



Hathway Cable and Datacom Limited

**Business Responsibility
Report
2016-2017**

INTRODUCTION

Hathway Cable and Datacom Limited (HCDL) is one of India's largest Multi System Operator (MSO) providing Digital Cable TV and Broadband services with a cable TV reach spanning 525 cities and towns and broadband presence in 29 cities. With approximately 5.4 million two-way broadband home passes and recording more than 52% share of the total cable and broadband market in India, the numbers tell their own story of transformation.

Our bouquet of products is designed to deliver value to customers and other stakeholders across the Cable TV and Broadband businesses, which continued to post exciting growth and expansion to notch many more milestones of success during Financial Year 2016 -17.

It is our aim to provide the best service and experience to our customers through our cable and broadband offerings. In doing so, we also aim to be an organization that is conscious of our environmental and social impact. Your company is well positioned to benefit from the robust growth of the Media and Entertainment Industry through its unique presence in services across both cable television and broadband.

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number (CIN) of the Company:**
L64204MH1959PLC011421
2. **Name of the Company:**
Hathway Cable and Datacom Limited
3. **Registered address:**
Rahejas, 4th Floor, Corner of Main Avenue and V.P. Road, Santacruz (W), Mumbai - 400054
4. **Website:**
www.hathway.com
5. **E-mail id:**
info@hathway.net
6. **Financial Year reported:**
2016-17
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**
Division 61 of NIC Code 2008:
Cable Television Service-61103
Broadband Service-61104
8. **List three key products/services that the Company manufactures/provides (as in balance sheet):**
The Company is a Multi-System Operator (MSO) providing cable television and broadband services pan-India.
9. **Total number of locations where business activity is undertaken by the Company:**
 - i. Number of International Locations - None
 - ii. Number of National Locations – The Company’s cable TV services covers 525* locations
10. **Markets served by the Company – Local/State/National/International:**
The Company has a strong presence all across India. It is not present in any International market

* Includes GTPL subscribers base as on December, 2016



SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid up Capital (INR):

The paid up capital of the Company is Rs. 166,09,89,000/- (Rupees One hundred and sixty six crores nine lakhs and eighty nine thousand only).

2. Total Turnover (INR): 1330.50 (on standalone basis)

3. Total loss after taxes (INR): 153.80 (on standalone basis)

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

There is no mandatory requirement for the Company to spend on CSR since it does not come under the ambit of CSR expenditure as per the criteria cited in Section 135 of the Companies Act, 2013. However, the Company voluntarily spends on various social causes. The amount spent for the financial year 2016-17 was Rs. 90,000/-.

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

The Company has dedicated its efforts and funds towards promoting education through the opening of nursery schools and playgroups for underprivileged children.

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company / Companies?

As on 31st March, 2017, the Company has 91 subsidiary companies, as defined under section 2(87) of the Companies Act, 2013.

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

This is the first year that the Company has embarked on disclosing its Environmental, Social, and Governance (ESG) initiatives as per the BRR framework. It is the endeavor of the Company to seek support from its various subsidiary companies in the coming years, to participate in its various BR initiatives.

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 is presently in the process of understanding the different initiatives it can take towards safeguarding the environment and ecosystem. As the Company matures in this sphere, it will also encourage its supply chain partners to partake in such activities.

As a first step towards this, the Company has formulated a Code of Conduct for Business Associates which lays the guidelines for external partners of the Company to conduct business in a responsible manner while also being cognizant of its environmental impacts.

SECTION D: BR INFORMATION

1. Details of Director/Directors responsible for BR:

a) Details of the Director/Directors responsible for implementation of the BR policy/policies:

The Company has constituted a BRR Committee, which is responsible for implementing, executing, overseeing and reviewing its BR performance. The members in this Committee are mentioned below:

| Name | DIN Number | Designation |
|----------------------|------------|------------------------|
| Mr. Vinayak Aggarwal | 00007280 | Non-Executive Director |
| Mr. Viren Raheja | 00037592 | Non-Executive Director |
| Mr. Rajan Gupta | 07603128 | Managing Director |

b) Details of the BR head:

