

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY									
1. Corporate Identity Number (CIN) of the Company	L74899DL1981PLC015865								
2. Name of the Company	NIIT Limited								
3. Registered address	85, Sector - 32 Institutional Area, Gurgaon – 122001, Haryana, India								
4. Website	www.niit.com								
5. E-mail id	investors@niit.com								
6. Financial Year reported	April 1, 2021 to March 31, 2022								
7. Sector(s) that the Company is engaged in (industrial activity code-wise)	Group: 854								
8. List three key products/services that the Company manufactures/provides (as in balance sheet)	Instructor-led and Online Training Services in Technology, Healthcare, Banking & Financial services; Managed Training Services, Learning content development services, Sale of courseware and training material.								
9. Total number of locations where business activity is undertaken by the Company	i. 30 international locations. The main international locations of the Company are at:								
(a) Number of International Locations (Provide details of major 5)	a. Atlanta, Georgia, USA b. London, UK c. Dublin, Ireland d. Shanghai, PRC e. Mississauga, Ontario, Canada								
(b) Number of National Locations	ii. 8 national locations								
10. Markets served by the Company – Local/ State/ National/ International	India, China, Africa, North America, Europe, Oceania								
SECTION B: FINANCIAL DETAILS OF THE COMPANY FOR FINANCIAL YEAR 2021-22									
1. Paid up Capital (INR)	<table border="1"> <thead> <tr> <th>Standalone (INR Mn)</th> <th>Consolidated (INR Mn)</th> </tr> </thead> <tbody> <tr> <td>267.74</td> <td>267.74</td> </tr> <tr> <td>4,451.90</td> <td>13,774.81</td> </tr> <tr> <td>1,423.17</td> <td>2,261.96</td> </tr> </tbody> </table>	Standalone (INR Mn)	Consolidated (INR Mn)	267.74	267.74	4,451.90	13,774.81	1,423.17	2,261.96
Standalone (INR Mn)	Consolidated (INR Mn)								
267.74	267.74								
4,451.90	13,774.81								
1,423.17	2,261.96								
2. Total Turnover (INR)									
3. Total profit after taxes (INR)									
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2% of the average net profit during the three immediately preceding financial years as per Section 135 of the Companies Act 2013 and rules thereto (Detail given in CSR Report).								
SECTION C: OTHER DETAILS									
1. Does the Company have any Subsidiary Company/ Companies?	The Company has three subsidiaries in India (NIIT Institute of Finance Banking & insurance Training Limited, NIIT Learning Systems Limited and RPS Consulting Private Limited) and seven direct subsidiaries outside India. Each company is engaged in its own business responsibility and CSR activities. The Company and two Indian subsidiaries have focused their CSR initiatives on providing scholarships to meritorious university students. The full IPR for the Hole-in-the-Wall learning stations was donated by the Company to NIIT Foundation to help them provide minimally invasive education to the undeserved community children.								
2. Do the Subsidiary Company/Companies participate in the BR (Business Responsibility) Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)									
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]	The Company has suppliers and business licensees in India and outside. Their BR initiatives are driven by the needs in the communities in their proximity. Though many of them get to learn about the BR initiatives of the Company, the Company does not insist on their automatic participation.								

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SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR

The Corporate Social Responsibility (CSR) Committee of the Board has the following members:

SI No.	Name	DIN	Designation
1	Mr Ravinder Singh	08398231	Independent Director & Chairman, CSR Committee
2	Mr Anand Sudarshan	00825862	Independent Director
3	Mr Rajendra S Pawar	00042516	Chairman & Non-Executive Director
4	Mr Vijay K Thadani	00042527	Vice-Chairman & Managing Director

2. Principle-wise BR policies

Principles [P] as per National Voluntary Guidelines [NVG]

P1: Businesses should conduct and govern themselves with Ethics, Transparency and Accountability.

P2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycles.

P3: Businesses should promote the wellbeing of all employees.

P4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5: Businesses should respect and promote human rights.

P6: Business should respect, protect, and make efforts to restore the environment.

P7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8: Businesses should support inclusive growth and equitable development.

P9: Businesses should engage with and provide value to their customers and consumers in a responsible manner.

