

July 13, 2024

To,
National Stock Exchange of India Limited
Symbol – SYMPHONY

To,
BSE Limited
Security Code - 517385

Sub.: Business Responsibility and Sustainability Report for the Financial Year 2023-24

Dear Sir/ Madam,

In continuation of our intimation dated July 13, 2024 regarding Notice of the 37th Annual General Meeting, Annual Report for the Financial Year 2023-24 and pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year 2023-24, which forms part of the Annual Report for FY 2023-24.

This is for the purpose of dissemination of information widely to the Members of the Company.

Thanking You,

Yours Truly,
For Symphony Limited

Mayur Barvadiya
Company Secretary and Head - Legal

Encl.: As above

Business Responsibility and Sustainability Report

[See Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015]

Dear Stakeholders,

I welcome you to Symphony Limited’s Business Responsibility and Sustainability Report (BRSR) for FY 2023-24. This is our 3rd BRSR Report since FY2021-22, prior to it becoming mandatory as per SEBI’s directive. I am proud to proclaim the continuation of our remarkable journey in the Sustainability and Environment, Social and Governance (ESG) area and emphasise our commitment to it.

Over the years, Symphony has been embracing the challenge of developing energy-efficient products while reducing our environmental footprint. We continue to be innovative to reduce emissions, improve energy management through conservation, and energy-efficient product design. Our coolers do not emit any ozone depleting gases unlike other cooling devices that induce global warming. In fact, based on a recent study, using one Symphony air cooler creates a virtual carbon sink that reduces CO₂ emissions by 1 tonne per year, which is equivalent to planting about 14 trees per year and so far, we’d have created a carbon sink worth plantation of more than 1.9 billion trees. In addition, through our pursuit of innovation and a deep desire to bring positive change, we have become a Carbon Negative Company as per Scope 1 emissions.

We value the stability of our multi-stakeholder relationships. We have a very humane approach with our employees, workers, suppliers, customers, and other value chain partners. We ensure we engage very deeply with our employees and wider community and align that with our purpose.

Our social initiatives encompass a wide range of areas, from urban forestry to healthcare, providing growth opportunities and fostering self-sufficiency and resilience. We recognize equality, inclusivity, and the importance of treating everyone with fairness. Together, we forge partnerships that break barriers and transform aspirations into tangible realities, ultimately creating a brighter future for all.

We have a strong track record of having robust governance practices which ensure transparency, accountability, and integrity. We have effective governance structures, committees, policies, and oversight processes to ensure an environment that is inclusive, engaged, and balanced. The ‘tone from the top’ is well and truly exhibited by the Board in all governance matters including ESG, where it drives our ESG strategy, policies, implementation, and alignment with our purpose.

Thus, working on sustainability is imbibed in our ethos, and the same is reflected through our values and behaviour towards sustainability and stakeholders. As a company, Symphony is always devoted to giving back to the environment and society, which is a small step towards a cleaner, better future.

Achal Bakeri
Chairman and Managing Director

SECTION A- GENERAL DISCLOSURES

I. Details of the listed entity

I.1.	Corporate Identity Number (CIN) of the listed entity	- L32201GJ1988PLC010331
I.2.	Name of the listed entity	- Symphony Limited
I.3.	Year of incorporation	- 1988
I.4.	Registered office address	- Symphony House, FP12, TP50, Off S. G. Highway, Bodakdev, Ahmedabad - 380 059, Gujarat, India
I.5.	Corporate address	- As above
I.6.	E-mail	- investors@symphonylimited.com
I.7.	Telephone	- +91-79-66211111
I.8.	Website	- www.symphonylimited.com
I.9.	Financial year for which reporting is being done -	- April 1, 2023 to March 31, 2024
I.10.	Name of the Stock Exchange(s) where shares are listed	- BSE Limited National Stock Exchange of India Limited
I.11.	Paid-up Capital	- ₹13.79 crores
I.12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report.	- Mr. Mayur Barvadiya Company Secretary & Head - Legal Tel: +91-79-66211111 Email: investors@symphonylimited.com
I.13.	Reporting boundary	- The disclosures under this report have been made on a standalone basis, unless specified in any particular disclosure
I.14.	Name of assurance provider	- Not Applicable
I.15.	Type of assurance obtained	- Not Applicable.

II. Products/services

II.16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Trading and Manufacturing	The Company is in the business of air coolers, tower fans and spares	100

II.17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Air Coolers, other appliances and spares	46529	100

III. Operations

III.18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of Plants	Number of Offices	Total
National	1	25	26
International	4	2	6

Symphony Limited has six overseas subsidiaries which have operations in those countries.

On a standalone basis, the Company has no overseas office locations.

III.19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	27 States and 6 Union Territories
International (No. of Countries)	60+

b. What is the contribution of exports as a percentage of the total turnover of the entity?

8%

c. A brief on types of customers

The Company has established a strong presence across household, commercial, and industrial segments in the air-cooling category. We serve our valued consumers through an extensive network of distributors, dealers, e-commerce platforms, large format stores, and other retail and distribution channels.

IV. Employees

IV.20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1	Permanent (D)	450	434	96.44%	16	3.56%
2	Other than Permanent (E)	51	49	96.08%	2	3.92%
3	Total employees (D + E)	501	483	96.41%	18	3.59%
Workers						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	19	19	100.00%	-	-
3	Total Workers (F + G)	19	19	100.00%	-	-

b. Differently abled Employees and workers: Nil. The Company endeavors to develop a comprehensive plan to build an inclusive workplace for differently-abled individuals.

IV-21 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	2	25.00%
Key Management Personnel	4	0	N.A.

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

	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15.64%	20.00%	15.78%	15.00%	20.00%	16.00%	14.00%	8.00%	13.50%
Permanent Workers	N.A.								

