



# **Hathway Cable and Datacom Limited**

**Business Responsibility  
Report  
2017-2018**

## INTRODUCTION

Hathway Cable and Datacom Limited (HCDL) is one of India's largest Multi System Operator providing internet services with presence in 16 cities. With approximately 5.2 Mn two-way broadband home passes and recording more than 52% share of the total MSO Cable 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 Broadband business, which continued to post exciting growth and expansion to notch many more milestones of success during Financial Year 2017 -18.

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

## 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, 4<sup>th</sup> Floor, Corner of Main Avenue and V.P. Road, Santacruz (W), Mumbai - 400054
4. **Website:**  
[www.hathway.com](http://www.hathway.com)
5. **E-mail id:**  
[info@hathway.net](mailto:info@hathway.net)  
[investorgrievance@hathway.net](mailto:investorgrievance@hathway.net)
6. **Financial Year reported:**  
2017-18
7. **Sector(s) that the Company is engaged in (industrial activity code-wise):**  
Division 61 of NIC Code 2008:  
  
Broadband Service-61104
8. **List three key products/services that the Company manufactures/provides (as in balance sheet):**  
The Company provides Internet 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 – 16 Cities (includes 4 metros and 3 mini metros)
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.

## 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): 556.51 Cr** (on standalone basis)

**3. Total profit after taxes (INR): 78.92 Cr \*** (on standalone basis)

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

Owing to the provisions cited in Section 135 of the Companies Act, 2013, the Company is not required to spend on CSR activities. However, the Company voluntarily spends on various social causes. The amount spent during the financial year 2017-18 was Rs. 55,000/-.

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

The Company has dedicated its efforts and funds towards promoting pre-primary education for underprivileged children.

\* Total comprehensive income considered

## SECTION C: OTHER DETAILS

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

As on 31<sup>st</sup> March, 2018, the Company has 46 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):**

The Company has embarked on disclosing its Environmental, Social, and Governance (ESG) initiatives as per the BRR framework. The Company aspires to seek support from its various subsidiary companies in the years to come, 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 complies with the provisions of BR independently which does not include BR initiatives of any third party entity/entities like supplier, distributors, agencies, etc. As the Company matures in this sphere, it will also encourage its supply chain partners to partake in such activities. 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:

BRR Committee of the Company, which is responsible for implementing, executing, overseeing and reviewing its BR performance comprises of following members:-

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

#### b) Details of the BR head:

As mentioned in the table above, 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	<a href="mailto:info@hathway.net">info@hathway.net</a> <a href="mailto:investorgrievance@hathway.net">investorgrievance@hathway.net</a>

### 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 <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>	Y <sup>+</sup>
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	Y**	Y**	Y**	Y**	Y**	Y**	Y**	Y**	Y**

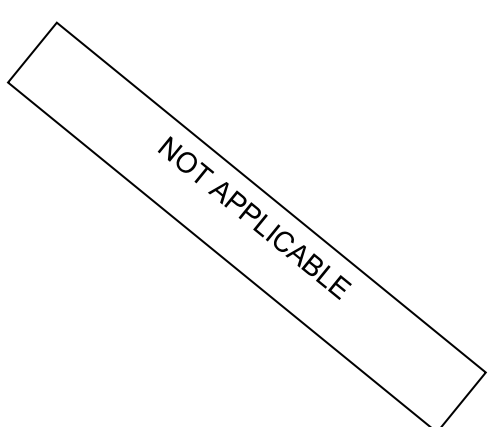
independent audit/evaluation of the working of this policy by an internal or external agency?										
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(\*) – The policies have been developed on the lines of the ‘National Voluntary Guidelines on Social, Environment, and Economic responsibilities 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](mailto:info@hathway.net)/[investorgrievance@hathway.net](mailto:investorgrievance@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 meet to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The Business Responsibility (BR) committee meets 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?

The Company publishes a BR Report which is displayed annually on the website of the Company i.e. [www.hathway.com](http://www.hathway.com) and the link of the same is provided in the Annual Report.



## SECTION E: PRINCIPLE-WISE PERFORMANCE

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

The Company has always believed in doing business ethically and in a transparent manner. The Company is committed to maintain the highest standards of business ethics and professionalism in all spheres of business. Our philosophy is to conduct business with high ethical standards in our dealings with all the stakeholders that includes employees, customers, suppliers, government and the Company. On an annual basis, the directors and senior management personnel is required to reaffirm their compliance to the code, acknowledge and execute an understanding of the Code of Conduct.

The Compliance Officer of the Company is available to answer all kinds of questions/queries and provide assistance to the directors and senior management personnel in complying with the Code of Conduct of the Company.

**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?**

The Code of Conduct of the Company provides guidelines on ethics, bribery and corruption. It is binding on all employees, directors and senior management personnel. The code covers various aspects of responsible behavior.

Our Code of Conduct for Business Associates which includes suppliers, vendors and joint ventures provides similar guidance for our external business partners.

**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.**

The Company has a very thorough internal and external redressal mechanism as it has a significant bearing on the stakeholder and the organisation.

