

August 19, 2024

To Listing Department BSE Limited, Phiroze Jeejeebhoy Towers, Dalal Street, Fort, Mumbai - 400 001 Scrip Code: 539658	To Listing Department National Stock Exchange of India Limited, Exchange Plaza, 5th Floor, Plot no. C/1, G Block, Bandra Kurla Complex, Bandra(E), Mumbai - 400 051 Scrip Code: TEAMLEASE
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Dear Sir/Ma'am,

Sub: TeamLease Services Limited (TeamLease/Company) – Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24

Ref: Regulation 34 of Securities and Exchange Board of India (SEBI) Listing Obligations and Disclosure Requirements (LODR) Regulations, 2015 read with its Amendments

Pursuant to Regulation 34(2)(f) of SEBI LODR Regulations, 2015, please find enclosed Business Responsibility and Sustainability Report forming part of our Integrated Annual Report for Financial Year 2023-24.

The Integrated Annual Report for the Financial Year 2023-24 is uploaded on the website of the Stock Exchanges viz. National Stock Exchange of India Limited and BSE Limited. The same is also hosted on the website of the Company at <https://group.teamlease.com/investor/teamlease-annual-report/>.

Request you to kindly take the above intimation on record and oblige.

Thanking You.

Yours faithfully,

For **TeamLease Services Limited**

Alaka Chanda
Company Secretary and Compliance Officer
Encl: As above

Business Responsibility and Sustainability Report

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

The prism through which companies are being looked at, is rapidly changing. In the recent period, the resilience of companies has been tested in terms of how they have been able to withstand the turmoil of the COVID-19 induced pandemic. The other issue taking centre stage is a Company's commitment towards Environmental, Social and Governance (ESG) parameters. Each Company's experience on dealing with the pandemic is different as is each Company's journey on ESG. For TeamLease Services Limited (TeamLease/Company), the pandemic has reiterated that there can be no greater security in life than having a job, a source of income. ESG links together all spheres of activity within TeamLease.

Due credit must be given to the Indian capital markets regulator, The Securities & Exchange Board of India (SEBI) for taking the lead in putting together the Business Responsibility & Sustainability Reporting (BRSR) framework. In response to the worldwide trends, SEBI, has adopted new sustainability reporting criteria as part of its ongoing efforts to improve ESG disclosures. This new, Business Responsibility and Sustainability Report (BRSR), reporting format intends to establish ties between a Company's financial outcomes and its ESG performance. This can help regulators, investors, and other stakeholders get a more accurate picture of a Company's overall stability, growth, sustainability and transparency. It is a comprehensive framework, which calls for more measurable, quantitative metrics to facilitate better benchmarking.

With effect from the Financial Year 2022-2023, ESG Reporting - as per guidelines provided by SEBI, India, i.e. Business Responsibility and Sustainability Reporting (BRSR) is mandated for the top 1000 listed companies (by market capitalization). The existing Business Responsibility Reporting (BRR) which is based on the National Guidelines for Responsible Business Conduct (NGRBCs) is succeeded by the BRSR. SEBI through a notification dated May 05, 2021 has discontinued the requirement of submitting BRR by listed companies after FY 2021-22. As per the notification, TeamLease is required to submit a new report on ESG parameters, namely Business Responsibility and Sustainability Report from FY 22-23 onwards.

At TeamLease, it was a collective decision to adopt the BRSR ahead of schedule from FY'22 onwards.

At TeamLease, we remain committed towards deepening our engagement with our stakeholders as we strive towards increasing Employment, Employability and E-workforce in the country.

As we all know, ESG- where E represents Environment; S represents Social and G represents Governance – These are the three core pillars to measure the sustainability, societal impact, and corporate governance, plus investment potential in a business/organization.

Key Elements of Sustainability and ESG:

Environmental	Social	Governance
<ul style="list-style-type: none"> Energy Use GHG Emissions Water Use Waste Generated Maintaining Biodiversity 	<ul style="list-style-type: none"> Gender Equality Labour Rights Diversity and Inclusion Human Rights Right to Education 	<ul style="list-style-type: none"> Transparent Governance Institutional Trust Risk Management Ethics and Compliance Board and Executive Diversity

At TeamLease, our ESG and Sustainability program is deeply influenced by our core values. It is informed by an understanding of industry benchmarks and standards, stakeholder feedback and materiality. In addition, the Spirit of TeamLease values exemplify being responsible, respect for people and integrity.

We believe that sustainability is everyone's responsibility. This responsibility permeates all levels, functions, and businesses, with many functions viewing themselves as crucial contributors to its success.

Creating value for stakeholders is the central reason for an organization's existence. At TeamLease, our stakeholders are essential partners in our journey; whether it is employees, investors, customers or suppliers, their voices shape our decisions. Our stakeholder engagement is based on the bedrock of trust and stewardship helping us navigate the social, environmental and economic landscape in ways that are mutually fruitful.

Our Stakeholders

Internal



Employees



Suppliers



Customers



Planet



Investors

External



Government and Policy
(through Industry Associations)



Communities and Civil Society

While the internal stakeholders have direct and operational/ business value chain impacts, the external stakeholders are part of the larger community and society in which we operate.



Environment

- Responsible usage of Water
- **Circular Economy**
- Waste Management
- Responsible usage of Electricity



Social

Health & Wellbeing

- Occupational Health & Safety
- Responsible Marketing

Human Rights

- Labour Practices
- Fair Compensation
- Freedom of Association
- Discrimination & Harassment free workplace

Human Capital

- Work Culture
- Talent Attraction & Retention
- Diversity & Inclusion
- Being respectful & responsive
- Building Trust

Livelihood & Prosperity

- Education and Skills
- Research & Development



Materiality



Governance

Corporate Governance

- Business Ethics
- Governing Bodies
- Transparency & Disclosure

Strategic Risk Management

- Compliance Management
- Environmental Risks Mitigation and Adaptation
- Data Privacy & Security

Stakeholder Engagement

- Awareness & Capacity Building
- Grievance Management
- Collaborative Actions

At TeamLease, we are committed to the Company's success with our purpose of helping India prosper.

Our Approach to ESG

We endeavour to provide a safe and healthy working environment, to use resources effectively and efficiently, and to be accountable and transparent regarding the impact of our activities. We also strive to exceed existing standards and stakeholder expectations, and actively contribute to industry best practices.

As India's leading people supply chain Company, we continue to formalize the employment needs of our clients and variabilize their costs in a dynamic environment. We are embracing our responsibility to help address some of the India's social, economic and environmental challenges. ESG performance is integral to delivery of our purpose, strategy and societal goals.

ESG	Strategy	Guiding Principles
Environmental	Optimize our use of resources and the beneficial social impact associated with our operations.	Respect human rights, promote an ethical, safe, and healthy work environment.
Social	Leverage our diverse team to actively drive our sustainability mission.	Foster an environment of trust and respect, where team members collaborate to drive Employment, Employability and E-workforce and are able to contribute to their full potential.
Governance	Collaborate with our stakeholders on sustainability initiatives. Ensure accountability and build trust through transparency in our business practices and operations.	Proactively assess risk and build resilience through robust governance systems, including appropriate goals and processes.

ESG Mission

Enabling a better, safer, more secure, and sustainable world through the following purpose(s) of TeamLease:

- Putting India to Work
- Making India Employable
- Enabling ease of doing business in India

Sustainable Development Goals (SDGs)

- Aim to end poverty in all its forms everywhere by creating more job opportunities
- Aim to ensure healthy lives and promote wellbeing for all at all ages
- Aim to ensure inclusive and quality education for all and promote lifelong learning
- Aim to achieve gender equality and empower all women and girls
- Aim to promote sustained economic growth, productive employment and decent work for all
- Aim to reduce inequality within and among countries

Our ESG Policies:

We work diligently to ensure that we approach our business from an ESG point of view while delivering long-term value for our stakeholders. Our Business Responsibility and Sustainability Policy influences the way we manage our Company and the way we interact with society at large. We have a long-standing commitment to operational sustainability, underscored by a history of continuous performance improvements. Our Policies to ensure smooth contribution to ESG are as below:

- Code of Conduct
- Whistle Blower and Vigil Mechanism Policy
- Anti-Corruption, Anti- Bribery Policy
- Human Rights, Diversity & Inclusion Policy
- Workplace Health & Safety Policy
- Corporate Social Responsibility (CSR) Policy
- Business Responsibility & Sustainability Policy

Our ESG strategy is aligned with and incorporated into the Company's long-term business strategy. TeamLease's Board of Directors has ultimate oversight responsibility for ESG matters. The full Board focuses on significant ESG matters, with Board Committees undertaking oversight of ESG issues relevant to their responsibilities, and then integrating Committee work on these issues in their reports to the full Board.

CONTENTS:

Our BRSR includes our response to questions on our practices and performance on key principles defined by Regulation 34 (2) (f) of the SEBI Listing Obligations and Disclosure Requirements (LODR) Regulations, 2015 covering topics across Environment, Governance, Social and Stakeholders relationships.

At TeamLease, sustainability is viewed as environmental and social responsibility, which allows the Company to deliver on stakeholder expectations. TeamLease continues to communicate the Company's obligations and performance to all its stakeholders through its BRSR. As a responsible corporate citizen, TeamLease continues to actively engage with all its stakeholders to drive their growth for all. The Company believes in accelerating India's transition to a knowledge economy and continues its efforts to create value for India by elevating the quality of life across the entire socio-economic spectrum.

This BRSR illustrates TeamLease's efforts towards creating enduring value for all its stakeholders in a responsible manner.

Section A	General Disclosures
Section B	Management and Process Disclosures
Section C	Principle-Wise Performance Disclosures
Principle 1	Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent and accountable
Principle 2	Businesses should provide goods and services in a manner that is sustainable and safe
Principle 3	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Businesses should respect the interests of and be responsive to all its stakeholders
Principle 5	Businesses should respect and promote human rights
Principle 6	Businesses should respect and make efforts to protect and restore the environment
Principle 7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Businesses should promote inclusive growth and equitable development
Principle 9	Businesses should engage with and provide value to their consumers in a responsible manner

Section A

General Disclosures

I. Details:

1	Corporate Identification Number (CIN) of the Company	L74140KA2000PLC118395
2	Name of the Company	TeamLease Services Limited
3	Year of Incorporation	February 02, 2000
4	Registered & Corporate Office Address	315 Work Avenue Campus, Ascent Building, Koramangala Industrial Layout, Jyoti Nivas College Road, Koramangala, Bangalore - 560095, Karnataka, India
5	Website	https://group.teamlease.com/
6	E-mail Id	corporateaffairs@teamlease.com
7	Telephone	+ 91 80 6824 3333
8	Name of Stock Exchange where Shares are listed	BSE Limited and National Stock Exchange of India Limited
9	Financial Year Reported	April 01, 2023 to March 31, 2024
10	Paid up capital	₹ 16,76,89,000/-
11	Name and contact details of the person who may be contacted in case of any queries on the BRSR	Ms. Alaka Chanda Company Secretary and Compliance Officer Ph: +91 80 6824 3336/ Fax: +91 80 6824 3001 Email ID: alaka.dhawan@teamlease.com
12	Reporting boundary	Disclosures made in this report are on a consolidated basis, unless otherwise specified.
13	Date of start of Financial Year	Start Date End Date
	Current Financial Year	April 01, 2023 March 31, 2024
	Previous Financial Year	April 01, 2022 March 31, 2023
	Prior to Previous Financial Year	April 01, 2021 March 31, 2022

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

National Industrial Classification (NIC)-Ministry of Statistics and Program Implementation.

NIC Code of the Product/Service	Description
78100	Activities of employment placement agencies
78200	Temporary employment agency activities
78300	Human Resources provision and management of human resource

III. Key Services that the Company manufactures/provides (as in Balance Sheet):

Sl. No.	Services	% Of Turnover
a.	Temporary Staffing	98.90
b.	Other HR	0.39
c.	Other Income	0.71

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

a.	Number of International Locations	None
b.	Number of National Locations	13

V. Markets served by the Company: PAN India

VI A brief on types of customers

TeamLease Services Limited is India's leading provider of people supply chain solutions. In our journey towards 'Putting India to Work,' we are committed to providing end-to-end comprehensive solutions that help clients optimize work and productivity. Our products and services comprise a bouquet of services that span the employment ecosystem to support the 3Es of Employment, Employability, and E-Workforce. We are adept in strategic sourcing, matching, hiring, and training, along with capability and compliance management solutions. Over the course of the past two decades, we have delivered a diverse range of solutions to more than 3,500 employers representing various sectors, such as Automobile, Retail, E-Commerce, Electronic Systems, FMCG, IT, GCCs, Telecom, Textile, etc.

VII. Financial Details of the Company:

₹ in Crores

Sl. No.	Particulars	2023-24	
		Standalone	Consolidated
1	Paid-up Capital	17	17
2	Total Turnover	8,501	9,368
	Revenue from Operations	8,441	9,322
	Other Income	60	46
3	Profit After Tax	106	113

VIII. Total spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%): (Data presented below is on Standalone Basis)

- Average net profit of the Company for last three Financial Years – ₹ 78.63 Crores
- Prescribed CSR Expenditure – ₹ 1.57 Crores
- Details of CSR spent during the Financial Year: Kindly refer to **Annexure V** of Board's Report forming part of this Annual Report.