V. Holding, Subsidiary and Associate Companies (including joint ventures)**V-23.(a) Names of holding / subsidiary / associate companies / joint ventures.**

Sr. 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	IMPCO S. de R. L. de C.V., (IMPCO), México	Subsidiary	100	No
2	Guangdong Symphony Keruilai Air Coolers Co. Ltd., China	Subsidiary	100	No
3	Symphony AU Pty Limited, Australia	Subsidiary	100	No
4	Climate Technologies Pty Limited (CT), Australia	Subsidiary	100	No
5	Bonaire USA LLC, USA	Subsidiary	100	No
6	Symphony Climatizadores Ltda., Brazil	Subsidiary	100	No

VI. CSR Details

VI-24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) - **Yes**

VI-24. (ii) Turnover (in ₹) - **793.65 crores**

VI-24. (iii) Net worth (in ₹) - **774.38 crores**

VII. Transparency and Disclosures Compliances

VII-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 redress 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	-	-	-	-	-	-
Investors (other than shareholders)	Yes	1	-	-	1	-	-
Shareholders	Yes	13	-	-	5	-	-
Employees and workers	Yes	-	-	-	-	-	-
Customers*	Yes	560	1	-	628	1	-
Value Chain partners	Yes	-	-	-	-	-	-

*The numbers of complaints of previous year have been restated to make it comparable with current year figures, based on complaints received from all channels/platforms other than queries related to product, service requests in normal course.

The Company has implemented and taken effective steps for quick redressal of stakeholders' complaints, resulting into overall reduction in pending complaints.

The Company adheres to a well-defined set of policies, which are available on the Company's website: <https://symphonylimited.com/investor/corporate-governance/>

VII-26 Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications: Please refer to "Managing key material issues for sustainable growth" section on Page Nos. 55 to 58 of this report.

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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
1. b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. c. Web Link of the Policies, if available	https://symphonylimited.com/investor/corporate-governance/								
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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company has been conferred both ISO 9001:2015 certification for quality excellence and ISO 27001:2013 certification for its robust information security management system.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Company prioritizes sustainability and social responsibility. It factors environmental protection, employee well-being, and customer safety into every aspect of its business. This commitment is reflected in the Company's strategies, business model, and daily operations. As a further step, the Company is currently establishing measurable Environmental, Social, and Governance (ESG) targets to track its progress.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to statement by Chairman and Managing Director on Page No. 90 of this report.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. Achal Bakeri, Chairman and Managing Director
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Company has assigned the ESG task to the Risk Management Committee

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

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	Policies have been formulated and implemented in accordance with National Guidelines on Responsible Business Conduct, requirements of the Companies Act, 2013 and SEBI regulations. Policies are reviewed by departmental heads and place the same for approval of the Managing Director/ Board/ Committee.									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliance with statutory requirements of relevance to the principles have been carried out by the Board/ Committee of the Board									Quarterly								

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.

No. The evaluation of the working of its policies is done internally. Internal and external auditors, whenever required, assess these policies during their reviews and audits.

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)	Not Applicable								
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.

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Board of directors	4	The Company acknowledges that having a strong understanding of The National Guidelines on Responsible Business Conduct (NGRBC) is crucial for both the Board of Directors and Key Managerial Personnel (KMP) for aligning NGRBC with the Company's vision and mission. The Company organizes tailored training programs for the Board and KMP regularly and these programs delve deeper into the NGRBC's core elements encompassing ethical conduct, environmental sustainability, social responsibility, governance etc. Moving beyond the traditional lecturers, the Company promotes interactive learning methods viz. interactive workshops, case studies, and discussions to foster deeper understanding and encourage application of NGRBC principles in decision-making. The Company also engages with external experts, whenever required, on NGRBC and ESG (Environment, Social and Governance) aspects. The Company encourages the Board and KMP to champion NGRBC principles and integrate them into the Company's policies and procedures.	100%
Key Managerial personnel	12		100%
Employees other than BoD and KMPs	51	As outlined in its "Training and Development Policy", the Company fosters a culture of continuous learning and development of its employees and workers, by providing them periodic training and development opportunities. The Company views training and development as a key driver of motivation, efficiency, and sustainability. They encourage continuous learning through various programs covering technical and functional, but also soft skills like communication and teamwork. Additionally, the Company offers awareness programs on important topics like compliance, ethics, safety, and human rights. This ensures the workforce is well-rounded and prepared for success.	100%
Workers	17		100%

EI-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, (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website):

During the year, there were no material penalty/ fine / compounding fees / settlement amount paid in proceedings by the Company/its director or KMPs to regulators/law enforcement agencies/judicial institutions. Details of non-material fine/ penalty/ compounding fees and settlement amount paid to the regulatory authority have been disclosed to the stock exchanges and placed on the website of the Company.

EI-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: Not applicable

EI-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. The Company's Code of Ethics and Business Conduct outlines clear expectations for ethical behavior, with a strong focus on preventing corruption and bribery. Additionally, the Company's Whistle Blower Policy (Vigil Mechanism) empowers employees to confidentially report any suspected violation. This allows the Company to investigate and address concerns promptly, fostering a culture of transparency and accountability.

Policy Link: (1) <https://symphonylimited.com/wp-content/uploads/2024/03/Code-of-Ethics-and-Business-Conduct.pdf>; (2) https://symphonylimited.com/wp-content/uploads/2024/05/Vigil_Mechanism_Policy_Eng.pdf

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

No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/KMPs/employees/ workers.

EI-6.Details of complaints with regard to conflict of interest: No complaint has been received with regard to conflict of interest against any of the Directors or KMPs.

EI-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.: Not Applicable

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

Particulars	FY 2023-24	FY 2022-23
Number of days of accounts payables	71 days	52 days

Trade payables and Cost of Goods Sold as disclosed in the audited standalone financial statements for the year ended March 31, 2024 have been considered.

