



August 25, 2024

BSE Limited

Phiroze Jeejeebhoy Towers,
Dalal Street,
Mumbai - 400 001

National Stock Exchange of India Limited

Exchange Plaza,
Plot No. C/1, G Block,
Bandra - Kurla Complex,
Bandra (East), Mumbai - 400 051

Scrip Code - **533137**

Trading Symbol - **DEN**

Dear Sirs,

Sub: Business Responsibility and Sustainability Report for the financial year 2023-24

Please find enclosed herewith the **Business Responsibility and Sustainability Report** of the Company for the financial year 2023-24.

The said Report is also available on the Company's website at <https://dennetworks.com/Investor#annual-report>

This is for your information and records.

Thanking you,

Yours faithfully,

For **DEN NETWORKS LIMITED**

Hema Kumari

Company Secretary & Compliance Officer

Encl.: as above

DEN Networks Limited

CIN: L92490MH2007PLC344765

Corp. Office: 236, Okhla Industrial Estate, Phase-III, New Delhi-110 020

Landline: +91 11 40522200 || Facsimile: +91 11 40522203 || E-mail: den@denonline.in | www.dennetworks.com

Regd. Office: Unit No.116, First Floor, C Wing Bldg. No.2 Kailas Industrial Complex L.B.S Marg Park Site Vikhroli(W), Mumbai, Mumbai City, Maharashtra, India, 400 079

Landline: +91 22 25170178 || E-mail: den@denonline.in | Website: www.dennetworks.com

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L92490MH2007PLC344765
2	Name of the Listed Entity	DEN Networks Limited (DEN)
3	Year of incorporation	July 10, 2007
4	Registered Office Address	Unit No.116, First Floor, C Wing Bldg. No.2 Kailas Industrial Complex L.B.S Marg Park Site, Vikhroli (W) Mumbai - 400079
5	Corporate Address	236, Okhla Industrial Area, Phase III, New Delhi - 110020
6	E-mail	investorrelations@denonline.in
7	Telephone	+91-22-25170178
8	Website	https://www.dennetworks.com
9	Financial year for which reporting is being done	1 st April 2023 to 31 st March 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	₹ 4,77,22,38,450
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	
	Name of the Person	Ms. Hema Kumari - Company Secretary & Compliance Officer
	Telephone	+91-11- 40522200
13	Email address	hema.kumari@denonline.in
	Reporting Boundary Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	Standalone basis
	Name of Assurance provider	Not Applicable
14	Name of Assurance provider	Not Applicable
15	Type of Assurance obtained	Not Applicable

II. Product/Services

16	Details of business activities (accounting for 90% of the turnover)	S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1.	Cable Service Provider (Information and Communication)	The Company provides Cable TV services to its customers directly or through business partners Local Cable Operators (LCOs)	100 %

17	Products/Services sold by the entity (accounting for 90% of the entity's turnover)	S. No.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Cable Distribution Services	61103	100 %

III. Operations

18	Number of locations where plants and/ or operations/ offices of the entity are situated:	Location	Number of plants	Number of Offices	Total
		National	0	144	144
		International	0	0	0

19	Market served by the entity	Locations	Number
	a. No. of Locations	National (No. of States)	13
		International (No. of Countries)	0
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Nil	
c. A brief on types of customers	DEN offers digital cable TV services primarily on a Business-to-Business (B2B) model. The Company delivers cable TV service to subscribers across India through Local Cable Operators (LCOs) using their local cable networks.		



IV. Employees

20. Details as at the end of Financial Year:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent (D)	471	449	95	22	5
2	Other than Permanent (E)	614	593	97	21	3
3	Total Employees (D+E)	1085	1042	96	43	4
Workers						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	49	46	94	3	6
6	Total Workers (F+G)	49	46	94	3	6
b. Differently abled employees and workers						
Employees						
1	Permanent (D)	0	0	0	0	0
2	Other than Permanent (E)	0	0	0	0	0
3	Total Employees (D+E)	0	0	0	0	0
Workers						
4	Permanent (F)	0	0	0	0	0
5	Other than Permanent (G)	0	0	0	0	0
6	Total Differently abled Workers (F+G)	0	0	0	0	0

21. Participation/Inclusion/Representation of women

Category	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	8	2	25
Key Management Personnel	3	1	33.3

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

Category	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.79%	48.15%	22.24%	17.28%	26.67%	17.85%	14.48%	32.79%	15.58%
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / 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	Kishna Den Cable Networks Private Limited	Subsidiary	51	Yes, DEN encourages participation of its subsidiaries/associate companies in the Group wide Business Responsibility (BR) initiatives. As a responsible corporate citizen, DEN promotes sustainable and inclusive value creation for all stakeholders.
2	Srishti Den Networks Limited	Subsidiary	51	
3	Den Saya Channel Network Limited	Subsidiary	51	
4	Den Mod Max Cable Network Private Limited	Subsidiary	51	
5	Futuristic Media and Entertainment Limited	Subsidiary	100	
6	Bhadohi Den Entertainment Private Limited	Subsidiary	51	
7	Den Enjoy Cable Networks Private Limited	Subsidiary	59.33	
8	Eminent Cable Network Private Limited	Subsidiary	56	
9	Den Enjoy Navaratan Network Private Limited	Subsidiary	51	
10	Den Kashi Cable Network Limited	Subsidiary	51	
11	Mahavir Den Entertainment Private Limited	Subsidiary	51	

12	Den Broadband Limited	Subsidiary	100
13	Libra Cable Network Limited	Subsidiary	51
14	Den Satellite Cable TV Network Limited	Subsidiary	75.50
15	Den Budaun Cable Network Private Limited	Subsidiary	51
16	Rose Entertainment Private Limited	Subsidiary	51
17	Mansion Cable Network Private Limited	Subsidiary	66
18	VBS Digital Distribution Network Limited	Subsidiary	51
19	Meerut Cable Network Private Limited	Subsidiary	51
20	Den Ambey Cable Networks Private Limited	Subsidiary	61
21	Den F K Cable TV Network Private Limited	Subsidiary	51
22	Den Fateh Marketing Private Limited	Subsidiary	51
23	Den Rajkot City Communication Private Limited	Subsidiary	51
24	Den Supreme Satellite Vision Private Limited	Subsidiary	100
25	Den Malayalam Telenet Private Limited	Subsidiary	51
26	Den Discovery Digital Networks Private Limited	Subsidiary	51
27	Galaxy Den Media & Entertainment Private Ltd.	Subsidiary	100
28	Mahadev Den Cable Network Limited	Subsidiary	51
29	Drashti Cable Network Limited	Subsidiary	82.85
30	Den Nashik City Cable Network Private Limited	Subsidiary	51
31	Den-Manoranjan Satellite Private Limited	Subsidiary	100
32	Den Premium Multilink Cable Network Private Ltd.	Subsidiary	51
33	Den ADN Network Private Limited	Subsidiary	51
34	Radiant Satellite (India) Private Limited	Subsidiary	100
35	Den Satellite Network Private Limited*	Associate	50