The BRR Committee is chaired by Mr. Vinayak Aggarwal and his details are given below:

| Sr. No. | Particulars | Details |
|---------|----------------------------|--|
| 1. | DIN Number (if applicable) | 00007280 |
| 2. | Name | Mr. Vinayak Aggarwal |
| 3. | Designation | Director |
| 4. | Telephone number | (022) 67742500 |
| 5. | E-mail id | info@hathway.net |

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N):

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 cycle;

P3 - Businesses should promote the wellbeing of all employees;

P4 - Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantage vulnerable, and marginalized;

P5 - Businesses should respect and promote human rights;

P6 - Businesses 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:

| Particulars | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|--|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|----------------|
| Do you have policy/policies for.... | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Has the policy being formulated in consultation with the relevant stakeholders? | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Does the policy conform to any national /international standards? If yes, specify? (50 words) | Y* | Y* | Y* | Y* | Y* | Y* | Y* | Y* | Y* |
| Has the policy been 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 |
| 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 |
| Indicate the link for the policy to be viewed online? | Y ⁺ | Y ⁺ | Y ⁺ | Y ⁺ | Y ⁺ | Y ⁺ | Y ⁺ | Y ⁺ | Y ⁺ |
| Has the policy been formally communicated to all relevant internal and external stakeholders? | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| Does the company have in-house structure to implement the policy/policies | Y | Y | Y | Y | Y | Y | Y | Y | Y |
| 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 |
| Has the company carried out independent audit/evaluation | Y** | Y** | Y** | Y** | Y** | Y** | Y** | Y** | Y** |

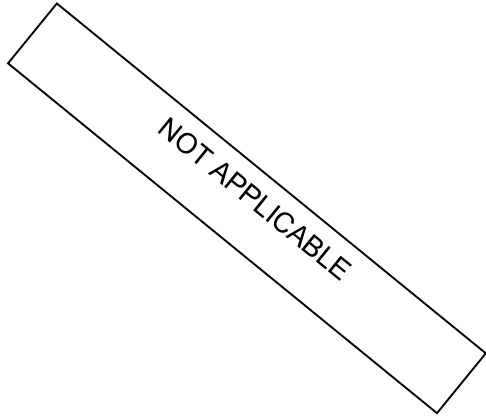
| | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|
| of the working of this policy by an internal or external agency? | | | | | | | | | | |
|--|--|--|--|--|--|--|--|--|--|--|

(*) – The policies have been developed on the lines of the ‘National Voluntary Guidelines on Social, Environment, and Economic responsibilities of businesses’ established by the Ministry of Corporate Affairs, Government of India in 2011.

(+) – All the policies are available internally. For more details, please contact info@hathway.net

(**) - The policies are currently evaluated internally and would be subjected to external audits as applicable.

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

| Sr. No. | Particulars | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---------|---|---|----|----|----|----|----|----|----|----|
| 1 | The company has not understood the Principles |  | | | | | | | | |
| 2 | The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles | | | | | | | | | |
| 3 | The company does not have financial or manpower resources available for the task | | | | | | | | | |
| 4 | It is planned to be done within next 6 months | | | | | | | | | |
| 5 | It is planned to be done within the next 1 year | | | | | | | | | |
| 6 | Any other reason (please specify) | | | | | | | | | |

3. Governance related to BR:

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

The Business Responsibility (BR) committee shall meet annually to assess the BR performance of the Company.

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

This is the Company’s first Business Responsibility Report. It would be displayed annually on the website of the Company i.e. www.hathway.com and the link of the same shall be provided in the Annual Report.

SECTION E: PRINCIPLE-WISE PERFORMANCE

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

At Hathway, we are committed to maintaining the highest standards of business ethics and professionalism in all spheres of business. The senior management is required to reaffirm their compliance to the Code of Conduct on an annual basis. Once every year, or on revision of the Code, every Director must acknowledge and execute an understanding of the code and an affirmation that he/she will comply with the same.

The Compliance Officer of the Company would be available to answer any questions and provide assistance to the Directors and Senior Management personnel in complying with the Code.

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

It is the Company's philosophy to oversee business strategy while ensuring fiscal accountability, ethical behavior, and fairness to all stakeholders comprising of regulators, employees, customers, vendors, investors and the society. The Company's business practices are built upon the foundation of integrity, accountability and compliance with local laws which will ensure ethical and responsible leadership at both the Board and management level.