The Company has a responsibility statement of the CSR Committee on the implementation and monitoring of CSR Policy that is enclosed to the Board's Report.

The responsibility statement of the CSR Committee on the implementation and monitoring of CSR Policy enclosed to the Board's Report, is replicated below:

Pursuant to the Companies (Corporate Social Responsibility Policy) Rules, 2014 as amended from time to time, it is confirmed that the CSR Policy has implemented and monitored the CSR initiatives of the Company in line with the CSR objectives and CSR Policy of the Company.

IX. Employees:

A. Details as on March 31, 2024

Sl. No.	Particulars	Total Employees	Male		Female	
			No	%	No	%
1	Permanent	2117	1302	61.50	815	38.50
2	Other than permanent	237	184	77.64	53	22.36
3	Total	2354	1486	63.13	868	36.87

- All of 'TeamLease' workforce is categorized as 'Employees' and none as 'Workers'
- TeamLease does not specifically track the number of disabled employees. The Company gives equal opportunities and treats all employees at par with equal respect and dignity.

B. Participation/inclusion/representation of women

Particulars	Total	No. and percentage of Female	
		No	%
Board of Directors (TeamLease & Subsidiaries)	16	6	37.50
TeamLease Services Limited	10	3	30.00
Subsidiaries	6	3	50.00
Key Management Personnel (CS and CFO) (TeamLease & Subsidiaries)	2	2	100.00
TeamLease Services Limited	2	2	100.00
Subsidiaries	-	-	-

C. Turnover rate for permanent employees

Permanent Employees	FY24			FY 23			FY22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent	46.00%	43.00%	45.00%	55.00%	54.00%	55.00%	48.00%	51.00%	49.00%

X. Holding, Subsidiary and Associate Companies

a. As on March 31, 2024 the Company has 5 direct Subsidiaries.

Particulars of the Subsidiary companies are detailed in **Annexure II** of Board's Report - AOC-1.

Confirmation on Subsidiary Company/Companies participating in the BRSR Initiatives of the parent Company

Certain business responsibility initiatives in the area of ethics, transparency and accountability, sustainable use of resources and well-being of employees are being implemented in all the Subsidiary companies. The Subsidiaries of the Company are separate legal entities and follow BRSR initiatives as per rules and regulations as may be applicable to them.

b. Confirmation on participation in the BRSR initiatives of the Company by the Company/Companies (e.g. suppliers, distributors etc.) with whom the Company does business

The Company does not mandate its suppliers/distributors to participate in the Company's BRSR initiatives. However, they are encouraged to adopt such practices and to follow the concept of being a responsible business.

XI. BRSR Information

1. Details of Director/Directors responsible for BRSR

a) Details of the Director/Director(s) responsible for implementation of the BRSR Policy/ Policies:

The Corporate Social Responsibility (CSR) Committee of the Board of Directors is responsible for implementation of BRSR policies. The members of the CSR Committee are as follows:

Sl. No.	Name	DIN	Designation
1	Mr. Mekin Maheshwari, Chairman	03621431	Independent Director
2	Mr. Rajnarayan Ramakrishnan, Member	02545177	Independent Director
3	Mr. Manish Sabharwal, Member	00969601	Whole Time Director & Executive Vice Chairman

b) Details of the BRSR head:

Sl. No.	Name	Details
1	DIN	03621431
2	Name	Mr. Mekin Maheshwari, Chairman of CSR Committee
3	Designation	Independent Director
4	Telephone number	+91 80 6824 3333
5	Email ID	corporateaffairs@teamlease.com

XII. Transparency and Disclosures Compliances

- Complaints/grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC) in the Financial Year are tabled below:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY24			FY23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities and NGOs	Yes	-	-	-	-	-	-
Shareholders	Yes	-	-	-	-	-	-
Employees	Yes	-	-	-	-	-	-
Customers	Yes	-	-	-	-	-	-
Value Chain Partners / Suppliers	Yes	-	-	-	-	-	-
Others	Yes	-	-	-	-	-	-

Some of the policies guiding the Company's conduct with all its stakeholders, including grievance mechanisms are placed on the Company's website. The hyperlink is: <https://group.teamlease.com/investor/policies-and-guidelines/>.

In addition, there are internal policies placed on the intranet of the Company.

- Indicative material responsible business conduct and sustainability issues pertaining to Environmental and Social matters that present a risk or an opportunity to our business, rationale for identifying the same, approach to adapt or mitigate the risk alongwith its financial implications, is presented below:

Material Topics identified	Category	Indicate whether risk/opportunity R/O	The rationale for identifying risk/opportunity	In case of risk, the approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Sustainable & Responsible Financing	Environmental	O	Helps mitigate ESG risks, access new capital, cater to and tap emerging market trends, build reputation, and attract new clients.	N.A.	Positive
Climate Change Risks	Environmental	R	Physical risks and transition risks, including policy changes, technological advancements, and market shifts, can impact the value of assets and investments leading to potential financial losses.	Focus on sustainable finance well-diversified exposure.	Negative
Strong Economic Performance	Societal	O	Provides a basis for maintaining stability and generating positive momentum and long-term value for our stakeholders thus consolidating our leadership position.	N.A.	Positive
High Customer Satisfaction	Societal	O	Expands client base, increases client loyalty.	N.A.	Positive
Establishing Digital Leadership	Societal	O	Optimises internal workflows, improves efficiency, enables agility and adaptability to dynamic markets, provides enhanced customer experience, enables new offerings, and provides a competitive edge.	N.A.	Positive
Community-wellbeing	Societal	O	Builds positive brand perception, creates a more sustainable and inclusive society, and establishes strategic connections.	N.A.	Positive
Systematic Risk Management	Governance	O	Enhances vulnerability to economic downturns or market crashes, may lead to increased regulatory scrutiny, reputational damage, and a loss of investor confidence.	<ul style="list-style-type: none"> Multi-layered risk management strategy. Independent risk management function. 	Positive
Ensuring Compliance	Governance	O	Helps identify and address potential risks, avoid penalties, legal issues, and reputational damage; generating trust amongst stakeholders and thereby, contributing to overall stability.	N.A.	Positive

Material Topics identified	Category	Indicate whether risk/opportunity R/O	The rationale for identifying risk/opportunity	In case of risk, the approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Customer privacy and data security	Governance	R	Breach of customer privacy and data security systems could lead to a loss of reputation, a decline in customer confidence; and imposition of Legal and Regulatory fines.	Cyber security framework and information security program, strong governance around information security and data privacy.	Negative
Enhanced Transparency and disclosures	Governance	O	Builds investor confidence, ensures compliance with regulatory obligations, and strengthens market positioning and relationships with stakeholders.	N.A.	Positive
Robust Corporate Governance and Ethics	Governance	O	Essential in accomplishing the Company's goals, mitigating risks, building stakeholder trust, and maintaining business Continuity.	N.A.	Positive
Positive Employee Practices	Diversity & Inclusion	O	Boosts efficiency, reduces employee attrition, increases capabilities and creativity within the Bank, promotes diversity and enhances customer experience.	N.A.	Positive

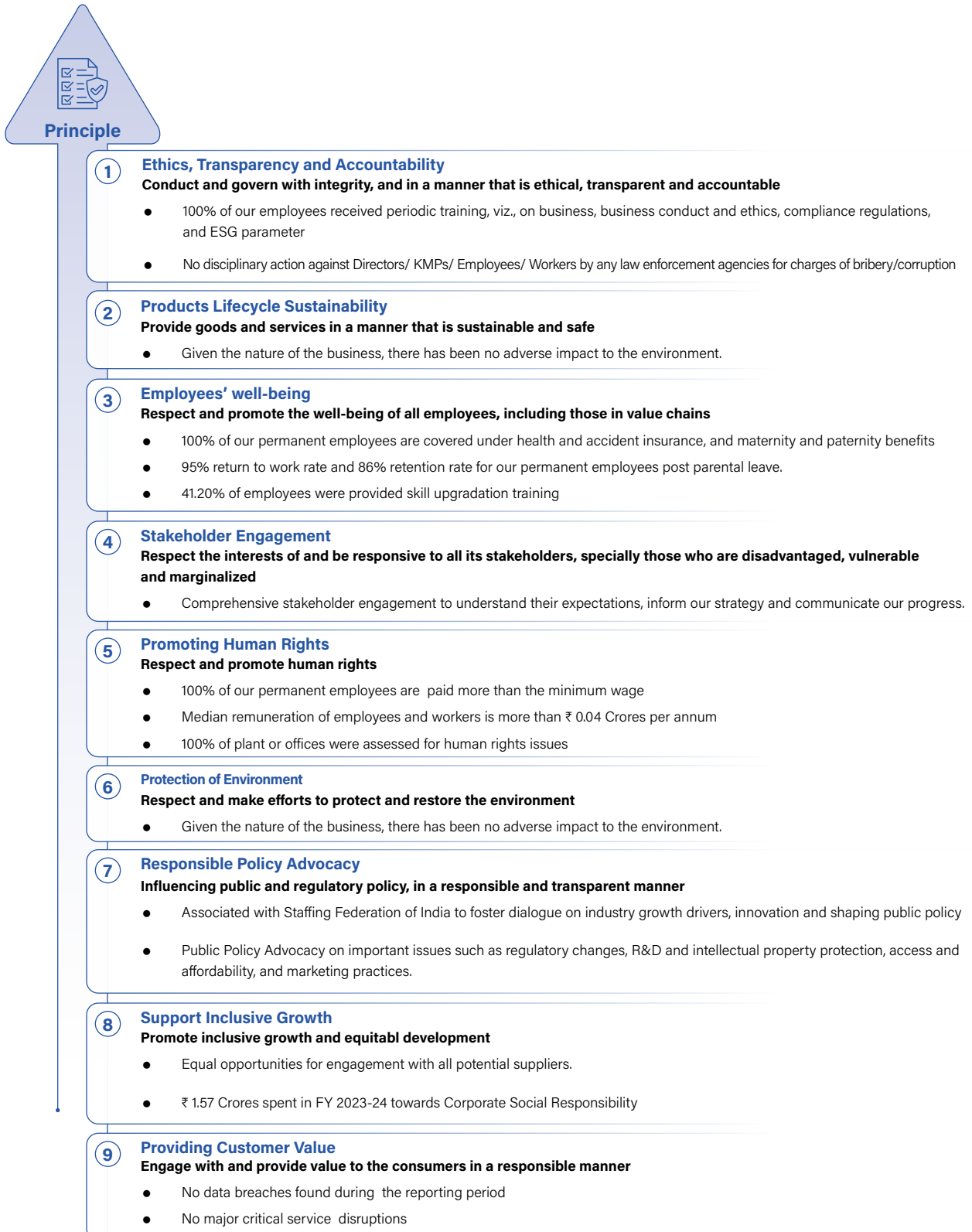
Section B

Management and Process Disclosures

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

I. Principle-wise (as per NVGs) BRSR Policy/Policies

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:



Sl. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Status of Policy/Policies of the Company on all the nine principles	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Confirmation on the Policy/Policies being formulated in consultation with the relevant stakeholders.	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Confirmation on the Policy/Policies conforming to national/international standards. Specification in 50 words*	Y	Y	Y	Y	Y	Y	Y	Y	Y
4	Confirmation on the Policy/Policies being approved by the Board and signed by MD/ CEO/ appropriate Board Director.	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Confirmation on the Company having specified Committee of the Board/Director/Official to oversee the implementation of the policy/policies	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Weblink of the Policy/Policies	Note 1	Note 2	Note 3	Note 4	Note 5	Note 6	Note 7	Note 8	Note 9
7	Confirmation that the Policy/Policies have been formally communicated to all relevant internal and external stakeholders.	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Confirmation on the Company having in-house structure to implement the Policy/Policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Confirmation on the Company having a grievance redressal mechanism to address stakeholders grievances related to Policy/Policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Confirmation on the Company having 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	Y
11	Confirmation on the Company having translated the Policy/Policies into procedures.	Y	Y	Y	Y	Y	Y	Y	Y	Y

*The policies conform to the principles laid down in the National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business and National Guidelines on responsible business conduct notified by Ministry of Corporate Affairs, Government of India.

**The Company is working on developing and improving its systems for evaluating the implementation of the policies. The policies are evaluated internally from time to time and updated whenever required.