EI-9.Open-ness of business. Provide details of concentration of purchases 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	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales [#]	69%	69%
	b. Number of dealers / distributors to whom sales are made	~ 1,000 Distributors	~ 1,000 Distributors
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	11%	9%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.02%	0.10%
	b. Sales (Sales to related parties / Total Sales)	5%	8%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances) [^]	85%	62%
	d. Investments (Investments in related parties / Total investments made)**	33%	16%

* For vendor classification as "Trading Houses", the Company has considered vendors designated as "Trading Houses" in the vendor master.

% of total domestic sales of Air Cooling and other appliances.

[^] For (i) Loans & advances, and (ii) Investments, closing balances as disclosed in the audited standalone financial statements for the year ended on March 31, 2024 have been considered.

** Including investment in subsidiaries.

Leadership Indicators

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

S. No.	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
1	Multiple	All principles of NGRBC	100% (OEMs & CFAs)

The Company recognizes the vital role value chain partners play in creating a sustainable ecosystem. The Company is committed to working collaboratively to promote responsible corporate citizenship and advance sustainable practices through its network. The Company actively fosters a culture of responsible corporate citizenship by engaging in collaborative discussions, investing in capacity building, and focusing on key areas like human rights, responsible labour practices, and environmental sustainability.

LI-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. The Company believes in transparency while entering into any transaction with members of the board to avoid any conflict of interest. The concerned director does not participate in the transaction/ agenda where she or he is interested. The Company prioritizes ethical and transparent business practices. To effectively manage potential conflict of interest, the Company has implemented various codes and policies to effectively manage and handle conflicts of interest involving members of the Board. The Company ensures their compliance with the Code of Ethics & Business Conduct, which applies to members of the Board, Senior Management, and employees across the Company. The Code serves as a cornerstone for preventing misconduct and promoting responsible behaviour at all levels. For more information, please visit the following link: <https://symphonylimited.com/investor/corporate-governance/>

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

Essential Indicators

EI-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.

Category	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	3.76	3.79	Symphony’s growth has been guided by the core belief of doing right for the business by doing right for people and our planet. Over the years, the Company has been embracing the challenge of developing energy-efficient products while reducing its environmental footprint. With the growing demand for energy, its increasing cost, and the corresponding impact on the environment, every new generation of Symphony air coolers offers greater benefits to customers and the environment. Major portion of R&D expenses are towards improving the environmental and social performance of the Company’s products.
Capex	0.30	0.20	

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

EI-2.b. If yes, what percentage of inputs were sourced sustainably?- Yes, ~ 20% of the Company's inputs were sourced sustainably. The Company recognizes the importance of responsible sourcing for the environment and its long-term success. The Company is committed to increasing this percentage in the coming years.

EI-3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.- The Company takes a comprehensive approach towards implementing a circular economy as outlined in its “Circular Economy Policy”. This starts with designing products for longevity, including easy repair, upgradability, and the use of recycled or recyclable materials. Manufacturing is optimized for efficiency, and sustainable practices are implemented throughout the supply chain, from sourcing to distribution. The Company also considers the product's end-of-life, designing for disassembly and exploring take-back programs to keep materials in circulation. Finally, as outlined in its “Policy for Responsible Use of Products and Disposal”, the Company provides clear information to consumers on product use, maintenance, and end-of-life disposal options, promoting responsible product stewardship. Extended Producer Responsibility (EPR) guidelines, as prescribed under the Plastic Waste Management Rules, 2016 and E-Waste Management Rules, 2016, as amended from time to time, are applicable to

the Company and the Company has obtained the registration with the Central Pollution Control Board (CPCB) for both the categories. As a part of the e-waste recycling and plastic packaging recycling programme, the Company has tied up with CPCB registered Producer Responsibility Organisation(s) and Recycler(s) to reclaim, recycle and safe disposal of the product at the end of life.

EI-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.- Yes. The Company has fulfilled its obligations under the Extended Producer Responsibility in respect to E-waste and Plastic packaging waste for the FY 2023-24 and the same are in line with the EPR obligation plan submitted to the Central Pollution Control Board.

Leadership Indicators

LI-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:

Sr. No.	NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
1	46529	Evaporative Air Cooler (Sumo 75XL)	6	Cradle to Grave	No	No

LI-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.

Sr. No.	Name of Product / Service	Description of the risk / concern	Action Taken
1	Evaporative Air Cooler (Sumo 75XL)	User phase (consumer) is the identified hot spot.	Efficient technologies are being identified and implemented in a few of the products, e.g. Brushless Direct Current (BLDC) motor technology

LI-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
Plastic	~3.10%	~3.00%

The Company prioritizes the use of recycled and reused materials throughout its production cycle. This commitment is evident from the design phase itself, where products are engineered for disassembly and recyclability. The Company actively seeks out recycled content whenever possible and explores innovative materials with high recyclability potential. Furthermore, the Company endeavours to collaborate with suppliers who adhere to responsible sourcing practices, minimizing environmental impact across the entire supply chain. This focus on a circular economy not only reduces reliance on virgin resources, but also contributes to a more sustainable production process.

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

	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	143 MT	-	-	143 MT	-
E-waste	-	3,681 MT	-	-	-	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

Demonstrating its commitment to environmental responsibility, the Company achieved 100% collection and recycling of both (i) plastic packaging waste in accordance with Plastic Waste Management Rules and (ii) E-waste products as per our Extended Producer Responsibility (EPR) target under E-waste Management Rules.