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

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have a policy/ policies for each of the principles?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes specify? (50 words)	The policies have been created and improved based on good general management practices over the last 40 years of the life of the Company. In certain cases like environment & safety policy, international standards like ISO get applied.								
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y

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No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
6	Indicate the links for the policy to be viewed online?	a. NIIT Vision, Values and Beliefs statement https://www.niit.com/authoring/NewsRoom/MediaKit/VISION.pdf b. Code of conduct https://www.niit.com/authoring/Documents/Corporate%20Governance/codeofconduct.pdf c. Whistleblower policy (Statutory Disclosures) https://www.niit.com/india/training/investors/Pages/investor-information.aspx d. CSR Policy https://www.niit.com/authoring/Documents/Other%20Disclosures/CORPORATE%20SOCIAL%20RESPONSIBILITY%20POLICY.pdf All other operative policies for the Company, e.g., Procurement Policy & Process, Policy Against Sexual Harassment, Equal Opportunity Policy, Information Security policy, HR Benefits and Policies, Environment Policy, Business Continuity Policy, Disciplinary Policy are available to the employees on the secure Company intranet.								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

(b) If answer to the question at serial number 1 against any principle, is 'No', please explain why: (Tick up to 2 options)

No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	The company has not understood the Principles	Not Applicable								
2	The company is not at a stagewhere it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

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3. Governance related to BR

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

The Company's BR performance is reviewed and assessed on an annual basis.

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

The Company is now publishing its third Business Responsibility report along with the Annual report for the financial year 2021-22. The report is published annually.

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1 (Businesses should conduct and govern themselves with Ethics, Transparency and Accountability)

- Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs / Others?
- How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

NIIT is governed by the Company's Code of Conduct. The code of conduct is applicable to all employees and directors and it aims to uphold the standards of its business ethics and practices, which are required to be observed in all business transactions. This code is available on the Company's website. <https://www.niit.com/authoring/Documents/Corporate%20Governance/codeofconduct.pdf>.

No stakeholder complaints pertaining to ethics, bribery and corruption were received during the Financial Year 2021-22. Investor correspondence and complaint status is given in the Corporate Governance Report, forming part of the Annual Report for 2021-22.

Principle 2 (Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycles)

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

The year started with significant disruption faced due to impact of second wave of COVID19. The company deferred plans to return to work from office and continued to follow the Business Continuity Plan enabling all of its employees to successfully Work From

Home. The company offices remained closed in this year for the safety of its employees. All its education business operations were transitioned to digital mode of delivery. Only few teams, which required access to office to continue to support customers successfully were allowed to come to office.

- (a) Green NIIT initiative: The company is a services company. The company is committed to plastic waste reduction and keeping this goal in mind all single use plastic like plastic straws, forks, spoons, plates, polybags have been banned inside premises and alternate cutlery made of wood or paper have been provided. The continued Work From Home (WFH) mode of operation ensured that there is significant reduction in carbon footprint from its offices on account of reduced HVAC operations, reduced transport operation, reduced office waste and reduced electricity consumption during the financial year.

- (b) Water Conservation: The Company is sensitive to the crucial value of water conservation and hence focused on saving water resources. The strategy adopted is Reduce-Reuse. To this end, many plans have been implemented, including installation of waterless urinals, replacement of old taps with sensor based taps and aerator taps and operation of STP (sewage treatment plant). The company has more than doubled the capacity of its STP from 45KLD (Kilo Liter per Day) to 95KLD, which became operational in 2021-22.

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

- (a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
- (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

The Company is engaged in delivering training services in areas defined earlier and not engaged in any manufacturing activity. The initiatives taken for reduction of consumption of water and energy are explained in (1) above.

- Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?

NIIT has taken up many initiatives to promote sustainable sourcing. In 2021-22, the company continued to maintain focus on promoting online methods of conferencing, digital service delivery, virtual internal training, minimizing use of paper by insisting on e-documents with workflow.

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In the current financial year, because of the COVID19 pandemic, the transport operations were significantly reduced and used only for small teams which required access to office. The company provided CNG buses and cabs to facilitate the transportation of employees and their families to the vaccination camps conducted by the the company at its own premises.

The company has replaced old air conditioning units for critical areas with low energy consumption units, in an effort to reduce the overall electricity consumption.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The services of many local businesses and communities around our offices are engaged by the Company – these include transport services and security services that employ local population and small vendors. However, in view of the continued non-operation of most of the physical offices, nothing significant could be done to enhance usage of local and small vendors.