Notes:

Note	Principle No.	Principle Description	Policy	Website Link
1	P1	Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable	TeamLease Code of Conduct and Business Ethics TeamLease Prevention of Sexual Harassment Policy TeamLease Code of Conduct for Prohibition of Insider Trading TeamLease Anti-Bribery and Corruption Policy TeamLease Policy on Prohibition of Fraudulent and Unfair Trade Practices relating to Securities Market TeamLease Whistle Blower and Vigil Mechanism Policy	https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-and-Business-Ethics.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Prevention-of-Sexual-Harrasment-Policy-Core-Employees-Version-3.4-8th-Feb-2021.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-for-Prohibition-of-Insider-Trading-2.pdf https://group.teamlease.com/wp-content/uploads/2020/11/TeamLease_Anti-Bribery_and_Corruption_Policy.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Policy-on-Prohibiton-of-Fradulent-and-Unfair-Trade-Practices-relating-to-Securities-Market.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf

Note	Principle No.	Principle Description	Policy	Website Link
2	P2 Products Lifecycle Sustainability	Businesses should provide goods and services in a manner that is sustainable and safe	TeamLease Code of Conduct and Business Ethics	https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-and-Business-Ethics.pdf
3	P3 Employees' well-being	Businesses should respect and promote the well-being of all employees, including those in their value chains	TeamLease Prevention of Sexual Harassment Policy TeamLease Whistle Blower and Vigil Mechanism Policy	https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Prevention-of-Sexual-Harrasment-Policy-Core-Employees-Version-3.4-8th-Feb-2021.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf
4	P4 Stakeholder Engagement	Businesses should respect the interests of and be responsive to all its stakeholders	TeamLease Corporate Social Responsibility Policy TeamLease Whistle Blower and Vigil Mechanism Policy	https://group.teamlease.com/reports/teamlease-corporate-social-responsibility-policy/ https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf
5	P5 Promoting Human Rights	Businesses should respect and promote human rights	TeamLease Code of Conduct and Business Ethics TeamLease Whistle Blower and Vigil Mechanism Policy	https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-and-Business-Ethics.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf
6	P6 Protection of Environment	Businesses should respect and make efforts to protect and restore the environment	TeamLease Code of Conduct and Business Ethics	https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-and-Business-Ethics.pdf
7	P7 Responsible Policy Advocacy	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	Public Policy Advocacy Policy	The Company plays a strong role in public policy advocacy through regular engagement with external stakeholders including industry associates, government bodies and regulatory departments. Morefully described in Principle 7, Leadership Factors
8	P8 Support Inclusive Growth	Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	TeamLease Corporate Social Responsibility Policy TeamLease Whistle Blower and Vigil Mechanism Policy	https://group.teamlease.com/reports/teamlease-corporate-social-responsibility-policy/ https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf
9	P9 Providing Customer Value	Businesses should engage with and provide value to their consumers in a responsible manner	TeamLease Code of Conduct and Business Ethics TeamLease Whistle Blower and Vigil Mechanism Policy	https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-and-Business-Ethics.pdf https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Whistle-Blower-and-Vigil-Mechanism-Policy.pdf

It has been the Company's practice to upload all policies on the intranet site for information and implementation by the internal stakeholders. However, Code of Conduct and Code of Conduct for Prohibition of Insider Trading being applicable to both internal and external stakeholders are available on the Company's website at <https://group.teamlease.com/investor/policies-and-guidelines/>.

II. GOVERNANCE, LEADERSHIP AND OVERSIGHT

Corporate Governance is an ethically driven business process that is committed to values, aimed at enhancing an organization's wealth generating capacity. This is ensured by taking ethical business decisions and conducting business with a firm commitment to values, while meeting Stakeholders' expectations.

A. Governance:**Corporate Governance of TeamLease is guided by:**

- Accountability
- Transparency
- Fairness
- Competent Leadership and Management
- Empowerment

We have a transparent corporate structure, with:

- Approval rights of our general meeting of shareholders for any significant change in the identity or nature of our Company or business
- Each share of our common stock confers the right to cast one vote at the Annual General Meeting of shareholders
- Our directors are appointed for five-year terms and are elected or re-elected by the shareholders at the Annual General Meeting of shareholders
- We only have outstanding common stock. No priority, preference, or other shares with special voting rights are issued, and cannot be issued without majority shareholder approval.
- Any issuance of common or preference shares, for any reason, is subject to the approval of the Annual General Meeting of shareholders
- We allow special meetings of our shareholders to be called when requested, using the written request of shareholders holding at least 10% of our outstanding voting stock

B. Leadership:**Board of Directors**

TeamLease Group is committed to effective corporate governance that strengthens the accountability of the Board of Directors (Board) and Management. The Board is collectively responsible for the management, general, and financial affairs of TeamLease, as well as our policy and strategy. The Executive Director of the Board, who is also our Managing Director and Chief Executive Officer, is responsible for day-to-day management and operations of the Company.

Board Composition

The number of Executive and Non-Executive directors is determined by the Board based on the recommendation of Nomination and Remuneration Committee. Our directors have a wide variety of relevant skills, professional experience, and backgrounds. Their diverse viewpoints and varying perspectives help us represent the interests of all stakeholders.

Expertise

The Board, with the support of the Nomination and Remuneration Committee, maintains an appropriate balance with respect to the expertise, experience, and diversity on the Board. Evaluations of Board Composition consider a number of matters, including director independence, skill set, experience, expertise, and diversity, to ensure the Board remains effective and well-qualified. During FY 23-24, we inducted one new Director with relevant experience and expertise.

Diversity

The Board is committed to supporting, valuing, and leveraging diversity in its composition. This includes gender and ethnic/cultural diversity, to ensure a balance in representation.

Independence of the Board

TeamLease has two Executive Directors, seven Independent Directors and one Non-Executive Non-Independent Director, as detailed below in point b. The eight Non-Executive directors (80%), including the Chairman, are a combination of Independent and Non-Independent Directors under the applicable SEBI (LODR) Regulations, 2015. Our Board has an average tenure of approximately 5 years. However, there is no specific tenure for Non-Executive and Non-Independent Directors.

Mr. Narayan Ramachandran is also an Independent Director in TeamLease Digital Private Limited, Wholly-Owned Subsidiary of TeamLease.

Board Directorships and Board Memberships

Pursuant to Clause 17A of SEBI LODR Regulations, 2015, the directors of listed entities shall comply with the following conditions with respect to the maximum number of directorships, including any alternate directorships that can be held by them at any point of time

- (1) A person shall not be an Independent Director in more than seven listed companies.
- (2) Notwithstanding the above, any person who is serving as a Whole Time Director / Managing Director in any listed Company shall serve as an Independent Director in not more than three listed Company.

Pursuant to Clause 26 of SEBI LODR Regulations, 2015, a director shall not be a member in more than ten Committees or act as chairperson of more than five Committees across all listed Company in which he /she is a director which shall be determined as follows:

- a. the limit of the Committees on which a director may serve in all public limited companies, whether listed or not, shall be included and all other companies including private limited companies, foreign companies, high value debt listed entities, and companies under Section 8 of the Companies Act, 2013 shall be excluded.
- b. for the purpose of determination of limit, chairpersonship and membership of the Audit Committee and the Stakeholders' Relationship Committee alone shall be considered

Table on Board Directorships and Board Memberships of TeamLease Services Limited, taking into consideration Clause 17A and Clause 26 of SEBI LODR Regulations, 2015 as aforementioned:

Sl. No.	Name of the Directors	Category	No & Names of other Directorship(s) (in Listed Entities excluding TeamLease)	No & Names of Committee Membership excluding TeamLease	No & Names of Committee Chairmanship excluding TeamLease	Clause 17A compliance	Clause 26 compliance
1.	Mr. Narayan Ramachandran	Non-Executive Chairman & Lead Independent Director	-	-	-	Y	Y
2.	Mr. Manish Sabharwal	Whole Time Director & Executive Vice Chairman	-	-	-	Y	Y
3.	Mr. Ashok Reddy	Managing Director & CEO	-	-	-	Y	Y
4.	Mrs. Latika Pradhan	Independent Director	1 • Mafatlal Industries Limited	3 Committee Membership • Mafatlal Industries Limited- Audit Committee • Fulford (India) Limited - Audit Committee • Atul Bioscience Limited - Audit Committee	-	Y	Y
5.	Dr. V. Raghunathan	Independent Director	-	-	-	Y	Y
6.	Mr. Mekin Maheshwari	Independent Director	-	-	-	Y	Y

Sl. No.	Name of the Directors	Category	No & Names of other Directorship(s) (in Listed Entities excluding TeamLease)	No & Names of Committee Membership excluding TeamLease	No & Names of Committee Chairmanship excluding TeamLease	Clause 17A compl-iance	Clause 26 compl-iance
7.	Mrs. Meenakshi Nevatia	Independent Director	1 • Pfizer Limited ⁶	1 Committee Membership • Pfizer Limited-Stakeholders' Relationship Committee	-	Y	Y
8.	Mr. Subramaniam Somasundaram	Independent Director	1 • United Breweries Limited ⁷	1 Committee Membership • Hosana Consumer Limited, Stakeholder Relationship Committee	3 Committee Chairmanship • API Holding Limited, Audit Committee • United Breweries Limited, Audit Committee • Honasa Consumer Limited, Audit Committee		
9.	Ms. Rituparna Chakraborty ⁸	Non-Executive & Non-Independent Director	-	-	-	Y	Y
10.	Mr. Rajnarayan Ramakrishnan ⁹	Independent Director	-	-	-	Y	Y

Notes:

- None of the Directors hold Directorships in more than 20 companies including 10 public limited companies and private companies which are either Subsidiary or holding Company of a public Company pursuant to Section 165 of the Companies Act, 2013.
- None of the Directors serve as Director or as an Independent Director ("ID") in more than 7 listed companies and none of the Executive Directors serve as ID's in more than 3 listed companies.
- None of the Directors hold membership in more than 10 Committees or chairpersonship of more than 5 Committees as required under Regulation 26 of the SEBI LODR Regulations, 2015.
- The Directorship/Committee membership is based on the disclosures received from the Directors as on March 31, 2024.
- No Director has any inter-se relationship with other Directors.
- Appointed on the Board of Pfizer Limited with effect from April 03, 2023.
- Appointed on the Board of United Breweries Limited with effect from June 04, 2023.
- Transitioned from the role of Executive Director to Non-Executive Non-Independent Director with effect from June 01, 2023.
- Appointed on the Board as an Independent Director w.e.f. November 08, 2023.
- Mr. Zarir Batliwala retired from the position of Independent Director with effect from end of business hours on March 28, 2024.

Core skills/expertise/competencies of the Board of Directors

Subject for Review	Review of principles undertaken by and frequency
Diversity	Representation of gender, ethnic, geographic, cultural, or other perspectives that expand the Board's understanding of the needs and viewpoints of our customers, partners, employees, governments, and other stakeholders worldwide.
International	Exposure and working in various regions, in the US, Europe and/or Asia, and/or experience with businesses with substantial international operations.
Executive Leadership	Extended leadership experience for a significant enterprise, resulting in a practical understanding of organizations, processes, strategic planning, and risk management. Demonstrated strengths in developing talent, planning succession, and driving change and long-term growth.
Industry & Technology	Understanding of the relevant industry.
Strategic Planning and Growth	Planning knowledge of corporate strategy and strategic planning and other strategic transactions.
Board Service and Corporate Governance	Service on a public Company Board to develop insights about maintaining Board and management accountability, protecting shareholder interests, and observing appropriate governance practices.
Financial Expertise, Audit & Accounting	Leadership of a financial firm or management of the finance function of an enterprise, resulting in proficiency in complex financial management, capital allocation, and financial reporting processes, or experience in actively supervising a Principal Financial Officer, Principal Accounting Officer, Controller, Public Accountant, Auditor or person performing similar functions. Audit & Accounting with Corporate Finance, including Financial Experts as named in the Company filings.
Operations	Sophisticated, large-scale operations.
Risk Management	Assessing and managing enterprise risks.
Human Capital/Talent Development	Human resources management and culture development in large international organizations, overseeing succession planning, talent development, and executive compensation programs.
IT and Cybersecurity	Managing information technology and cyber security threats.
Environment, Social and Governance (ESG)	Understanding and addressing strategic environmental, social and governance issues.
Mergers and Acquisitions	Ability to assess 'build or buy' decisions, analyse the fit of a target with the Company's strategy and culture, accurately value transactions, and evaluate operational integration plans.
Sales and Marketing	Experience in developing strategies to grow sales and market share, build brand awareness and equity, and enhance enterprise reputation.
Global Business	Experience in driving business success in markets around the world, with an understanding of diverse business environments, economic conditions, cultures, and regulatory frameworks, and a broad perspective on global market opportunities.

C. Oversight

1. The frequency with which the Board of Directors, Committee of the Board or CEO assess the BRSR performance of the Company

The BRSR performance of the Company is annually assessed. The Directors and Senior Management of the Company monitor various aspects of social, environmental, governance and economic responsibilities of the Company on a continuous basis. The Company's business responsibility performance is reviewed by the Board of Directors on an annual basis. An Independent Director is in charge of overall BRSR of the Company supported by the Management of the Company and its' Executive Directors. The BRSR performance of the Company is assessed by the following Committees of the Board:

- (i) the Audit Committee;
- (ii) the Corporate Social Responsibility Committee; and
- (iii) the Stakeholders Relationship Committee.

In addition, the Risk Management Committee also assesses risks pertaining to certain principles of BRSR as identified by the Internal Auditors of the Company.

2. Status of publishing BRSR by the Company, Hyperlink for viewing this report and Frequency of publishing BRSR Report.

Pursuant to Regulation 34 of SEBI LODR Regulations, 2015 (as amended from time to time), the Company publishes a BRSR as an Annexure to the Annual Report on an annual basis.

BRSR of the Company is available at the website of the Company at <https://group.teamlease.com/investor/teamlease-annual-report/>.