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

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

Essential Indicators

EI-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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	434	434	100.00%	434	100.00%	-	-	-	-	-	-
Female	16	16	100.00%	16	100.00%	16	100.00%	-	-	-	-
Total	450	450	100.00%	450	100.00%	16	3.56%	-	-	-	-
Other than permanent Employees											
Male	49	25	51.02%	8	16.33%	-	-	-	-	-	-
Female	2	1	50.00%	-	-	2	100.00%	-	-	-	-
Total	51	26	50.98%	8	15.69%	2	3.92%	-	-	-	-

EI-1.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	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers (There is no permanent workers in the Company)											
Male	N.A.										
Female											
Total											
Other than permanent Workers											
Male	19	-	-	19	100.00%	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	19	-	-	19	100.00%	-	-	-	-	-	-

EI-1.c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Particulars	Current Financial Year	Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the Company*	0.06%	0.09%

*For the purpose of calculating the cost incurred on well-being measures of employees and workers, the Company has considered the expenses incurred towards wellness programs, health-checks, health insurance, accidental insurance etc., net of any recoveries made from the employees and workers. The Company prioritizes the well-being of all its employees by fostering a supportive and healthy work environment. This is achieved through a multi-pronged approach. Internally, the Company offers programs that promote work-life balance, professional development, and mental and physical health. Additionally, the Company cultivates a culture of open communication and respect, where employees feel empowered and valued. Furthermore, the Company extends this focus on well-being throughout its supply chain by collaborating with partners who share similar values and ethical practices. The Company's "Employee Wellbeing Policy" acts as a framework to promote and monitor employee wellness programs and encourage a holistic lifestyle within the organization.

EI-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 workers.	Deducted and deposited with the authority (Y/N/N.A.)
PF	99.78	100.00	Yes	99.81	100.00	Yes
Gratuity	100.00	100.00	Yes	100.00	100.00	Yes
ESI	4.00	-	Yes	5.00	-	Yes

*For those workers who are not covered under ESI, the Company has voluntarily provided them with a health insurance policy. These benefits provide employees and workers with the necessary support and care when needed, improving their morale and productivity.

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

- Yes. The Company recognizes the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016 and is taking proactive steps to support the needs of individuals with disabilities. The Company has implemented various measures to provide accessible infrastructure in factory and offices. The Company believes that accessibility is an essential aspect of social responsibility and is persistent in its efforts to create an inclusive environment for everyone.

EI-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. As outlined in its "Equal Opportunity Policy" (can be accessed on <https://symphonylimited.com/wp-content/uploads/2024/03/Equal-Opportunity-Policy-1.pdf>), the Company is committed to equal opportunity for all employees and job applicants, regardless of race, colour, religion, sex (including pregnancy, childbirth or related medical conditions), sexual orientation, national origin, age, disability, any other characteristics protected by applicable law. The Company prohibits all forms of discrimination and harassment in the workplace, including in all aspects of employment such as recruitment, promotions and transfers, training and development, compensation and benefits, job assignments, discipline, and termination. The Company is committed to building a diverse workforce that reflects the richness of the communities it serves and creating an environment where all employees can thrive.

EI-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	0	0	0	0
Female	100%	100%	0	0

EI-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.

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	The Company is committed to providing a work environment free from discrimination, harassment, or unfair treatment. The Company's Grievance Redressal Policy" outlines a fair and accessible process for employees to raise and resolve work-related grievances. The Company's "Vigil Mechanism Policy (Whistle Blower Policy)". This policy empowers employees to report suspected violations of the law, company policies, or unethical behaviour without fear of retaliation. The Company is committed to fostering an environment of transparency and accountability, and its whistleblower program serves as a vital tool to ensure that all concerns are heard and addressed promptly and effectively.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

EI-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	450	-	-	462	-	-
- Male	434	-	-	447	-	-
- Female	16	-	-	15	-	-
Total Permanent Workers	-	-	-	-	-	-
- Male	-	-	-	-	-	-
- Female	-	-	-	-	-	-

The Company respects the fundamental right of freedom of association for all employees. The Company believes that a respectful and open environment where employees feel empowered to voice their concerns is essential for a healthy and productive workplace. The Company's "Freedom of Association Policy" demonstrates its commitment to fostering such an environment. While the Company's employees and workers may not have any trade union, the Company respects the right of its employees and workers to conduct lawful activities in pursuit of common interests.

EI-8. Details of training given to employees and workers:

Category	FY2023-24					FY2022-23				
	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	483	483	100.00%	483	100.00%	447	29	6.49%	447	100.00%
Female	18	18	100.00%	18	100.00%	15	7	46.67%	15	100.00%
Total	501	501	100.00%	501	100.00%	462	36	7.79%	462	100.00%
Workers										
Male	19	19	100.00%	19	100.00%	19	19	100.00%	19	100.00%
Female	-	-	-	-	-	-	-	-	-	-
Total	19	19	100.00%	19	100.00%	19	19	100.00%	19	100.00%

The Company's "Training and Development Policy" outlines the Company's responsibilities for the following:

- Work with its workforce to identify individual training and development needs,
- Encourage and support their participation in training programs and development activities,
- Allocate time and resources for training and development,
- Provide opportunities for on-the-job training and development, and
- Track and monitor their progress and development goals.

EI-9. Details of performance and career development reviews of employees and workers:

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	483	483	100.00%	498	455	91.37%
Female	18	18	100.00%	17	8	47.05%
Total	501	501	100.00%	515	463	89.90%
Workers						
Male	19	19	100.00%	19	19	100.00%
Female	-	-	-	-	-	-
Total	19	19	100.00%	19	19	100.00%

The Company's "Performance Management Policy" outlines a structured process for setting goals, providing feedback, and evaluating its workforce's performance. Documentation of performance goals, reviews, and development plans are being maintained in accordance with the Company's policies and applicable laws. The Company believes that open and honest communication is essential for effective performance measurement, and therefore, employees are encouraged to discuss their performance concerns with their supervisors at any time. Supervisors are being provided with trainings on how to effectively implement the performance management process, including setting goals, providing feedback, and conducting performance reviews.

EI-10.a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?- Yes. The Company prioritizes creating a safe and healthy work environment for all employees and workers, being achieved through a well-structured Occupational Health and Safety (OHS) Framework that focuses on proactive risk identification and mitigation. Regular safety assessments are conducted to identify potential hazards, and comprehensive procedures and training programs are implemented to address them. The Company fosters a culture of safety through open communication and employee involvement. This allows for continuous improvement as employees are encouraged to report any safety concerns and participate in safety improvement initiatives. These effective and efficient processes minimize the risk of workplace accidents and illnesses, promoting a healthy and productive work environment. The Company is focused on both, the physical and mental well-being of its employees and workers, and therefore, organizes periodical programs and discussions with well-being experts and medical professionals.