The Code of Conduct lays down the guidelines for ethical behavior by all employees, Board members and the senior management. The Code covers in detail the various aspects of responsible behavior such as:

- Compliance with all applicable laws and regulations
- Avoiding conflict of interest
- Maintaining confidentiality of information
- Preventing insider trading
- Compliance with the 'Receipts and Gifting Policy'
- Financial record keeping and reporting
- General duties of the Board of Directors.

Our Code of Conduct for Business Associates which includes suppliers and vendors provides similar guidance for our external business partners. The policy outline includes:

- Providing guidelines for ethical and responsible behavior among all external stakeholders of the Company
- Aligning the business associates to the core philosophy of the Company
- Supporting the business associates in promoting ethical behavior among their employees

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

Our Vigil Mechanism Policy requires all employees to report to the Company suspected violations of any law that applies to the Company and any suspected violation of the Code of Conduct. This mechanism is effective for early detection, proper investigation and remediation

and deterrence of violations of the Company policies and applicable laws. Reporting may be done to the Compliance Officer with the option of doing so anonymously as well.

For shareholders, the Stakeholder's Relationship Committee comprising of Mr. Vinayak Aggarwal, Mr. Viren Raheja, and Mr. Rajan Gupta diligently handle all investors' complaints and take necessary steps for their redressal.

Investors with any issues may email their grievances to investorgrievance@hathway.net; info@hathway.net

The Stakeholder's Relationship Committee received one complaint and the same was resolved satisfactorily.

Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

Our business of offering cable television and broadband services to the masses allows us to create positive impact in the society. Through our innovative approach, we have launched several technology initiatives that are in line with the Digital India initiative of the Government of India. We have successfully digitized 12.5 million homes, including 6.3 million in Phase III & IV, taking our digital coverage to 94% of our national footprint.*

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

We are focused on bringing out digital transformation to our consumers, trade partners, Local Cable Operators (LCOs), and other stakeholders. Our state-of-the-art offerings across our Digital Cable TV and Broadband services are helping us take our customers' digital experience to the next level, so they are prepared to meet all their future needs. Many of the technology initiatives we have launched, have been done by capitalizing on our expertise and experience, in line with the Government of India's 'Digital India' movement.

In an effort to align the LCOs to our vision and goals, we have launched a unique and breakthrough initiative – Hathway Connect. This initiative is aimed at reaching out to LCOs to empower them with latest technology, thus enabling them to serve the end-customers more effectively.

Another key initiative aimed at strengthening our LCO base and creating higher efficiencies in the system is the Electronic KYC (E-KYC). Aligned to comply with the new TRAI regulation regarding completion of Customer Requisition Form (CRF) in a digitized format, this industry first, environment-friendly initiative is available on Hathway Connect to enable the LCOs to manage their customer base better.

Our efforts in the broadband domain have also increased and we have strengthened our portfolio through new collaborations that will allow us to better serve our customers. We have also reinforced our backend system with the latest hardware and software to enhance our technical abilities. Our efforts to bring various content providers within the ambit of our Internet Service Provider (ISP) offering also promises to open new avenues for growth.

* Includes GTPL subscribers base as on December, 2016



Identifying an untapped opportunity in high-speed internet connectivity, the Company has focused on the broadband segment for providing additional value to our customers. While the minimum speed for broadband defined by the Government is 512kbps, we understand that our customers, especially in metros and tier 2 towns are demanding faster speeds and seamless connectivity. To address this, we have adopted Docsis-3 technology which provides speeds in the high range of 50-100 Mbps thus satisfying the needs of our customers.

2. For each product, provide the following details in respect of resources (energy, water, raw material etc.) per unit of product.

Considering the nature of business, the Company, which is service oriented, is not material intensive and hence the details on resource usage are not applicable.

From a social point of view, we are proud to support the Government of India in their digitization initiative involving the transition from analog regime to digital regime. Another key benefit of digitization to consumers is that it enables segmentation across categories according to the personal preferences and paying capacity of individual customers.