Representing aggregate % of shareholding held by the Company and / or its subsidiaries

*Den Satellite Network Private Limited has shareholding in the following companies :

1. Den New Broad Communication Private Limited
2. Konark IP Dossiers Private Limited
3. DEN ABC Cable Network Ambarnath Private Limited

VI. CSR Details

24	i. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	ii. Turnover (in ₹)	10,34,75,58,185
	iii. Net worth (in ₹)	36,12,80,56,100

VII. Transparency and Disclosures Compliances

25. 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 redressal policy	FY 2023-24			FY 2022-23		
			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	DEN engages with and serves the community through its Corporate Social Responsibility (CSR) initiatives. The Company has provided a channel for community members to express their concerns or grievances via email at wecare@denonline.in	0	0	-	0	0	-



		<p>Additionally, community members also have the option to share their grievances or complaints with the Company through a phone call or letter.</p> <p>For more information on the Company's Corporate Social Responsibility Policy, please visit https://dennetworks.com/upload/code_conduct/csr_policy_1.pdf</p>						
Investors (other than shareholders)	Yes	<p>DEN has a designated email-id: investorrelations@denonline.in for shareholders/Investors to enable them to raise their concerns or complaints. Shareholders grievances are also resolved by the Company through its Registrar and Transfer Agent (RTA), Kfin Technologies Limited, who can be directly contacted at einward.ris@kfinotech.com</p>	0	0	-	1	0	-
Shareholders	Yes							
Employees and workers	Yes	<p>DEN has established a clear vigilance system that offers a platform for its employees to express their concerns or complaints. The Company's Vigil Mechanism and Whistle - Blower Policy is available at: https://dennetworks.com/upload/code_conduct/Whistle%20Blower%20Policy-DEN.pdf</p>	0	0	-	0	0	-
Customers	Yes	<p>Den has set up a dedicated customer care services centre to receive and address customer complaints. The Customers can reach out through toll free numbers and e-mail.</p> <p>Web-link: https://dennetworks.com/consumer-corner</p>	28234	0	The complaints received are linked to issues such as lost signals, hardware related, etc.	40896	0	The complaints received are linked to issues such as lost signals, hardware related, etc.
Value Chain Partners	Yes	<p>Value Chain partners are encouraged to present their grievances and concerns to the designated contact person within the supply chain team. In addition, they can use a toll-free number or email to communicate any issues.</p> <p>Web-link: https://dennetworks.com/corporate</p>	0	0	-	0	0	-

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

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	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)
1	Energy Management	Opportunity	It is crucial for all industries to consider responsible energy management as an opportunity to enhance sustainable value creation and holistic performance.	DEN has implemented various measures to ensure effective energy management. These include practices such as turning off electrical appliances and equipment when not in use, as well as replacing traditional bulbs with energy-efficient LED bulbs in all our offices. Additionally, we have setup an alternative to DG sets by installing electric inverters at some of our locations.	Positive
2	Waste Management & Circular Economy	Risk and Opportunity	India's Environment Protection Act 1986 outlines guidelines for effective waste management procedures. Failure to adhere to these rules can result in penalties and negatively affect the Company's reputation. By adopting a circular Company's economy approach to waste management, we can reduce our reliance on new resources, leading to responsible cost savings.	DEN has established protocols for the safe disposal of end-of-life waste as well as malfunctioning and unusable products through certified e-waste recyclers, complying with all government regulations for safe e-waste disposal. Additionally, we promote recycling by salvaging and refurbishing Set Top Boxes (STBs) for future use.	Negative and Positive
3	Employee well-being, health and safety	Risk	Employees play a crucial role in a company's success and advancement. If their physical and mental well-being is not ensured, it can lead to a decrease in productivity, which can directly impact business operations and customer satisfaction.	The health and wellness of our employees are paramount, and we are dedicated to fostering an environment where they can thrive both personally and professionally. We acknowledge the importance of mental health in the overall well-being scope, and advocate for it in the workplace. Additionally, we provide training on health and safety measures and ensure first aid and safety kits are easily accessible for emergencies at all our office premises.	Negative