3. Details of review of the National Guidelines on Responsible Business Conduct (NGRBC)

Subject for Review	Review of principles undertaken by and frequency
Performance against policies and follow up action	As a practice, BRSR policies of the Company are reviewed periodically or on a need basis by department heads, business heads and Executive Directors. During this assessment, the efficacy of the policies is reviewed and necessary changes to policies and procedures are implemented.
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	The Company is in compliance with the extant regulations as applicable.
Details of independent assessment/ evaluation of the working of its policies by an external agency.	The processes and compliances, however, may be subject to scrutiny by internal auditors and regulatory compliances, as applicable. From a best practices perspective as well as from a risk perspective, policies are periodically evaluated and updated by various department heads, business heads and approved by the management or Board. An internal assessment of the workings of the BRSR policies has been done and in due course, the Company shall have an external assurance on the same.

III. Directors' Statement

TeamLease's key objective is to generate Employment, Employability and E-workforce in the country. The Company's focus on ESG parameters is best reflected through core values that are imbibed in all spheres of activity of the Company. The Company believes in meeting a critical social objective with an endeavour to provide job solutions across all income categories. Given the acute shortage of jobs in India the demand for formalisation of the job market in India is immense. The Company has been built on the founding principles of kindness, fairness, effectiveness and efficiency. The Company believes that sound principles of governance are a necessary tool for creating long-term value for all its stakeholders and to promote sustainability. TeamLease regards respect for human rights as one of its fundamental and core values. TeamLease undertakes its developmental and welfare activities directly. The Company recognises that climate change is not just an environmental issue but also a business risk. The Company is increasing its due diligence on ESG risks in its policies. Employee sensitisation on ESG risks is crucial. The Company discourages wasteful usage of natural resources.

IV. Details of review of NGRBCs by the Company:

Subject for Review	The review was undertaken by Director / Committee of the Board / Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - specified below)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Performance against above policies and follow up action	Y	Y	Y	Y	Y	Y	Y	Y	Y	Annually							
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								

Section C

Principle-Wise Performance Disclosures

Principle 1

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

TeamLease is committed to achieving the highest principles of integrity and ethics. Our Code of Conduct (COC / Code) outlines the Company's expected standards of ethical conduct and behavior. Our core values represent mutual respect, trust and personal growth for all. The Code of Conduct extends to employees at all levels and other individuals working with the Company, its Subsidiaries, associates, suppliers, service providers, channel partners and explicitly prohibits bribes, kickbacks, improper payments and direct them to ensure ethical business conduct.

The three pillars supporting the governance structure of the Company are as under:

- a. Ethics:** In consonance with the Regulation 17 of SEBI LODR Regulations, 2015 (as amended from time-to-time), the Company has adopted a "TeamLease Code of Conduct and Business Ethics" which mandates the Directors, Senior Management and Employees of the Company to act honestly, fairly, ethically and with integrity, conduct themselves in professional, courteous and respectful manner.
- b. Transparency:** The Governance structure of the Company is further supported by a Whistle Blower and Vigil Mechanism Policy which serves as a tool for its directors and employees to report any genuine concerns about unethical behaviour, actual or suspected without fear of reprisal. The mechanism provides an avenue to stakeholders to raise concerns or violations pertaining to activities of the Company.
- c. Accountability:** In order to instil accountability amongst the employees of the Company and its Group Companies, TeamLease has in place an Internal Code of Conduct for Regulating, Monitoring and Reporting of Trades by Designated Persons. The Code serves a threefold objective of:
 - monitoring the trades of designated employees of the Company;
 - obligating the employees to handle price sensitive information of the Company on a need-to-know basis thereby avoiding leakage of information;
 - mandating the employees to restrict unauthorized access to any individual other than the intended recipient of the information.

A. Essential Indicators pertaining to Principle 1

I. Percentage coverage by training and awareness programmes on any of the principles during the Financial Year

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes	Mode
Board of Directors of TeamLease Services Limited	During the year, the Board of Directors of the Company spent approximately 20 hours on total 7 sessions on matters relating to an array of issues. In addition, a monthly chronicle is shared with all the Board Members apprising them on developments in the Company.	<ul style="list-style-type: none"> • Induction Programme for new Directors • Familiarisation Programme for Independent Directors consisting of Business/Functions updates, Regulatory Laws, Economy and Environmental, Social and Governance Parameters, Strategy, Risks, etc 	100% Board of Directors	Virtual as well as in-person

Segment	Total number of training and awareness programmes held	Topics/ principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes	Mode
Key Managerial Personnel (KMPs) of TeamLease Services Limited	During the year, the KMPs of the Company spent approximately 20 hours on total 16 sessions on matters relating to an array of issues. In addition, KMPs being the employees also undergo structured training programmes throughout the year	<ul style="list-style-type: none"> Business/Functions updates, Regulatory Laws, Economy and environmental, social and governance parameters, Strategy, Risks, etc. Mandatory trainings on Principle 1,3,4,5,8,9 	100% KMPs	Virtual as well as in-person
Employees other than Board of Directors or KMP(s)	During the year, the employees of the Company underwent structured training programmes throughout the year spread across 103 trainings with 1656 participants.	Mandatory trainings on Principle 1,3,4,5,8,9. All employees of the Company undergo structured training programmes throughout the year. The focus of last year was to strengthen the Induction Process where most trainings happened through blended learning which entailed virtual classroom initiatives, along with e-learning modules hosted on our LMS platform. We complied by completing all mandatory training like Prohibition of Insider Trading, Prevention of Sexual Harassment at the Workplace, Information and Cyber Security Awareness, Code of Conduct etc. Several trainings were initiated to strengthen the Functional Skills of the teams. Programs focusing on knowing Products & Services, Tools & Techniques & Processes were conducted in all BUs. Regular refreshers and assessments were a part of the plan including training programs on building managerial and leadership training capabilities.	100% employees covered under mandatory trainings on LMS on POSH, Code of Conduct, Information Security and Business Continuity	Virtual as well as in-person

II. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings with regulators/ law enforcement agencies/ judicial institutions

Monetary						
Penalty/Punishment/Fine	NGRBC Principle	Adjudicating Authority	Case Name	CNR No.	Brief of the Judgement/ Award	An appeal has been preferred
Penalty	-	-	-	-	-	-
Award	-	-	-	-	-	-
Compounding fee	-	-	-	-	-	-
Total	-	-	-	-	-	-

Non- Monetary						
Imprisonment /Punishment	NGRBC Principle	Adjudicating Authority	Supreme Court & Case Type, Case Number & Year; High Court & Bench; District Court & State, District & Court Complex.	CNR No.	Brief of the Judgement/ Award	An appeal has been preferred
Imprisonment	-	-	-	-	-	-
Punishment	-	-	-	-	-	-
Total	-	-	-	-	-	-

III. Of the instances disclosed in Question II above, details of the appeal/revision preferred in cases where monetary or non-monetary action has been appealed: NIL

B. Leadership Indicators pertaining to Principle 1

I. The Company has processes in place to avoid/manage conflict of interests involving members of the Board, details below:

The Company has a policy on management of conflict of interest to identify actual or potential conflict of interest of TeamLease with its directors and employees, which may arise during the course of its business activities. The Company has implemented organisational and administrative processes to mitigate and prevent conflicts of interest that may arise. There are appropriate safeguards and systems to prevent or manage conflicts along with escalation mechanisms. The Company has a guidance mechanism in place for directors/senior management to address potential conflict of interests that may arise in recommending/approving proposals for investments/granting loans.

The Board has formulated and adopted the Code of Conduct and Conflict of Interest norms for the Board of Directors, and the Code of Conduct and Ethics of the Company for the employees (The Code of Ethics), in terms of Regulation 17(5) of the SEBI LODR Regulations, 2015 relating to Corporate Governance.

The Code of Conduct and Conflict of Interest norms for the Board of Directors provides for do's and don'ts to be followed by the directors of the Company and also contains norms with respect to conflict of interest, skill development, health, confidentiality, insider trading and sexual harassment etc.

The Code of Ethics is a statement of the Company's commitment to integrity and the highest standards of ethical practices. It defines the standards of conduct that is expected of all employees in order that the right decisions are taken in performing their roles and responsibilities across various functions in the Company.

The Code of Ethics is intended to be the charter for day-to-day work, to enable employees to make the right decisions and, therefore, serves to (1) underline the fundamental commitment to compliance with regulatory guidelines and laws of the land, (2) set forth basic parameters of ethical and acceptable social behaviour, and (3) establish a system for detection and reporting of known or suspected ethical or violations of regulations.

During the Financial Year 2023-24, the Company has not entered into any materially significant transactions with its directors or relatives of the directors, which could lead to potential conflict of interest between the Company and these parties, other than transactions entered into in the ordinary course of its business.

All the members of the Board of Directors of the Company have affirmed compliance with the said codes as applicable to them for Financial Year 2023-24.

The policy/policies are placed on the Company's website. The hyperlink is <https://group.teamlease.com/investor/policies-and-guidelines/>.

II. Details of complaints with regard to conflict of interest of Directors/KMPs/Employees

Number of complaints with regard to conflict of interest of Directors/KMPs/Employees	Current Financial Year FY24	Previous Financial Year FY23
Directors	—	—
KMP(s)	—	—
Employees (Other than Directors and KMPs)	—	—

III. The Company has policy relating to ethics, anti-bribery and anti-corruption, details below:

The Company has an anti-bribery and anti-corruption policy covering the entire TeamLease Group. The policy has been developed in alignment with TeamLease's Code of Conduct, various existing policies (including Whistle Blower and Vigil Mechanism Policy, policy on management of conflict of interest, amongst others) and rules and regulations on anti-bribery and anti-corruption in India.

The policy reiterates TeamLease's stance of zero tolerance towards bribery and corrupt practices. The policy facilitates ethical decision making and reinforces TeamLease's culture of transparency in all its dealings.

This policy applies to all stakeholders or persons associated with TeamLease and who may be acting on behalf of TeamLease and sets out conduct that must be adhered to at all times.

The policy is placed on the Company's website. The hyperlink is <https://group.teamlease.com/investor/policies-and-guidelines/>.

IV. Confirmation on the applicability of aforesaid policy to the entire Group/Joint Ventures/ Suppliers/Contractors/ NGOs /Others

The policy relating to ethics, transparency and accountability covers the Company and its Group Companies. The Suppliers / Contractors / NGOs dealing with the Company are also encouraged to maintain ethical standards in all their practices. The Company believes in promoting growth without compromising on the ethical values of the organisation. This belief of the Company is echoed in the Policy on Ethics, Transparency and Accountability by avoiding any acts and practices that are abusive, corrupt, or anti-competitive.

V. Number of complaints / cases of bribery/corruption received/ registered in the Financial Year.

Number of complaints / cases of bribery, corruption registered with law enforcement agencies against the Company or lodged with the Company internally	Current Financial Year FY24	Previous Financial Year FY23
Directors	–	–
KMP(s)	–	–
Employees (Other than Directors & KMP)	–	–

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

- Not Applicable

The Company ensures that it discusses various issues with its regulators where there could be lapses in compliance and ensures that necessary policies, processes, systems and monitoring mechanism are put in place.

VII. Number of days of accounts payables

	₹ in Crores	
	FY (2023-24)	PY (2022-23)
i) Accounts payable x 365 days	22,509.55	16,348.35
ii) Cost of goods/services procured	200.23	173.09
iii) Number of days of accounts payables	112	94

VIII. Open-ness of business - Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format

		₹ in Crores	
Parameter	Metrics	FY (2023-24)	PY (2022-23)
Concentration of Purchases	a. i) Purchases from trading houses	0.00	0.00
	ii) Total purchases	0.00	0.00
	iii) Purchases from trading houses as % of total purchases	0.00	0.00
	b. Number of trading houses where purchases are made	0.00	0.00
	c. i) Purchases from top 10 trading houses	0.00	0.00
	ii) Total purchases from trading houses	0.00	0.00
	iii) Purchases from top 10 trading houses as % of total purchases from trading houses	0.00	0.00

Note: As part of our procurement process, we do not tag suppliers as trading houses as such a classification is not directly relevant to our business model and accordingly the reporting is not applicable to us.

		₹ in Crores	
Parameter	Metrics	FY (2023-24)	PY (2022-23)
Concentration of Sales	a. i) Sales to dealer / distributors	0.00	0.00
	ii) Total Sales	0.00	0.00
	iii) Sales to dealer / distributors as % of total sales	0.00	0.00
	b. Number of dealers / distributors to whom sales are made	0.00	0.00
	c. i) Sales to top 10 dealers / distributors	0.00	0.00
	ii) Total Sales to dealer / distributors	0.00	0.00
	iii) Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	0.00	0.00

Note: This reporting is not applicable to us.