5. Does the company have a mechanism to recycle products and waste? If yes what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%).

The Company is committed to manage and dispose waste in a responsible manner. We work on the philosophy of sustainable use and try to recover, reuse or recycle consumables such as laptops, computers, copiers, and paper. Devices that have reached the end of useful life like computers, monitors, computer accessories, printer, projectors, and other such hardware are handed over to authorized recyclers or E-waste disposal vendors. Wherever feasible, the use of paper is actively discouraged across the organization and internal processes have been aligned to process transactions through electronic submission of vouchers, receipts, invoices and other documents. The company recycles water through a treatment plant for its main premises at Gurgaon, which gets re-used for non-drinking purpose. At both the main offices at Gurgaon, organic waste generated from cafeteria and other sources gets converted into compost. In FY-22, due to WFH practice, there was significant reduction in the waste generated.

Principle 3 (Businesses should promote the wellbeing of all employees)

1	Total number of employees	3104 worldwide including subsidiaries
2	Total number of employees hired on contractual fixed-term basis	50
3	Number of permanent women employees	1109 (36%) The Company has a global “Diversity & Inclusion” committee. The committee looks after communication and training initiatives, and tracks the metrics for diversity. The Company promotes gender diversity by not only ensuring equal opportunity employment and career advancement but also by supporting women with gender specific initiatives. Some examples are: I. This Women’s Day, the Company went a step further to #breakthebias and launched a scholarship program that empowers women with skills needed in the modern world to #breakthebias. This is a women exclusive scholarship program with a course fee up to Rs. 10,000/- on NIIT Digital’s foundation and placement-assured programs, launched on 8th March. II. Special baby-care program, wherein half-day, half-pay leave option is extended for a period of six months for women employees who are new mothers. This option which gets availed within the first year of childbirth helps them pursue a career as well as devote additional time at home to nurture the newborn(s). III. Gender sensitivity training programs and awareness initiatives are conducted to sensitize and encourage staff towards appropriate behavior at the workplace.
4	Number of permanent employees with disabilities	3