4	Human Rights	Risk	Human rights are fundamental rights that apply to everyone, from the highest to the lowest levels of our organisation and throughout our value chain. Neglecting concerns or issues related to human rights can lead to operational setbacks and damage our reputation. Moreover, it could potentially result in regulatory action.	DEN adheres to all laws and regulations aimed at safeguarding human rights. We strongly oppose all forms of child and forced labour and uphold principles of non-discrimination in the workplace. Additionally, we ensure that all of our workforce receives minimum wages and can exercise other fundamental rights. Our Human Resources department is responsible for managing any matters related to violations of human rights and diligently addressing and resolving any issues raised by employees.	Negative
5	Responsible Supply Chain	Risk and Opportunity	With increasing customer, investor, and regulatory demands, there is a growing need to integrate sustainability principles across the entire value chain to foster a more streamlined working environment. This approach aims to minimise ESG risks and promote responsible growth. A responsible supply chain can help mitigate operational risks associated with non-compliance with statutory requirements and also reduce our carbon footprint.	DEN sees the integration of ESG risk considerations into the supply chain as an opportunity for overall risk reduction and mitigation. The Company plans to undertake assessments covering environmental, social, and governance parameters of the supply chain.	Negative and Positive
6	Data Privacy and Security	Risk	As a digital-first business, protecting data privacy and strengthening cybersecurity is crucial to protect our operations, customers, infrastructure, and internal users from security risks.	DEN has implemented a slew of measures to enhance the resilience of our systems and procedures to prevent data breaches or cyber security issues. We have DEN has implemented a risk management protocol that involves identifying potential threats, creating plans to mitigate these risks, and monitoring the progress of the implementation of mitigation actions. Additionally, we conduct regular data privacy and security sessions for our employees to raise awareness about data breach prevention and cybersecurity.	Negative
7	Governance and Accountability	Risk	The efficiency of the Company is directly influenced by governance and accountability. Any shortcomings in the governance structure or practices can undermine the trust and confidence that stakeholders have in the Company.	DEN has a robust governance structure in place, with clear roles and responsibilities assigned to leadership and employees.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	The Policies are available on website of the Company - https://dennetworks.com								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, our policies cover our business partners where applicable.								
4	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.	DEN has formulated policies that comply with various statutes / guidelines / rules / policies, etc., issued by the Government of India from time to time. The Company widely adopts industry best practices and national / international standards as applicable. Vital business equipment necessary for service delivery, such as Set Top Boxes (STBs), undergo certification from the Bureau of Indian Standards (BIS). This certification confirms the equipment's adherence to necessary quality and safety standards, reflecting the Company's dedication to providing high-quality and secure products to its customers.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Sustainability has always been at the heart of our operations since inception. At DEN, we believe in creating shared value for all stakeholders and protecting our natural resources to drive our Company's sustainable growth. We have conducted a materiality assessment to identify key topics across environmental, social, and governance aspects that impact our stakeholders and Impact our business the most. We are committed to improving our ESG performance and have set specific targets and goals to achieve the same.								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.									
Governance leadership and oversight										
7	Statement by director responsible for the BRSR, highlighting ESG related challenges, targets and achievement: At DEN, sustainability isn't just a principle—it's a foundation of our operations. Through our Business Responsibility and Sustainability Reporting (BRSR), we offer transparent insights into our sustainability undertakings to our valued stakeholders. The challenges of climate change have emphasised the critical importance of our planet's health for the well-being of future generations. We are in the process of crafting a robust ESG strategy and governance framework that will embed sustainability throughout our business, from service design to supply chain management. We have initiated several programs to reduce our environmental impact, promote diversity and inclusion, health and well-being and uphold ethical business standards. Led by a commitment to responsible resource consumption, we are diligently working to minimise our carbon footprint. We have launched several energy-efficient initiatives across our offices to significantly reduce our scope 2 emissions. Embracing circular economy principles, we aim to reduce our reliance on virgin materials and minimise GHG emissions. As a part of this endeavour, we refurbish and repackage our setup boxes to maximise their value for customers. At DEN, fostering a free and fair workspace that welcomes diversity and is designed to protect employee health and well-being is integral to our culture. Our focus on continuous learning and skilling, vibrant career development opportunities and offering fair compensation along with employee benefits allows us to attract and retain the quality talent we need. Our goal of catalysing inclusive and holistic upliftment of marginalised and vulnerable groups guides our actions for CSR initiatives so as to meet their specific needs and empower them to become self-reliant.									



	<p>We strive for excellence in the quality and timely delivery of our services, upholding the highest standards for our customers.</p> <p>Our vision extends beyond short-term gains. We are dedicated to creating enduring value for our shareholders, employees, customers, suppliers, and the broader community. It takes forward our commitment to growing responsibly by strengthening environmental stewardship, social impact and transparent governance to stay accountable. We are unwavering in our commitment to making a positive impact across all facets of our operations, recognising that sustainability is a continuous journey.</p>	
8	<p>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).</p>	<p>The Board of Directors is the highest authority responsible for implementation and oversight of the Business Responsibility policies.</p>
9	<p>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.</p>	<p>Yes, the Corporate Social Responsibility (CSR) Committee is responsible for decision-making on sustainability related issues. The composition details of said Committee is as follows :</p> <ol style="list-style-type: none"> 1. Mr. Rajendra Dwarkadas Hingwala - Chairman 2. Mr. Sameer Manchanda - Member 3. Ms. Naina Krishna Murthy - Member <p>Overall there are 6 different Board Committees dedicated to supporting the need of various stakeholders group and overseeing the implementing of relevant Initiatives.</p>

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)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes, the performance against policies is reviewed by the Board of Directors / Board Committees / Department Heads, as applicable									Periodically / on a need basis.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, the status of compliance with all applicable statutory requirements is reviewed by the Board of Directors / Board Committees / Department Heads, as applicable. The Company complies with all applicable laws.									Periodically / on a need basis.								

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.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No, the Company has not carried out an independent assessment / evaluation of the working of its policies by an external agency. However, the implementation of policies is overseen by the Board of Directors, Board Committees, and Department Heads, as applicable.								

12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	NA								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is Planned to be done in the next financial year (Yes / No)									
Any other reason (please specify)									

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.

DEN has established robust corporate governance practices, recognising the importance of conducting business ethically and responsibly while addressing the needs of all stakeholders. We are dedicated to adhering to relevant laws, regulations, and the highest ethical standards, as outlined in the Den's Code of Conduct (COC). Additionally, we prioritise partnerships based on principles of human dignity, integrity, honesty, and transparency. Our Vigil Mechanism and Whistle-blower policy provides avenues for reporting any concerns or complaints confidentially and securely, ensuring that services are delivered with trust and transparency.



ESSENTIAL INDICATORS

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

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	The Company conducts familiarisation programmes for its Board of Directors, covering different topics related to the principles of Business Responsibility & Sustainability Report (BRSR), including but not limited to corporate governance, complaint management, corporate social responsibility activities, regulatory compliances, and updates.	100%
Key Managerial Personnel	5	The KMPs undergo various trainings / awareness sessions covering topics such as: <ul style="list-style-type: none"> All principles of BRSR, Code of Conduct, Information Security awareness, Anti-Bribery and Anti-Corruption, Prevention of Sexual Harassment 	100%
Employees other than BOD and KMPs	5	<ol style="list-style-type: none"> Code of Conduct Information Security Awareness Anti Bribery and Anti-Corruption Prevention of Sexual Harassment Disaster Management and fire safety 	100%
Workers	NA	NA	NA

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.

Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	NA	NA	Nil	NA	NA
Settlement	NA	NA	Nil	NA	NA
Compounding fee	NA	NA	Nil	NA	NA

Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	NA	NA	NA	NA
Punishment	NA	NA	NA	NA



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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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.

Yes, DEN's Anti-corruption and Anti-bribery Policy is an integral part of its Code of Conduct, demonstrating Company's commitment to maintaining the highest moral and ethical standards and zero tolerance for any form of bribery or corruption. Anti-corruption and anti-bribery topics are covered as part of employee training on the Code of Conduct.

The Code of Conduct of the Company is available on the Company's website and can be accessed at

https://dennetworks.com/upload/code_conduct/Code%20of%20Conduct.pdf

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

Category	FY 2023-24	FY 2022-23
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	1	After receipt of the complaint, the matter was <i>inter-alia</i> independently investigated by a firm of Chartered Accountants. The independent investigation report found no merit in the complaint. The said report was placed before the Audit Committee and the complaint was closed post review by the Audit Committee.	0	NA

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.

