



Telephone: +91 22 6661 7272 | Email: info.india@blackbox.com

BBOX/SD/SE/2024/65

September 2, 2024

To,

**Corporate Relationship Department  
Bombay Stock Exchange Limited**  
P.J. Towers, Dalal Street,  
Fort, Mumbai 400001

**Corporate Relationship Department  
National Stock Exchange Limited**  
Exchange Plaza, Bandra Kurla Complex,  
Bandra East, Mumbai 400051

**Sub: Submission of Business Responsibility and Sustainability Report for FY 2023-24**

**Ref.: Scrip code: BSE: 500463/NSE: BBOX**

Dear Sir/Madam,

Pursuant to the SEBI Circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021 we hereby submit the Business Responsibility and Sustainability Report for FY 2023-24.

The copy of the aforesaid Report is attached herewith for your perusal and is also available on the website of the Company at [www.blackbox.com](http://www.blackbox.com).

This is for your information, record and necessary dissemination to all the stakeholders.

For **Black Box Limited**

**Aditya Goswami**  
**Company Secretary & Compliance Officer**

Encl.: A/a.

**BLACK BOX LIMITED**

Registered Office: 501, 5th Floor, Building No. 9, Airoli Knowledge Park, MIDC Industrial Area, Airoli, Navi Mumbai 400 708, India

BLACKBOX.COM | CIN: L32200MH1986PLC040652 | Tel: +91 22 6661 7272

## Business Responsibility and Sustainability Report (BRSR)

Financial Year 2023-2024

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L32200MH1986PLC040652
2. Name of the Listed Entity	<b>Black Box Limited</b>
3. Year of incorporation	1986
4. Registered office address	501, 5th Floor, Building No.9, Airoli Knowledge Park, MIDC Industrial Area, Airoli, Navi Mumbai - 400708
5. Corporate address	
6. E-mail	<a href="mailto:investors@blackbox.com">investors@blackbox.com</a>
7. Telephone	+91 22 6661 7272
8. Website	<a href="http://www.blackbox.com">www.blackbox.com</a>
9. Financial year for which reporting is being done	April 1, 2023, to March 31, 2024
10. Name of the Stock Exchange(s) where shares are listed	The Bombay Stock Exchange (BSE) and the National Stock Exchange of India (NSE).
11. Paid-up Capital	₹ 33,61,50,180
12. Name and contact details	<p><u>India:</u>                      Apurva Raizada,                      T: +91 22 6661 7272,</p> <p><u>USA:</u>                      Lou Gorga:                      +1 7248736970,                      Email: <a href="mailto:Sustainability.ESG@BlackBox.com">Sustainability.ESG@BlackBox.com</a></p>
13. Reporting boundary	On a Consolidated basis. This report covers the operations of Black Box Limited across all the locations globally.
14. Type of assurance obtained	As a conscious organization, we maintain the health of the organization with due diligence. However, as we have not carried out any independent assessment, evaluation, or assurance by an external agency this year, we are actively exploring opportunities to undergo third-party assurance in the near future.



## II. Products/services

### 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.	Information & Communication Technologies (ICT) Solution Integration	IT Products, Solutions, Services and Consulting	<b>100%</b>

### 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.	Information & Communication Technologies (ICT) Solution Integration	62099	<b>100%</b>

## III. Operations

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

Location	Number of Offices	Total
National	14	14
International	65	65

### 19. Markets served by the entity:

#### a. Number of locations

Location	Number of Offices/Facilities
National (No. of states)	28 States + 8 Union Territories
International (No. of states)	45

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

Not applicable due to global multi-country business

#### c. A brief on types of customers:

Our customers come from a wide array of industries, including Financial Services, Technology, Healthcare, Business Services, Distribution, Consumers, Manufacturing, Retail, Government, Transportation, Construction, Education, Utilities, and Hospitality.

