



# **BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT**

**HATHWAY CABLE AND DATACOM LIMITED**

Financial Year 2022-23

**SECTION A: GENERAL DISCLOSURE****I. Details of the Listed Entity**

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L64204MH1959PLC011421
2	<b>Name of the Listed Entity</b>	Hathway Cable and Datacom Limited
3	<b>Year of incorporation</b>	1959
4	<b>Registered office address</b>	805/806, Windsor, 8 <sup>th</sup> Floor, Off CST Road, Kalina, Santacruz (East), Mumbai - 400 098
5	<b>Corporate address</b>	805/806, Windsor, 8 <sup>th</sup> Floor, Off CST Road, Kalina, Santacruz (East), Mumbai - 400 098
6	<b>E-mail</b>	<a href="mailto:ajay.singh@hathway.net">ajay.singh@hathway.net</a>
7	<b>Telephone</b>	022 40542500
8	<b>Website</b>	<a href="http://www.hathway.com">www.hathway.com</a>
9	<b>Financial year for which reporting is being done</b>	1 <sup>st</sup> April 2022 to 31 <sup>st</sup> March 2023
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11	<b>Paid-up Capital</b>	INR 354.02 crores

12	<b>Contact Person</b>	
	<b>Name of the Person</b>	Ajay Singh
	<b>Telephone</b>	022 40542500
	<b>Email address</b>	<a href="mailto:ajay.singh@hathway.net">ajay.singh@hathway.net</a>

13	<b>Reporting Boundary</b>		
	<b>Type of Reporting</b>	Standalone Basis	
	<b>If selected consolidated:</b>	<b>Sr. No.</b>	<b>Name of the Subsidiaries/JVs/ Associate Companies</b>
		1	Not Applicable
			<b>CIN Number</b>
			Not Applicable

**II. Product/Services**

14	<b>Details of business activities</b>	<b>Sr. No.</b>	<b>Description of Main Activity</b>	<b>Description of Business Activity</b>	<b>% Turnover of the Entity</b>
		1	Information and communication	Wired, wireless and Satellite Telecommunication activities	100%

15	<b>Products/Services sold by the entity</b>	<b>Sr. No.</b>	<b>Product/Service</b>	<b>NIC Code</b>	<b>% of Total Turnover contributed</b>
		1	Broadband Service	61104	100%

**III. Operations**

16	<b>Number of locations where plants and/or operations/offices of the entity are situated:</b>	<b>Location</b>	<b>Number of plants</b>	<b>No. of Offices</b>	<b>Total</b>
		<b>National</b>	NA	59	59
		<b>International</b>	NA	NA	NA

17	Market served by the entity	Locations	Numbers
a.	No. of Locations	National (No. of States)	10 (including 1 Union Territory)
		International (No. of Countries)	NA
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	NA	
c.	A brief on types of customers	<p>The Company provides its services to both Business to Business and Business Customers.</p> <p>Customers: The Company provides high-speed, uninterrupted wired internet connectivity for its customers. It consistently works towards updating its technology and providing the best quality service for its customers.</p> <p>Businesses: The Company is providing Broadband and Internet Leased Line (ILL) Services in the Country. The Broadband service is provided to Residential and Non-Residential Customers, also known as "Retail" and Internet Leased Line service is provided to only Non-Residential Customers (SMEs or Corporate).</p> <p>Subscriber types are given below:</p> <ul style="list-style-type: none"> <li>• Retail (Residential / Non-Residential Broadband Customers)</li> <li>• SME (ILL provided to Small and Medium Enterprises)</li> <li>• Corporate (ILL provided to Corporate Companies)</li> </ul>	

#### IV. Employees

##### 18. Details as at the end of Financial Year:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>a. Employees and workers (including differently-abled)</b>						
<b>Employees</b>						
1	Permanent Employees (A)	282	273	97%	9	3%
2	Other than Permanent Employees (B)	151	147	97%	4	3%
3	<b>Total Employees (A+B)</b>	<b>433</b>	<b>420</b>	<b>97%</b>	<b>13</b>	<b>3%</b>
<b>Workers</b>						
4	Permanent (C)	67	61	91%	6	9%
5	Other than Permanent (D)	3803	3584	94%	219	6%
6	<b>Total Workers (C+D)</b>	<b>3870</b>	<b>3645</b>	<b>94%</b>	<b>225</b>	<b>6%</b>
<b>b. Differently abled employees and workers</b>						
<b>Employees</b>						
7	Permanent Employees (E)	0	0	0	0	0
8	Other than Permanent Employees (F)	0	0	0	0	0
9	<b>Total Employees (E+F)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Workers</b>						
10	Permanent (G)	0	0	0	0	0
11	Other than Permanent (H)	0	0	0	0	0
12	<b>Total Differently Abled Employees (G+H)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

**19. Participation/Inclusion/Representation of women**

Sr. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	8	2	25%
2	Key Management Personnel	2	0	0%

**20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)**

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17.1%	10.5%	16.9%	18.7%	48.0%	20.0%	11.4%	23.5%	12.1%
Permanent Workers	7.8%	0.0%	7.1%	6.9%	30.8%	8.9%	18.6%	0.0%	17.1%

**V. Holding, Subsidiary and Associate Companies (including joint ventures)****21. Names of holding / subsidiary / associate companies / joint ventures**

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Channels India Network Private Limited	Subsidiary	95.63%	No
2	Chennai Cable Vision Network Private Limited	Subsidiary	75.99%	No
3	Elite Cable Network Private Limited	Subsidiary	80%	No
4	Hathway Bhaskar CCN Multi Entertainment Private Limited	Subsidiary	100%	No
5	Hathway Bhawani Cabletel & Datacom Limited	Subsidiary	51.60%	No
6	Hathway Bhawani NDS Network Limited	Subsidiary	26.32%	No
7	Hathway Cable MCN Nanded Private Limited	Subsidiary	45.05%	No
8	Hathway Channel 5 Cable & Datacom Private Limited	Subsidiary	51%	No
9	Hathway Dattatray Cable Network Private Limited	Subsidiary	51%	No
10	Hathway Digital Limited	Subsidiary	100%	No
11	Hathway ICE Television Private Limited	Subsidiary	51%	No
12	Hathway Kokan Crystal Cable Network Limited	Subsidiary	100%	No
13	Hathway Latur MCN Cable & Datacom Private Limited	Subsidiary	51%	No
14	Hathway Mantra Cable & Datacom Limited	Subsidiary	100%	No
15	Hathway MCN Private Limited	Subsidiary	51%	No
16	Hathway Nashik Cable Network Private Limited	Subsidiary	90.06%	No
17	Hathway Prime Cable & Datacom Private Limited	Subsidiary	51%	No
18	Hathway Sai Star Cable & Datacom Private Limited	Subsidiary	51%	No
19	Hathway Sonali OM Crystal Cable Private Limited	Subsidiary	68%	No
20	GTPH Hathway Limited	Associate	37.32%	No
21	Hathway VCN Cablenet Private Limited	Associate	25.03%	No
22	Pan Cable Services Private Limited	Associate	33.33%	No
23	Hathway SS Cable & Datacom LLP	Associate	51.00%	No