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

The Company being a Multi System Operator, has a long lasting relationship with the Broadcasters who provides the channels to be re-transmitted to the end consumers through network of LCOs which has created a collaborative eco-systems thereby benefitting all the stakeholders in the value chain. Our Code of Conduct has set in place guidelines for our external business associates like vendors and suppliers which include:

- Promoting awareness about environmental conservation among the business associates
- Supporting them in improving their environmental and social performance

4. What percentage of the inputs were sourced sustainably?

Considering the nature of business, the Company, which is service oriented, is not material intensive and hence the percentage of material sourced sustainably is not substantial. Our Code of Conduct for Business Associates lays down principles for our external partners and suppliers to carry out their activities in a sustainable manner. These cover reduction in consumption of resources where possible, and limiting the generation of waste.

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

Our business expansion activities include digging trenches and laying cables. For carrying out such activities, we often procure material and employ the services of people from the nearby areas itself which benefits us economically as well as provides a means of livelihood to them.

6. Does the company have mechanism to recycle products and waste? If yes, what is the percentage of recycling waste and products?

The waste generated by us is mainly from our cabling activities. We generate waste in the form of:

- Co-axial cables
- Equipment enclosures
- Fiber optic, CAT5, CAT6 cables

- Electronic waste, etc.

Where possible we recycle or upcycle certain material like cables and enclosures which can be used in other locations.

Principle 3: Businesses should promote the wellbeing of all employees

Our employees are our biggest asset and we strive to provide a work environment that is safe, hygienic, free from harassment, and conducive to productivity. It is our endeavor to create a working environment that facilitates their personal well-being while meeting the Company's business needs. We are committed to providing equal opportunities to all employees and protecting them from any discrimination on the basis of gender, race, ethnicity, age, religion or any characteristics.

Our workforce

1. Please indicate the Total number of employees.

As on 31st March, 2017, the total number of employees stands at 625.

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

As on 31st March, 2017, the total number of employees hired on contractual basis is 6,273.

3. Please indicate the Number of permanent women employees.

As on 31st March, 2017, the total number of permanent women employees 38.

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

As on 31st March, 2017, there is 1 employee with disabilities.

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

There are no associations that exist in the organization.

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

Not applicable

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

We have effective policies in place like the Prevention of Sexual Harassment Policy which provides awareness to employees on acceptable behaviour at the workplace. The policy also provides the detailed procedure for complaining about actions in non-compliance with the policy.

The effectiveness of our policies is indicated by the following table which shows no complaints received in the reporting year.

| Sr. No. | Category | No. of Complaints filed during the financial year | No. of complaints pending as on end of this financial year |
|---------|---|---|--|
| 1. | Child labour/forced labour/involuntary labour | 0 | 0 |
| 2. | Sexual harassment | 0 | 0 |
| 3. | Discriminatory employment | 0 | 0 |

8. What percentage of employees was given safety & skill up-gradation training in the last year?

| Skill-upgradation Training | Safety Training |
|----------------------------|-----------------|
| 28% | 17% |

Principle 4: Businesses should respect the interests of, and be responsive to the needs of all stakeholders, especially those who are disadvantage vulnerable, and marginalized.

Our stakeholders both internal and external are critical to the success and growth of our organization. Along with identifying them, we understand the importance of engaging with them on a regular basis. This helps us in recognizing their concerns and catering to their needs.

1. Has the company mapped its internal and external stakeholders?

Our business activities are based on creating value for our stakeholders as we understand the role they play in our business performance. Following are some of the stakeholders identified by us.

| Internal | External |
|--------------|-------------------------------------|
| Employees | Contractors and vendors |
| Shareholders | Broadcasters |
| | Content providers |
| | LCOs |
| | Regulatory bodies and policy makers |
| | Communities |
| | Customers |

2. Has the company identified the disadvantaged, vulnerable, and marginalized stakeholders?

We have identified underprivileged, special, and mentally challenged children in certain communities as vulnerable and in need of our efforts. Through our collaborative efforts with NGOs we strive to address their issues and provide them a better outlook on life.

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

The Company works with all the stakeholders through a consultative process whereby the concerned issues of the various stakeholders are addressed.

Principle 5: Businesses should respect and promote human rights

We are sensitive towards the rights of individuals who are directly or indirectly related to us. We strive to ensure the protection of human rights of all our permanent and contractual employees and it is our moral obligation to provide them a work environment free of harassment and discrimination. We believe in promoting human rights and building a future free of inequalities, through our various policies and initiatives.