## IV. Employees

### 20. Details as of the end of the Financial Year:

#### a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)



#### EMPLOYEES

1.	Permanent (D)	3,385	2,754	81%	631	19%
2.	Other than Permanent (E)	49	35	86%	7	14%
3.	<b>Total employees (D + E)</b>	<b>3,434</b>	<b>2,796</b>	<b>81%</b>	<b>638</b>	<b>19%</b>



#### WORKERS

4.	Permanent (F)	498	349	92%	26	8%
5.	Other than Permanent (G)					
6.	<b>Total workers (F+G)</b>	<b>498</b>	<b>349</b>	<b>92%</b>	<b>26</b>	<b>8%</b>

#### b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)



#### Differently Abled Employees




1.	Permanent (D) and Other than Permanent (E)	27	26	96%	1	4%
2.	<b>Total employees (D + E)</b>	<b>27</b>	<b>26</b>	<b>96%</b>	<b>1</b>	<b>4%</b>

### 21. Participation/Inclusion/Representation of Women:

Particulars	Total (A)	Number and Percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14%
Key Management Personnel	4	-	-
Senior Management Personnel	7	-	-



**22. Turnover rate for permanent employees and workers:**

Particulars	FY 2023-2024			FY 2022-2023			FY 2021-2022		
				Male	Female	Total	Male	Female	Total
	Male	Female	Total						
Permanent Employees	17%	4.5%	21.5%	19%	1%	20%	20%	4%	24%

**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 the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Black Box Technologies Pte Ltd.	Subsidiary	100 %	Yes
2.	AGC Networks Philippines, Inc	Subsidiary	100 %	Yes
3.	AGC Networks & Cyber Solutions Limited	Subsidiary	100 %	Yes
4.	AGC Networks LLC, Dubai	Subsidiary	49 %	Yes
5.	AGC Networks LLC, Abu Dhabi	Subsidiary	0 %	Yes
6.	AGCN Solutions Pte. Limited	Subsidiary	100 %	Yes
7.	BBX Main Inc.	Subsidiary	100 %	Yes
8.	AGC Networks LLC, USA	Subsidiary	100 %	Yes
9.	Black Box Corporation	Subsidiary	100 %	Yes
10.	ACS Dataline, LP	Subsidiary	100 %	Yes
11.	ACS Investors, LLC	Subsidiary	100 %	Yes
12.	BB Technologies, LLC (formerly known as BB Technologies, Inc.)	Subsidiary	100 %	Yes
13.	BBOX Holdings Mexico LLC	Subsidiary	100 %	Yes
14.	BBOX Holdings Puebla LLC	Subsidiary	100 %	Yes
15.	Black Box A/S	Subsidiary	100 %	Yes
16.	Black Box Canada Corporation	Subsidiary	100 %	Yes
17.	Black Box Chile S.A	Subsidiary	100 %	Yes
18.	Black Box Comunicaciones, S.A.	Subsidiary	100 %	Yes
19.	Black Box Corporation of Pennsylvania	Subsidiary	100 %	Yes
20.	Black Box de Mexico, S. de R.L. de C.V.	Subsidiary	100 %	Yes
21.	Black Box Deutschland GmbH	Subsidiary	100 %	Yes
22.	Black Box do Brasil Industria e Comercio Ltda.	Subsidiary	100 %	Yes
23.	Black Box E-Commerce (Shanghai) Co., Ltd.	Subsidiary	100 %	Yes
24.	Black Box Finland OY	Subsidiary	100 %	Yes
25.	Black Box France	Subsidiary	100 %	Yes
26.	Black Box GmbH	Subsidiary	100 %	Yes
27.	Black Box Holdings Ltd	Subsidiary	100 %	Yes
28.	Black Box International B.V.	Subsidiary	100 %	Yes
29.	Black Box International Holdings B.V.	Subsidiary	100 %	Yes