EI-10.b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?- The Company conducts risk assessments based on the Symphony Occupational Health and Safety Risk Assessment Methodology. Occupational health and safety risk assessment is integral to the organization's development and management of change processes. For routine tasks, a thorough risk assessment exercise is conducted, and adequate controls are put in place to mitigate the identified risks. Risks arising due to introduction of new plant, equipment, processes or methods of working are addressed through the management of change process.

EI-10.c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)- Yes, workers are encouraged to report work related hazards through offline as well as online modes. Adequate measures are taken to mitigate these hazards and the measures are communicated to the workers.

EI-10.d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)- Yes, the employees have access to non-occupational medical and healthcare services. Employees can avail cashless medical services from a chain of hospitals across the country through the insurance coverage extended by the Company.

EI-11. Details of safety related incidents : No such incident during the year.

EI-12. Describe the measures taken by the entity to ensure a safe and healthy workplace.- The Company makes every effort to integrate safety into all business processes. The Company's safety and health management system is based on the principle of plan, do, check and act. Credible risks are evaluated, and adequate actions are taken to mitigate this risk. Safety incidents are reported, investigated and lessons learnt are communicated widely within the organization. This is underpinned by continuous improvement objectives and periodic reviews through the Safety and Health Sub-Committees, each headed by a Management Committee Member to ensure that the Company achieves our its targets. A robust audit mechanism is in place to verify compliance to internal standards as well statutory requirements. A safety culture is promoted by undertaking behavioural interventions at all levels and disseminating the importance of safety as a personal value. Positive safety behaviours are promoted, while unsafe behaviours are corrected through established procedures. A comprehensive emergency response plan and related facilities are maintained at all sites and employees are trained to respond accordingly. The team, consisting of many experienced and well-trained medical professionals (part time and full time) is committed to maintaining a safe and healthy working environment.

EI-13. Number of Complaints on the following made by employees and workers: No complaint during the year in respect to working conditions and health and safety practices.

EI-14. Assessments for the year:

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

EI-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.- The Company investigates all incidents to identify the root causes and implement actions to avoid occurrence of such incidents. The Company ensures closure of all gaps identified during internal and external audits/assessments in a timely manner. During FY 2023-24, the Company has strengthened the safe travel policy and the safe travel campaign for all employees. The Company has worked on dissemination and implementation of learning from past incidents to eliminate similar incidents in the future and strengthened the medical emergency response plan to enable faster response time in case of emergencies.

Leadership Indicators

LI-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).- Yes. Recognizing that good health is paramount to a productive and thriving workforce, the Company prioritizes employee well-being by offering a comprehensive benefits package, including medical and accident coverage for all permanent employees and their chosen dependents, effective from their first day of employment. This commitment to employee health demonstrates the Company's investment in their long-term well-being and overall satisfaction. The Company extends requisite support in the form of ex-gratia to the legal heirs of all full-time employees and workers in the event of death during their service with it.

LI-2.Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.- The Company's Responsible Partner Policy outlines mandatory requirements that all its suppliers must adhere to in order to maintain a business relationship with the Company. This policy emphasizes compliance with all applicable laws and regulations.

LI-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:
Not applicable

LI-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. As outlined in its "Transition Assistance Policy", the Company offers a comprehensive and efficient transition assistance program. As its valued employees approach retirement, the Company remains committed to their well-being. The Company offers a comprehensive and efficient retirement transition assistance program designed to empower them for a smooth and fulfilling next chapter. This program provides personalized guidance through pre-retirement workshops and counselling sessions, covering topics like financial planning, healthcare options, and social security benefits. The program also includes workshops on navigating life after work, exploring new hobbies, and building a strong retirement network. This proactive approach ensures the Company's employees feel supported and prepared for a fulfilling life beyond their working years at the Company. The Company recognizes the importance of supporting employees during times of transition. The transition assistance program provides departing employees with valuable resources, including career counselling, resume and interview workshops, and outplacement services to help them secure new opportunities. This commitment to employee well-being extends beyond their time with the Company, setting them up for success in their future endeavours.

LI-5.Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	The Company conducts periodic risk assessment of its suppliers from Internal teammates. As on 31 st March 2024, 100% of the suppliers have undergone risk assessment and are compliant.
Working Conditions	

LI-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.-

The Company expects its partners and their employees or contractors to report actual or suspected breaches of the Company's Policy(ies). The Company investigates any non-conformity reported in good faith and discuss findings with the partner(s). If remediation is needed, the Company works with the partner(s) to identify the root causes of the issue and to develop a time-bound corrective action plan to resolve the failure effectively and promptly. The Company takes a collaborative approach to overcome challenges within its supply chain. By working alongside partners, the Company can not only solve problems and improve business practices, but more importantly, ensure respect for human rights is upheld throughout its entire network. This commitment to collaboration fosters a stronger, more ethical supply chain for all stakeholders.

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

Essential Indicators

EI-1. Describe the processes for identifying key stakeholder groups of the entity.- For effective identification of the key stakeholders' group that are essential for long-term success, the Company adheres to a rigorous stakeholder identification process, by employing a multi-faceted approach that considers impact, influence, and legal / financial ties. By analysing these factors through the lens of inclusivity, materiality, and responsiveness, the Company can effectively pinpoint the key stakeholder groups whose interests are most critical to consider in its decision-making processes. This focus on key stakeholders allows for targeted engagement and collaboration, fostering mutually beneficial relationships and ensuring the Company operates responsibly within its broader ecosystem.

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

Please refer to "How Symphony engages with its diverse stakeholder family" section on Page Nos. 48 to 51 of this report.