NA

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Category	FY 2023-24	FY 2022-23
Number of days of accounts payables	134	131

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	Not Applicable	Not Applicable
	b. Number of dealers / distributors to whom sales are made	Not Applicable	Not Applicable
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	Not Applicable	Not Applicable
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	29.40%	30.11%
	b. Sales (Sales to related parties / Total Sales)	37.01%	38.81%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	80.70%	78.08%
	d. Investments (Investments in related parties / Total Investments made)	28.15%	32.40%

Note: For Trading Houses: There is no specific guidance on trading house in SEBI Circular.

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
---	--	--

DEN did not directly conduct any specific programmes related to this requirement. However, the Company consistently supports its value chain partners in promoting fair and ethical business practices within their organisations.

2. 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, DEN has established an extensive Code of Conduct aimed at preventing and addressing conflicts of interest. This policy is applicable to all staff, executives, and board members and prohibits any engagement in activities that may compromise their performance or the Company's interests. Furthermore, specific codes of conduct have been established for the Board and senior management, delineating potential conflict situations.

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

DEN primarily provides cable services and does not engage in product manufacturing. Our commitment lies in delivering dependable and trustworthy services to our subscribers, ensuring they receive top-notch customer care and prompt resolution of any issues. To reduce our environmental impact, we have implemented procedures to responsibly dispose of obsolete, defective, and unusable products in compliance with governmental regulations. Additionally, we promote sustainability and a circular economy by recovering and refurbishing products, such as set-top boxes, through our local cable operators, who play a vital role in our service delivery.



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.

Type	FY 2023-24	FY 2022-23	Details of improvement in environmental and social impacts
Research & Development (R&D)	Nil	Nil	NA
Capital Expenditure (CAPEX)	Nil	Nil	NA

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

Currently at DEN, all vendors are mandated to adhere to the Code of Conduct, which explicitly prohibits discrimination and harassment of individuals employed by our suppliers and third parties. They are also encouraged to adhere to Company's ESG policy, which is available at:

https://dennetworks.com/upload/code_conduct/ESG%20policy.pdf

The Company conducts thorough background checks on vendors and third parties, ensuring their reputation for honesty, quality, and integrity in business aligns with its standards.

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

Product	Process to safely reclaim the product
a. Plastics (including packaging)	NA
b. E-Waste	DEN is primarily in the business of providing services and does not manufacture any product. We have a defined process in place to safely dispose of end-of-life, faulty & non-usable products through certified e-scrapers, ensuring compliance with all Government regulations related to the safe disposal of e-waste. Additionally, the Company promotes sustainability by reusing set-top boxes for providing services to customers. These products are recovered through LCOs and refurbished for further use.
c. Hazardous Waste	NA
d. Other Waste	NA

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

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?

No, as of now, DEN has not carried out LCA for its services. Going forward, the Company will explore the possibility of conducting a LCA 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).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Set Top Boxes (STBs) – Cleaned, Refurbished and Repacked	7.92%	3.34 %

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:

Category	FY 2023-24			FY 2022-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	6.34	7.55	-	5.92	3.39	-
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.

Indicate Product category	Reclaimed products and their packaging materials as % of total products sold in respective category
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Not Applicable,
As only Set Top Boxes (STBs) are provided to customers as a part of the Company’s cables services through Local Cable Operators. The Company does not manufacture any products.

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

DEN's people practices are designed to foster individual growth across all levels of the organisation. Our Human Resources team are dedicated to driving progress across our primary focus areas, including leadership development, performance enhancement, and talent cultivation. DEN aims to attract and retain diverse, compassionate, team-oriented, and innovative individuals. We have established Equal Employment Opportunity directly aligned with our Code of Conduct.



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)
Permanent Employees											
Male	449	449	100	449	100	0	0	449	100	0	0
Female	22	22	100	22	100	22	100	0	0	0	0
Total	471	471	100	471	100	22	5	449	95	0	0
Other than Permanent Employees											
Male	593	593	100	593	100	0	0	593	100	0	0
Female	21	21	100	21	100	21	100	0	0	0	0
Total	614	614	100	614	100	21	4	593	97	0	0

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

Category	% of workers 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)
Permanent Workers											
Male	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA	NA
Other than Permanent Workers											
Male	46	46	100	0	0	0	0	0	0	0	0
Female	3	3	100	0	0	3	100	0	0	0	0
Total	49	49	100	0	0	3	7	0	0	0	0

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Category	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the Company	0.16	0.15

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	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.)
PF	100	Please see the note below	Yes	100	Please see the note below	Yes
Gratuity	100		NA	100		NA
ESI	100		Yes	100		Yes
Others - National Pension Scheme	100		Yes	100		Yes



Note: The Company confirms that third-party contractors have PF and ESIC registration certificates before onboarding them to reinforce adherence to regulations and policies. PF and ESI deductions are made as per regulation and deposited into the workers' account before making any payment to the vendor, with documentation provided as proof.

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.

DEN's offices are designed to be fully accessible for differently-abled employees through amenities like sensor-enabled entrances and taps, as well as lifts with dedicated support staff available to assist whenever necessary. At all locations, there is a support staff or receptionist tasked with helping such employees and workers as and when needed.

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.

Yes, The Company has implemented an Equal Employment Opportunity policy, which is available on the website of the Company and can be accessed at https://dennetworks.com/upload/code_conduct/Equal%20Employment%20Opportunity%20Policy.pdf

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention Rate	Return to work rate	Retention Rate
Male	100	100	0	0
Female	0	0	0	0
Total	100	100	0	0

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	NA	
Other than Permanent Workers	Yes	At DEN, we are committed to providing a safe and positive work environment. Our Code of Conduct, Vigil Mechanism and Whistle-Blower Policy, Equal Employment Opportunity Policy, and Prevention of sexual Harassment Policy enables employees to voice their concerns without fear of reprisal, as their identities are kept confidential.
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2023-24			FY 2022-23		
	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)
Total Permanent Employees						
Male	449	0	0	461	0	0
Female	22	0	0	31	0	0
Total	471	0	0	492	0	0
Total Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	449	310	69	202	45	461	322	70	207	45
Female	22	18	82	10	45	31	25	81	13	42
Total	471	328	70	212	45	492	347	71	220	45
Workers										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

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

Category	FY 2023-24			FY 2022-23		
	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)
Employees						
Male	449	393	88	461	374	81
Female	22	18	82	31	19	61
Total	471	411	87	492	393	80
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total	0	0	0	0	0	0