Parameter	Metrics	₹ in Crores	
		FY (2023-24)	PY (2022-23)
Share of RPTs in	a. i) Purchases (Purchases with related parties)	1.80	3.99
	ii) Total Purchases	9,253.49	7,796.58
	iii) Purchases (Purchases with related parties as % of Total Purchases)	0.02%	0.05%
	b. i). Sales (Sales to related parties)	28.94	36.91
	ii) Total Sales	9,321.53	7,870.00
	iii) Sales (Sales to related parties as % of Total Sales)	0.31%	0.47%
	c. i) Loans & advances given to related parties	0.00	0.00
	ii) Total loans & advances	0.00	0.00
	iii) Loans & advances given to related parties as % of Total loans & advances	0.00	0.00
	d. i) Investments in related parties	3.00	3.00
	ii) Total Investments made	3.00	3.00
	iii) Investments in related parties as % of Total Investments made	100.00%	100.00%

IX. Details of the business continuity and disaster management plan of the Company.

The Company has a Board approved Business Continuity Plan (BCP). This BCP identifies core business functions and critical business sites that are covered under the resiliency programme. Most of the business functions are supported through automation with the help of technology. Hence, IT resiliency forms a critical component of BCP. Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are defined for all critical business processes. The IT Disaster Recovery Plan ensures that the defined RTO and RPO are met. The BCP defines the overall governance and monitoring of the business continuity function, including setting up of Emergency Response Teams (ERT) and Function Recovery Teams (FRT). Business continuity spans people, processes and technology. Requisite training programmes have been conducted for the teams to be prepared to respond in a crisis. Disaster drills and table top exercises are conducted at regular intervals to test whether the set procedures are working as defined within the pre-defined RTO and RPO and people understand and follow it appropriately.

Principle 2

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

While evaluating the impact of business operations, TeamLease aims to reduce any fallouts during the lifecycle of its services across the value chain.

A. Essential Indicators pertaining to Principle 2

I. Three of our products or services whose design has incorporated social or environmental concerns, risks and/or services opportunities

Temporary Staffing, Permanent Recruitment, Regulatory Consulting are our offerings and none pose any environmental, social risk or concern.

II. For each such product, details in respect of resource use (energy, water, raw material etc.) per unit of product(optional) stated below:

- Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain:
Not Applicable.
- Reduction during usage by consumers (energy, water) has been achieved since the previous year:
Not Applicable.

III. Confirmation on procedures in place for sustainable sourcing by the Company

Given the nature of the business of the Company, at a corporate level, consumption of resources is limited to running the operations. The Company, however, remains cognisant of reducing its resource consumption through ensuring better energy efficiency standards whilst procuring electronic equipment, lighting devices, computers, HVACs, sensors, amongst others. This initiative will bring in energy savings over the medium to long-term. At most of the Company's offices, there are LED light fittings to conserve energy and conscious endeavours have been made to replace electronic equipment with high energy star ratings. Sensors are installed to economise power and water consumption only when these facilities are being used. The major suppliers of hardware are green standard compliant.

IV. Confirmation on steps taken by the Company to procure goods and services wherever possible from local & small producers, including communities surrounding their place of work

The Company endeavours to engage with suppliers who integrate environmental and social considerations into their products and services. At an all-India level, preference is always given to sourcing from local suppliers.

V. Mechanism to recycle products and wherever possible waste by the Company

Given the nature of the business, the Company has limited scope to use recycled material as processed inputs.

However, the Company has systems in place at an all-India level to manage and dispose dry/wet waste efficiently.

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

Given the nature of business of the Company, the relevance of the above is largely restricted to information technology (IT) capex. In FY24, capex incurred towards IT hardware and software (including capital work in progress), which facilitated the enhanced digital initiatives of the Company was 0.17% of total revenue. Greater adoption of digital platforms not only brings in increased efficiencies of operations but also ensures substantially reduced consumption of paper.

B. Leadership Indicators pertaining to Principle 2

I. Status of conducting Life Cycle Perspective/Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)

This is not applicable to the Company. The Company does not have any physical products as a part of its offerings to customers. It is a service based Company. Hence the applicability of life-cycle approach to the Company's core operations is rather limited. Application of a life cycle approach is hence restricted to the services and products procured by the Company for its own operations. Most of the product categories procured are off-the-shelf items. Hence, the life cycle philosophy as extended to these include green procurement considerations as a part of the technical specifications for purchase and end-of-life management to maximize recycling.

II. Significant social or environmental concerns and/or risks arising from production or disposal of the products / services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means.

It's a service based Company providing various kind of services across the country. Therefore, no social or environmental concerns are associated with the use of its offerings.

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

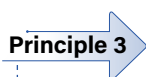
Not Applicable, as Company does not have physical products as a part of its offerings.

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

Not Applicable, as Company does not have physical products as a part of its offerings.

V. The products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed

Not Applicable, as Company does not have physical products as a part of its offerings



Businesses should promote the well-being of all employees.

TeamLease believes that its success depends on its ability to develop knowledge, skills and expertise of its employees. This belief translates in ensuring that every business vertical is equipped with right talent, which is both competent and engaged. The Company achieved this objective by undertaking various initiatives for talent development, employee engagement and communication. We have always been committed to inclusive and merit based policies. We are proud of the fact that the representation of women leaders in our senior team is at 38%. Our policies are for the benefit of all employees. In today's world, the need for flexibility in terms of workplace (Work from home / work from office) is the most commonly mentioned and highly valued benefit and we are trying to create as much flexibility as possible without compromising on cohesion and team work. We have always had a transparent, merit-based and open culture.

All our policies are geared towards equal opportunity. We pride ourselves on our compliance and ethical standards. All of these, put together create a work environment where everyone has a voice, has opportunities to grow and learn and take on higher responsibilities. Examples for this include our outcome-based performance management system, a promotion policy aligned with performance and learning opportunities for all our people.

We have monthly connect sessions with Department and Business Heads. People are encouraged to speak up and voice their thoughts, recommendations and suggestions. HR teams have regular connects with people to ensure that we are able to strengthen good practices and act proactively where gaps need to be addressed. There are CEO connect sessions for new joiners and senior leaders to ensure that transitions are smooth and there is a common language and culture of outcome based performance. We also have a cadence on Monthly, Quarterly and Annual Awards to recognize strong performance and adherence to our Principles. We have several recognition and connect activities to ensure that people have the resources and information they need to succeed and successes are recognized and rewarded.

RETURNING TO OFFICE

At the start of the pandemic, many team members transitioned to working from home, allowing us to better protect both our team members who were required to come to our offices for essential operations as well as our team members who could perform their job duties remotely. As conditions improved in our communities around the country, we began enacting plans to return all team members to our TeamLease offices. We continue to adjust those plans, along with our Health & Safety protocols, to account for developments such as the emergence of variants. Recognizing that the needs of our team members have shifted over the course of the last two years, we remain committed to flexible work arrangements, and will continue to offer the option to work a combination of at office and remotely if the job allows. Hybrid working models give employees the benefit of in-person interactions with their colleagues while also enjoying the conveniences of working remotely.

A. Essential Indicators pertaining to Principle 3

- I. Total number of Core employees - 2117.
- II. Total number of employees hired on temporary/contractual and casual basis - 237.
- III. Number of permanent women employees - 815.
- IV. Number of permanent employees with disability.

The Company does not specifically track the number of disabled employees. The Company gives equal opportunities and treats all employees at par with equal respect and dignity.

V. Details of measures for the well-being of employees

Category	Total	Permanent employees									
		Health		Accident		Maternity		Paternity		Day Care Facilities	
		No.	%	No.	%	No.	%	No.	%	No.	%
Male	1302	1302	100.00	1302	100.00	-	-	1302	100.00	-	-
Female	815	815	100.00	815	100.00	815	100	-	-	815	100.00
Total	2117	2117	100.00	2117	100.00	815	38.50	1302	61.50	815	38.50

Other Than Permanent Employees											
Category	Total	Health		Accident		Maternity		Paternity		Day Care Facilities	
		No.	%	No.	%	No.	%	No.	%	No.	%
Male	184	184	100.00	184	100.00	-	-	184	100.00	-	-
Female	53	53	100.00	53	100.00	53	100.00	-	-	53	100.00
Total	237	237	100.00	237	100.00	53	22.36	184	77.64	53	22.36

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

Metrics	₹ in Crores	
	FY (2023-24)	PY (2022-23)
i) Cost incurred on wellbeing measures (well-being measures means well-being of employees and workers including male, female, permanent and other than permanent employees and workers)	2.75	0.59
ii) Total revenue of the Company	9,321.53	7,870.00
iii) Cost incurred on wellbeing measures as a % of total revenue of the Company	0.03%	0.01%

VII. Details of retirement benefits for the current and previous Financial Year

Benefits	FY24		FY23	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.70	Y	99.60	Y
Gratuity	100.00	N.A.	100.00	N.A.
Employee State Insurance (ESI)	8.30	Y	11.00	Y
Others	-	-	-	-

VIII. Accessibility of workplaces: Confirmation on the premises/offices being accessible to differently abled employees as per the requirements of the Rights of Persons with Disabilities Act, 2016

Various offices of the Company, including the registered and corporate offices have ramps for easy movement of differently abled people. Most offices are located in commercial premises which are either on the ground floor or have elevators and infrastructure for differently abled individuals. Wheelchair accessible restrooms are available in certain premises of the Company.

IX. Confirmation on having an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016. Weblink to the policy is mentioned below.

The Company has adopted an Equal Opportunity Policy in accordance with the provisions of the Rights of Persons with Disabilities Act, 2016 and the rules framed thereunder and provides a framework which is committed towards the empowerment of persons with disabilities. This policy aims to provide practical guidance on the management of disability issues in the workplace in accordance with the provisions of the act and its rules. The Company believes in equal opportunity for all its employees, wherein the Company is committed to providing an inclusive work culture and an environment free from any discrimination. TeamLease values and welcomes diversity and does not treat anybody differently based on their race, sex, religion/beliefs, disability, marital or civil partnership status, age, sexual orientation, gender identity, gender expression, caring responsibilities, or any other class of person protected by laws in the country. At TeamLease, the vision is to be "Disability Confident". TeamLease, as an inclusive employer actively encourages the recruitment, development and retention of people with disability and ensures they have equal opportunities at workplace and strives to provide a safe, accessible and healthy work environment. The Policy is on the Company's intranet and is available to internal stakeholders. The Policy can be accessed at <https://group.teamlease.com/wp-content/uploads/2021/04/TeamLease-Code-of-Conduct-and-Business-Ethics.pdf>

X. Return to work and retention rates of permanent employees that took parental leave.

Gender	Permanent Employees	
	Return to work rate	Retention rate
Male	100.00%	91.00%
Female	91.00%	81.00%
Total	95.00%	86.00%

XI. Employee association that is recognized by management.

The Company does not have any employee associations. The Company, however, recognises the right to freedom of association and does not discourage collective bargaining.

XII. Details on Mechanism available to receive and redress grievances for the following categories of employees.

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Employee	Yes
Other than Permanent Employee	

The Company has always believed in open and transparent communication. Employees are encouraged to share their concerns with their business heads, HR or the members of the senior management. The Company has always followed an open door policy, wherein any employee irrespective of hierarchy has access to the senior management. In addition, the Whistle blower and Vigil Mechanism Policy provides a formal platform to share grievances on various matters. The details of the grievance mechanism are shared with employees through a specific module. New recruits are also sensitised on the said mechanism and forms part of the employee induction programme. The Company has a policy on prevention, prohibition and redressal of sexual harassment of women at the workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. The Company's policy on the same is placed on the Company's website. The ICC comprises majority of women members. Members of the Company's ICC are responsible for conducting inquiries pertaining to such complaints. The Company on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programmes which are held on a regular basis.

XIII. Details on Number of complaints relating to discriminatory employment category, child labour, forced labour, involuntary labour, sexual harassment (in the last Financial Year and pending, as on the end of the Financial Year)

Category	At the beginning of the Financial Year	During the Financial Year	At the end of the Financial Year
Discriminatory Employment Category	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL
Forced Labour	NIL	NIL	NIL
Sexual Harassment	4	24	3*

*The number of cases pending as on March 31, 2024 were attended and resolved within the specified time period provided in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

XIV. Details of training given to employees

Benefits	FY24					FY23				
	Total	On health and safety/ wellness measures		On skill upgradation		Total	On health and safety/ wellness measures		On skill upgradation	
		No.	%	No.	%		No.	%	No.	%
Male	1302	468	35.94	565	43.39	2231	869	38.95	759	34.02
Female	815	279	34.23	344	42.21	1210	448	37.02	454	37.52
Total	2117	747	35.29	909	42.94	3441	1317	38.27	1213	35.25

XV. Details of performance and career development reviews of employees

Benefits	FY24			FY23		
	Employees					
	Total	No.	%	Total	No.	%
Male	1302	1127	86.56	2231	1877	84.13
Female	815	721	88.47	1210	1068	88.26
Total	2117	1848	87.29	3441	2945	85.59

All employees of the Company undergo an annual performance appraisal process as determined by the Company. Further, the Nomination and Remuneration Committee and the Board evaluates the performance of the Executive Directors, members of Executive Management (one level below the Board), Senior Management Personnel and the Company Secretary on an annual basis. The underlying philosophy of the performance management system is to have a fair and transparent system of appraisal, which ensures an objective mechanism to measure each employee's performance and potential and implement a reward system which recognises merit. The performance appraisal system has been designed to achieve the following objectives:

- Review the previous year's performance with specific reference to achievement of targets and give constructive feedback on performance.
- Provide an opportunity for communication and interaction between the appraiser and appraisee regarding the previous year's performance and setting of performance targets for the next appraisal period.
- Reward employees who have performed well during the appraisal period and those who demonstrate the ability to handle higher responsibilities with promotions/increased job responsibilities.

XVI. Health and safety management system

a. Confirmation on implementation of occupational health and safety management system by the Company.