## VI. CSR Details

22	<b>a. Whether CSR is applicable as per section 135 of Companies Act, 2013:</b>	Yes, CSR is applicable as per the section 135 of the Companies Act, 2013 to the Company.
	Turnover (in ₹)	6,387,208,500
	Net worth (in ₹)	45,385,656,694

## VII. Transparency and Disclosures Compliances

### 23 Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	No	Nil	Nil	No Remark	Nil	Nil	No Remark
Investors (other than shareholders)	Yes	<u>Vigil Mechanism and Whistleblower Policy</u>	Nil	Nil	No Remark	Nil	Nil	No Remark
Shareholders	Yes		2	0	No Remark	Nil	Nil	No Remark
Employees and workers	Yes		Nil	Nil	No Remark	Nil	Nil	No Remark
Customers*	Yes	<u>Hathway Customer Service - Customer Support</u>	1300177	0	No Remark	1861325	0	No Remark
Value Chain Partners	Yes	No	Nil	Nil	No Remark	Nil	Nil	No Remark

\*During the year, the Company incorporated a VoiceBOT that utilizes AI ML technology to manage interactive Voice Services at its Call Centres. Additionally, it has implemented a Chatbot that facilitates fast and trouble-free resolution of customer inquiries through the Web/App/WhatsApp interface. This feature is designed to resolve customer queries on their first attempt.

24. Overview of the entity's material responsible business conduct issues

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Climate Change Action	Risk	Given the growing recognition of the impact of climate change, the Company must take proactive steps to tackle these challenges. This entails making intentional endeavours to address the issues stemming from climate change and devising a plan to reduce carbon emissions in its operations.	The Company has a sustainable development policy that addresses climate change concerns. The policy guides both internal and external activities towards a cleaner environment.	Negative
Energy use and management	Risk	Energy Management and use has its direct influence on operational costs, supply chain stability, and regulatory compliance. Fluctuating energy prices, resource scarcity, and geopolitical tensions pose potential threats. This involves managing the Company's resources and assets in the most efficient way possible and implementing energy-efficient operations.	The Company constantly works towards training and creating awareness amongst its employees and workers with respect to responsible energy management. In addition, the Company monitors its energy consumption and works towards cost optimisation and reducing its energy consumption to lower its environmental impact.	Negative
Electronic Waste Management and Circular Economy	Opportunity	Given the current emphasis on waste management and the growing importance of transitioning to a circular economy, it is imperative for us to continually innovate the Company's procedures to achieve its objective of expanding material recycling and increasing circularity throughout its value chain.	The Company will strive to closely monitor its waste and implement measures to recycle its waste materials and implement circular economy measures (where applicable) will help the company reduce expenditure on raw materials. The Company's Environment Health & Safety (EHS) policy also ensures electronic waste is disposed of safely.	Positive
Employee well-being and growth	Opportunity	Ensuring the well-being of its employees is a critical requirement for as it seeks to create a workplace that prioritizes the employees' wellbeing. By providing opportunities for growth employees will be able to continuously can either upskill or reskill.	The well-being of employees can directly be reflected in the performance of the company. The Company has an employee welfare policy in place that protects the interests of all employees.	Positive
Workplace diversity	Opportunity	Creating a progressive and inclusive work environment that fosters diversity and offers substantial growth prospects is a crucial goal for us, as it ultimately contributes to the Company's advancement.	The Company will work towards fostering an inclusive work environment. It aims to hire more females to balance the employee's gender ratio.	Positive
Health and Safety	Risk	The Company places utmost priority on the occupational health and safety of its employees. As their physical health must be cared for through the implementation of safety measures and awareness programs.	The Company's Employee Welfare policy ensures the safety management of employees. It ensures to provide a safe and hygienic working environment.	Negative
Human Rights	Risk	The Company places great importance on its people. It recognizes the significance of fostering positive labour relations to address the needs and rights of its entire workforce.	Human rights are crucial for all its employees. As a result, The Company has a human rights policy in place to address grievances, conduct awareness campaigns and protect the rights of employees.	Negative
Customer Relations	Opportunity	To establish itself as a customer-focused organization, the Company must provide its customers with an extensive range of options, an exceptional value proposition, and an unparalleled experience across its businesses.	The Company aims to maintain its customer relations with exceptional value proposition. The Company's Responsible marketing policy addresses the fair and rightful treatment of customers.	Positive

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Responsible value chain	Risk	The Company must address concerns regarding quality, safety, environmental impact, and social aspects such as human rights and fair wages of its supply chain.	The Company's policy on related party transactions ensures accountability on value chain partners. Moreover, the Company has a vetting process and contracts in place to ensure fair practices are maintained throughout the value chain.	Negative
Community Welfare and Development	Opportunity	As a socially responsible organization, community development is an essential component of the Company. It should implement programs that engage with the community and offer tangible, sustainable economic benefits for society.	The Company's EHS and Sustainable development policies address community welfare and development in a fair and just manner.	Positive
Board Ownership and Control	Opportunity	In order to ensure fair operations, the Company needs to establish a transparent and fair board ownership and control mechanism in the Company.	There is a code of conduct policy specifically for board members to ensure integrity is maintained. Further, the Company also has a succession plan in place to take precautions against unforeseen circumstances.	Positive
Business Ethics and Integrity	Opportunity	The Company upholds ethics and integrity as core principles that have fostered stakeholder confidence and enhanced its reputation. These values are pivotal for the Company to engage in transparent and ethical business practices, ensuring its enduring success.	The Company has a code of conduct for internal procedures and conduct which encompass business ethics and integrity in business operations.	Positive
Data Privacy and Security	Risk	In order to safeguard the Company's businesses, customers, infrastructure, and internal users against security threats, the Company must prioritize data privacy and cybersecurity by implementing measures that enhance its systems and processes.	The Company has implemented a risk management policy that includes identification, preparation of mitigation plans and monitoring of identified risks.	Negative
Accountability and Transparency	Opportunity	The Company must ensure accountability and transparency of all internal management processes.	The Company has defined Key Performance Indicators (KPIs) for its employees that incentivize them to perform and benchmark their capabilities	Positive
Fair Marketing & Transparency	Risk	As a responsible organisation, the Company must ensure its services are sold and delivered transparently. The Company considers it integral to success and any misinformation can lead to the loss of subscribers	The Company has a responsible marketing policy in place to ensure customers aren't misinformed about the services. The Company communicates all service-related information including the risks associated with their use. It also carries out customer surveys for transparency and the right feedback.	Negative