Our policy on Prevention of Sexual Harassment prohibits harassment or offensive conduct of any form in the work place, whether committed by employees / non-employees / consultants / contract labour / outsourced parties or employees of any third party appointed by the organization.

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

The Company has developed a policy on human rights which is applicable to both permanent employees as well as our external business associates. The Company encourages its stakeholders to adopt the principles as laid down in the Human Rights policy.

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

We have received 6 complaints through our Vigil/Whistleblower Mechanism, all of which have been resolved satisfactorily.

Principle 6: Businesses should respect, protect, and make efforts to restore the environment

The growing issue of global warming has implications on many industries. The scope of our business limits the extent of our activities that can be affected by or can affect issues of climate change and global warming. However, we are cognizant of the role we play in society, in creating awareness on environmental and social issues through our broadcasting services, and are committed to doing our best to protect the environment.

1. Does the policy related to Principle 6 cover only the company or extend to the Group/Joint Ventures/Suppliers/Contractors/NGOs/Others?

Our Sustainable Development policy aims to provide long-term vision and growth to the society involving contributions from all stakeholders both internal and external. This policy applies to all our permanent employees, contractual employees, and external business associates.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.?

Being a service-oriented organization, the impact on the environment as a result of our business operations is minimal. With this in mind, we do not have any strategies or initiatives aimed at tackling global environmental challenges.

3. Does the company identify and assess potential environmental risks?

We are involved in extensive digging activities for the purpose of laying cables to provide our services. In doing so, we always get the appropriate clearances from all regulatory bodies to ensure we do not cause any irreparable damage to the environment or surroundings. We also

ensure that the workers are provided adequate safety equipment and work in safe conditions so that they suffer no injuries during the course of their activities.

- 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 environmental compliance report is filed?**

We do not have any such projects registered under CDM.

- 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.**

We are involved in the business of providing cable television and broadband services. Though we have not undertaken any specific initiatives related to clean technology, energy efficiency or renewable energy, it is always our endeavour while deploying any new technology to see that it is clean and energy efficient.

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

Our business activities do not involve the generation of effluents and air emissions. However, we comply with the e-waste (Management & Handling) Rules, 2016 and recycle all the e-waste generated, through Government approved recyclers.

- 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.**

We have not received any show cause / legal notices from CPCB or SPCB.

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

The ever evolving external environment influences business performance in many ways. As a responsible corporate, we believe in engaging responsibly with trade chambers and associations that influence policy making. Through these, we frequently voice our opinions and concerns to drive change, and promote development for all.

- 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:**

The Company is an active member of the following associations:

- All India Digital Cable Federation (AIDCF);
- Ministry of Information and Broadcasting (MIB) Taskforce on Digitization.

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

Various initiatives/advocacy undertaken by the Company through its association with AIDCF are given below:

Ministry of Information and Broadcasting (MIB):

- Held meeting with Minister of State – Shri Rajyavardhan Singh Rathod to discuss the implementation of Digital Address System (DAS) Phase III i.e. to fasten the court proceedings in Delhi HC which were delaying the digitization in DAS Phase III;
- Sent representations to prohibit the distribution of Cable Television by Central/State Government.

Department of Telecommunications (DoT):

- Through multiple representations, we met the DoT Secretary to discuss the issue being faced by Multi System Operator of imposition of 8% Adjusted Gross Revenue (AGR) on their total income due to provision of Broadband services in the same Company.

Entertainment Tax (ET) related:

- Sent representation to Goods and Service Tax (GST) Commissioner for subsuming ET into GST;
- Sent a letter to Chief Minister of Delhi for removal of the hike in ET for the state of Delhi.

Goods and Service Tax:

- Sent industry representation to GST Committee from our industry's perspective.

Telecom Regulatory Authority of India:

- Sent industry comments on multiple matters throughout the year like commercial tariff, issue of Model Interconnection Agreement and Standard Interconnection Agreement, Set Top Box interoperability, interconnection framework for broadcasting TV services, interconnect agreements between Multi System Operator (MSO) and LCO for offering cable services through Digital Addressable System, Quality of Service regulations, High Definition channel pricing, and many others.

Principle 8: Businesses should support inclusive growth and equitable development.

Businesses today cannot ignore their responsibility towards the progress of society. We at Hathway, fundamentally believe in working for making a better tomorrow and allocate resources annually towards activities that benefit communities. We are committed to nurturing and uplifting the marginalized sections of society through our various activities.