Owing to the nature of the business, per se there are no occupational health and safety risks due to the nature of the work. The Company has a policy on health and safety for its employees. Periodic internal communication and alerts are sent out to employees and awareness sessions are conducted on safety related aspects. Employees on a pan-India basis are given periodic training on basic and advanced fire safety, including evacuation drills. TeamLease has tie-ups with vendors to educate and demonstrate the use of fire-fighting equipment. The Company is focused on both, the physical and mental well-being of its employees and has organised various workshops and discussions with well-being experts and medical practitioners. The Company is in the process of putting in place a plan to have designated first-aid marshals at offices, with minimum basic training so as to be aware of procedures to be followed in case of medical emergencies. During the year, there were no accidents of any employee of the Company whilst on duty.

b. Processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company

Given the nature of business, this is not directly applicable.

c. Processes for workers to report the work related hazards and to remove themselves from such risks.

Given the nature of business, this is not directly applicable.

d. Access to non-occupational medical and healthcare services by the employees.

All employees of the Company are covered under the Company's health insurance and personal accident policy.

e. Details of safety related incidents

Typical to any service sector Company operating out of office-based premises, most common injuries occur due to slips, trips and falls or being struck by stationary objects. The Company ensures capturing all types of incidents including accidents, near-misses and safety observations and ensuring 100% closure of the reported incidents with appropriate corrective and preventive actions

Safety Incident/Number	Category	FY24	FY23
Lost Time Injury Frequency Rate (LTIFR) (per one Million-person hours worked)		—	—
Total recordable work-related injuries	Permanent Employees	—	—
No. of fatalities (safety incident)		—	—
High consequence work-related injury or ill-health (excluding fatalities)		—	—

f. Describe the measures taken by the Company to ensure a safe and healthy work place

The Company emphasises on the importance of maintaining a safe and healthy workplace for all employees and third-party employees who work on its premises. The Company assesses the health, safety and environmental performance across all its offices. Certain employees are given training on fire safety and evacuation drills. Fire drills and audits are conducted in the office premises to ensure maintenance of safety standards. During the year, there were no accidents of any employee of the Company whilst on duty. The Company is in the process of putting in place a plan to have designated first-aid marshals in offices, with minimum basic training so as to be aware of procedures to be followed in case of medical emergencies.

TeamLease prioritises health and safety through their Emergency Response Teams (ERT) program.

Some of the mitigation measures taken by the Company to prevent or mitigate significant occupational Health & Safety impacts include,

- Fire evacuation drills are conducted quarterly, and security policies are in place to drive uniform security systems and processes across all the Company businesses and to protect Company assets.
- Regular site review, inspections and audits to assess safety preparedness.
- Regular mock drills for fire, earthquake, bomb threat as well as medical emergencies.
- Digital monitoring of indoor air quality and periodic cleaning of the HVAC ducts to avoid sick building syndrome.
- Regular training on occupational Health & Safety to sensitize employees on OHS aspects to inculcate a culture of safety.
- Employee engagement campaigns on Health & Safety topics such as fire safety, road safety, emergency evacuation, and ergonomics, among others and regular induction and refresher training are provided to all employees.
- Several other measures to promote employee health and well-being, such as: frequent sessions with specialists/ doctors; free diagnostics; gym facilities and road safety awareness has been organised.
- Regular risk assessments to identify any work-related hazards are undertaken followed by implementation of any corrective actions.

g. Number of complaints on the following made by employees

Benefits	FY24			FY23		
	Filed during the year	Deducted and deposited with the authority (Y/N/N.A.)	Remarks	Filed during the year	Deducted and deposited with the authority (Y/N/N.A.)	Remarks
Working Conditions			NIL			
Health & Safety			NIL			

h. Assessments for the year

Category	% of your plants and offices that were assessed (by Company or statutory authorities or third parties)
Health & Safety	We have not received any notice from Statutory Authorities
Working Conditions	We have not received any notice from Statutory Authorities

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

Against the backdrop of the pandemic, the Company has been following standard operating procedures so as to comply with state/local level extant regulations and ensure safety and hygiene protocols and necessary social distancing is being followed by employees, customers and other visitors on any of the premises of the Company. However, no corrective action plan has been necessitated on the above mentioned parameters.

B. Leadership Indicators pertaining to Principle 3

I. Extension of life insurance and compensatory package in the event of death of employees.

The Company covers the employee's demise under Group Term Life Insurance (GTL). The coverage is dependent on the Grade of the employee. The Full and Final settlement along with the payable dues and accrued/encashable Privilege leaves will be settled. In addition, benefits like Provident Fund, Gratuity, Pension (if applicable), and Employees' Deposit Linked Insurance (EDLI) are settled on priority basis and in line with the applicable Turn-around-time.

II. Measures undertaken by the Company to ensure that statutory dues have been deducted and deposited by the value chain partners.

The Company ensures that statutory dues as applicable to the transactions within the remit of the Company are deducted and deposited in accordance with extant regulations. This activity is also reviewed as part of the internal and statutory audit. The Company expects its value chain partners to uphold business responsibility principles and values of transparency and accountability.

III. Number of employees having suffered high consequence work-related injury / ill-health / fatalities (as reported in Question II of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Employees	Total Number of effected employees		No. of employees that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY24	FY23	FY24	FY23
	Not applicable. There were no work-related injuries			

IV. Extension of transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment.

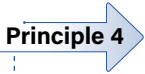
Upskilling our employees is a part of the ongoing Learning and Development plan. While there is nothing specific that caters to transition assistance in case of retrenchment, efforts are put in to absorb any redundant employee internally in any suitable profile/open position. It should also be noted that the number of employees who have-been/are due for retirement while being employed with us is a maximum of 1 per year. Since it is an informed transition, the process is initiated 6 months in advance for both parties involved (Employee and the Company).

V. Details on assessment of value chain partners

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health & Safety Working Conditions	The Company expects all its value chain partners to follow extant regulations, including health and safety practices and working conditions. These parameters are not explicitly captured or measured other than certain cases where there is enhanced environment and social (E&S) due diligence being monitored and health and safety and working conditions form an integral component of these monitorables.

VI. Details of corrective actions taken or underway to address significant risks/concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No corrective action plan has been necessitated on the above-mentioned parameters.



Principle 4

Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised.

The key stakeholders identified include: Customers, Employees, Business Partners (Suppliers and Vendors), Community, Investors, Government Bodies, Industry Associations, Non-governmental Organizations (NGOs) and Academic Institutions. Our approach towards responsible and sustainable business practices undergoes a systematic mapping through regular engagement with its internal and external stakeholders. This practice helps the Company to prioritize key sustainability issues in terms of relevance to its business and stakeholders, including society and clients.

STAKEHOLDER ENGAGEMENT

Stakeholder feedback is an important part of our ESG strategy, helping us evolve our processes and culture, and while guiding services offered.

INTERNAL STAKEHOLDER ENGAGEMENT

We communicate with our team members through numerous platforms and channels, including town halls, meetings, the internet, internal messages, social media, blog posts, and newsletters that report on TeamLease's sustainability efforts and other key business activities. We conduct confidential team member pulse surveys to gauge our team members' views of the Company's vision and strategy, the work environment, work relationships, and job satisfaction.

EXTERNAL STAKEHOLDER ENGAGEMENT

Throughout the year, we engage formally and informally with our stakeholders to explore ESG focus areas, along with trends and developments relevant to our industry. We endeavour to consider the views of our stakeholders when we make business decisions by acknowledging their viewpoints and demonstrating respect for our shared priorities. We believe this approach reflects our commitment to transparency and accountability, and ultimately contributes to long-term value.

Means of communication with stakeholders • Quarterly Results • News Releases and Presentations • Presentations to Institutional Investors/ Analysts • Website • NSE Electronic Application Processing System (NEAPS) • BSE Corporate Compliance & Listing Centre ('Listing Centre') • SEBI Complaints Redress System (SCORES) • Annual Report.

A. Essential Indicators pertaining to Principle 4

I. Describe the processes for identifying key stakeholder groups of the Company.

Any individual or group of individuals or institution that adds value to the business chain of the Company is identified as a core stakeholder. This inter alia includes employees, shareholders and investors, customers, channel partners and key partners, regulators, lenders, research analysts, communities and non-governmental organisations, suppliers amongst others.

At TeamLease, we have a systematic process for identifying key stakeholder groups. Here is an overview of its process:

Stakeholder Mapping: The Company conducts a comprehensive stakeholder mapping exercise to identify and categorise the key stakeholder groups relevant to our business. This process involves analysing the impact and influence of various individuals, organisations, and communities on our operations and vice versa.

Internal Consultation: The Company engages with its internal teams, departments, and leadership to gather insights and perspectives on stakeholders. This includes conducting workshops, meetings, and consultations to identify stakeholders who have a direct or indirect impact on its businesses.

External Engagement: The Company actively engages with external stakeholders through various channels, including surveys, interviews, focus groups, and public consultations. This enables TeamLease to understand its stakeholder's expectations, concerns, and interests related to its operations and sustainability practices.

Stakeholder Mapping Matrix: Based on the information gathered from internal and external consultations, the Company developed a stakeholder mapping matrix. This matrix helps the Company to prioritise and categorise stakeholders based on their level of influence, impact, and relevance to its business.

Continuous Monitoring and Feedback: TeamLease believes in maintaining an ongoing dialogue with its stakeholders to keep track of their evolving needs and expectations. The Company regularly seeks feedback through surveys, feedback forms, meetings, and other channels to ensure that its engagement remains effective and meaningful.

Stakeholder Engagement Plans: Once the key stakeholders are identified, the Company develops tailored engagement plans for each group. These plans outline the objectives, strategies, and activities for engaging with stakeholders, considering their specific interests and concerns.

By systematically identifying and engaging with its key stakeholders, TeamLease aims to build strong relationships, foster trust, and align its business practices with their expectations. This approach enables the Company to address its concerns, collaborate on shared goals, and create long-term value for all stakeholders involved.

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

Employees	Shareholders	Investors (Other than Shareholders- Retail)	Customers	Value Chain Partners	Regulatory Bodies	Research Analysts	Communities
Whether we have identified as Vulnerable & Marginalised Group							
No	No	No	No, unless if they qualify based on specified criteria such as income, gender etc	No	No	No	Yes
Definitions							
We offer all our Employees a defined talent value proposition to challenge, enrich and fulfil their aspirations, so that they can maximise their true potential to make a difference. The cultures of diversity, equality and inclusion are the forerunning guiding principles for any initiative that we take for our Employees	Consistent shareholder value creation remains our topmost priority. This is achieved by strengthening our core segments and achieving growth in emerging segments	Consistent shareholder value creation remains our topmost priority. This is achieved by strengthening our core segments and achieving growth in emerging segments	With our uncompromising quality and commitment towards our services, and product innovations, we endeavour to provide a unique value proposition to our consumers.	We believe that mutual and inclusive growth of our value-chain partners is critical to the overall purpose of creating shared value. We strive to maintain the right balance by meeting the needs of our partners through continuous capacity enhancement drives, proactive engagement, and timely response strategies. As part of our mission to drive inclusive growth across our stakeholder ecosystem, we strive to play a significant role in the growth stories of our value-chain partners.	TeamLease is committed to be a leading Staffing Company that meets and exceeds compliance and regulatory mandates towards its products, services and processes	-	Communities influence and inspire our existence and hence we aim to partner with our communities to address the socio-economic and environmental concerns. We try to maximise our efforts in helping our communities sustain and thrive in these changing times.
How do we Engage?							
Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others
Direct & other communication mechanisms, Personal development programme <ul style="list-style-type: none"> ● Learning and development ● Engagement survey ● Organisation communication ● Digital interactions ● Health and wellness drives ● Social inclusion based townhalls on themes including diversity, inclusion, human rights, sustainability, CSR 	Email, SMS, newspaper advertisement, notice Board, website, Annual General Meetings, intimation to stock exchanges, annual/ quarterly financials and investor meetings/ conferences, press release, published results	Email, SMS, newspaper advertisement, notice Board, website, Annual General Meetings, intimation to stock exchanges, annual/ quarterly financials and investor meetings/ conferences, press release, published results	Multiple channels – physical and digital One-on-one interaction <ul style="list-style-type: none"> ● Consumer satisfaction survey ● Call centre/ Consumer Cell to track insights and feedback ● Digital platforms, social media handles 	Multiple channels – physical and digital Periodic interactions (physical, telephone, mailer) <ul style="list-style-type: none"> ● meets/events 	Email, one-on-one meetings, con- calls, video-conference Engagement through various industry forums, associations, interest groups, sectoral associations, and scientific/R&D based thought leadership initiatives <ul style="list-style-type: none"> ● Stakeholder consultations 	Email, one-on-one meetings, con- calls, video-conference	Multiple channels – physical and digital One-on-one interactions <ul style="list-style-type: none"> ● Field visits and trainings ● Digital platforms
Frequency of our engagement (Annually/Half yearly/ Quarterly / others -)							
Continuous and need based	Continuous and need based, Quarterly, Half-yearly, Annually (Note: Financial Calendar)	Continuous and need based, Quarterly, Half-yearly, Annually (Note: Financial Calendar)	Continuous and need based	Continuous and need based	Need based	Continuous and need based	Continuous and need based

Employees	Shareholders	Investors (Other than Shareholders- Retail)	Customers	Value Chain Partners	Regulatory Bodies	Research Analysts	Communities
Purpose and scope of our engagement including key topics and concerns raised during such engagement							
Company follows an open door policy <ul style="list-style-type: none"> Communicating organisational vision, purpose, ethos, and integrity Technical, functional, and need-based training and development Support career growth plan Workplace needs and expectations Diversity, inclusion and equity across the organization and leadership One-to-one consultations and counselling on health, wellness, and other daily challenges 	To stay abreast of developments in the Company and its Subsidiary companies <ul style="list-style-type: none"> Become a better investee Company Create high shareholder value Communicate performance and future growth plans Understand concerns and expectations 	To stay abreast of developments in the Company and its Subsidiary companies <ul style="list-style-type: none"> Become a better investee Company Create high shareholder value Communicate performance and future growth plans Understand concerns and expectations 	Stay in touch with the customer throughout the life cycle of the service and address any issues that the customer may have <ul style="list-style-type: none"> Develop relationships based on trust, loyalty and social commitments Understand the shift in preferences to catalyse product innovation Create shared vision on environmental and social commitments, transition to eco-conscious lifestyles and carve out a sustainable future for all 	Sharing of mutual expectations and needs, especially about quality, cost, and timely delivery <ul style="list-style-type: none"> Capability building and growth plans Sharing of best practices Responsible Sourcing framework for integrating sustainability within our value chain in a phased manner 	Discussions with regard to various regulations and amendments, inspections, approvals. <ul style="list-style-type: none"> Understand compliance and applicable regulations Collaborations on national agendas 	Keep abreast of developments of the Company and its Group Companies	Support socially high impact projects <ul style="list-style-type: none"> Maintain cordial relationship Improve livelihood and create positive impact Shared eco system

B. Leadership Indicators pertaining to Principle 4

I. Processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, process of feedback flow from such consultations to the Board.