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5	Any employee association that is recognized by management	<p>No</p> <p>The Company has a comprehensive people-friendly mechanism to listen to and address employee concerns in an effective and agile manner.</p> <ol style="list-style-type: none"> i. Employee feedback and inputs are valued. There are several avenues of periodic interaction for an employee, including quarterly townhall meetings, with senior managers. ii. The intranet 'ASSIST' function, on the Staff Portal iNIITian, allows the employees to post specific queries seeking clarifications, express concerns, give feedback or suggestions and seek specific support to fix/improve/handle issues at the workplace. iii. The Company has used modern technology and provided an engagement BOT (named Amber) which initiates digital conversations with staff members at defined milestones of their tenure (six times a year for new joiners and bi-annually thereafter). The essence of these conversations is scanned for improvement of policies, workplace health and fun. This AI tool also has an anonymous BOT through which NIITian can take up various issues at workplace without disclosing their identity. iv. An annual Employee Satisfaction Survey (ESS) gives an in-depth view of outlook of NIITian on various perspectives impacting their lives at workplace. The Company has had the best ever ESS scores registering the highest ever score in 20 years, and a 4% upward swing from the previous year, and have a score of 89% overall. v. Various employee-friendly policies that are addressing matters like maternity and paternity, care for children of employees, opportunity for social contribution, child care, wedding allowance and loan, company leased accommodation and car, work from home, break from work and sabbatical are promoted to foster overall employee wellbeing. vi. In line with the current Work From Home arrangement, the company introduced various initiatives e.g. monthly work from home allowance to take care of expenses while working at home and promoted Company sponsored Cultfit subscriptions for NIITian's wellness. Several medical webinars, nutrition/healthy recipes and art therapy workshops were conducted during the year to promote physical and emotional health. vii. The company has rolled out various initiatives like Stretch your weekend / Extended holiday, Get Digital/WFH/Gym attire, Amazon/Uber Eats vouchers on Diwali/Christmas/Mid-Autumn Festival, Valentine's day and Holi to create surprise and WOW moments during the financial year viii. The company initiated significant drive for participation in the health & wellness programmes and the utilization has improved substantially. <ol style="list-style-type: none"> a. There are approximately 1700 users who are actively using the online health & wellness portal provided by wellness partner. b. The Company sponsored subscription for digital gym and online wellness services has more than 500 active users. ix. Initiated various programmes and key interventions on COVID-19 through webinar sessions : <ol style="list-style-type: none"> a. <u>Physical Wellbeing</u>: Live & Interactive Webinars on Care during COVID – Respiratory and Heart Health, Knowing about Black fungus, Learning to use oxygen cylinders at home, Pranayama & pronaing techniques, Handling grief for self and team, Yoga sessions for India and International geographies, Nutrition to boost immunity, Dengue and its prevention, Dietary guidelines during quarantine, PCOD management etc. b. <u>Fun & Mood uplifting sessions</u>: Mandala Art, Salt Painting, Foam rose making, Coffee painting and other art therapy workshops to de-stress c. <u>Skill Up sessions</u>: Healthy Desserts and mithais, Quick immunity building Juices and snacks, Christmas Origami special, Weight management through Nutrition, Debunking food and fitness myths; Preparing power packed snacks workshops etc.
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6	Percentage of permanent employees who are members of this recognized employee association?	NA			
7	Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	No.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
		1	Child labour/ forced labour/ involuntary labour	NIL	NIL
		2	Sexual harassment	NIL	NIL
		3	Discriminatory employment	NIL	NIL
8	Percentage of under-mentioned employees who were given safety & skill up- gradation training in the last year? (a) Permanent Employees (b) Permanent Women Employees (c) Casual/Temporary/ Contractual Employees (d) Employees with Disabilities	<p>a) Over 84% permanent employees were covered by training programs of different kinds. 59% of the women were given training. Also, 954 vendors were trained in different areas.</p> <p>b) Gender Sensitivity At Work (GSAW) and Diversity, Equality, Inclusion and Integrity (DEII) clubbed to cover large area of sensitization covering not just gender but all aspects of working with a diverse group of people.</p> <p>c) Sessions like GDPR, Code of Conduct and HR Policies for new employees.</p> <p>d) The safety training needs are identified for different personnel based on the physical environment. Accordingly, training – including awareness sessions, mock fire drills, classroom sessions and periodic demonstrations related to safety, security and well-being are provided to all employees</p> <p>e) Skill based programs targeting business and team specific competencies</p> <p>f) Executive and Managerial development programs for career advancement and better performance, covering all tenure and role segments.</p> <p>g) eLearning Courses and Online Portal for self-paced learning.</p>			

Principle 4 (Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.)

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

Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders.

2. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders.

The company has mapped its internal and external stakeholders.

NIIT Limited is a responsible corporate citizen and is committed to being responsive to all its stakeholders including shareholders, customers, business associates, employees, vendors and suppliers, governments and society at large including communities that it operates in. These approaches are laid out in our Code of Conduct document on our website.

Principle 5 (Businesses should respect and promote human rights.)

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

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

The policy of the company is applicable to the company only. Company does not deal with any supplier/contractor if it is in violation of human rights and does not employ any person below the age of eighteen as per the recruitment policy. Use of forced or compulsory labour is prohibited at all the units and the same is discouraged at our business associates.

No complaint, pertaining to human rights violation, was received during the past financial year.

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Principle 6 (Businesses should respect, protect, and make efforts to restore the environment.)

1. Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors/NGOs/others.
2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc? Y/N. If yes, please give hyperlink for webpage etc.
3. Does the company identify and assess potential environmental risks? Y/N
4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?
5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.
6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?
7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

NIIT Limited's environment control policy and quality policy does not extend to its subsidiaries, JV and suppliers/contractors.

The company is addressing the critical area of climate change mitigation through several initiatives. These include continuous improvement in energy efficiency, adopting the sources of renewable energy, integrating green attributes into the operating environment, maximizing water use efficiencies and rain water harvesting, maximizing collection, segregation, recycling and safe disposal under solid waste management drive.

The company regularly identifies the potential environmental risks by complying to the Environment Management System - ISO 14000, at its largest facility, used by maximum number of employees. This year too, NIIT successfully renewed this ISO certification by way of online audit. The steps taken to identify potential risks help determine any significant risks. Management plan is then made and executed in time in order to eliminate/mitigate such risks.

During the year NIIT Limited continued to implement the sustainability initiatives including renewable energy, as already explained earlier in this document.