10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes, DEN provides a safe, healthy, clean and ergonomically designed working environment for employees. Company's technicians visiting customer homes to resolve issues or installations are equipped with ladders, safety kits and safety shoes to minimise any health and safety risks associated with their activities. Additionally, employees receive Standard Operating Procedures to follow during operational activities. DEN's health and safety audit checklist ensures that all identified hazards and risks are addressed with appropriate mitigation measures. The list includes checks for emergency evacuation plan layouts, CCTV Monitoring, Safe material handling, first aid availability, fire alarm systems, etc.
What is the coverage of such system?	The system covers all office premises as well as our technicians who visit customer homes for installation or resolving issues.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	DEN operates in a low-risk services industry, minimising major work-related hazards and risks associated with our operations. The Company outsources activities such as overhead network installations and wire laying to customers' premises under work contracts. To ensure safety at warehouses, DEN has implemented a comprehensive safety checklist which identifies hazards such as falls from heights and muscular strains during material handling. Additionally, it ensures safe routes for pedestrians and vehicles, emergency exits in case of fire and proper ventilation in the workspace.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes, DEN has established Standard Operating Procedures for technicians to ensure safety during their tasks. Additionally, our Supply Chain Management team oversees safety standards within our warehouses. The Company diligently track and monitor significant risks through a detailed safety checklist.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, DEN provides accident and medical insurance covering non-work-related healthcare needs.

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	NA	NA
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	NA	NA
No. of fatalities	Employees	Nil	Nil
	Workers	NA	NA
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	NA	NA

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

DEN implements measures to promote a healthy work-life balance for employees through various welfare initiatives. These initiatives, alongside established procedures and policies, ensure safe practices and working conditions within the company. Management oversees the execution of the occupational health and safety policy.

The Company has implemented various measures to ensure safety in the workplace, including:

- Installation of air purifying system in basement areas
- Availability of ABC fire extinguishers on every floor
- Use of CO₂-type extinguishers and insulated rubber mats near electrical panels
- Conducting pest control procedures twice a month
- Ensuring proper earthing systems in the office buildings
- Technicians are required to use PPEs like safety shoes and helmets while working
- Installation of smoke detectors and fire alarm panels at the workplace
- Installation of CCTV cameras across offices
- Keep track of workforce and families and proactively manage any potential emergencies.

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

Topic	FY 2023-24			FY 2022-23		
	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	0	0	Nil	0	0	Nil
Health & Safety	0	0	Nil	0	0	Nil

14. Assessments for the year:

Topic	% of 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.

No incidents requiring corrective action occurred during the period.

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).

For Employees- Yes, term insurance and accidental policy covering compensation related to death are provided for employees
For Workers- Not Applicable

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, such as Provident Fund (PF) and ESIC, are verified before onboarding vendors. The Company ensures the deduction and deposit of taxes with the government authorities. Documentation of proof from value chain partners is obtained 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:

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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	NA	NA	NA	NA

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).

Yes, these support services are provided subject to business requirements and the employees' capabilities and competencies.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Nil
Working Conditions	Nil

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable



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

DEN actively engages with stakeholders to gain insights into their needs, concerns, and expectations. This collaborative approach enables us to make informed decisions that help us create long-term sustainable value for our stakeholders. Our stakeholders include customers, employees, regulators, suppliers, shareholders and the broader community. Building and retaining trust, staying accountable and facilitating effective and transparent communication with our stakeholders is central to our growth strategy. By engaging through various channels, we strengthen relationships and enhance resilience to meet our goals effectively.



ESSENTIAL INDICATORS

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

DEN follows a systematic approach to identify and categorise its stakeholders, internal and external, based on their level of influence and interest in our business activities. This helps us prioritise stakeholders and our engagement efforts with them to ensure effective interaction with each group.

Our internal stakeholders include employees and management. Their active involvement and commitment are crucial to the success of our operations.

Our external stakeholders form our second category, which includes investors & shareholders customers, suppliers, community, and government & regulatory authorities. Their perspective, feedback and support are vital to our business success.

Our stakeholder engagement approach is tailored to meet the needs and expectations of each group, ensuring that their interests are considered in our decision-making processes. Our overarching goal is to engage all stakeholders effectively, fostering satisfaction and trust in our Company.

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 & Marginalised 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, engagement programmes, meetings, townhalls, training sessions, seminars/ webinars, offsites, letters, grievance mechanisms, website and internal portals	Ongoing, Need-based	Engaging with employees promotes one-ness and encourages them to voice their opinions, fostering open discussions around company policies, goals, strategic planning, and sustainability initiatives. Employee interaction facilitates teamwork across different levels of the organisation, promotes learning and career development, and ultimately leads to improved efficiency and output. The main focus of these interactions is on employee engagement, training, grievance redressal, feedback, consultations, safety and wellbeing.

Customers	No	Website, Reports, Customer care webpage/helpline number, E-mail, Meetings, social media	Ongoing, Need-based	Understanding customers' requirements, expectations, and grievances is crucial for building sustainable relationships and delivering optimal services. By actively listening to customers, the Company can identify areas for improvement, address their concerns promptly, and tailor offerings to better meet customer needs. This customer-centric approach fosters loyalty, enhances satisfaction, and ultimately contributes to the long-term success of the business.
Shareholders/ Investors	No	Stock Exchange intimations, Investor Presentations, Newspapers, Websites, Conferences, Notice Boards, Annual Reports, Letters, E-mails, SMS, NSE Electronic Application Processing System (NEAPS), BSE Listing Centre, SEBI Complaints Redress System (SCORES), Annual General Meetings/General Meetings.	Annually, Quarterly, Half-yearly, real time and need-based	We keep investors informed about the organisation's performance so they can make informed decisions about DEN. This ensures transparency with both existing and potential investors.
Suppliers	No	Meetings, Visits / Audit visits, E-mail	Ongoing, Need-based	Supplier interaction is important for the continuous growth of the business and the quality of materials and services.
Communities	Yes	Corporate Social Responsibility activities, Website	Ongoing	Our CSR policy focuses on developmental initiatives related to rural transformation, health, education, art, heritage & culture, environment, disaster response, promotion of sports, community well-being and other areas as needed. Details of CSR programmes are shared.
Government & Regulators	No	Websites / portals, Emails, Filings, Meetings, Industry Forums/Associations	Need based including calendar-based compliances - quarterly, half-yearly, annually etc.	We stay connected and engage with regulators to ensure compliance and seek approvals where necessary.

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.

DEN recognises the importance of engaging both internal and external stakeholders, including employees, customers, investors, shareholders, suppliers, community, and regulatory authorities. We maintain ongoing communication with stakeholders to understand their needs and viewpoints, actively seeking input through department heads serving as points of contact for their respective functions. The engagement serves as a cornerstone for decision-making across Company's operations, with stakeholder consultation deemed essential before initiating sustainability initiatives or setting targets. To deepen stakeholder trust, we transparently communicate economic, social, and environmental matters through various channels. Additionally, the Board frequently interacts with department heads to address a range of issues, which are communicated to concerned stakeholders as required.

