

---

**Grant Thornton Bharat LLP**

Plot No. 19A, 2nd floor,  
Sector - 16A,  
Noida - 201 301  
Uttar Pradesh, India

T +91 120 485 5900  
F +91 120 485 5902

**Independent Reasonable Assurance Statement on the non-financial performance data and information included in the Integrated Annual Report of Vakrangee Limited for the FY 2021-22**

**To**  
**The Board of Directors**  
**Vakrangee Limited**  
**Mumbai, Maharashtra, India**

**Introduction**

We, Grant Thornton Bharat LLP, have been engaged by Vakrangee Limited ('Vakrangee' or 'the Company') for the purpose of providing an independent assurance on selected non-financial disclosures presented in the Integrated Annual Report for FY 2021-22 ('the Report').

**Reporting Criteria**

The Report has been developed by the Company based on the principles of the International Integrated Reporting Framework published by the International Integrated Reporting Council ('IIRC'). The sustainability performance reporting criteria has been derived from the Global Reporting Initiative ('GRI') Sustainability Reporting Standards 2020 ('the GRI Standards'). In addition, the National Guidelines on Responsible Business Conduct (NGRBCs) for Business Responsibility and Sustainability Reporting (BRSR) and UN-Sustainable Development Goals (UNSDGs) are also considered while developing this Report.

**Responsibilities**

The preparation and fair representation of the Report in accordance with the above stated reporting criteria, which is free from any material misstatement, whether due to error or fraud, is the sole responsibility of the management of the Company. This responsibility includes establishing and maintaining relevant and appropriate performance management systems and internal control framework to facilitate collections, calculation, aggregation and validation of the data with respect to management's basis of preparation and the GRI Standards.

Our report is prepared only for the purpose of expressing reasonable assurance in relation to specified non-financial information contained in the Report to the Company's Management/ Board of Directors and accordingly, should not be used for any other purpose without our prior written consent.

## Assurance Standards

Our assurance engagement was planned and performed in accordance with the International Standard on Assurance Engagements ('ISAE') 3000 – Assurance Engagements other than Audits or Reviews of Historical Financial Information ('ISAE 3000') issued by the International Federation of Accountants ('IFAC') and third version of AA1000 Assurance Standard ('AA100AS v3') issued by AccountAbility, a body recognized as a 'Framework Developer' by World Economic Forum's ESG Ecosystem Map.

Reasonable level of assurance under ISAE 3000 requires us to plan and perform procedures to obtain sufficient appropriate evidence on conformity of sustainability performance disclosures as per GRI Standards. Under this standard, we have reviewed the information presented in the Report against the characteristics of relevance, completeness, reliability, neutrality and understandability.

Type 1 High Assurance under AA100AS v3 requires us to obtain evidence from internal and external sources and parties including stakeholders, and at all levels of organization to conclude on the nature and extent of adherence of the Report to the AA1000AP principles, i.e., Inclusivity, Materiality, Responsiveness and Impact.

## Scope, Boundary and Limitations

### Scope

The Scope of Work was limited to the examination of non-financial performance data and information disclosed in the Report, for the period of 01 April, 2021 till 31 March, 2022.

Non-financial performance disclosures subject to assurance are:

Capital	Parameter	Performance Indicators	GRI Disclosure
Manufactured	Vakrangee Kendras	Operational Next-Gen Vakrangee Kendras	GRI – 102
		Number of Vakrangee Kendras in General districts	
		Number of Vakrangee Kendras in Tribal districts/LWE districts/ Aspirational districts	
	Vakrangee Kendra operating model	Number of Vakrangee Kendras with Gold operating model	GRI – 102
		Number of Vakrangee Kendras with Silver operating model	
		Number of Vakrangee Kendras with Bronze operating model	
	Geographical Presence	Presence in Tier 4, Tier 5 & Tier 6 cities	GRI – 102
Insurance	Kendras included in this scheme (insurance of Kendras) as on 31/03/2022	GRI – 102	
Certifications	ISO 9001:2015 Quality Management System	-	

Capital	Parameter	Performance Indicators	GRI Disclosure
Human	Employee Details	Total Employees	GRI – 102, 401, 405
		Average Age	
		Age – under 30 years	
		Age – 30-50 years	
		Age – above 50 years	
		Year of association of employees with Vakrangee on an average	
		Voluntary attrition rate	
	Employees in Corporate Headquarter	Male	GRI – 102, 401
		Female	
		Number of women representing company's management council	
		Male/Female ratio at corporate headquarter	
	State Office	Male	GRI – 102, 401
		Female	GRI – 102, 401
	New Employees Recruited	Male & Female	GRI – 401
	Training	Mandatory training – Number of employees trained	GRI – 404
		Mandatory training – Training hours	
		Refresher training – Number of employees trained	
		Refresher training – Training hours	
		Franchises – Number of franchisees trained	
		Franchisee – Training hours	
		Security Staff – Number of security staff trained	
		Security Staff – Training Hours	
	Parental Leave	Female employees	GRI – 401
Corruption	Incidents of corruption recorded at the organization	GRI – 205	
Complaints	Complaints regarding child labour, forced labour or sexual harassment	GRI – 408, 409, 419	

