs		Information unavailable. DTSS have not taken any step towards assessment of local comminates in this reporting year, will take necessary action and report in next year.
GRI 416: Customer Health and Safety 2016			
Customer Health and Safety	416-1- Assessment of the health and safety impacts of product and service categories	24, 25	
	416-2- Incidents of non-compliance concerning the health and safety impacts of products and services	24, 25	
GRI 417: Marketing and Labeling			
Marketing and Labeling	417-2- Incidents of non-compliance concerning product and service information and labelling		DTSS found no non-compliance incidents in service, voluntary codes, or marketing; thus, no fines, penalties, or warnings occurred.
	417-3-Incidents of non-compliance concerning marketing communications		
GRI 418: Customer Privacy 2016			
Customer Privacy	418-1 Substantiated complaints concerning breaches of customer privacy and losses of customer data	20	
GRI 419 Socioeconomic-Compliance			
Socioeconomic-Compliance	419-1-Non-compliance with laws and regulations in the social and economic area		DTSS has no cases of non-compliance with fines, sanctions, or disputes for social and economic law violations.

THANK YOU

www.dtss.in