Sr. No.	Name of the holding/subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
30.	Black Box Network Services (Dublin) Limited	Subsidiary	100 %	Yes
31.	Black Box Network Services (UK) Limited	Subsidiary	100 %	Yes
32.	Black Box Network Services AB	Subsidiary	100 %	Yes
33.	Black Box Network Services AG	Subsidiary	100 %	Yes
34.	Black Box Network Services Australia Pty Ltd	Subsidiary	100 %	Yes
35.	Black Box Network Services Co., Ltd.	Subsidiary	100 %	Yes
36.	Black Box Network Services Corporation	Subsidiary	100 %	Yes
37.	Black Box Network Services, Inc. – Government Solutions	Subsidiary	100 %	Yes
38.	Black Box Network Services India Private Limited	Subsidiary	100 %	Yes
39.	Black Box Network Services Korea Limited	Subsidiary	100 %	Yes
40.	Black Box Network Services New Zealand Limited	Subsidiary	100 %	Yes
41.	Black Box Technologies New Zealand Limited	Subsidiary	100 %	Yes
42.	Black Box Network Services NV	Subsidiary	100 %	Yes
43.	Black Box Network Services S.r.l.	Subsidiary	100 %	Yes
44.	Black Box Network Services SDN. BHD.	Subsidiary	100 %	Yes
45.	Black Box Network Services Singapore Pte Ltd	Subsidiary	100 %	Yes
46.	Black Box Norge AS	Subsidiary	100 %	Yes
47.	Black Box P.R. Corp	Subsidiary	100 %	Yes
48.	Black Box Services LLC (formerly known as Black Box Services Company)	Subsidiary	100 %	Yes
49.	Black Box Software Development Services Limited	Subsidiary	100 %	Yes
50.	Delaney Telecom, Inc.	Subsidiary	100 %	Yes
51.	Norstan Canada, Ltd. / Norstan Canada, Ltée	Subsidiary	100 %	Yes
52.	Norstan Communications, Inc	Subsidiary	100 %	Yes
53.	Black Box Network Services Philippines, Inc	Subsidiary	100 %	Yes
54.	Black Box Technologies Australia Pty Limited	Subsidiary	100 %	Yes
55.	COPC Holdings Inc.	Subsidiary	100 %	Yes
56.	COPC Inc.	Subsidiary	100 %	Yes



Sr. No.	Name of the holding/subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by the listed entity	Does the entity indicated in column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
57.	COPC International Inc.	Subsidiary	100 %	Yes
58.	COPC Asia Pacific Inc	Subsidiary	100 %	Yes
59.	COPC International Holdings LLC	Subsidiary	100 %	Yes
60.	COPC India Private Limited	Subsidiary	100 %	Yes
61.	COPC Consultants (Beijing) Co. Limited	Subsidiary	100 %	Yes
62.	Black Box Technologies LLC, Abu Dhabi (formerly known as Fuji Soft Technology LLC)	Subsidiary	49 %	Yes
63.	Fujisoft Security Solutions LLC	Subsidiary	49 %	Yes
64.	BBX Inc	Subsidiary	100 %	Yes
65.	Black Box Network Services Hong Kong Limited	Subsidiary	100 %	Yes
66.	Black Box Technologies LLC, Dubai	Subsidiary	49 %	Yes
67.	Servicios Black Box S.A. de C.V	Subsidiary	100 %	Yes
68.	Black Box Technologies Group B.V.	Subsidiary	100 %	Yes
69.	Black Box Bangladesh Technologies Private Limited	Subsidiary	100 %	Yes
70.	Black Box Costa Rica S.R.L	Subsidiary	100 %	Yes
71.	Black Box Network Services Colombia S.A.S	Subsidiary	100 %	Yes
72.	Dragonfly Technologies Pty Ltd	Subsidiary	100 %	Yes
73.	Cybalt LLC (formerly known as Cybalt Inc.)	Subsidiary	100 %	Yes
74.	Black Box Products FZE	Subsidiary	100 %	Yes
75.	Pyrios Pty Limited (up to 03 September 2022)	Subsidiary	0 %	Yes
76.	Global Speech Networks Pty Limited (w.e.f. 16 June 2023)	Subsidiary	100 %	Yes
77.	Global Speech Networks Limited (w.e.f. 16 June 2023)	Subsidiary	100 %	Yes
78.	Black Box DMCC (w.e.f. 31 March 2023)	Associate	39.5 %	Yes

## VI. CSR Details







24. (i) Whether CSR is applicable as per section 135 of the Companies Act, 2013: Yes