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, the involvement of DEN's stakeholders is instrumental in identifying material issues, thereby enhancing our ability to address various environmental and social concerns effectively. For instance, in response to challenges faced by our local cable operators, we developed an app to enhance their industry knowledge and improve service delivery through effective communication. Utilising multiple communication channels, including both in-person interactions and digital platforms, we aim to further prioritise material issues by leveraging insights from external stakeholders. These insights will inform the formulation of our sustainability strategy for the upcoming year.

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

DEN's offices are located in commercial establishments. We recognise delivering on our Corporate Social Responsibility (CSR) commitments as crucial for benefiting communities around our offices. Our CSR initiatives aim to uplift and empower vulnerable and marginalised stakeholder groups, aligning with our belief in serving society through industry. The Company adheres to a CSR policy that directs our contributions toward social and economic development in the communities where we operate. This policy prioritises areas such as rural transformation, healthcare, education, arts, heritage, culture, environment, disaster response, promotion of sports, community development, and other relevant initiatives. For the FY 2023-24, we focused primarily on sustainable livelihoods programmes to address the needs of vulnerable and marginalised communities.

PRINCIPLE 5: Businesses should respect and promote human rights:

DEN is dedicated to upholding human rights throughout its operations and value chain. This commitment encompasses preventing discrimination, ensuring fair labour practices, and respecting the rights to privacy and freedom of expression. We are staunch advocates of human rights and propagate awareness of the provisions of our human rights policy across our employees and value chain partners. This enables us to embed respect for human rights deep within the organisation and as well as our key stakeholders.



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 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	471	471	100	492	492	100
Other than permanent	614	614	100	986	986	100
Total Employees	1,085	1,085	100	1,478	1,478	100
Workers						
Permanent	0	0	0	0	0	0
Other than permanent	49	49	100	60	60	100
Total Workers	49	49	100	60	60	100

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

Category	FY 2023-24					FY 2022-23				
	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)
Employees										
Permanent										
Male	449	0	0	449	100	461	0	0	461	100
Female	22	0	0	22	100	31	0	0	31	100
Total	471	0	0	471	100	492	0	0	492	100
Other than Permanent										
Male	593	0	0	593	100	955	0	0	955	100
Female	21	0	0	21	100	31	0	0	31	100
Total	614	0	0	614	100	986	0	0	986	100
Workers										
Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	46	46	100	0	0	57	57	100	0	0
Female	3	3	100	0	0	3	3	100	0	0
Total	49	49	100	0	0	60	60	100	0	0



3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)*	6	Not applicable*	2	Not applicable*
Key Managerial Personnel	2	3,05,68,231	1	22,69,869
Employees other than BoD and KMP	447	6,60,300.12	21	5,50,020
Workers	NA	NA	NA	NA

*All Directors are non-executive

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Category	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	3.70	3.85

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 these internal mechanisms, 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.

DEN has established internal systems, including the Vigil Mechanism and Whistle-Blower Policy, Equal Employment Opportunity Policy, Code of Conduct, and Prevention of Sexual Harassment Policy, to handle complaints regarding potential breaches of company policies, the Code of Conduct, or legal requirements, including human rights violations. These systems are designed to address issues promptly and effectively, with a thorough investigative process ensuring fairness and impartiality. All parties involved are provided with the opportunity to present relevant evidence and facts, ensuring transparency and due process. DEN also maintains an active HR department for a quick redressal of any Human Rights violations. We strive to continually improve human rights protection by setting targets, adopting industry best practices and reviewing our performance regularly.

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

	FY 2023-24			FY 2022-23		
	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	No complaints were registered	0	0	No complaints were registered
Discrimination at workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labor / Involuntary Labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

Note: NA - Not Applicable.

7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

Category	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

In compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, DEN has implemented a policy to safeguard employees against sexual harassment in the workplace, ensuring a secure working environment. Additionally, we have established a 'Vigil Mechanism and Whistle-Blower Policy,' allowing confidential reporting of violations of laws, regulations, and the Code of Conduct without fear of retaliation. Measures are in place to protect complainants, witnesses, and those cooperating with investigations from any form of reprisal or victimisation. Disciplinary action is enforced against anyone engaging in retaliatory behaviour. 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.

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

Yes, human rights are an integral part of our business agreements and contracts at DEN. We recognise the importance of human rights protection, and our policies encourage suppliers, contractors and business partners to prohibit any form of discrimination or harassment. Additionally, all our actions and redressal mechanisms are equipped to adhere the human rights laws and policies.

10. Assessments for the year:

At DEN, we ensure that all our offices comply with the following aspects of human rights as a part of our commitment to adherence to company policies and procedures.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others – please specify	

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

No corrective measures were required during the reporting period.

LEADERSHIP INDICATORS

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

Not Applicable because no human rights-related grievances and complaints were received this year.

2. Details of the scope and coverage of any Human rights due diligence conducted.

The Company did not conduct specific Human Rights Due Diligence. However, DEN ensures that its employees adhere to the Company's Code of Conduct and comply with established norms. Employees are encouraged to promptly report any incidents of human rights violations, discrimination, or misconduct to the appropriate authority or the department head.

3. 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, DEN's premises/office are accessible to differently-abled visitors in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. The Company has implemented provisions such as lifts, sensor taps and other accessibility features, as well as support staff, to ensure that the workplace is inclusive and welcoming to all visitors, regardless of their physical abilities.



4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The Company upholds ethical and sustainable standards across its entire value chain and requires its partners to adhere to its Code of Conduct. This code outlines explicit guidelines, and the Company maintains a strict zero-tolerance stance toward any breaches. Should a partner fail to comply with the code, the Company retains the authority to terminate the contract.
Discrimination at workplace	
Child Labour	
Forced Labour/involuntary Labour	
Wages	
Others - please specify	At present, the Company does not conduct evaluations of its partners' adherence to its Code of Conduct. However, it consistently reviews its procedures to guarantee the utmost standards of ethical and sustainable behavior across all its operations, including its value chain.

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

No corrective measures were required during the reporting period.

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

We prioritise respecting and safeguarding the environment through our activities and policies and recognise our responsibility to minimise environmental impact and conserve natural resources. DEN is dedicated to implementing environmentally sustainable practices, such as reducing greenhouse gas (GHG) emissions through energy efficiency, conserving water, and minimising waste generation. Additionally, we are committed to promoting environmental awareness and sustainability among our employees and stakeholders to expand the reach and impact of our responsible actions.