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>										
1	<b>a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	<b>c. Web Link of the Policies, if available</b>	<a href="#">Policies  Hathway</a>								
2	<b>Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	<b>Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes, the Company has a Code of conduct for business associates. The scope of the different policies is extended to partners to ensure sustainability across value chain.								
4	<b>Name of the national and international codes/certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	The Company's telecommunication equipment are Optical Network Units (ONUs) and they are TEC certified.								
5	<b>Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	The Company believes in creating shared value for all and it has been operating responsibly addressing environmental and social concerns. This year it identified material topics under environment and social aspects through a materiality assessment process. The Company will implement the required measures to ensure all risks and opportunities are addressed. It looks forward to setting up of committed targets and a roadmap to achieve the same.								
6	<b>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	The Company shall report its performance against the set targets on key material topics mentioned in Section-A Q24 as applicable transparently in coming years. Further, every quarter there is a brief insight into the key business indicators for the quarters such as subscribers' growth, Subscriber Churn, ARPU, Marketing Initiatives, and various Consumer satisfaction initiatives. These insights include plans for the next quarter, how the business has performed i.e., actuals/targets, AOP v/s Actuals, Ground Situation with regard to the business, current challenges being faced by the Company, and various steps to mitigate that Challenges.								
<b>Governance, Leadership and Oversight</b>										
7	<b>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b>	It gives me immense pleasure to present our sustainable practices and our ESG ambitions transparently with our first BRSR FY2023. Climate change and the pandemic have implemented resilient practices more crucial. Sustainable practices must be adopted as it is the key to making organizations better equipped to face challenges. As our entity is in the service industry, we strive to provide the best quality services to our customers sustainably. Our growth journey is marked by fair and ethical practices, a diverse and inclusive culture, and operations that contribute to societal growth and care for the environment through the adoption of practices that reduce energy consumption, conserve water, and recycle e-waste. The company recognizes the urgency to imbibe environmental, social and governance practices in its operations. As an organisation, we are committed to meeting the required goals and standards of quality in all these aspects. There are multiple policies already in place to monitor our operations and will continue to adopt new policies with changing trends and statutory requirements to ensure it achieves its targets and overcomes challenges. We look forward to establishing a defined Environment, Social and Governance (ESG) strategy and targets in the coming years.								
8	<b>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	The highest authority that oversees the implementation of the Business Responsibility Policy is the Board.								



<b>9 Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</b>	<p>Yes, the Company has a BRSR committee which is conducting an annual review. The BRSR committee comprises Mr. Viren Raheja and Mr. Saurabh Sancheti who are the Non-Executive Directors of the company.</p> <p>The role of the BRSR committee is to</p> <ul style="list-style-type: none"> <li>To formulate and recommend to the Board, a Business Responsibility and Sustainability Policy or framework inter alia covering Environment, Social and Governance ('ESG') principles and to recommend appropriate changes /modifications to the policy, from time to time.</li> <li>Oversee the effective implementation of the Business Responsibility and Sustainability Policy or framework of the Company from time to time.</li> <li>To review performance on Business Sustainability goals, targets and strategy and guide to achieve the same.</li> <li>To review and recommend Business Responsibility and Sustainability Report to the Board.</li> <li>To appoint advisors/consultants to assist the Committee.</li> <li>To authorize any other official of the Company to assist the Committee in the implementation and execution of the Business Responsibility and Sustainability Policy. Carry out all the functions as may be entrusted (i) by the Board of Directors, from time to time; and (ii) by the virtue of applicable provisions of the Companies Act, 2013, Rules made thereunder and other guidelines clarifications or regulations as may be issued by concerned the authorities, the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and any other applicable provisions of Laws, as amended from time to time.</li> <li>Further, 8 different committees that are dedicated to different stakeholder groups to oversee the implementation.</li> </ul>
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**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Performance against above policies and follow up action</b>	Yes, the performance is reviewed																	
<b>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</b>	Yes, the board and authorized committee as applicable reviews the compliance and records. Annual report as applicable is also submitted to the government department each year.									Every 2-3 years as per SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (SEBI LODR)								
<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency</b>	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No	No

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE****PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable**

Business activities are crucial for enhancing human well-being, but they also have the potential to affect the environment and society in diverse ways. Adopting responsible business practices can significantly reduce and manage these effects. As a result, the Company aims to strike a balance between the interests of society, the planet, and its objective of profitability. This can be achieved by adhering to regulations, operating transparently, and being accountable to all stakeholders.

**ESSENTIAL INDICATORS****1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
<b>Board of Directors</b>	2	All principles and BRSR updates are covered under training and awareness programs conducted	100%
<b>Key Management Personnel</b>	4	1. Code of Conduct (CoC) 2. Anti-Bribery and Anti-Corruption 3. Prevention of Sexual Harassment (POSH) Policy 4. Information Security Awareness Course	100%
<b>Employees other than BODs and KMPs</b>	4	1. Code of Conduct 2. Anti-Bribery and Anti-Corruption 3. Prevention of Sexual Harassment Policy 4. Information Security Awareness Course	100%
<b>Workers</b>	4	1. Code of Conduct 2. Anti-Bribery and Anti-Corruption 3. Prevention of Sexual Harassment Policy 4. Information Security Awareness Course	100%

**2. Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.**

Nil

**3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.**

Nil

**4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.**

The Company has a code of conduct for employees and business associates that prohibits corrupt practices in all forms and establishes clear guidelines on the receipt of gifts, money or political contributions. The code advocates non-tolerance to any cases of bribery and corrupt practices. The entity is in the process of establishing a separate anti-corruption/anti-bribery policy for dealing specifically with corruption and bribery by the employees, vendors, and other associated stakeholders with/of the Company. The Company has a policy in place that monitors any related party transactions.

**5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for charges of bribery**

Nil

**6. Details of complaints with regard to conflict of interest:**

Topic	FY 2022-23 (Current Financial Year)		FY 2021-22 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	-	0	-

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

Nil

**LEADERSHIP INDICATORS****1. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.**

Yes, the Company has a Code of Conduct policy for its Board Members which addresses any conflicts of interest involving board members. The policy further addresses accountability, compliance, and confidentiality among members of the board.

**PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe**

The Company has defined a sustainable development policy recognizing the modern-day challenges like climate change that must be met with mitigation strategies for a sustainable and better future for future generations to come. The Company aims to contribute to a clean environment and a safer society. It also aims to utilize safe, resource-efficient innovative technologies that reduce emissions or waste generated from its activities. The Company attempts to utilise sustainable production and consumption practices that are essential to improving people's quality of life and conserving natural resources on the planet within its operations as well as of suppliers.

**ESSENTIAL INDICATORS****1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

During the reporting year, the major investments have been done in process improvements.

Type	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	Nil	Nil	
Capital Expenditure (CAPEX)	36.81%	48.49%	Gigabit-capable Passive Optical Network (GPON) Field network: A passive network that doesn't require power and will help reduce the company's carbon footprint. This replaces the Data Over Cable Service Interface Specification (DOCSIS) field network elements which require high power consumption.

**2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No)**

A code of conduct for business associates clearly defines the need for ethical and responsible behaviour while associating in a business relationship with the Company. Where the code details the need for sustainable practices covering environmental, social and governance aspects, the Company also supports the partners in pursuit of the same. The suppliers are efficiently monitored on aspects of compliance with varied statutes and compliance of the same. Going forward, the Company to adopt

a more defined sustainable sourcing policy that encourages more vendors to adopt voluntary practices for the benefit of the environment and society at large.