Yes, the emissions and waste generated by the Company are within the permissible limits of the Pollution Control Board. In this year the company has more than doubled

the capacity of its STP (Sewerage Treatment Plant) from 45KLD (Kilo Liter per Day) to 95KLD.

There have been no show cause notices or other legal notices received from either the central or state pollution control board during the year under review.

The company considers that the communities around its facilities constitute one of its most important stakeholders. The company provided PPE kits and made it mandatory to use for all its frontline workers like security guards, riders involved in movement of material or documents to protect them during the COVID19 pandemic. The company organized vaccination camps at its office in Gurgaon and provided free vaccination of COVID19 to all its frontline staff and their family members, which includes security guards, housekeeping staff, maintenance staff, drivers, gardeners. A total of 190 vaccinations were done for these stakeholders.

NIIT partnered with a healthcare company and setup an approved 'Isolation Centre' with 20 beds capacity for providing support to its employees and their families. In addition the company facilitated sourcing of oxygen concentrators and oxygen cylinders for use by the employees and their family members. The company facilitated delivery of food and medicines for its staff suffering from covid. During lockdown, food arrangements were made at the offices for the staff required in office for critical services like security and server room operations and an ambulance was kept ready 24x7 during the worst COVID19 months to support the employees and their families.

Principle 7 (Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.)

1. Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with.
2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas (drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others).

NIIT Limited is an active member of the following Industry bodies -

- (a) CII
- (b) PHDCCI
- (c) NASSCOM
- (d) FICCI

Senior officials of the Company have played active roles in these associations to help the industry and Government in the areas of higher education, skills training and technology adoption.

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Principle 8 (Businesses should support inclusive growth and equitable development.)

1. Does the company have specified programmes/ initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.
2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/ government structures/any other organization?
3. Have you done any impact assessment of your initiative?
4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?
5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community?

The company supports equitable growth and development through:

- a. Reaching the underserved communities for computer familiarization, suitable to them.
- b. Teaching IT skills to rural and semi-urban population to help create livelihoods.

The Company provides subsidized intellectual property rights access and certified course material to a not-for-profit NGO – NIIT Foundation, who reaches out directly and through a network of over 250 NGOs to independently conduct these programs mainly funded by CSR funds of different corporate entities. Last year, NIIT foundation has impacted 9,22,210 children, youth and adults through their 215 skills training centers, 280 hole-in-the-wall learning stations, online training platforms and 497 NGO partner training centers.

Extensive vaccination drives were carried out by the company to encourage maximum employees to get vaccination against Covid19. These programs included on-site camps at our office and partnership with service providers for off-site camps at hospitals or clinics. These drives facilitated vaccination for not only the employees but also their family members so that the society as a whole could benefit from these drives totalling to 1,562 vaccination shots. In the vaccination drives the company has provided vaccination shots to over 647 NIITians in over 35 cities. In addition 538 family members and 377 support staff and service providers have also taken the vaccination shots.

Principle 9 (Businesses should engage with and provide value to their customers and consumers in a responsible manner.)

1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.
2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. /Remarks (additional information)
3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year.
4. Did your company carry out any consumer survey/ consumer satisfaction trends?

As on March 31, 2021, there were 30 pending consumer complaints. A total of 4 new consumer complaints were received during the year 2021-22, resulting in 34 pending as March 31, 2022

The Company is a services company and does not deal in physically packaged goods for sale.

Case pertaining to unfair trade practices complaints: An 'Information' filed against the Company in 2017 before the CCI, was dismissed in the same year. Complainant's writ petition and writ appeal against dismissal was also rejected. Later, the First Appeal and the Second Appeal filed before NCLAT and Hon'ble Supreme Court of India were also dismissed in May, 2020 and October, 2020 respectively. The same person filed a complaint again before CCI, which has been dismissed by the regulator on July 1, 2022.

NIIT strongly believes in Customer Feedback and make necessary changes in the Products, Processes and Policies for improving Customer Satisfaction. NIIT conducts regular surveys to assess the customer satisfaction levels and Net Promoter Score for various customer of different lines of business. This survey is conducted nationwide among all the learners and is conducted Online.

For the year 2021-22, the Net Promoter Score of the Career Education Business in India has improved 4 points since last year to 69. For NIIT digital business, there is 100% closure of customer complaints as at end of FY 22. Corporate Learning Business registered strong growth of 8% in the Customer Satisfaction Survey participation.