The Company has always maintained that a constant and proactive engagement with our key stakeholders enables the Company to better communicate its strategies and performance. A continuous engagement helps align expectations, thereby enabling the Company to better serve its stakeholders. The Board is kept abreast on various developments and feedback on the same is sought from the directors.

II. Confirmation on stakeholder consultation being used to support the identification and management of environmental, and social topics. Details below of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the Company.

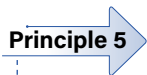
The Company believes that job opportunities per se fulfils a critical social objective. The Company engages with various stakeholders in helping to expand the job market and enable more Indians to become job owners. In addition, the Company has been engaging with a number of ESG teams of investors/ shareholders and consultants and experts in this field, which helps to better understand expectations of stakeholders and benchmark against best practices. The Company recognises that it is still in a 'learning phase' on various evolving aspects of ESG and hence stakeholder interactions are important.

III. Details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

The Company is an equal opportunity employer. It has policies instituted to prevent sexual harassment, aid safety of employees, obtain the voice of employees' opinions and grievances through employee touch base, periodic employee satisfaction surveys and Code of Conduct.

IV. Details of special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders

The Company engages with each of its stakeholders through multiple channels and includes engagement initiatives, feedback process, Code of Conduct briefings and investor meetings.



Businesses should respect and promote human rights

Our TeamLease Code of Conduct and Business Ethics and various HR Policies demonstrate our commitment towards protection of Human Rights across value chain and upholding highest level of ethical business practices. We made significant progress on strengthening our culture of diversity and inclusion at TeamLease. That commitment continues to drive our ability to:

- Identify and develop the best talent
- Create an inclusive culture where our workforce can thrive
- Advocate inclusive behaviours
- Integrate diversity and inclusion in our policies and practices

HUMAN RIGHTS POLICY AT TEAMLEASE IS FOLLOWED THROUGH:

NO FEES

- Clear policy prohibits charging fees to employees and ensures compliance • If employees are found to have paid fees to gain employment, reimbursement to employees must be completed within 30 days of discovery • Grievance mechanism in place to confidentially report policy violations.

FAIR TREATMENT

- Employees are ensured of their well-being and health and safety. Employees are not discriminated against, regardless of pandemic circumstances • Employees are given adequate protection from exposure to hazards, including the pandemic illness • Grievance mechanism in place to confidentially report unfair treatment of workers.

WORKING HOURS AND REST DAYS

- We follow a five day week and the regular work day is 9 hours [inclusive of two 15-minute breaks for tea / coffee and one 30-minute break for lunch]. The weekly-off days would be Saturday and Sunday • However, the weekly-off days and shift timings may vary in accordance with the operational requirements •The General Shift timings are 9.00 am to 6.00 pm •However, the concerned manager can decide appropriate shift timings basis business requirements • The maximum working hours applicable per week are 48 hours • Employees are expected to complete their assigned work within the working hour window and there is no allowance applicable for working overtime • Employees are provided with legally mandated holidays and vacation days.

YOUNG WORKERS

- The term “child” refers to any person under the age of 15 or under the minimum age for employment in the country, whichever is greater • Comprehensive policy for child labor that clearly states the minimum age for workers • Comprehensive policy to prohibit young workers under the age of 18 from performing work that may jeopardize their health or safety, including night-shift and overtime work • Age-verification process with inspection of validity of at least two identity documents, to be returned to worker • Personal-record systems in place as a means of identification and verification • If workers are discovered to be below the legal age limit, workers will be protected and provided the opportunity for completion of education • Grievance mechanism in place to confidentially report policy violations.

ACCURATE CONTRACTS

- Contract may not violate relevant laws or place employees at risk • Prior to departure or hiring, employees are provided with an accurate written employment contract with details of working conditions including nature of work, wages, benefits, and duration of contract • Contract written in a language that worker understands prior to employment. If amendments are made prior to employment, contract must provide equal or better terms of employment • Contracts ensure workers are free to leave their employment, upon giving reasonable notice, without penalty per applicable law and regulations • Grievance mechanism in place to confidentially report contract related information.

FAIR WAGES

- Employees cannot receive less than the legal minimum wage for all regular hours worked. If legally minimum wage is not set, then industry prevailing wage will be the standard
- Employees have salary slips in a language they understand,
- Salaries are paid monthly
- Deductions as a disciplinary measure are prohibited.

We minimize human-rights risks by making continuous improvements to our policies, strategies, collaborative capacity building, self-assessments, and audits within TeamLease and our supply chain in response to our own experiences, shared industry best practices, and emerging issues, trends, and developments.

A. Essential Indicators pertaining to Principle 5

I. Confirmation on policy of the Company on human rights being extended to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others

The Company supports and respects the protection of internationally proclaimed human rights, labour standards and environmental protection measures. The Company does not hire child labour, forced labour or involuntary labour and the practice extends to the entire TeamLease Group. The Suppliers / Contractors / NGOs dealing with the Company are always encouraged to maintain ethical standards in all their practices.

II. Employees who have been provided training on human rights issues and policy(ies) -

Majority of our employees are provided with human rights training. There is a policy on Human Rights of the Company available on intranet and website of the Company. For all new employees who are on Boarded, Human Rights awareness is part of the induction session. For worker category, face to face/classroom session on the Code of Conduct is done which includes aspects of Human Rights. In FY23 we have completed HRDD for one of our major operations.

Category	FY24			FY23		
	Total (A)	No. of Employees/ Workers Covered (B)	%(B/A)	Total (C)	No. of Employees/ Workers Covered (D)	%(D/C)
Employees						
Permanent	2117	747	35.29	3031	1092	36.03
Other than permanent	237	159	67.09	410	293	71.46
Total Employees	2354	906	38.49	3441	1385	0.40

III. Details of minimum wages paid to employees

Benefits	FY24					FY23				
	Total	Equal to minimum wages		More than minimum wages		Total	Equal to minimum wages		More than minimum wages	
		No.	%	No.	%		No.	%	No.	%
Permanent	2117	-	-	2117	100.00	3013	-	-	3013	100.00
Male	1302	-	-	1302	100.00	1920	-	-	1920	100.00
Female	815	-	-	815	100.00	1093	-	-	1093	100.00
Other than Permanent	237	-	-	237	100.00	428	-	-	428	100.00
Male	184	-	-	184	100.00	311	-	-	311	100.00
Female	53	-	-	53	100.00	117	-	-	117	100.00

IV. a.Details of remuneration/salary

₹ in Crores

	Male		Female	
	Total	Median Remuneration/ salary of respective category	Total	Median Remuneration/ salary of respective category
Board of Directors (BoD)	5	₹ 1.30	1	₹ 1.31
Key Managerial Personnel	-	-	2	₹ 1.02
Employees other than BoD and KMP	1302	₹ 0.05	815	₹ 0.04

IV. b. Gross wages paid to females:

	₹ in Crores	
	FY (2023-24)	PY (2022-23)
Gross wages paid to females	₹ 32.36	₹ 32.10
Total wages	₹ 109.46	₹ 113.48
Gross wages paid to females (Gross wages paid to females as % of total wages)	29.56%	28.29%

*Includes only employees who have worked for the entire 12-month period.

Note: Expenses towards gratuity and leave encashment provisions are determined actuarially on an overall basis at the end of each year and accordingly, have not been considered in the above information. Perquisite value of stock options is excluded.

V. Details on having a Focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business.

The HR Head of the Company oversees the human resources function in the Company. In addition, the director in charge of business responsibility along with the executive directors are responsible for addressing any human rights issues caused or contributed by the business.

VI. Details on internal mechanisms in place to redress grievances related to human rights issues

The Company regards respect for human rights as one of its fundamental and core values and strives to support, protect and promote human rights to ensure that fair and ethical business and employment practices are followed. The Company is committed to maintain a safe and harmonious business environment and workplace for everyone, irrespective of the ethnicity, region, sexual orientation, race, caste, gender, religion, disability, work, designation and such other parameters. Company believes that every workplace shall be free from violence, harassment, intimidation and/or any other unsafe or disruptive conditions, either due to external or internal threats. Accordingly, Company has aimed to provide reasonable safeguards for the benefit of employees at the workplace, while having due regard for their privacy and dignity. Company also has zero tolerance towards and prohibits all forms of slavery, coerced labour, child labour, human trafficking, violence or physical, sexual, psychological or verbal abuse. As a matter of policy, Company does not hire any employee or engage with any agent or vendor against their free will.

VII. Number of complaints on the following made by employees

Category	FY24			FY23		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	24**	3*	NA	13**	4*	NA
Discrimination at workplace	NA	NA	NA	NA	NA	NA
Child Labour	NA	NA	NA	NA	NA	NA
Forced Labour/ Involuntary Labour	NA	NA	NA	NA	NA	NA
Wages	0	0	-	0	0	-
Other human rights related issues	NA	NA	NA	NA	NA	NA

*The number of cases pending as on March 31, 2024 were attended and resolved within the specified time period provided in Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

**The total number of female employees during FY 23-24 were 868 as compared to the total number of female employees for FY 22-23 which stood at 1210. The POSH Cases as a percentage of total number of female employees for the current year was 2.76% as against the percentage of previous year which stood at 1.07%.

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

The Company is committed to providing equal opportunities to all individuals and is intolerant towards discrimination and / or harassment based on race, sex, nationality, ethnicity, origin, religion, age, disability, sexual orientation, gender identification and expression (including transgender identity), political opinion, medical condition, language as protected by applicable laws. The Diversity & Inclusion Policy and the objective of the policy is to ensure that the Company continues to be an employer for all diversity groups - gender identity, disability, caste, creed, colour, religion, marital status, age, sexual orientation and expression, medical condition, language and any other aspects as applicable, to create and foster an open culture of inclusion for all its stakeholders; and to create an environment which has zero tolerance for discrimination. Company also has a policy on prevention, prohibition and redressal of sexual harassment of women at the workplace and has an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Members of the Company's ICC are responsible for conducting inquiries pertaining to such complaints. The Company on a regular basis sensitises its employees on the prevention of sexual harassment at the workplace through workshops, group meetings, online training modules and awareness programme which are held on a regular basis.

IX. Human rights requirements forming part of the business agreements and contracts.

In certain business agreements and contracts where relevant.

X. Assessments for the year

Category	% of your plants and offices that were assessed (by Company or statutory authorities or third parties)
Child Labour	The Company is in compliance with the laws, as applicable.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

XI. Details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question X above.

No corrective actions pertaining to Question X was necessitated by the Company during the year under review.

B. Leadership Indicators pertaining to Principle 5

I. Details of a business process being modified/introduced as a result of addressing human rights grievances/complaints.

The Company is of the belief that it has upheld the basic principles of human rights in all its dealings. This is in alignment with its Human Rights Statement. The Company regularly sensitises its employees on the Code of Conduct through various training programmes as well.

II. Details of the scope and coverage of any human rights due-diligence conducted

Same as above.

III. Confirmation on the premise/office of the Company being accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016

The registered and corporate office of the Company have ramps for easy movement of differently abled visitors. Most of the offices are located in commercial premises which may be on the ground floor or have elevators and infrastructure for differently abled visitors. Wheelchair accessible restrooms are available in certain offices of the Company.

IV. Details on assessment of value chain partners

Category	% of offices that were assessed (by Company or statutory authorities or third parties)
Child Labour	The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings. No specific assessment in respect of value chain partners has been carried out other than certain covenants where some of these parameters are being monitored closely in certain lending arrangements.
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

V. Details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question IV above

No corrective actions pertaining to Question IV was necessitated by the Company during the year under review.