Capital	Parameter	Performance Indicators	GRI Disclosure
	Remuneration Parity- Ratios at corporate headquarter	Average salary across organisation	GRI – 405
		Median salary across organisation	
		Median salary male/ female and ratio at corporate headquarter*	
		Average salary of Assistant Manager	
		Average salary of Manager	
		Average salary of Deputy General Manager	
		Average salary of General Manager	
		Average salary of Associate Vice President	
		Average salary of Vice President	
	Employee Satisfaction	Employees feel connected with co-workers (Good Team bonding) and happy because their managers encourage collaboration in their Team	-
		Employees feel that they can get assistance from their team whenever required and employees feel that their managers are committed towards good quality result.	
		Employees feel that they are encouraged to come up with new ideas in the work.	
		Employees feel that they have friends in the organization and employees feel that they are allowed to take leave whenever required.	
		Employees feel that their managers are capable enough to build trust between the team members.	
		Employees feel that their managers provide guidance and motivation to their team whenever required.	
Employees feel that their managers provide challenging task to them.			

Capital	Parameter	Performance Indicators	GRI Disclosure
		Employees feel that their managers are supportive and active and encourage them during team discussion.	
		Employees feel that they receive feedback from their managers which helps them to improve better	
		Employees feel that the work is equally distributed among their team	
		Employees feel that they are satisfied with their job responsibilities.	
		Employees are happy being a part of Vakrangee	
	Fatalities	Fatalities as a result of work-related ill-health	GRI – 403
Intellectual	ISO Certifications	ISO/IEC 27001:2013 Information Security Management System	GRI – 102
		ISO 20000-1:2011 Information Technology Service Management System	
		ISO 9001:2015 Quality Management System	
		ISO 27701 - Privacy Information Management System	
		ISO 22301 - Business Continuity Management System	
	R&D	R&D Expenditure	GRI – 203
	ATM Transactions	White Label ATM transactions	GRI – 203
	IoT	Number of franchisees monitored with the use of IoT (They are monitoring ATMs and electric surveillance)	GRI – 102
Data Breach	Instances of data breach in: 1. company 2. franchisee	GRI – 418	

Capital	Parameter	Performance Indicators	GRI Disclosure
	Claims	We have crossed the 5000th white label ATM Milestone and emerged as the 4 <sup>th</sup> largest ATM operator in Rural India	GRI – 203
Social & Relationship	Kendra break-up as per services	BFSI	GRI – 203
		ATM	
		E-Commerce & Logistics	
	CSR spent	Activity – wise CSR spent	GRI – 413
	Franchisee Owner	Women	GRI – 102, 405
		Divyang	
	Local Community	Kendras centered in Tier IV, Tier V and Tier VI cities – Percentage	GRI – 102
	Grievance redressal mechanism	Recorded complaints from customers, third parties, regulatory bodies and local community members, concerning breach of customer privacy	GRI – 205, 418, 419
		Recorded theft, identified leak or loss of customer data	
		Recorded complaints regarding unethical and unlawful behaviour	
Sustainable Procurement	Suppliers assessed on their environmental and social impact	GRI – 308	
Certifications	ISO 37001:2016 Anti-bribery Management System	GRI – 102, 307, 403, 419	
	ISO 45001:2018 Occupational Health and Safety Management System		
	ISO 19600:2014 Compliance Management System		
	ISO 20400:2017 Sustainable Procurement Management System		
Claims	We are now part of UNGC global network of over 12,000 companies and 3,000 non-business participants that are committed to building a sustainable future		
Natural	Energy	Energy consumed (Scope 1) - Diesel/Petrol	GRI – 302
		Energy consumed (Scope 2) - Grid	

Capital	Parameter	Performance Indicators	GRI Disclosure
	Emissions	Scope 1	GRI – 302
		Scope 2	
	Green Building Initiatives	Rooftop Solar PV – KWh generated	GRI – 302
	Water	Water consumed at the corporate office	GRI – 303
	Waste	Waste Generated (Corporate HQ) – Dry	GRI – 306
		Waste Generated (Corporate HQ) – Wet	
	Paperless Transactions	ATM transactions	GRI – 306
		Banking transactions	
		Digital Annual Report	
	Paper Saved	Quantity of paper saved (through paperless banking and ATM) for FY 20-21	GRI – 306
	Certifications	ISO 14001:2015 - Environmental Management System	GRI – 102, 302
		ISO 20400:2017 - Sustainable Procurement Management System	
		ISO 14064-1:2006 & ISO 14064-2:2006 - Green House Gas Emission	
		ISO 50001 - Energy Management System	

### Boundary

Boundary of the report covers Vakrangee's operations in India, which includes:

- The Corporate Office located in Mumbai (MIDC Office)
- For Scope 2 indirect energy consumption and emissions –
  - ✓ 8 state offices located in Ahmedabad, Bhiwandi, Chandigarh, Delhi, Lucknow, Mumbai (Raylon), Raipur and Rajasthan
  - ✓ 3 Company Owned Company Operated Outlets in Andheri, Jijamata and Parel
  - ✓ 2 guest houses located in Chandigarh and Delhi
- 22,042 Nextgen Kendra outlets
- 5,888 ATMs in the Kendras

## **Limitations**

We have relied on the information, documents, records, data, and explanations provided to us by the Company for the purpose of our review. Data review was restricted to data provided by the Corporate Office.