The Stakeholder's Relationship Committee comprising of Mr. Vinayak Aggarwal, Mr. Viren Raheja, and Mr. Rajan Gupta diligently consider and resolve the grievances of security holders of the Company related to transfer of shares etc. Shareholders with any issues may email their grievances to [investorgrievance@hathway.net](mailto:investorgrievance@hathway.net); [info@hathway.net](mailto:info@hathway.net). During the year, the Stakeholder's Relationship Committee did not receive any complaint.

The Company, through its formulated Vigil Mechanism Policy, regulates the redressal mechanism for employees. During the year, the Company received two complaints from the employees which were resolved satisfactorily.

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

Our broadband service to the masses allows us to create positive impact on the society. The services we offer are safe and sustainable to the end users. Through our innovative approach, we have launched several technology initiatives that are in line with the Digital India initiative of the Government of India.

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

The Company meticulously follows the applicable regulation / guidelines issued from time to time by Ministry of Information and Broadcasting (MIB), Telecom Regulatory Authority of India (TRAI) in rendering its services.

We have strengthened our portfolio through new collaborations. We have also reinforced our backend system with the latest hardware and software to enhance our technical abilities and serve our customers better. 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.

We have designed and developed special user/customer education program and separate uploads that takes care of social and environmental concerns and possible risks and opportunities, cost saving due to use of new, updated technology and higher speed.

Identifying an untapped opportunity in high-speed internet connectivity, especially in metros and tier 2 towns for faster speeds and seamless connectivity, we have upgraded Docsis-3.1 and GPON technology which provides speed in the high range of 200-500 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.

### **3. Does the company have procedures in place for sustainable sourcing (including transportation). If yes, what percentage of your input was sourced sustainably?**

Digital connectivity is becoming integral to economic and social development. Over the years, the Company through broadband services has served as a catalyst to bridge the digital divide. Its robust network and far reaching distribution helped in strengthening the entire process. Besides, the Company is constantly expanding its bouquet of services and enhancing its communication technologies to make positive impact on the communities it works with. Further the Company has been seeking vendor commitments to good sustainability practices before registering them on board.

The Company also maintains healthy relationship with its content providers, vendors and other suppliers. We also confirm safe working conditions, prevention of child labour, business ethics and general house-keeping by the vendor.

### **4. 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 as this provides a means of livelihood to them along with skill development and employment to locals from such areas.

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

Recycling and environmentally safe disposal of waste is non-negotiable and intrinsic aspect of the Company's environmental commitment. In this regard, the scrap and waste generated wherever possible is channelized to recycler(s), dismantler(s). Being service industry, our disposal of waste, recycling product and waste is limited to the distribution equipment we use for providing the broadband services.

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.

Wherever possible, we recycle or upcycle certain materials like cables and enclosures which can be used in other locations. Further the Company continues to take initiatives to minimize waste that is generated by its operations. This will ensure end-to-end traceability and recycling of both physical waste and e-waste.

**Principle 3: Businesses should promote the well-being of all employees**

The Company strives to create shared values through inclusive growth, bringing out a measurable change in the lives of its employees and communities. The Company believes that a healthy working environment founded on the principles of empathy and symbiosis can unleash the full potential of the employees. Over the years, the Company has steadily built a culture of empowerment and providing appropriate opportunities to support its employee's aspirations. The Company aims to prevent work related illness and occupational diseases as well as ensure good ergonomics at workplace.

**Our workforce**

**1. Please indicate the Total number of employees.**

As on 31<sup>st</sup> March, 2018, the total number of employees stands at 379.

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

As on 31<sup>st</sup> March, 2018, the total number of employees hired on contractual basis is 4019.

**3. Please indicate the Number of permanent women employees.**

As on 31<sup>st</sup> March, 2018, the total number of permanent women employees 26.

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

As on 31<sup>st</sup> March, 2018, there is 1 employee with disabilities.

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

There is no employee association that is recognised by the management.

**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	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

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

Skill-upgradation Training	Safety Training
NIL	100%*

\* Last year all employees of our Indore location, which was a new location, were provided safety training.

**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.**

The Company engages with its stakeholders to understand and address their key issues. The Company's success is directly dependent on their satisfaction levels and the Company strives to meet their reasonable demands. Depending on the purpose of the engagement, the Company adopts appropriate practice to interact with them. Post engagement, the Company endeavors to close the loop as it is the key to maintain symbiotic relationship with its stakeholders.

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

Our Stakeholders play a very important role in our business performance and our business activities are based on creating value for our stakeholders. Following are some of the stakeholders identified by us.

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

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

Yes, the Company has identified the underprivileged, special, and mentally challenged children in certain communities as disadvantaged, vulnerable and marginalized stakeholders who are in need of our efforts. The Company has collaborated with NGOs through which 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**

The Company sincerely supports a culture of respect and promotes human rights and is sensitive towards the rights of individuals who are directly or indirectly associated with the Company. The Company strives to protect the rights of all the employees and provides them a work environment which is free of harassment and discrimination. The Company firmly believes that every employee should be able to live with social and economic dignity and with freedom irrespective of his gender, religion or experience. The Company complies with all applicable local, state and national laws regarding human rights and worker’s right wherever it does business.