Business should respect, protect, and make efforts to restore the environment

Along its journey towards path of sustainability, the Company explored and implemented several green solutions. It is also continuously in search of more energy efficient technologies and innovative solutions for a greener future.

We are committed to playing our part in safeguarding the planet for future generations. We understand environmental stewardship to be an integral part of our purpose as an organisation. We dedicate our commitment in the following ways: • Seek to avoid and minimize the adverse impacts of our operations on the environment while promoting opportunities to conserve and enhance resources in the areas of our operations. • Stewardship initiatives aim to produce benefits for the environment and people, build trust, and support our social license to operate. • Environmental focus areas include climate, water, biodiversity, reclamation and waste management.

In our efforts, we continue to focus on areas where we see the biggest reduction potential, based on our industry and footprint. • Providing sustainable offices and taking a responsible approach to business travel. • Reduced water and paper usage in office workspace. • Our ability to impact electricity procurement is limited, especially for branches where we do not rent the entire building, but share it with other tenants. • To limit the use of fossil fuels, we constantly seek to increase the use of alternative, efficient, and natural energy resources (e.g., by replacing traditional lighting with LED lighting in our buildings).

A. Essential Indicators pertaining to Principle 6

I. Details of total energy consumption (in Joules or multiples) and energy intensity

The Company doesn't own premises anywhere and there is no accurate way to report this detail.

II. Details of Independent assessment/ evaluation/assurance being carried out by an external agency.

No.

III. Details of the Company have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

Not Applicable.

IV. Details of the disclosures related to water usage

The Company's usage of water is restricted to human consumption purposes only. Efforts have been made to ensure that water is consumed judiciously in the office premises. In various offices, sensor taps are installed in office washrooms to economise on water consumption. The Company ensures that the domestic waste (sewage) from offices and branches are not let into water bodies.

V. Details of the mechanism for Zero Liquid Discharge implemented by the Company.

No.

VI. Details of air emissions (other than GHG emissions) by the Company.

Not Applicable.

VII. Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity. Details of the independent assessment/evaluation/assurance being carried out by an external agency

The Company doesn't own premises anywhere and there is no accurate way to report this detail.

VIII. Details on the Company having any project relating to reducing Green House Gas emission.

Not Applicable.

IX. Details related to waste management by the Company, Details on independent assessment/ evaluation/assurance being carried out by an external agency.

Given the nature of the business, there is no usage of hazardous and toxic chemicals by the Company. The Company has various systems in place at an all-India level to manage e-waste. The Company uses local vendors for disposal of paper for recycling.

X. Description on the waste management practices adopted in our establishments including the strategy adopted by our Company to reduce usage of hazardous and toxic chemicals in our products and processes and the practices adopted to manage such wastes.

Given the nature of the business, there is no usage of hazardous and toxic chemicals by the Company. The Company has various systems in place at an all-India level to manage e-waste. The Company uses local vendors for disposal of paper for recycling.

XI. Details on the Company having operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required.

All the Company's offices are located in premises which have the requisite building permits, including environmental approvals.

XII. Details of environmental impact assessments of projects undertaken by the Company based on applicable laws, in the current Financial Year

Not Applicable.

XIII. Confirmation on the Company being compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and Rules thereunder

Based on the nature of business, the Company is in compliance with applicable environmental norms.

B. Leadership Indicators pertaining to Principle 6

I. Break-up of the total energy consumed from renewable and non-renewable sources, Details of independent assessment/ evaluation/assurance being carried out by an external agency

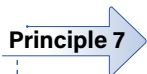
Given the nature of the business, the only energy consumed is towards functioning of the office infrastructure. The Company doesn't own premises anywhere and there is no accurate way to report this detail.

II. Confirmation on the Company having a Disaster Management Plan

The Company has a Board approved Business Continuity Plan (BCP). This BCP identifies core business functions and critical business sites that are covered under the resiliency programme. Most of the business functions are supported through automation with the help of technology. Hence, IT resiliency forms a critical component of BCP. Recovery Time Objectives (RTO) and Recovery Point Objectives (RPO) are defined for all critical business processes. The IT Disaster Recovery Plan ensures that the defined RTO and RPO are met. The BCP defines the overall governance and monitoring of the business continuity function, including setting up of Emergency Response Teams (ERT) and Function Recovery Teams (FRT). Business continuity spans people, processes and technology. Requisite training programmes have been conducted for the teams to be prepared to respond in a crisis. Disaster drills and table top exercises are conducted at regular intervals to test whether the set procedures are working as defined within the pre-defined RTO and RPO and people understand and follow it appropriately.

III. Details on significant adverse impact to the environment, arising from the value chain of the Company and the mitigation or adaptation measures taken by the Company in this regard.

Given the nature of the business, there has been no adverse impact to the environment.



Principle 7

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible and transparent manner

The Company works closely with all industry associations and trade chambers to ensure its public policy positions complement and advance its sustainability and citizenship objective.

A. Essential Indicators pertaining to Principle 7

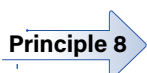
- I. **a. Number of affiliations with trade and industry chambers/ associations:** Indian Staffing Federation
- b. Top 10 trade and industry chambers/ associations (determined based on the total members of such body) the Company is a member of/affiliated to:** Not Applicable
- II. **Details of corrective action taken or underway on any issues related to anti- competitive conduct by the Company, based on adverse orders from regulatory authorities:** Not Applicable

B. Leadership Indicators pertaining to Principle 7

I. Details of public policy positions advocated by the Company:

As a pioneering Staffing Company, TeamLease Services Limited engages with various Stakeholders including various government departments to facilitate progressive and pragmatic policies that can address the daunting challenges of the country.

TeamLease Active Advocacy • Actively involved and engaged with Ministry of Labour and Employment (MOLE) for last 8 years to implement 4 labour codes. All the codes are passed by both the Houses of Parliament. • National licensing for contract labour in line with ILO 181 convention designed for private employment. • Active advocacy with MOLE and the Government paved the way for radical amendment and modification on Apprenticeship Act. This has led to employability and in turn employment generation. • Advised MOLE to link stipend pay-out with minimum wages as against ₹ 1024 in the initial Apprenticeship Act. • We came out with seminal study capturing complexity of compliances. In one of the speeches by PM, he has announced reduction of 15,000 compliances based on our study and advocacy. • Voiced salary restructuring leading more in-hand salary – in turn contributing to formal employment generation.



Principle 8

Businesses should support inclusive growth and equitable development

As India's leading staffing Company service provider, the Company has been taking sustained efforts to ensure value creation and sustainable growth of community. Its sustainability framework is structured to create a positive impacts on its customers, partners, communities and society, helping them grow together and inclusively.

Community Engagement - Impact through Empowerment: We invest in sustainable activities based on community programmes. We undertake projects that are sustainable and can make an impact in the lives of people for a better tomorrow.

- Deliberating contribution to economic research in India.

The Company focusses on responsible business practices with community centric interventions. The thrust areas are sustainable livelihood – especially skill development and employability training and education, all of which constitute the Human Development Index – a quality of life indicator.

A. Essential Indicators pertaining to Principle 8

I. Details of Social Impact Assessments (SIA) of projects undertaken by the Company based on applicable laws, in the current Financial Year.

Not Applicable.

II. Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by our Company.

Not Applicable.

III. Mechanisms to receive and redress grievances of the community.

The Company has various mechanisms to receive and redress grievances of various stakeholders. Details of such mechanisms and policies is detailed in this report.

IV. Percentage of input material (inputs to total inputs by value) sourced from suppliers. Not Applicable.

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

	In Crores	
	FY (2023-24)	PY (2022-23)
1. Rural		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Rural areas	0.00	0.00
2. Semi-urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	0.00	0.00
ii) Total Wage Cost	0.00	0.00
iii) % of Job creation in Semi-Urban areas	0.00	0.00
3. Urban		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	83.43	88.47
ii) Total Wage Cost	109.46	113.48
iii) % of Job creation in Urban areas	76.22%	77.96%
4. Metropolitan		
i) Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis)	26.02	25.01
ii) Total Wage Cost	109.46	113.48
iii) % of of Job creation in Metropolitan area	23.77%	22.04%

B. Leadership Indicators pertaining to Principle 8

I. Details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above) - Not Applicable.

II. Information on CSR projects undertaken by our Company in designated aspirational districts as identified by government bodies

Kindly refer to above point VIII which has been elucidated under Section A (General Information about the Company).

a. Confirmation on the Company having a preferential procurement policy where we give preference to purchase from suppliers comprising marginalised /vulnerable groups: No such Policy.

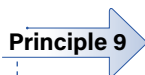
b. Marginalised /vulnerable groups we procure from: Not Applicable.

c. Percentage of total procurement (by value) does it constitute.

Whilst the Company has always endeavoured to provide job solutions for all income groups including the economically weaker sections and low income groups, given the nature of the business, purchases from suppliers under the above-mentioned groups are limited. The Company's core objective is to provide Employment Employability and E-workforce through skill development and training which is mainstream to eradicate poverty, promotion of education, employment enhancing vocational skills.

d. Details of the benefits derived and shared from the intellectual properties owned or acquired by our Company (in the current Financial Year), based on traditional knowledge: Not Applicable.

- III. Details of the benefits derived and shared from the intellectual properties owned or acquired by our Company (in the current Financial Year), based on traditional knowledge:** Not Applicable.
- IV. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.** Not Applicable.
- V. Details of beneficiaries of CSR Projects**
Kindly refer to above point VIII which has been elucidated under Section A (General Information about the Company).



Businesses should engage with and provide value to their customers and consumers in a responsible manner

The long-term strategic goal of the Company is to innovate and deliver a wide range of cost effective, secured, timely, and customized services with the best technology. The Company actively seeks customer feedback, acts on it, and improves its customer service and in the process improve its products, services, and processes.

A. Essential Indicators pertaining to Principle 9

I. Mechanisms in place to receive and respond to consumer complaints and feedback.

A well-established system is in place for dealing with customer feedback and complaints. Customers are provided multiple options to connect with the Company through email, telephone, website, social media, feedback forms, etc. All complaints are appropriately addressed and all efforts are taken to resolve the same.

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

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

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

Category	FY24			FY23		
	Received during the year	Pending resolution at the end of the year	Remarks	Received during the year	Pending resolution at the end of the year	Remarks
Data Privacy	NIL	NA	-	NIL	NA	-
Advertising	NIL	NA	-	NIL	NA	-
Cyber Security	NIL	NA	-	NIL	NA	-
Restrictive Trade Practices VI	NIL	NA	-	NIL	NA	-
Unfair Trade Practices VI	NIL	NA	-	NIL	NA	-
Others	NIL	NA	-	NIL	NA	-

IV. Details of instances of product recalls on account of safety issues- Not Applicable

V. Details of the framework/ policy on cyber security and risks related to data privacy

TeamLease strictly practices the principles of 'Security by Design' and 'Privacy by Design' and has a well-defined information security and data privacy framework. A comprehensive ISMS (Information Security Management System) has been designed as per ISO27001:2013 and National Institute of Standards and Technology (NIST) Risk Management Framework and the privacy controls have been designed as per GAPP (Generally Accepted Privacy Principles). This policy is hosted on the intranet of the Company.

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

No penalties/regulatory action has been levied or taken on the above-mentioned parameters.

B. Leadership Indicators pertaining to Principle 9

I. Channels / platforms where information on products and services of the Company can be accessed web link is provided below)

Information relating to all the products and services offered by the Company are available on the Company's website, <https://group.teamlease.com/>. In addition, the Company actively uses various social media and digital platforms to disseminate information.

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

Given the nature of business, the same is not applicable to the Company.

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

Kindly refer to details on Business Continuity and Disaster Management which has been elucidated under Principle 6. During the year, there were no major disruptions of critical services of the Company.

IV. Details on the Company displaying product information on the product over and above what is mandated as per local laws. (Details on the Company carrying out any survey with regard to consumer satisfaction relating to the major products / services of the Company, significant locations of operation of the Company or the Company as a whole

TeamLease has always believed in being transparent with its customers by providing all the relevant details. The Company strives to ensure customer data privacy and security through robust information security systems. The Company continuously conducts customer satisfaction surveys to seek feedback from its clients at various stage. This feedback is used to improve systems, processes and enable better focus on training and development of staff.

V. Details of the following information relating to data breaches

a. **Number of instances of data breaches along with impact:** NIL.

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

The Company did not witness any instances of data breaches during the year. Internal Auditors have assessed and confirmed that requisite security level checks put in place by the Company are appropriate.

Endnotes:

- i. TeamLease offices are not located within ecologically sensitive areas.
- ii. Environmental Impact Assessment (EIA) is not applicable for the Company for the current Financial Year as per applicability defined in EIA Notification, 2020
- iii. During the Financial Year, the Company has not acquired any land that would require SIA as per Right to Fair Compensation and Transparency in Land Acquisition, Rehabilitation and Resettlement Act, 2013
- iv. This data pertains to services and there were no procurement of goods.
- v. TeamLease provides Staffing, Hiring, Learning, Degree Apprenticeship, Compliance Services and does not manufacture any physical products.
- vi. No complaint was received under The Competition Act, 2002