1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

We dedicate our efforts and resources towards many initiatives and organize programs for social causes which are focused towards children from underprivileged sections of society. Our association with 'Buniyaad', an NGO that provides pre-primary education helps us achieve our goal of helping children by setting up English-medium playgroups and nurseries in their own environment and colonies. After the success of the 1st English Playgroup and Nursery launched at Vikhroli Parksite, Mumbai, with 20 children, more nurseries were set up in other localities in subsequent years. These classrooms are part of the house of a resident in the locality, or community space, which is then rented out to Buniyaad for the duration of the session.

Through this set-up we have carried out a number of activities details of which are listed below:



‘FUN DAY with special children’

As part of this program to motivate special children, we had visited the Mentally Challenged Social Welfare Centre (MCSWC) and conducted many fun games and interesting competitions for them. The children were also given a platform to showcase their talents. As part of this activity, we gifted the school physiotherapy equipment like exercise balls, sensory balls, massagers, finger ladders, and wooden blocks which would help in their physical and cognitive development.

Celebration of festivals

We look forward to sharing in the joy of festivals with the special children. On major festivals like Christmas and Holi, we visited the Indore Society for Mentally Challenged where we showed the children animated films, conducted small competitions, distributed sweets and joined in the celebrations with the children.

Apart from these, we also carried out activities like donation of clothes to Mother Theresa Home in Kolkata, and conducted a Blood Donation camp in Mumbai.

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

We have partnered with Buniyaad, whose mission is "Educating minds...Strengthening roots....laying foundation for a better tomorrow". Through our association with them, we work towards many issues that our organization feels sensitive towards. Buniyaad is run by committed individuals and is registered as Public Charitable Trust (October 2005) under the Bombay Public Trust Act, 1950.

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

We receive regular reports on the status and progress of the various activities carried out by Buniyaad. In this manner, we are able to gauge the effectiveness of our efforts and commit to more activities and initiatives in the future.

4. What is your company’s direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

Though the Company has not undertaken any project, it has partnered with Buniyaad in the following social activities:

| Enlist the initiatives undertaken by Hathway for supporting inclusive development | Amount contributed directly in the initiative by the Company in INR |
|--|--|
| Opening nursery school for underprivileged children, Buniyaad | 75,000 |
| “FUN DAY with special children” at Mentally Challenged Social Welfare Centre | 5,000 |
| Christmas Celebrations at Mentally Challenged Social Welfare Centre | 10,000 |

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

The Company encourages the participation of employees in the activities related to social causes. Employee participation helps us meet the objectives of the programme and also ensure the sustained continuity of the same once we exit the community.

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

The rising growth of internet access in the country and rapidly changing technologies has changed peoples' lives in many ways. We are cognizant of the importance of leveraging technology to ensure successful implementation of new digital initiatives and bringing the latest innovation to our customers at affordable prices. We value customer experience and feedback, and always strive to improve our business processes to provide the best in class services while remaining up-to-date with the latest technological trends.

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

None of the consumer complaints/consumer cases are pending as on the end of the 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)

This is not applicable to us as we are not involved in the sale of any product. We provide a Manual of Practice for our cable television and broadband customers which carries information like Consumer Care Numbers, Nodal Officer contact details, and Complaint Redressal Mechanisms.

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

There are no cases filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years.

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

Our quest for improving customer experience, and thus, improving our business performance is the principal idea behind conducting customer surveys and understanding future trends.

We conduct routine surveys for our broadband customers. Our Customer Satisfaction Index (CSI) helps establish a reliable measure of overall customer satisfaction and enables to gain a clear understanding of what drives customer satisfaction loyalty. This becomes an effective and easy-to-use method of gathering actionable customer feedback.

Our customer surveys are conducted for active customers of all cities in India. The methodology followed is:

- A sampling base is selected from each city which is proportionate to the ratio of the active base of that city to that of the total active base;
- The sampling base of Tier 1 cities are divided equally based on age in network, i.e. more than 6 months and less than 6 months;
- The survey responses considered are in the same proportion to the sampling base;
- The questions selected are from the expert – certified survey templates;
- The questionnaire is divided into 2 Segments:
 - Customer Perception Index;
 - Customer Transactional Index.