The assurance scope excludes:

- Any disclosure other than those mentioned in the Scope section above
- Data and information outside the defined reporting period
- Data related to Company's financial performance, strategy and other related linkages expressed in the Report
- The Company's statements that describe expression of opinion, belief, aspiration, expectation, forward looking statements provided by the Company and assertions related to Intellectual Property Rights and other competitive issues.

While we considered the effectiveness of management's internal controls when determining the nature and extent of our procedures, our assurance engagement was not designed to provide assurance on internal controls.

The procedures did not include testing controls or performing procedures relating to checking aggregation or calculation of data within IT systems.

## **Assurance Procedures**

Our assurance procedures involved methods to obtain evidence on the reliability of specified disclosures, that we considered necessary to provide sufficient evidence to support our assurance conclusion. The nature, timing and extent of the procedures performed were based on our professional judgment, including the assessment of the risks of material misstatement of the selected non-financial disclosures whether due to fraud or error. During the risk assessments, we have considered the internal controls pertaining to the preparation of the Report to design appropriate assurance procedures which included:

- Physical site visit at the corporate office for document verification
- Interviewing senior executives to understand the reporting process, governance, systems and controls in place during the reporting period.
- Reviewing the records and relevant documentation including information from audited financial statements or statutory reports submitted by the Company to support relevant performance disclosures within our scope.
- Evaluating the suitability and application of Criteria and that the Criteria have been applied appropriately to the subject matter.
- Selecting key parameters and representative sampling, based on statistical audit sampling tables and agreeing claims to source information to check accuracy and completeness of claims such as source data, meter data, etc.
- Re-performing calculations to check accuracy of claims,
- Reviewing data from independent sources, wherever available,
- Reviewing data, information about sustainability performance indicators and statements in the report.
- Reviewing of materiality assessment and awareness workshops;

- Reviewing the Company's stakeholder identification and engagement process;
- Reviewing of materiality assessments process;
- Reviewing and verifying of information/ data related to six capitals of International Integrated Reporting Council (IIRC) Framework;
- Reviewing of accuracy, transparency and completeness of the information/ data provided;
- Identification of gaps with respect to IIRC framework and other global standards.

We believe that the evidence obtained is sufficient and appropriate to provide a basis for our reasonable assurance conclusions.

## Conclusions

Based on the procedures performed as above, evidences obtained and the information and explanations given to us along with the representation provided by the management and subject to inherent limitations outlined elsewhere in this report, in our opinion, Vakrangee's non-financial performance data and information for the period of 01 April 2021 to 31 March 2022 included in the Report, is, in all material respects, in accordance with the Reporting Criteria mentioned above.

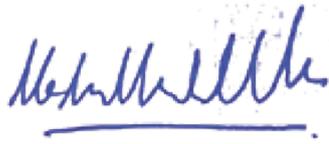
Our conclusions on the Report's adherence to the AA1000 Accountability Principles of Inclusivity, Materiality, Responsiveness and Impact are as follows:

- **Inclusivity** – The Company has identified its key stakeholder groups based on the level of influence and impacts the company has on these stakeholder groups. However, they should implement a structured, documented process for stakeholder prioritisation.
- **Materiality** – The Company has reported on material topics across economic, environmental, social, and governance aspects, post stakeholder consultations. However, the process of obtaining stakeholders' feedback and determination of materiality score needs to be well documented.
- **Responsiveness** - The Company has demonstrated their commitment to understand stakeholder concerns, as evident from the various stakeholder consultation and engagement mechanisms that have been applied.
- **Impact** - The company acknowledges its impact on the wider society and has established policies and processes to measure, monitor and evaluate the economic, environmental and social impacts for select aspects material to the Company. The company communicates its performance across these aspects through its integrated annual report. It also evaluates its performance through scoring from organizations like Sustainalytics and S&P Global.

## Independence

We have complied with Grant Thornton's independence policies, which are in line with the Code of Ethics for Professional Accountants issued by the International Ethics Standards Board for Accountants (the 'IESBA Code'). The firm complies with the requirements of International Standard on Quality Control -1 ('ISQC1') and accordingly maintains a comprehensive system of quality control including documented policies and procedures regarding compliance with ethical requirements, professional standards and applicable legal and regulatory requirements.

We also confirm that we have maintained our independence in the Report and there were no events or prohibited services related to the Assurance Engagement which could impair our independence.



Abhishek Tripathi

Associate Partner

Dated: 05-August-2022



**AA1000**  
Licensed Report  
000-164/V3-KC6JO