**b. If yes, what percentage of inputs were sourced sustainably?**

Not Applicable

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Product	Process to safely reclaim the product
<b>a. Plastics (including packaging)</b>	Not Applicable
<b>b. E-Waste</b>	The Company receives ONUs from customers, which may have turned defective for some reason, in those cases the Company either by itself or through vendors refurbishes, cleans and sends them back for reuse. 90-95% of ONUs are refurbished, and the remaining faulty ones are sent to scrap vendors.  The Company disposes of its e-waste to certified scrap vendors for different components of products that have reached their end of life.
<b>c. Hazardous Waste</b>	Not Applicable
<b>d. Other Waste</b>	Not Applicable

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity’s activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Not Applicable as it is a service industry.

**LEADERSHIP INDICATORS**

**1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?**

The Company has not yet conducted LCA for its services. However, it shall identify the key aspects and assess them as a part of business planning in the coming years.

**2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Not applicable

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

Indicated input Material (By Weight)	Recycled or re-used input material to total material	
	FY 2022-2023	FY 2021-2022
ONUs and Modems	24%	14%

24% (by weight) is reused input materials i.e., our ONUs and modems reclaimed from the Company’s customers are issued to its new or existing customers after repairing or refurbishing.

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste (Modems and ONUs)	29.23	Nil	Nil	19.90	Nil	Nil
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

Only ONUs are provided to customers as a part of the broadband services that the Company provides. It does not manufacture any products.

### PRINCIPLE 3 Businesses should respect and promote the well-being of all employees, including those in their value chains



The Company ensures equitable treatment and dignity for employees and workers within the organization and value chains. The Company aims to safeguard the health and safety of its employees. It has implemented policies, processes, and systems that empower the Company's employees to ensure equal opportunities, fair working conditions, pay and career development.

### ESSENTIAL INDICATORS

1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	% (D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent Employees</b>											
Male	273	273	100%	273	100%	0	0%	273	100%	0	0%
Female	9	9	100%	9	100%	9	100%	0	0%	0	0%
<b>Total</b>	<b>282</b>	<b>282</b>	<b>100%</b>	<b>282</b>	<b>100%</b>	<b>9</b>	<b>3%</b>	<b>273</b>	<b>97%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent Employees</b>											
Male	147	147	100%	147	100%	0	0%	0	0%	0	0%
Female	4	4	100%	4	100%	4	100%	0	0%	0	0%
<b>Total</b>	<b>151</b>	<b>151</b>	<b>100%</b>	<b>151</b>	<b>100%</b>	<b>4</b>	<b>3%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

## b. Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
<b>Permanent Employees</b>											
Male	61	61	100%	61	100%	0	0%	61	100%	0	0%
Female	6	6	100%	6	100%	6	100%	0	0%	0	0%
<b>Total</b>	<b>67</b>	<b>67</b>	<b>100%</b>	<b>67</b>	<b>100%</b>	<b>6</b>	<b>9%</b>	<b>61</b>	<b>91%</b>	<b>0</b>	<b>0%</b>
<b>Other than Permanent Employees</b>											
Male	3584	3584	100%	3584	100%	0	0%	0	0%	0	0%
Female	219	219	100%	219	100%	219	100%	0	0%	0	0%
<b>Total</b>	<b>3803</b>	<b>3803</b>	<b>100%</b>	<b>3803</b>	<b>100%</b>	<b>219</b>	<b>6%</b>	<b>0</b>	<b>0%</b>	<b>0</b>	<b>0%</b>

## 2. Details of retirement benefits, for Current FY and Previous Financial Year

Sr. No.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	<b>PF</b>	100%	100%	Y	100%	100%	Y
2	<b>Gratuity</b>	100%	100%	Y*	100%	100%	Y*
3	<b>ESI</b>	0%	47%	Y	0%	54%	Y
4	<b>Others-NPS- National Pension Scheme (voluntary)</b>	3%	0%	Y	0%	0%	N.A.

\* Funding with Trust for On-Roll Employees

**3. Accessibility of workplaces: Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.**

Yes, the Company's offices are in commercial establishments with premises accessible to differently abled employees and workers. It has provisions for elevators and wheelchairs. There is a support staff cum receptionist at all locations who have the responsibility to help such employees and workers as and when needed and employed.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.**

The Company has a welfare policy that advocates non-discrimination or harassment on the grounds of any form of disability. It is in the process of implementing an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016.

**5. Return to work and Retention rates of permanent employees and workers that took parental leave.**

Gender	Total number of people returned after parental leave in FY	Total Number of people who took parental leave in FY	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY	Retention Rate
<b>Permanent Employees</b>						
Male	1	1	100%	1	3	33%
Female	0	0	0%	0	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>1</b>	<b>1</b>	<b>100%</b>	<b>1</b>	<b>3</b>	<b>33%</b>
<b>Permanent Workers</b>						
Male	0	0	0%	0	0	0%
Female	5	7	71%	2	2	100%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>5</b>	<b>7</b>	<b>71%</b>	<b>2</b>	<b>2</b>	<b>100%</b>

**6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief.**

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	As mentioned in the Company's Vigil mechanism or Whistle Blower Policy, any suspected violation that is reported undergoes appropriate investigation, and all information and process disclosed during the investigation remain Private and Confidential, except the necessary information to conduct the investigation and any remedial action, in accordance with applicable laws. The complaints can be made to the immediate supervisor or to the managing director of the company or received over mail at <a href="mailto:hcdl.whistleblowercomplaints@hathway.net">hcdl.whistleblowercomplaints@hathway.net</a> or through a letter which is addressed to the Company Secretary and Compliance Officer.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	As per the Company's POSH policy that guides on raising concerns or any complaints of harassment. The complaints can be made to reporting officer or the head of the department, and in cases where reporting officer or Head of Department is involved, the HR administrator can be contacted. The policy and complete details are accessible at our website.  Vigil Mechanism - <a href="https://www.hathway.com/assets/pdf/Policies/Vigil%20Mechanism%20and%20Whistle-Blower%20Policy.pdf">https://www.hathway.com/assets/pdf/Policies/Vigil%20Mechanism%20and%20Whistle-Blower%20Policy.pdf</a>



## 7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:

The company does not have any employee or worker associations

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
<b>Permanent Employees</b>						
Male	273	0	0%	271	0	0%
Female	9	0	0%	10	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>282</b>	<b>0</b>	<b>0%</b>	<b>281</b>	<b>0</b>	<b>0%</b>
<b>Permanent Workers</b>						
Male	61	0	0%	71	0	0%
Female	6	0	0%	6	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>67</b>	<b>0</b>	<b>0%</b>	<b>77</b>	<b>0</b>	<b>0%</b>