ESSENTIAL INDICATORS

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

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total Electricity Consumption (A) (GJ)	0	0
Total Fuel Consumption (B) (GJ)	0	0
Energy Consumption through other sources (C) (GJ)	0	0
Total Energy Consumed from renewable sources (A+B+C) (GJ)	0	0
From non-renewable sources		
Total Electricity Consumption (D) (GJ)	18,827.56	22,778.18
Total Fuel Consumption (E) (GJ)	493.18	584.71
Energy Consumption through other sources (F) (GJ)	Nil	Nil
Total Energy Consumed from non-renewable sources (D+E+F) (GJ)	19,320.74	23,362.89
Total Energy Consumed (A+B+C+D+E+F) (GJ)	19,320.74	23,362.89
Energy Intensity per million INR of turnover (Total energy Consumed / Revenue from operations) (GJ per million INR)	1.87	2.11
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	42.72	48.16
Energy Intensity in terms of physical output	-	-
Energy Intensity (optional) – the relevant metric may be selected by the entity (kl per million INR of revenue)	-	-

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 independent assessment has been carried out.

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 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	7,531	7,540
(iii) Third party water	406	480
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of Water Withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,937	8,020



Total volume of water consumption (in kilolitres)	7,937	8,020
Water Intensity per rupee of turnover (Total Water consumption / Revenue from operations) (kl per million INR)	0.76	0.72
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (GJ per million INR)	17.55	16.53
Water Intensity in terms of physical output	-	-
Water Intensity (optional) – the relevant metric may be selected by the entity	-	-

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 independent assessment has been carried out.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water		The Company uses water for drinking and sanitary purposes only.
- No treatment		
- With treatment – please specify level of treatment		
ii. To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
iii. To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
iv. Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
v. Others- Please specify		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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 independent assessment has been carried out.

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

Not Applicable - The services provided are not applicable in this context as the company does not have manufacturing or production units.

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

Parameter	UoM	FY 2023-24	FY 2022-23
NOx	Ton		The Company is working on setting up measures to be able to record and report data for this indicator.
SOx	Ton		
Particulate matter (PM)	Ton		
Persistent organic pollutants (POP)	Ton		
Volatile organic compounds (VOC)	Ton		
Hazardous air pollutants (HAP)	Ton		
Others – CO	-		

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	36.13	43.27
Total Scope 2 Emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	3,744.59	5,125.09
Total Scope 1 and Scope 2 Emissions	tCO₂e	3,780.72	5,168.36
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	tCO₂e / million INR	0.37	0.47
Total Scope 1 and Scope 2 Emissions Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations adjusted for PPP)	tCO₂e / million INR	8.36	10.65
Total Scope 1 and Scope 2 Emission Intensity in terms of physical output	tCO ₂ e/million INR	-	-
Total Scope 1 and Scope 2 Emission Intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e/million INR	-	-

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 independent assessment was undertaken.

8. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.

At present, our Company does not have any projects aimed at reducing GHG emissions. However, most of our GHG emissions are generated from electricity consumption. Nonetheless, DEN is actively pursuing various initiatives today and in the future to mitigate our Company's carbon footprint. These initiatives include transitioning from diesel generators to electric generators, installing energy-efficient LED lighting across all our offices, minimising printer usage, digitising processes, and initiating green electricity consumption through open access arrangements.

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

The disposal of solid waste from corporate offices is managed through collaborations with respective municipal corporations. The waste primarily comprises dry materials such as paper and plastic, with no hazardous or construction & demolition waste produced. E-waste which includes desktops and other electronic equipment, is disposed of sustainably through a buy-back scheme and with the help of registered recycling vendors, as per applicable laws.

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	NA	NA
E-waste (B)	19.21	27.15
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)	NA	NA
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
Total (A+B + C + D + E + F + G+ H)	19.21	27.15
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT per million INR)	0.0019	0.0024
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.0425	0.0559
Waste Intensity in terms of physical output		
Waste Intensity (optional) – the relevant metric may be selected by the entity (MT/guest night)	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		



Category of waste	FY 2023-24	FY 2022-23
(i) Recycled	19.21	27.15
(ii) Re-used	NA	NA
(iii) Other recovery operations	NA	NA
Total	19.21	27.15

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)

Category of waste	FY 2023-24	FY 2022-23
(i) Incineration	NA	NA
(ii) Landfilling	NA	NA
(iii) Other disposal operations	NA	NA
Total		

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, independent assessment has been undertaken.

10. **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.

11. **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:**

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
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Not applicable. All offices are in urban or suburban areas located within commercial establishments and not in ecologically sensitive areas.

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

Not Applicable

13. **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:**

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
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Yes, the Company is compliant with the applicable environmental laws/ regulations/ guidelines in India.

LEADERSHIP INDICATORS

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

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the Area: **Phase-3, Okhla Industrial Area**
- (ii) Nature of operations: **Cable distribution services**
- (iii) Water withdrawal, consumption and discharge in the following format

Parameters	FY 2023-24	FY 2022-23
Water Withdrawal by source (in Kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	7,531	7,540
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	7,531	7,540
Total volume of water consumption (in kilolitres)	7,531	7,540
Water intensity per rupee of turnover (Water consumed / turnover)	0.73	0.68
Water Consumption intensity: KL/GN	-	-

Water discharge by destination and level of treatment (in kilolitres)	
(i) Into Surface water	The Company uses water for drinking and sanitary purposes only.
- No treatment	
- With treatment – please specify level of treatment	
(ii) Into Groundwater	
- No treatment	
- With treatment – please specify level of treatment	
(iii) Into Seawater	
- No treatment	
- With treatment – please specify level of treatment	
(iv) Sent to third parties	
- No treatment	
- With treatment – please specify level of treatment	
(v) Others- Please specify/:	
- No treatment	
- With treatment – please specify level of treatment	
Total water discharged (in kilolitres)	

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 independent assessment has been undertaken.

2. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	The Company currently does not record data for the indicator. It is working towards building systems and procedures for recording and reporting on the same.		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

3. With respect to the ecologically sensitive areas reported at Question 11 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.

Not applicable. The Company does not have any operations/offices in and around the ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Refurbishment of used STBs	DEN cleans, refurbishes and repacks previously used STBs through LCOs, contributing to a decrease in the consumption of new ones.	Approximately 7.92% of the total STBs distributed to customers in FY 2023-24 were refurbished units.