(ii) Turnover (in ₹): 6,282 Crores

(iii) Net worth (in ₹): 481 Crores

## VII. Transparency and Disclosure 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 a complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for the grievance redress policy)	FY 2023-2024			FY 2022-2023		
		Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at the close of the year	Remarks
 Communities	Yes. Below is the list of relevant documents with web links:	-	-	--	-	-	--
 Investors (other than shareholders)	<ul style="list-style-type: none"> <li>• <a href="#">Whistleblower Policy</a></li> <li>• <a href="#">Code of Conduct</a></li> <li>• <a href="#">Code of Business Ethics and Conduct</a></li> </ul>	-	-	--	-	-	--
 Shareholders	<ul style="list-style-type: none"> <li>• US Employee Handbook Policies</li> <li>• Open Door Policy</li> </ul>	-	-	--	123	5	--
 Employees and workers	<ul style="list-style-type: none"> <li>• Conflict of Interest Policy</li> </ul>	2	2	--	-	-	--
 Customers		-	-	--	-	-	--
 Value Chain Partners		2	2	--	-	-	--
Other (please specify)		-	-	--	-	-	--

### Employees:

Two employee claims involve alleged violations of Title VII of the Civil Rights Act of 1964. One claim, which addresses retaliation, is awaiting filing with the Texas Human Rights Commission. The other claim, concerning gender discrimination, is currently pending in the United States District Court for the District of Kansas.





**Value chain Partners:**

The Company is currently involved in two commercial litigation cases. One is being handled in Pennsylvania state court, while the other is before the United States District Court for the Northern District of Georgia. Both cases revolve around breach of contract claims concerning unpaid invoices.

**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, and approach to adapt or mitigate the risk along with its financial implications, as per the following format:

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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.	Data Security and Privacy	Risk	Safeguarding digital information is a crucial step in providing data security and privacy. Consequences of non-compliance to the data privacy and security of the customer may lead to regulatory and legal risks. Non-existence of cybersecurity may lead to security breaches and unauthorized access to information of the Company. This may cause reputational damage and loss of customers.	<ul style="list-style-type: none"> <li>Adhere to the existing Privacy Policy.</li> <li>Regularly audit the data processing activities to identify vulnerabilities and ensure compliance with data protection regulations.</li> <li>Develop and maintain a data breach response plan with clear steps for addressing breaches, including notifying affected individuals.</li> <li>Employee training and awareness</li> </ul>	<p><b>Negative.</b></p> <ul style="list-style-type: none"> <li>Loss due to cyberattacks such as phishing, ransomware, or hacking.</li> <li>Increased restoration costs related to frequent downtimes.</li> <li>Compliance costs, and regulatory penalties</li> <li>Reputational damage, Risk to market value,</li> <li>Increased insurance liabilities, operational costs</li> <li>Loss of competitive advantage</li> </ul>
2.	Responsible Procurement	Opportunity	Black Box is involved with various suppliers across the globe. It is important to procure responsibly through the supply chain to integrate sustainability into our business operations. By considering the Responsible procurement at Black Box, we have a significant opportunity to integrate the supply chain into our ESG vision. Also, support from our suppliers is critical to achieving various goals under our ESG Program.	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Cost saving due to reduced Resource consumption</li> <li>Reduced waste quantities lead to reduced financial burden</li> <li>Increased durability and reduced operational and maintenance costs</li> <li>Avoidance of regulatory compliance-related costs</li> <li>Increased competitiveness and fulfillment of increasing expectations of customers</li> </ul>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
3.	Waste	Risk	<p>Black Box has a global value chain involving multiple suppliers and distributors. Packaging waste, plastic waste, and electronic waste are generated during business operations. It is important to have a robust waste management system to adhere to country-specific regulations related to waste. Non-compliance to these regulations may pose legal liabilities and disciplinary action by regulatory authorities.</p>	<ul style="list-style-type: none"> <li>• Identification of different types of waste across the organization and create a common data collection system.</li> <li>• Set up robust recycling programs for diverse waste types.</li> <li>• Collaborate with suppliers to cut down on packaging waste and promote sustainable packaging solutions.</li> <li>• Advocate for minimal or easily recyclable packaging materials.</li> <li>• Ensure compliance with all the regulatory requirements as per the regional norms such as E-waste management and handling rules, 2022, EPR (Extended Producer Responsibility), Waste Electrical and Electronic Equipment (WEEE) Directive and Restriction of Hazardous Substances in Electrical and Electronic Equipment (RoHS) Directive and others.</li> </ul>	<p><b>Negative</b></p> <ul style="list-style-type: none"> <li>• Regulatory costs in terms of penalties</li> <li>• Reputational damage</li> <li>• Increased insurance liabilities, operational costs</li> <li>• Loss of competitive advantage</li> <li>• Increased costs to manage the Health and Safety risks</li> <li>• Environmental and social liability</li> <li>• Resource recovery-related costs</li> </ul>