## 8. Details of training given to employees and workers:

## a. Details of Skill training given to employees and workers.

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
<b>Permanent Employees</b>						
Male	273	2	1%	271	1	0%
Female	9	0	0%	10	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>282</b>	<b>2</b>	<b>1%</b>	<b>281</b>	<b>1</b>	<b>0%</b>
<b>Permanent Workers</b>						
Male	61	0	0%	71	0	0%
Female	6	0	0%	6	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>67</b>	<b>0</b>	<b>0%</b>	<b>77</b>	<b>0</b>	<b>0%</b>

## b. Details of training on Health and Safety given to employees and workers.

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
<b>Permanent Employees</b>						
Male	273	0	0%	271	0	0%
Female	9	0	0%	10	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>282</b>	<b>0</b>	<b>0%</b>	<b>281</b>	<b>0</b>	<b>0%</b>
<b>Permanent Workers</b>						
Male	61	0	0%	71	0	0%
Female	6	0	0%	6	0	0%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>67</b>	<b>0</b>	<b>0%</b>	<b>77</b>	<b>0</b>	<b>0%</b>

**9. Details of performance and career development reviews of employees and worker:**

The Company has a defined succession plan and recognizes it as an important component to be addressed as part of strategic planning. It is critical to the success of the organization and should provide for a process that recognizes, develops, and retains top leadership talent. The Company outlines a development plan for each key position in the organization. It reviews people's skill and identifies key positions that need a succession plan.

\*Note: The performance review for FY 2022-23 is due in FY 2023-24

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	%(D/C)
<b>Permanent Employees</b>						
Male	273	0	0%	271	221	82%
Female	9	0	0%	10	9	90%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>282</b>	<b>0</b>	<b>0%</b>	<b>281</b>	<b>230</b>	<b>82%</b>
<b>Permanent Workers</b>						
Male	61	0	0%	71	68	96%
Female	6	0	0%	6	6	100%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>67</b>	<b>0</b>	<b>0%</b>	<b>77</b>	<b>74</b>	<b>96%</b>

**10. Health and safety management system:**

<b>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)</b>	The Company is committed to providing a safe and healthy working environment at the workplace and sites for the overall growth of the employees and workers. It has defined SOPs for its technicians working at sites, and they are provided with all protective equipment like safety kits, gears, and shoes. The Company also conducts fire drills and implements health check-ups for its employees.
<b>b. What is the coverage of such system?</b>	The health and safety management practices are extended and applicable at all its offices
<b>c. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b>	There are internal audit systems in place to identify any hazards and risks on routine basis
<b>d. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)</b>	Yes, it can be reported to the HR head
<b>e. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)</b>	Yes

**11. Details of safety related incidents, in the following format:**

Safety Incident/Number	Category	FY 2022-2023	FY 2021-2022
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees		
	Workers		
Total recordable work-related injuries	Employees		
	Workers		Nil
No. of fatalities	Employees		
	Workers		
High consequence work-related injury or ill-health (excluding fatalities)	Employees		
	Workers		

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

The Company undertakes measures to ensure a healthy work life balance for employees. It has also ensured that they are free from any kind of stress or harassment. There are several policies like Environment Health & Safety (EHS), Prevention of Sexual Harassment (POSH), Employee welfare etc. with procedures therein implemented within the organization that ensures safe practices and working conditions. The management, in collaboration with departments and committees, shares the responsibility to oversee the implementation of health and safety policy.

**13. Number of Complaints on the following made by employees and workers:**

Topic	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions		Nil			Nil	
Health & Safety						

**14. Assessments for the year:**

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

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

There were no such incidences requiring corrective action.

## LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

a. **Employees (Yes/No):** Yes

b. **Workers (Yes/No):** Yes

During the pandemic, the Company lost four of its valuable employees and under its "We Care" initiative the Company has taken the responsibility to take care of the family and education of their children for 5 years. A monthly salary is extended to the spouse.

2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.

All the statutory requirements on applicable licences and registrations ex: Provident Fund (PF) and ESIC are checked before onboarding of the vendor. The Company ensures the deduction and deposit of tax with the government authority. The proof of the same from value chain partners is documented before payments are made.

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Nil. There were no such incidences.

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)	FY 2022-2023 (Current Financial Year)	FY 2021-2022 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).

There is no defined policy, but support is provided for retired employees to avail of retirement benefits such as PF & Gratuity. Moreover, employees can opt for the GMC policy (We Care policy) which offers extended support to the Company's employees.

**PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders**


The Company understands the fundamental responsibility to safeguard the interests of its stakeholders, including vulnerable and marginalized groups. The Company aims to fulfil its duty to maximize the positive impact of its activities, products, processes, and decisions on the Company's stakeholders.

**ESSENTIAL INDICATORS**
**1. Describe the processes for identifying key stakeholder groups of the entity:**

All persons or entities with whom the Company has dealings or are affected parties are categorized as 'Stakeholders' by us. This also includes those persons or entities whose activities have a direct or indirect impact on the Company as an entity. The Company has identified key internal stakeholders and external stakeholders who all contribute to its long-term success directly or indirectly and it impact their lives. Internal Stakeholders include employees and external stakeholders include investors and shareholders, suppliers, customers, contractors, regulators, media, and the community. These stakeholders are identified as key to supporting business in several ways including but not limited to provisioning of financial support, working with the Company on business assignments, helping the Company communicate to the external world on major developments and changes, influencing its business plans and decision making etc.

**2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group:**

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	E-Mails, regular meetings, Annual programs, cultural events, training sessions, Notice board	Ongoing, Need basis	It promotes one-ness encouraging employees to voice their opinions. Discussions around company policies, goals, strategic planning, and sustainability initiatives.
Investor and Shareholders	No	Meetings, Conferences, Website, Reports	Quarterly/Annually	It promotes trust and transparency. The Company became more responsive to their expectations and discuss key requirements and improvements in functioning.
Suppliers	No	Supplier audits, Need basis	Need basis	It is important to engage with them and align them to business goals and methods of ethical working. The Company discusses Health, safety, human rights, and improved delivery aspects for mitigating risks associated with these aspects ensuring business continuity.
Customers	No	Customer Care, social media, website, applications	Need basis	Customers' requirements, expectations and grievances are important to be understood. This enables the Company to establish a more sustainable relationship and best deliver its services.
Community	Yes	CSR Activities	Ongoing	As a responsible corporate the Company believes in inclusive growth. The needs of communities are important to be understood to enable better living for all.
Regulators	No	Consultation Papers, Submission of Compliances	Requirement basis	The Company keep itself abreast of all statutory requirements and ensures timely submission of compliances to regulators. It evades risks associated with penalties, fines, or closure of activities.

## LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Yes, Consultation with stakeholders is primary to the Company's decision-making and strategy. There are separate department heads for different functions who are responsible for interacting with these stakeholders as applicable. For example, Inputs from employees on any of the above-mentioned material topics are taken into consideration by respective department heads. All recommendations from departmental heads go to Chief Human Resources Officer for final approval who is authorized by the Board for decision-making on several aspects and CHRO directly consults the board as needed.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes, Stakeholder consultation is fundamental for the Company to understand their needs. There are different modes (virtual, in-person, social media etc.) through which consultation in varied forms is carried out with different stakeholders. This way the Company ensures seamless interactions enabling maximal benefits to society as a whole. Employees' suggestions have contributed to changes in some policies. For example, based on the recommendation from an employee regarding the requirements of GST policy the entity introduced a more-defined GST policy enabling well-guided bookings for official visits.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Corporate Social Responsibility values are integrated into the Company's business objectives. It has a CSR committee as per requirements under the applicable statute of the country. The committee identifies CSR activities strategically based on internal consultations and external collaborations to understand the growing needs of vulnerable and marginalized stakeholder groups. Basis such consultations this year's focus area was the promotion of healthcare including preventive healthcare. Medical Care requirement was identified as the need of vulnerable communities.

## PRINCIPLE 5: Businesses should respect and promote human rights

The Company strives to provide a work environment that is free from harassment and discrimination. It has developed robust policies and systems to ensure that its employees feel empowered and safe to raise any concerns they may have. The Company conduct training and awareness programs that emphasize the dignity, well-being, and human rights of every stakeholder. The Company ensures that it adopts best practices by ensuring that its approach to this topic complies with national and international laws.



## ESSENTIAL INDICATORS

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	282	282	100%	271	271	100%
Other than permanent	151	0	0%	159	0	0%
<b>Total Employees</b>	<b>433</b>	<b>282</b>	<b>65.12%</b>	<b>430</b>	<b>271</b>	<b>63.02%</b>
<b>Workers</b>						
Permanent	67	67	100	71	71	100%
Other than permanent	3803	0	0%	4190	0	0%
<b>Total Workers</b>	<b>3870</b>	<b>67</b>	<b>1.73%</b>	<b>4261</b>	<b>71</b>	<b>1.67%</b>

## 2. Details of minimum wages paid to employees and workers, in the following format:

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>										
Male	273	0	0	273	100%	271	0	0	271	100%
Female	9	0	0	9	100%	10	0	0	10	100%
<b>Total</b>	<b>282</b>	<b>0</b>	<b>0</b>	<b>282</b>	<b>100%</b>	<b>281</b>	<b>0</b>	<b>0</b>	<b>281</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	147	0	0	147	100%	155	0	0	155	100%
Female	4	0	0	4	100%	5	0	0	5	100%
<b>Total</b>	<b>151</b>	<b>0</b>	<b>0</b>	<b>151</b>	<b>100%</b>	<b>160</b>	<b>0</b>	<b>0</b>	<b>160</b>	<b>100%</b>
<b>Workers</b>										
<b>Permanent</b>										
Male	61	2	3%	59	97%	71	2	3%	69	97%
Female	6	0	0	6	100%	6	0	0	6	100%
<b>Total</b>	<b>67</b>	<b>2</b>	<b>3%</b>	<b>65</b>	<b>97%</b>	<b>77</b>	<b>2</b>	<b>3%</b>	<b>75</b>	<b>97%</b>
<b>Other than Permanent</b>										
Male	3584	128	3.6%	3456	96.4%	3948	21	0.5%	3927	99.5%
Female	219	1	0.4%	218	99.6%	242	1	0.4%	241	99.6%
<b>Total</b>	<b>3803</b>	<b>129</b>	<b>3.4%</b>	<b>3674</b>	<b>96.6%</b>	<b>4190</b>	<b>22</b>	<b>0.5%</b>	<b>4168</b>	<b>99.5%</b>

## 3. Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
<b>Board of Directors (BoD)</b>	6	*	2	*
<b>Key Managerial Personnel</b>	2	7630189	0	-
<b>Employees other than BoD and KMP</b>	413	774023	13	564755
<b>Workers</b>	3645	284100	225	255322

\* The Managing Director has resigned from the Company with effect from March 09, 2023, further, all the other directors are non-executive.

## 4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the Company has established a focal point responsible for addressing human rights impacts or issues caused or contributed to by the business. This focal point is the Regional Human Resource Department, which serves as the primary channel for employees to register their grievances and seek resolution region wise. If an employee is dissatisfied with the resolution provided by the Regional HR Department, they have the right to escalate the issue to the Company's HR Head for further consideration. In addition to the internal mechanisms, the employees also have the option to approach the Chairman of the Audit Committee to address any grievances related to human rights violations or any other violations within the company. This provides an additional avenue for employees to seek a resolution and ensures that there is a higher level of accountability for addressing such issues.

## 5. Describe the internal mechanisms in place to redress grievances related to human rights issues.

The Company employs multiple internal mechanisms to address human rights grievances. Firstly, it conducts due diligence to prevent and mitigate negative human rights impacts resulting from its operations. Secondly, it has a zero-tolerance policy towards any human rights violations related to its operations. Thirdly, the Company integrates respect for human rights into its management systems and ensures that accessible grievance redressal mechanisms are available to all affected individuals.



Fourthly, the Company promotes awareness and respect for human rights among stakeholders and value chain partners through training programs. Additionally, the Company ensures employees' freedom of association and collective bargaining, prohibits the use of child, and forced labour, and guarantees equal opportunities and fair treatment for all employees without discrimination. Lastly, the Company strives to improve its human rights protection continually by setting targets, reviewing its performance, and adopting industry best practices.

**6. Number of Complaints on the following made by employees and workers:**

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0		0	0	
Discrimination at workplace	0	0	No	0	0	No
Child Labour	0	0	complaints	0	0	complaints
Forced Labour/Involuntary Labour	0	0	were	0	0	were
Wages	0	0	registered	0	0	registered
Other human rights related issues	0	0		0	0	

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

At the workplace, the Company has implemented robust systems and policies to prevent any form of discrimination and harassment. If an employee experiences or witnesses any such behaviour, they can raise their concerns by emailing their Reporting Authority, Head of Department, or the Local HR Administrator. Upon receipt of the email, the concerned committee immediately takes up the matter and works towards a resolution while ensuring that the complainant is protected from any mistreatment. As a precautionary measure, the complainant is relocated to a different office facility and granted 15 days of leave. The Company's policies not only help prevent further incidents but also empower its employees to speak up against any form of violation without fear of retribution.

**8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)**

Yes. The Company takes measures to ensure that its business agreements and contracts explicitly state compliance with its code of conduct policies and are presented in clear and simple terms for all signatory parties to understand. It also ensures that all stakeholders agree to comply with relevant laws, such as Labour Law, Minimum Wage, Child Labour (Prohibition and Regulation), and Anti-Harassment and Discrimination laws. In addition, the Company ensures that its agreements and contracts comply with all state and national guidelines for human rights requirements and are effectively communicated to all signatory parties.

**9. Assessments for the year:**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	The Company conducts Internal audits at all (100%) of its offices to assess that they are safe and free from harassment and discrimination by its POSH committee. Additionally, different committees are established that ensures the Company's Code of Conduct (CoC) is implemented and practised properly in all its offices and is as per the regulatory laws.
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others – please specify	

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

No risks were found during the Company's assessments; thus, no corrective actions were needed.