The Company’s 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. The Company also provided grievances redressal systems with a view to provide an effective means for employees to raise their concerns.

**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 all employees of the Company including our business associates. The Company encourages its stakeholders to adopt the principles as laid down in the Human Rights policy. The Company’s approach to human rights is based upon prevailing national laws and internationally accepted best practices.



**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 2 complaints through our Vigil/Whistleblower Mechanism, which have been resolved satisfactorily.

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

The scope of our business limits the extent of our activities that can affect or be affected by issues of climate change and global warming; still the Company has been constantly working towards improving its environmental footprint while optimally utilizing natural resources. The Company is also aware of the role it plays in society in creating awareness on environmental and social issues through its broadcasting services, and the Company is also committed in doing its 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 Environment, Health and Safety policy aims towards protection and safety of our workforce as well as protection of the environment and 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.?**

The Company being a service-oriented organization, the impact on the environment as a result of our business operations is minimal. In view of the above, we do not have any strategies or initiatives aimed at tackling global environmental challenges.

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

The Company is involved in laying cables for the said purpose, the Company is involved in digging for which the Company takes pertinent clearances from concerned regulatory bodies. The Company also ensures that we do not cause any irreparable damage to the environment or surroundings. The Company ensures that the ground operations staff is provided adequate safety equipment and they work in safe conditions so that they do not suffer any kind of 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.**

Though the Company has 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?**

The same is not applicable to the Company as 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 Company has always adhered to its principle of transparency through timely and adequate disclosure of information to public and regulatory bodies. The ever evolving external environment influences business performance in many ways. As a responsible corporate, The Company believes in engaging responsibly with trade chambers and industry associations that influence policy making and ensures that its public policy positions complements and advances its sustainability and citizenship objective. The Company has been an active participant in representations to the regulatory bodies, 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);

**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:

In its role of an industry body representing the MSOs, the Company along with AIDCF actively interacted with various Governmental, Regulatory and Judicial stakeholders during the year. Representations were made and official interactions were held with Ministry of Information & Broadcasting and Telecom Regulatory Authority of India officials on several important issues such as;

- I. MSOs not being allowed to carry sports telecast from DD feed;
- II. Discriminatory and predatory behaviour of OTT platforms and;
- III. Recommendations on infrastructure sharing, highlighting of dangers associated with Central or State government undertakings, distribution of cable TV signals etc.



The Company along with AIDCF also provided industry responses and comments on various consultation papers floated by TRAI, related to draft Tariff Order and Interconnection Regulations, Ease of Doing Business, Empanelment of auditors for DAS etc.

AIDCF made a presentation to Parliamentary Standing Committee in June on the status of Cable Television digitization along with associated challenges being faced. The presentation also put forward the strong need for bringing about interoperability between Set Top Boxes of different providers.

In June, representation was made to the Media & Entertainment Sectoral Group created under the GST Council, and highlighted some important considerations to be kept in mind while framing GST legislations for Cable Operators.

### **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 various initiatives 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 goals of helping children by setting up English-medium playgroups and nurseries in their own environment and colonies. These classrooms form 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 Buniyaad, we have carried out below activities, details of which are listed below:

- Hathway Team participated during the Christmas celebration whereby tiny tots of Buniyaad Playgroup celebrated Christmas by exhibiting their talent through singing rhymes and poems.
- Sweets were distributed by Hathway team to all the kids.
- Christmas trees were drawn and decorated by kids and gifts were given by Hathway Team.
- Hathway team visits during the open house of the kids and participates in the conversation and encourages parents to continue the studies of their children in English Medium.

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

We have partnered with Buniyaad which is run by committed individuals and is registered as Public Charitable Trust (October 2005) under the Bombay Public Trust Act, 1950. We work towards issues that our organization feels sensitive about.



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

Periodical updates are received on the status and progress of the various activities carried out by Buniyaad. We understand the efficiency through our visits and regular communication with Buniyaad team, which lets us gauge 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:

<b>Enlist the initiatives undertaken by Hathway for supporting inclusive development</b>	<b>Amount contributed directly in the initiative by the Company in INR</b>
Opening nursery school for underprivileged children, Buniyaad	55,000

**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 and their association with such activities help 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 technology has changed peoples’ lives in many ways. The Company chooses to work in a sensitive and responsible manner to create a partnership with its customers for enhancing and enriching their experience. We ensure successful implementation of new digital initiatives and bring the latest innovation to our customers at affordable prices. Up-to-date latest technological trends are made available to our customers and there is a constant urge to improve our business processes in order to provide best in class services. The Company persistently endeavors in meeting customer needs, adding value and exceeding their expectations. The Company strongly believes in being ethical about its operations with customers.

**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 broadband customers, which carry information like Consumer Care Numbers 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?**

The Company has not carried out any consumer survey/ consumer satisfaction trends during the last financial year.