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
4.	Climate	Risk	<p>Climate change is a growing concern around the world as it causes direct and indirect economic impacts on businesses.</p> <p>As a trusted supply chain partner to several Fortune 500 companies, Black Box is committed to transparency in climate-related disclosures, including CDP and SBTi reporting. To meet our customers' expectations, it is crucial to conduct a comprehensive assessment of our global GHG footprint and set ambitious targets for reducing emissions, aligning with our dedication to sustainability and environmental stewardship.</p> <p>Our business operations are spread across the globe with our office locations, employees, supply chain, partners, and customers as an integrated part of our value chain. The physical risks posed by Climate Change - such as extreme weather events, and changes in climate patterns may cause threats to the safety of people, damage to infrastructure, and disruption of the supply chain because of delays in deliveries, which may have financial implications in the future.</p>	<ul style="list-style-type: none"> <li>● GHG emission estimations across global operations</li> <li>● Design and implementation of decarbonization program.</li> <li>● Incorporating sustainability into business strategies</li> <li>● Supply chain engagement in climate-related risks.</li> <li>● Disclosure of data related to GHG emission through various frameworks.</li> <li>● Identification and assessment of risks related to climate change.</li> <li>● Climate Risk Mitigation plan based on region-specific for climate-related risks.</li> </ul>	<p><b>Negative</b></p> <p>Business disruptions due to extreme weather events</p> <p>Supply chain interruptions</p> <p>Business continuity risks</p> <p>Employee health</p> <p>Decarbonization costs, climate mitigation costs</p> <p>Increased insurance costs</p> <p>Brand and reputational loss</p> <p>Regulatory liabilities</p>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
5.	Energy Efficiency	Opportunity	<p>We provide design, installation, maintenance, and consultancy services in the Information technology and telecommunication infrastructure domain. This domain largely depends on the electricity for the operation. By emphasizing energy efficiency right from the design stage, we can achieve a significant reduction in electricity consumption for our customers. This creates the opportunity to serve large customers across the globe who are committed to the emission reduction targets which in turn creates a revenue opportunity for us and at the same time reduces the scope-3 GHG footprint of Black Box.</p>	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>● Reduced costs of energy bills</li> <li>● Resource consumption-related cost savings</li> <li>● Competitive advantage</li> <li>● Customer preference</li> <li>● Supply chain compliances</li> <li>● Market value</li> <li>● Brand Reputation</li> <li>● Improved work environment</li> </ul>
6.	Environment, Health, and Safety	Risk	<p>Mitigating the environmental impacts of our business activities and prioritizing the health and safety of the workforce are crucial aspects for us.</p> <p>As a responsible global organization, it is also important to comply with the regulations related to Environment, Health, and Safety.</p> <p>The EHS parameters, if not managed adequately, may affect our reputation in the market, the safety and productivity of our human resources, and customer satisfaction.</p>	<ul style="list-style-type: none"> <li>● Adherence to the Health, Safety, and Environment Policy.</li> <li>● Maintaining a compliance register to identify compliance requirements at various regions of our operations and also to track the non-compliances related to EHS parameters.</li> <li>● Regular safety training for employees and workers.</li> <li>● Welfare initiatives such as insurance coverage.</li> </ul>	<p><b>Negative</b></p> <ul style="list-style-type: none"> <li>● Regulatory costs related to non-compliance</li> <li>● Increased costs due to frequent accidents</li> <li>● Operational and value chain disruptions</li> <li>● Increased costs of insurance and compensation</li> <li>● Loss of time, and availability resulting in disruption of operations</li> </ul>