Leadership Indicators

LI-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.- The CSR committee of the Board reviews, monitors, and provides strategic inputs to the Company's social responsibility obligations. Further, each department within the organization interacts with its relevant stakeholders and gathers their feedback on a range of issues. These departments, assigned with specific responsibilities, conduct various stakeholder consultations. These consultations can take the form of surveys, group meetings, one-on-one meetings, annual general meetings, etc. The objective of these consultations is to collect insights, viewpoints, and concerns on diverse subjects that pertain to the Company's operations and their impact on the environment and society. The Company/Board/Committee prioritizes responsible stakeholder engagement. They actively listen to concerns raised through various channels, then analyses and prioritizes them based on impact and stakeholder legitimacy. Potential responses are developed, considering feasibility and effectiveness, before being implemented with a clear communication plan. The Company/Board/Committee monitors the response and adapts as needed, fostering trust and addressing stakeholder concerns effectively.

LI-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 Company fosters a collaborative approach to sustainability by actively engaging stakeholders in shaping its strategies. Through open communication channels, surveys, and workshops, the Company gathers diverse perspectives on environmental, social, and governance (ESG) issues. This stakeholder consultation process plays a critical role in identifying the most material ESG factors relevant to the Company's operations and impact. By understanding stakeholder priorities, the Company can then define clear, measurable ESG goals that address shared concerns and contribute to long-term sustainability. This collaborative approach ensures that the Company's sustainability model is not only robust but also aligns with the expectations and values of its stakeholders.

LI-3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.- The Company recognizes the importance of supporting underprivileged communities and actively integrates this focus into its Corporate Social Responsibility (CSR) activities. The Company goes beyond simply writing checks by strategically allocating financial resources to empower and uplift these stakeholders. By employing a multi-faceted approach within its CSR activities, the Company strives to create lasting positive impacts for underprivileged stakeholders, promoting social equity.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

EI-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	450	450	100.00%	462	6	1.30%
Other than permanent	51	51	100.00%	53	2	3.77%
Total Employees	501	501	100.00%	515	8	1.55%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	19	19	100.00%	19	19	100.00%
Total Workers	19	19	100.00%	19	19	100.00%

EI-2.Details of minimum wages paid to employees, 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	450	-	-	450	100.00%	462	-	-	462	100.00%
Male	434	-	-	434	100.00%	447	-	-	447	100.00%
Female	16	-	-	16	100.00%	15	-	-	15	100.00%
Other than Permanent	51	-	-	51	100.00%	53	2	3.77%	51	96.23%
Male	49	-	-	49	100.00%	51	2	3.92%	49	96.08%
Female	2	-	-	2	100.00%	2	-	-	2	100.00%
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than Permanent	19	-	-	19	100.00%	19	-	-	19	100.00%
Male	19	-	-	19	100.00%	19	-	-	19	100.00%
Female	-	-	-	-	-	-	-	-	-	-

EI-3. a Details of remuneration/salary/wages, in the following format:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	85,40,560*	2	1,00,000*
Key Managerial Personnel	2	62,99,373	-	-
Employees other than BoD and KMP	429	9,03,060	16	7,90,980
Workers	19	2,44,724	-	-

* includes sitting fees payment made to independent directors.

EI-3. b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

Particulars	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	2.70%	2.39%

EI-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 constituted a Human Rights Committee under the Code of conduct Principles to address human rights impacts and issues.

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

As outlined in its "Human Rights Policy", the Company is committed to respect the human rights of its workers, communities and those affected by it wherever the Company does business (including its contractors and suppliers) in line with an internationally recognised framework. The Company integrates human rights principles throughout its sustainability framework. This commitment goes beyond legal compliance; it involves proactive measures like due diligence to assess potential risks and aligning existing practices with human rights considerations. The Company actively promotes awareness among employees and engages with stakeholders on these issues. Respect for diversity, equal opportunity, and the rights of vulnerable groups is paramount. This comprehensive approach fosters not only respect for human rights but also contributes to positive community development and a sustainable future. The Company has also established a mechanism for registering complaints, which can be accessed at Link : https://symphonylimited.com/wp-content/uploads/2024/05/Vigil_Mechanism_Policy_Eng.pdf. The Company's ESG Committee oversees and addresses human rights impacts or issues at the Board level and additionally Audit Committee reviews the critical human rights complaints on a quarterly basis. In addition to the above, the Company has a dedicated email ID companysecretary@symphonylimited.com and contact number +91-79 66211111 for anonymous reporting of issues/concerns.

EI-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	0	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights related issues	0	0	0	0	0	0

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

Particulars	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on 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

EI-8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.- The Company recognizes the importance of fostering a safe and respectful work environment. To prevent adverse consequences for those reporting discrimination or harassment, the Company has implemented a robust complaint mechanism. This system prioritizes confidentiality, allowing complainants to report concerns anonymously if they choose. The Company also has clear anti-retaliation policies in place, ensuring complainants are protected from any negative repercussions for speaking up. Furthermore, investigations are conducted fairly and promptly, with dedicated support provided to complainants throughout the process. This commitment to a safe reporting environment empowers individuals to voice concerns and allows the Company to effectively address and prevent discrimination and harassment within the workplace.

EI-9. Do human rights requirements form part of your business agreements and contracts? (Yes/No)- Yes. The Company's commitment to ethical and responsible business practices extends throughout its supply chain. All business agreements explicitly require suppliers and partners to adhere to labour laws, including fair wages and timely payment of statutory dues. Furthermore, these agreements mandate compliance with anti-sexual harassment legislation and adherence to the Company's Code of Conduct policy.

EI-10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%

All the assessments were done internally.

EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above.- Not applicable, as the Company has not come across any significant concerns from assessments conducted at Company's plant and offices.

Leadership Indicators

LI-1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.- While the Company strives to continuously improve its human rights practices, fortunately, addressing grievances hasn't necessitated a change in core business processes. This reflects the effectiveness of the Company's current procedures and its commitment to upholding human rights throughout the Company's operations. The Company remains vigilant and uses these experiences as valuable learning opportunities to further strengthen its approach.