## LEADERSHIP INDICATORS

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

Not Applicable because of no complaint was registered, thus not requiring any business process changes.

**2. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes. The Company is committed to ensuring accessibility for all visitors, including those with disabilities, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Its offices are equipped with wheelchair accessibility, functioning lifts, and all necessary equipment to ensure a comfortable experience for its differently abled visitors.

**3. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	The Company prioritizes ethical and sustainable practices throughout its value chain and expects its partners to comply with its supplier code of conduct.
Discrimination at workplace	
Child Labour	The Company's supplier code of conduct sets out clear guidelines for its partners, and it has a zero-tolerance policy towards non-compliance. If a partner is found to violate its code, the Company reserves the right to cancel the contract. While it currently does not assess its partners on compliance with its code, the Company continually review its practices to ensure the highest standards of ethical and sustainable conduct throughout its value chain.
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

**4. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

No Significant risks were observed.

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

The Company strives to promote long-term progress and well-being for society. This requires a holistic approach that involves the participation of all stakeholders, both internal and external, to ensure a comprehensive and integrated solution. The Company understands its responsibility to raise awareness of environmental issues through its broadcasting and programming. At the core of sustainable development lies the imperative to shift its focus from meeting immediate needs to also considering the needs of future generations.

**ESSENTIAL INDICATORS****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	10,149.08	8,815.72
Total fuel consumption (B) (GJ)	454.27	396.67
Energy consumption through other sources (C) (GJ)	-	-
<b>Total energy consumption (A+B+C) (GJ)</b>	<b>10,603.35</b>	<b>9,212.39</b>
Energy intensity per rupee of turnover ( <i>Total energy consumption/turnover in rupees</i> ) (GJ per million INR)	1.66	1.48

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

**2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

Not Applicable.

**3. Provide details of the following disclosures related to water, in the following format:**

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NIL	NIL
(ii) Groundwater	NIL	NIL
(iii) Third party water	53636.90	59595.17
(iv) Seawater / desalinated water	NIL	NIL
(v) Others (Rainwater storage)	NIL	NIL
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>53636.90</b>	<b>59595.17</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>53636.90</b>	<b>59595.17</b>
<b>Water intensity per rupee of turnover (<i>Water consumed / turnover</i>) (kl per million INR of revenue)</b>	<b>8.40</b>	<b>9.58</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

No

**4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.**

Not Applicable for the services provided. As it does not have manufacturing or production units.

**5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:**

Not Applicable

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:**

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	29.57	33.66
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	2283.54	1983.54
Total Scope 1 and Scope 2 emissions per rupee of turnover (tCO <sub>2</sub> e/million INR of revenue)	tCO <sub>2</sub> e/ million INR	0.36	0.32

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No**

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide detail**

The Company currently hasn't taken up any project specifically for the reduction of GHG emissions. It does try to create awareness with respect to energy conservation in its offices to save energy consumption.

**8. Provide details related to waste management by the entity, in the following format:**

At the Company's corporate offices major categories of waste generated are Municipal solid waste, Paper, Plastic, and Food waste/Wet waste are disposed of through municipal corporations.

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	NA	NA
E-waste (B)	16.21	22.96
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	6.99	10.35
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please specify, if any. (G)	NA	NA
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	NA	NA
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>23.20</b>	<b>33.31</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste (E-Waste)</b>		
(i) Recycled	23.20	33.31
(ii) Re-used	Nil	Nil
(iii) Other recovery operations	Nil	Nil
<b>Total</b>	<b>23.20</b>	<b>33.31</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste (E-Waste)</b>		
(i) Incineration	Nil	Nil
(ii) Landfilling	Nil	Nil
(iii) Other disposal operations	Nil	Nil
<b>Total</b>	<b>Nil</b>	<b>Nil</b>

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No**

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

There are no hazardous or toxic chemicals used in the provisioning of the Company's services.

10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
No offices are present in ecologically sensitive areas.			

11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year:

Not Applicable

12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

The Company is in compliant with the applicable environmental law/ regulations/ guidelines in India.

## LEADERSHIP INDICATORS

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	Nil	Nil
Total fuel consumption (B)		
Energy consumption through other sources (C)		
<b>Total energy consumed from renewable sources (A+B+C)</b>		
<b>From non-renewable sources</b>		
Total electricity consumption (D) (GJ)	10149.08	9185.05
Total fuel consumption (E) (GJ)	569.70	104.67
Energy consumption through other sources (F)	Nil	Nil
<b>Total energy consumed from non-renewable sources (D+E+F) (GJ)</b>	<b>10718.78</b>	<b>9289.72</b>

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. No

2. Provide the following details related to water discharged:

Not Applicable. As water is used for drinking and sanitary requirement purposes only.

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

Not Applicable

4. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

The Company has a robust business continuity and disaster management plan in place. This plan is designed to resume its business operations swiftly and smoothly in the event of a man-made or natural disaster. A dedicated Business Continuity Planning committee comprising of IT and Technical Team along with Senior Management Personnel are responsible for analysing, planning, and executing strategic moves to safeguard our operations and minimize the impact on the business. The IT and Technical Team regularly tests and updates the plan to adapt to changing external dynamics. The Company's goal is to ensure minimal disruption and continued business operation.

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

The Company has a robust business continuity and disaster management plan in place. This plan is designed to resume its business operations swiftly and smoothly in the event of a man-made or natural disaster. A dedicated Business Continuity Planning committee comprising of IT and Technical Team along with Senior Management Personnel are responsible for analysing, planning, and executing strategic moves to safeguard our operations and minimize the impact on the business. The IT and Technical Team regularly tests and updates the plan to adapt to changing external dynamics. The Company's goal is to ensure minimal disruption and continued business operation.

**PRINCIPLE 7: Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent**

The Company prioritizes transparency by providing the public and regulatory bodies with timely and adequate information. The Company's interactions with relevant authorities are based on the principles of integrity, transparency, and balancing the interests of diverse stakeholders. It believes in responsible engagement and authorizes and trains only qualified officials to interact with trade chambers and industry associations that influence policymaking. The Company's public policy positions align with our sustainability and citizenship objectives. It actively participates in representing its opinions and concerns to regulatory bodies to drive positive change and promote development for everyone.



**ESSENTIAL INDICATORS**

1. a) Number of affiliations with trade and industry chambers/ associations.  
2  
b) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Internet Service Providers Association of India (ISPAI)	National
2	All India Digital Cable Federation	National

2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities

Name of Authority	Brief of the case	Corrective action taken
The Company doesn't undertake any Anti-Competitive activities. Thus, no corrective actions were required.		

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.**

The Company's goal is to promote equitable and sustainable community development, with a significant emphasis on inclusivity. The Company aims to foster a culture that prioritizes the integration of Corporate Social Responsibility (CSR) values with its business objectives. Its unwavering belief in the philosophy of compassionate care drives our commitment to act on the principles of generosity and compassion. The Company is fully dedicated to creating a society that serves everyone, and to that end, it pursues initiatives focused on quality management, environmental preservation, and social awareness.