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

Natural and man-made disasters, such as hurricanes, floods, earthquakes, pandemics, terrorism, and military actions, can severely impact our business and finances. Cybersecurity threats like viruses, ransomware, hacking, cyberbullying, data theft, and software piracy add to these risks. To address these, the Company has a comprehensive business continuity and disaster management plan to ensure swift business resumption. Our IT infrastructure includes two head-ends connected via IP links, a daily backup for the Conditional Access System (CAS), Subscriber Management System (SMS), and SAP data. Recovery can occur within 48-72 hours, with a Disaster Recovery (DR) setup underway.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Not Applicable

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

Nil

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

DEN is committed to adhering to all applicable laws and regulations and collaboratively working with relevant stakeholders to advocate for responsible public policy. The Company actively participates in various associations, sharing its perspectives to foster sectoral growth and promote responsible business practices.



ESSENTIAL INDICATORS

1. a) Number of affiliations with trade and industry chambers/ associations:

One

- 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.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1	All India Digital Cable Federation (AIDCF)	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.

DEN upholds fair business practices and maintains a strict stance against any form of anti-competitive behaviour in its operations, ensuring compliance with government-enacted laws and regulations to prevent anti-competitive behaviour and encourage fair competition. Therefore, no corrective action was necessary.

Name of authority	Brief of Case	Corrective action Taken
	NIL	

LEADERSHIP INDICATORS

1. Details of Public Policy positions advocated by the entity.

S. No.	Public policy Advocated	Method resorted for such advocacy	Whether the information available in Public Domain? (Yes/No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly/ Other please specify)	Web Link, if available
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DEN is a member of AIDCF, which takes into consideration grievances and policy-related matters applicable to the cable TV industry. DEN's CEO is the acting president of AIDCF (All India Digital Cable Federation)

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

DEN believes that sustainable growth is attainable only when it positively impacts all stakeholders, including employees, customers, suppliers, and the broader community. We are committed to creating opportunities for everyone, irrespective of their background, and promoting diversity and inclusion both within our organisation and across the industry. Additionally, DEN supports initiatives that promote equitable development, such as education, healthcare, and infrastructure development, in the communities where we operate. Our aim is to contribute to building an empowered economy through our endeavours.



ESSENTIAL INDICATORS

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

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes/No)	Relevant Web Link
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Not Applicable

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families	% of PAF covered by RAR	Amount Paid to PAFs in the FY (in INR)
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No Project was carried out

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

DEN actively engages with various communities through participation in CSR events and programmes aimed at addressing community issues. The Company has established a structured procedure to address grievances and feedback from all stakeholders, including communities as well as a dedicated toll-free number and email address on the contact page on the website. Dedicated teams within the business manage all complaints and feedback to ensure a timely response.

4. Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ Small producers	54.91 %	30.60 %
Directly from within India	98.47 %	99.97 %



5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2023-24	FY 2022-23
Rural	0	0
Semi-urban	0.30	0.26
Urban	13.47	14.37
Metropolitan	86.23	85.37

Note: On-roll employees' wages details have been considered.

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:

S. No.	State	Aspirational District	Amount Spent in INR
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The Company has not undertaken CSR projects in designated aspirational districts which have been identified by the government bodies.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised/vulnerable groups? (Yes/No)

No, the Company does not have a preferential procurement policy that prioritises purchasing from suppliers belonging to marginalised or vulnerable groups.

(b) From which marginalised/vulnerable groups do you procure?

Not Applicable

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

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

No, The Company does not have any registered Intellectual Property.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects.

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1.	Sustainable Livelihoods Programme	49,676	100

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

The Company is committed to engaging with and providing value to customers in a responsible manner. Recognising our responsibility to respect the rights and interests of our customers, DEN is dedicated to delivering high-quality services. DEN provides customers with relevant information to enable them to make informed choices about its services. We engage with our customers openly and transparently, incorporating their feedback into business decisions.



ESSENTIAL INDICATORS

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

Customers can register their complaints through the following mediums:

- a) Customer Care Call Centre
- b) Website
- c) E-mail

Complaints are addressed according to defined Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs). Each complaint category has a specified SLA for closure. A closed-loop process is implemented to ensure customer satisfaction.

More details are available on- <https://dennetworks.com/consumer-corner>

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

Type	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 STBs

3. Number of consumer complaints in respect of the following:

	FY 2023-24			FY 2022-23		
	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	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	28,234	0	The type of complaints received pertain to issues such as lost signals, hardware related, etc.	40,896	0	The type of complaints received pertain to issues such as lost signals, hardware related, etc.
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

	Number	Reasons for recall
Voluntary recalls	NA	
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, DEN has implemented a robust policy and framework addressing cyber security and data privacy risks to safeguard the confidentiality, integrity, and availability of our information assets. By adhering to the policy, we protect sensitive data, ensure compliance with legal and regulatory requirements, and build customer trust. Our comprehensive guideline available on the Company's website, outlines DEN's strategy for safeguarding confidential data, defending against cyber-attacks, and offers best practices for data security and privacy.

Weblink of the Framework / Policy- <https://dennetworks.com/privacy-policy>

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.

No, DEN has not encountered any significant issues related to advertising, delivery of crucial services, cyber security, or customer data privacy, nor have we faced any regulatory actions regarding service safety. We have implemented various strategies and policies to mitigate these risks, including a comprehensive cyber security policy, an effective system for resolving customer complaints, and regular quality inspections of our offerings. These measures are continuously monitored and improved to uphold responsible and sustainable corporate operations. Therefore, no corrective actions was required to be taken or is underway.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

NIL

b. Percentage of data breaches involving personally identifiable information of customers

NIL

c. Impact, if any, of the data breaches

NIL

LEADERSHIP INDICATORS

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

The Company offers multiple platforms, such as Digital Cable TV Connection and DEN Broadband, through which customers and interested parties can access information about our products and services. Information is also available through our website and call centre. Additionally, customers can visit the consumer corner section on our website to find answers to frequently asked questions, reach out to customer support, and access other useful resources.

Company's website at: <https://dennetworks.com/consumer-corner>

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

DEN operates a dedicated customer care centre and helpline number for consumers to report any service disruptions or discontinuations. Additionally, we regularly engage with our customers through different channels like SMS, email, and social media to provide updates on service-related matters.

In the event of potential risks of disruptions or discontinuations, the Company follows these procedures:

- Mass notifications are sent via SMS to customers' registered numbers to inform them of any outage or disruption of services in their area
- Automated voice messages played on the call centre to provide information about outages in the customer's area
- Scrolls running at the bottom of channels are used to keep customers informed about such occurrences

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

The Company has established a customer support centre with a helpline for clients to address any issues or interruptions in service. Additionally, the Company proactively communicates updates on services to clients through various channels such as text messages, emails, and social media. This includes alerting clients about any possible interruptions or discontinuations of services.

4. a) 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.

Not Applicable

b) Did your entity carry out any survey with regards 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)

No