LI-2. Details of the scope and coverage of any Human rights due-diligence conducted.- The Company takes a comprehensive approach to integrating human rights throughout its business. A dedicated team with expertise in Sustainability, Supply Chain, Procurement, and Responsible Business provides guidance and support across all departments. Recognizing the importance of proactive management, the Company leverages human rights due diligence with four key pillars: identifying potential risks, integrating findings into processes, monitoring the effectiveness of implemented solutions, and communicating openly with stakeholders, particularly those impacted. This ensures the Company's human rights practices are embedded within its core operations.

LI-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?- The Company recognizes the importance of meeting the requirements of the Rights of Persons with Disabilities Act, 2016 and are taking proactive steps to support the needs of individuals with disabilities. The Company has implemented various measures to provide accessible infrastructure in factory and office. The Company believes that accessibility is an essential aspect of social responsibility and is persistent in its efforts to create an inclusive environment for everyone.

LI-4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%

All the assessments were done internally.

LI-5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.- Not applicable, as the Company has not come across any significant concerns from assessments conducted at the Company's plant and offices.

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

Essential Indicators

EI-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)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	1,117.82	1,104.82
Total fuel consumption (E)	12.66	21.17
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	1,130.48	1,125.99
Total energy consumed (A+B+C+D+E+F)	1,130.48	1,125.99
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.42 GJ / Crore	1.28 GJ / Crore
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) Total energy consumed / Revenue from operations adjusted for PPP	31.91 GJ / \$ Crore	28.31 GJ / \$ Crore
Energy intensity in terms of physical output	0.0012 GJ/No. of coolers	0.0009 GJ/No. of coolers

Units in Gigajoules (GJ).

EI-1. 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

EI-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.- No

EI-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	-	-
(ii) Groundwater	1,042	1,252*
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,042	1,252*
Total volume of water consumption (in kilolitres)	1,042	1,252*
Water intensity per rupee of turnover (Water consumed / turnover) (KL / crore)	1.31	1.42
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL / \$ crore)	29.40	31.48
Water intensity in terms of physical output (KL / No. of coolers)	0.0011	0.0011

*Previous year figures have been restated to make it comparable.

EI-3. 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

EI-4 Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres) : Not Applicable

EI-4 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

EI-5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.- The Company ensures compliance as per applicable regulatory laws.

EI-6 Please provide details of air emissions (other than GHG emissions) by the entity: Not Applicable

EI-6 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

EI-7 Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) in MTCO2E & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO ₂ e	34.99	37.41
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO ₂ e	220.46	248.59
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO ₂ e / crore	0.3219	0.3244
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO ₂ e / \$ crore	7.21	7.19
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO ₂ e / No. of coolers	0.0002	0.0002

EI-7. 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

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

In a commitment to environmental sustainability, the Company is implementing several key initiatives. Firstly, Brushless Direct Current (BLDC) motors are being used into specific models (Surround B, Diet 3D B, and Winter B) to improve energy efficiency. Secondly, packaging is being optimized through a three-pronged approach: minimizing the total amount of materials used, right-sizing packaging to perfectly fit the product, and optimizing containerization for efficient transportation. The Company is also exploring the use of biodegradable packaging materials to further reduce its environmental footprint. Finally, the Company actively participates in greenhouse gas (GHG) reduction initiatives through tree planting projects. This includes the development and ongoing maintenance of Symphony Forest Park, a testament to the Company's commitment to environmental stewardship.

EI-9. Provide details related to waste management by the entity: Not applicable, as the Company has outsourced its manufacturing activities.

EI-9. 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

EI-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.- The Company encourages the 5R's of resource utilization and ensures that all the waste generated is either recycled, re-used, and disposed safely.

EI-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 required: Not applicable

El-12 Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable

El-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: Yes

Leadership Indicators

LI-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 : Thol, Dist. Mehsana, Ahmedabad, Gujarat, India

(ii) Nature of operations : Assembly of Air coolers

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	1,042	1,252*
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	1,042	1,252*
Total volume of water consumption (in kilolitres)	1,042	1,252*
Water intensity per rupee of turnover (Water consumed / turnover) (KL / crore)	1.31	1.42
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL / \$ crore)	29.40	31.48
Water intensity in terms of physical output (KL / No. of coolers)	0.0011	0.0011

*Previous year figures have been restated to make it comparable.

LI-1. 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

LI-2. Please provide details of total Scope 3 emissions (MTCO₂E) & its intensity, in the following format

Parameter	Unit	FY 2023-24	FY 2022-23
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)	TCO ₂ e	18,292.52	16,543.80
Total Scope 3 emissions per Crore rupee of turnover	TCO ₂ e / crore	23.05	18.77

*For the current year, the Company has calculated emissions on part shipments of goods as well, hence not comparable with previous year figures.

LI-2. 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

LI-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

LI-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: Not applicable

LI-5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.- The Company recognizes the potential for unforeseen events viz. natural disasters, technological disasters, public health emergencies etc. that could disrupt normal business operations. The Company's "Disaster Management Policy" outlines its plan to ensure the safety and well-being of employees, while minimizing disruptions to the Company in the event of a disaster. The Company prioritizes business continuity through a comprehensive plan. This plan identifies and prioritizes critical functions. Backup procedures ensure these functions continue even during a disaster. Additionally, the Company explores remote work options to minimize operational disruption. This combined approach protects critical operations and employee well-being during unforeseen events. The Company's "IT Disaster Management Policy" outlines the procedures for, responding to, and recovering from IT disruptions that threaten the availability, integrity, or confidentiality of data and systems of the Company. A well-defined IT Disaster Management Policy and a comprehensive IT Disaster Recovery (ITDR) Plan are essential for ensuring business continuity and minimizing the impact of IT disasters. The Company's "Data Security Policy" outlines the guidelines and procedures to protect the confidentiality, integrity, and availability of the Company's data assets. The Company's "Cyber Security Policy" outlines the guidelines and procedures to protect information assets, technology infrastructure, and overall digital security posture of the Company. The Company has obtained ISO/IEC 27001:2013 certification that validates that the Company has a robust Information Security Management System (ISMS) in place, ensuring a systematic approach to managing information security risks, including identification, assessment, and mitigation through appropriate controls. By achieving certification, the Company demonstrates its commitment to information security best practices.