**ESSENTIAL INDICATORS**

- 1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

Not Applicable for the services provided.

- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**

No Project was Carried out.

- 3. Describe the mechanisms to receive and redress grievances of the community**

The Company engages with its communities through its CSR activities and attends to community needs.

- 4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:**

	FY 2022-2023 Current Financial Year	FY 2021-2022 Previous Financial Year
Directly sourced from MSMEs/ Small producers	46%	22%
Sourced directly from within the district and neighbouring districts	-	-

**LEADERSHIP INDICATORS**

- 1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):**

Not Applicable

- 2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:**

No, the Company has not undertaken CSR projects in designated aspirational districts as identified by government bodies.

- (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)**

No. The Company does not have a preferential procurement policy that gives any priority to purchasing from suppliers belonging to marginalized or vulnerable groups.

- (b) From which marginalized /vulnerable groups do you procure?**

Not Applicable



**(c) What percentage of total procurement (by value) does it constitute?**

Not Applicable

**4. Details of beneficiaries of CSR Projects.**

Sr. No	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Preventive and Public Healthcare Initiatives - Mission Covid Suraksha	25,000	100%

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner**

The rise of internet access and rapidly evolving technology has significantly impacted people's lives. The Company is committed to working sensitively and responsibly, establishing a partnership with its customers to enhance their experience. The Company ensures the successful implementation of new digital initiatives and offers the latest innovations at affordable prices. Its customers have access to up-to-date technological trends, and it continuously strives to improve its business processes to provide excellent services. The Company's top priority is meeting its customers' needs, adding value, and exceeding their expectations. The Company strongly believes in ethical operations with its customers.

**ESSENTIAL INDICATORS****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The Company has established a two-tier institutionalized grievance mechanism in compliance with "Telecom Consumer Complaint Redressal Regulation 2012" issued by the Telecom Regulatory Authority of India (TRAI) on 5<sup>th</sup> January 2012 and amended thereto ("Regulations").

Customers can register his/her complaint through any of the below media:

- 24X7 Toll-Free Customer Care Number
- Email to Customer Care
- Mobile App
- WhatsApp
- Self-Care Portal (Web Portal)
- Written Complaint

On receipt of a complaint or service request from a consumer, the following activities are undertaken:

- A unique Docket Number / Complaint Reference Number is provided to the customer for all the complaints and is sent to this Registered Mobile Number through SMS.
- Redressal of the complaints and service requests is taken in accordance with the time frame as specified under the Quality-of-Service regulations issued by the Telecom Regulatory Authority of India (TRAI).
- On completion of action on a complaint, details of action taken on the complaint is communicated to the customer through SMS on his Registered Mobile Number.
- Where a consumer is not satisfied with the redressal of his complaint by the Complaint Centre, or his complaint remains unaddressed or no intimation of redressal of the complaint is received within the period specified above, such consumer may appeal with the Appellate Authority for Redressal of the complaint.

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

Business	As a percentage to total turnover
Environment and Social parameters relevant to product	Not Applicable
Safe and responsible usage	100%*
Recycling and/or safe disposal	Not Applicable

\*Basic instruction manuals with safety details are provided with routers and modems.

**3. Number of consumer complaints**

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	No complaints pending.	0	0	No complaints pending.
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	1300177	0		1861325	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Others	0	0		0	0	

**4. Details of instances of product recalls on account of safety issues**

Category	Number	Reason for recall
Voluntary recalls	No such instances were recorded.	
Forced recalls		

**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**

Yes. To ensure the confidentiality, integrity, and availability of our information assets, the Company has established a policy that outlines minimum Information Security requirements. By adhering to these policies, the Company can protect its sensitive data, comply with legal and regulatory requirements, and build customer trust.

To ensure the effective implementation of the policy, the Company has set up a committee to create a framework that promotes the development of best practices throughout. The committee also ensures that data security is treated as a priority by both internal and external stakeholders. With these measures in place, the Company can ensure that its information assets are always protected.

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

- Educational campaigns carried out for customers intimating them of the Cyber Security Threats and Privacy Concerns and the measures to be taken to safeguard themselves.
- The Company provides its customers with Do-It-Yourself (DIY) videos that explain how to set up various data and network privacy measures, protecting them from any potential data theft or harm, and safeguarding their network and data.

## LEADERSHIP INDICATORS

### 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The Company has developed several platforms to facilitate its customers for accessing to information about its products and services. They can obtain information from the Company's website, mobile application, or by calling its customer care centres' toll-free number.

Website: [www.hathway.com](http://www.hathway.com)

APP: Hathway Broadband APP available on Android and iOS platform

Call centre: 24X7, Toll-Free Number (1800221119).

Consumer Charter: <https://www.hathway.com/assets/pdf/broadband/Consumer%20Charter%20Ver%206.0.pdf>

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

The Company believes that serving and fulfilling its customers' needs is essential to staying competitive and innovative. This drives it to create better value propositions for its customers. The Company makes it a priority to ensure that its customers are well-informed about its products and services, including how to use them safely and responsibly. The Company takes various measures and initiatives to educate and raise awareness among its customers.

To achieve this, the Company takes the following steps:

1. The Company periodically send SMS and app notifications to its customers to inform them about the need to disconnect their Hathway device during heavy lightning and rains in the area. This helps its customers protect their equipment and avoid any potential hazards.
2. The Company has published the Telecom Consumers Charter on its website in compliance with TRAI's clause 17 of the Telecom Consumers Complaint Redressal Regulation, 2012. The Charter serves to inform its customers of their rights and obligations, as well as the quality standards specified by the Authority. Additionally, it provides information on the options available to customers for resolving disputes.

By following these practices, the Company aims to provide the highest level of service to its customers and maintain their trust and loyalty.

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

The Company's mechanisms are listed below:

1. The Company has the functionality to send mobile application notifications through the Hathway Broadband App to its Customers regarding any disruptions/discontinuation of Services.
2. Mass notifications sent through SMS to the Customer's Registered Number in the event of any Outage or Disruption of Services in his area.
3. Automated Voice Messages played on the Call Centre IVR informing customers of Outages in their Area.

### 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

a) Not applicable

b) Yes, the Company conducts surveys as described below:

1. Customer Satisfaction Surveys are conducted periodically. These surveys are carried out online through forms that are distributed via email and SMS invitations to registered users. Additionally, the individual feedback, queries, and complaints received from respondents are forwarded to the respective Customer Service teams for appropriate action. According to the latest survey the Company achieved a 3.76 score out of 5, which indicates a positive perception of customers on the Company's Products and Services.
2. A Net Promoter Score Survey is conducted for newly onboarded customers every six months. These satisfaction surveys use a stratified random sampling method, enabling the Company to obtain a clear and accurate representation of its overall customer base's responses. According to the latest survey the Company achieved a 12% improvement from March 2022 in its NPS indicating a Positive Trend in Customer Satisfaction.