LI-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.- The Company is committed to minimizing its environmental footprint throughout its value chain. While the Company hasn't identified any significant adverse environmental impacts at this time, it continuously monitors and assess its operations.

LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.: Not applicable

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

Essential Indicators

EI-1.a. Number of affiliations with trade and industry chambers/ associations.- 5 (five)

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Gujarat Chamber of Commerce	State
2	Confederation of Indian Industry	National
3	Federation of Indian Export Organisations	National
4	The Indian Society of Heating, Refrigerating and Air Conditioning Engineers	National
5	Consumer Electronics and Appliances Manufactures Association	National

EI-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.: Not applicable

Leadership Indicators

LI-1. Details of public policy positions advocated by the entity:

As outlined in its "Public Advocacy Policy", the Company strives to engage constructively in policy discussions where they matter to its business and stakeholders, in areas including but not limited to environment, intellectual property, quality standards etc. The Company's authorized representative(s) engage with government officials and policy makers on legislations, regulations, and policies to raise industry benchmarks, exchange best practices, promote fair competition, and respect for the society's rights. The Company is also a member of / affiliated to trade and industry chambers / associations as listed in EI-1.b to advance the common goals and interest of their members.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

EI-1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.: Not Applicable

EI-2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity: Not Applicable

EI-3. Describe the mechanisms to receive and redress grievances of the community.- The Company prioritizes building strong relationships with the communities it serves by implementing a comprehensive community engagement strategy. This strategy includes executing various programs designed to foster open communication. Through these channels, the Company regularly interacts with the community to understand their concerns and aspirations. Committed to responsive action, the Company has a defined process for evaluating issues, developing action plans, and ensuring timely resolutions are communicated back to the community, solidifying its role as a responsible and engaged partner in the collective well-being of the area.

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

Category	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	41	57
Sourced directly from within India	95	36

EI-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. (Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Location	FY 2023-24	FY 2022-23
Rural	1.00%	0.60%
Semi-urban	0.60%	0.70%
Urban	18.70%	19.00%
Metropolitan	79.70%	79.70%

Leadership Indicators

LI-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

LI-2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: Not applicable

LI-3.a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)- Aligned with its commitment to Diversity, Equity, and Inclusion (DE&I), as outlined in the 'Sustainable Sourcing Policy', the Company prioritizes partnering with suppliers who share the Company's values. The Company actively seeks out and collaborates with supply chain partners who embrace DE&I, particularly those empowering marginalized or vulnerable groups.

LI-3.b. From which marginalized /vulnerable groups do you procure?- Not Applicable

LI-3.c. What percentage of total procurement (by value) does it constitute?- Not applicable

LI-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: Not Applicable

LI-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

LI-6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Preventive Healthcare and Promoting Healthcare	~ 5,000	100%
2	Setting up and Maintenance of Old Age Home		
3	Promoting Women Education		
4	Rural Development Programme		
5	Promoting Education		
6	Hostels for Women, orphans and other facilities		
7	Promoting education, including special education for differently abled		

PRINCIPLE 9 Businesses should engage with and provide value to their consumers in a responsible manner**Essential Indicators****EI-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.-**

Complaint Registration: Customers can register their complaints through various channels, including the Call Center, WhatsApp, Website, or Speech-to-Text IVR. Upon registration, the customer receives an SMS containing a unique complaint number. These complaints are logged and reflected in the Company's Customer Relationship Management (CRM) system. The Company's Authorized Service Provider (ASP) then contacts the customer to schedule an appointment for a visit to their premises. After confirmation, the complaint is assigned to a skilled technician. The technician visits the customer's location to assess and resolve the reported issue. Once the issue is resolved, the technician updates the status in the CRM or through a mobile application. The customer receives an SMS notification confirming the resolution of their complaint. This streamlined process ensures efficient complaint handling and timely resolution for the Company's valued customer.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

To empower informed consumer choices and promote sustainability, the Company's products feature QR codes, which can be scanned to access detailed information on its website about the product's environmental and social footprint, safe and responsible usage instructions, and proper recycling or disposal methods.

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising	0	0		2	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	0	0				

EI-4. Details of instances of product recalls on account of safety issues: Not Applicable

EI-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. i. Cyber Security policy - <https://symphonylimited.com/wp-content/uploads/2024/03/Cyber-Security-Policy.pdf> ii. Data Privacy policy - <https://symphonylimited.com/wp-content/uploads/2024/03/Data-Security-Policy.pdf>

EI-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.- Not applicable as no such instance is reported during the year.

EI-7. Provide the following information relating to data breaches

- a. **Number of instances of data breaches along-with impact**- Not applicable as no such instance is reported during the year.
- b. **Percentage of data breaches involving personally identifiable information of customers**- Not applicable as no such instance is reported.
- c. **Impact, if any, of the data breaches**- Not applicable as no such instance is reported.

Leadership Indicators

LI-1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).- Please visit websites and social media handles mentioned in the "Corporate Information" section of this report.

LI-2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.- To ensure consumer safety and responsible product use, the Company implements a multi-pronged approach including clear and concise product labeling, easily accessible websites and social media handles, and comprehensive safety manuals. These resources detail proper use and responsible disposal methods, empowering consumers to make informed decisions and promoting the safe and sustainable use of products.

LI-3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.- The Company does not deal with essential services. The Company informs the customer for any update about the products / services through its website and social media platforms.

LI-4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)- Yes. To empower informed consumer choices and promote sustainability, the Company's products feature QR codes, which can be scanned to access detailed information on its website about the product's environmental and social footprint, safe and responsible usage instructions, and proper recycling or disposal methods.