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
			<p>Black Box has many in-house employees, permanent workers as well as contract workers engaged in day-to-day activities of installation and maintenance of the equipment.</p> <p>For Black Box, it is important to understand various country-specific EHS regulations and emphasize on implementation of processes to prioritize this issue.</p>		
7.	Ethics and Anti-corruption	Risk	<p>Non-compliance or violations of ethical standards can expose companies to legal and regulatory risks. It may cause financial losses, damage to employee morale, and reputational damage, which may further affect operations, supply chain, and customers.</p> <p>It also leads to increased scrutiny, oversight, and regulations.</p>	<ul style="list-style-type: none"> <li>● Adherence to the Code of Business Ethics and Conduct and other relevant policies.</li> <li>● Training and awareness on ethical practices and anti-corruption.</li> <li>● Periodical assessment of value chain partners to ensure compliance with ethical standards and anti-corruption laws.</li> </ul>	<p><b>Negative</b></p> <ul style="list-style-type: none"> <li>● Legal consequences and non-compliance-related costs</li> <li>● Litigation and Settlement costs</li> <li>● Business disruptions</li> <li>● Costs of audits and investigations</li> <li>● Loss of talent</li> <li>● Reputational damage</li> <li>● Loss of customer trust</li> </ul>
8.	Regulatory Compliance	Risk	<p>It is important to understand general as well as specific regulations, which are relevant to the Company. For Black Box, regulations related to data privacy, cyber security, and quality are important. Non-compliance to such regulatory requirements may directly affect the customer trust.</p>	<ul style="list-style-type: none"> <li>● Regular assessments and audits of compliance requirements.</li> <li>● Dedicated team with defined roles to ensure regulatory compliance.</li> </ul>	<p><b>Negative</b></p> <ul style="list-style-type: none"> <li>● Legal consequences and non-compliance-related costs</li> <li>● Litigation and Settlement costs</li> <li>● Business disruptions</li> <li>● Reputational damage</li> <li>● Loss of customer trust</li> <li>● Long-term financial loss</li> </ul>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
			Financial penalties, legal consequences, and reputational damage can also happen because of non-adherence to environmental, social, and other regulatory requirements.	<ul style="list-style-type: none"> <li>• Conduct gap assessment through audits.</li> <li>• Prepare a compliance register to track various compliance requirements.</li> <li>• Review and update the existing policies.</li> <li>• Define new policies as per requirement</li> </ul>	
9.	Corporate Governance and ESG disclosures	Opportunity	<p>To uphold customer relationships, it is important to fulfill the increasing demands of customers regarding ESG integration and ESG disclosures of the business. Governance mechanism plays an important role in the design and implementation of the programs, policies, and practices at the Company. Good governance practices can help enhance a Company's sustainability performance, risk management, and regulatory compliance.</p> <p>The ESG disclosures provide a great opportunity for Black Box to present various initiatives, set the targets for the material Environmental, Social, and Governance topics, and comply with the regulatory requirements and customer expectations.</p> <p>The ESG disclosures also enable us to demonstrate our market leadership and our vision.</p>	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• Improved risk management mechanism</li> <li>• Increased Reputation and trust</li> <li>• Resource conservation and cost savings</li> <li>• Efficiency enhancements and financial benefits</li> <li>• Talent attraction and operational improvements</li> <li>• Customer satisfaction</li> <li>• Regulatory Compliance Management</li> </ul>



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
10.	Board Oversight on ESG	Opportunity	<p>The involvement of board members helps expedite the process of identification, assessment, and mitigation of ESG-related risks. The board oversight also helps to align the ESG program with the vision of the Company.</p> <p>The board can facilitate the ESG implementation through setting and aligning the ESG goals with the business strategy, establishing dedicated committees for overseeing ESG-related issues, aligning KPIs with ESG objectives, and providing perspective on financial materiality.</p>	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>● Regulatory Compliance Management</li> <li>● Transparency leads to Trust and loyalty among employees</li> <li>● Improved relationship with stakeholders</li> <li>● Competitive advantage</li> <li>● Proactive implementation of ESG related programs</li> </ul>
11.	Employee Welfare	Opportunity	<p>Black Box has engaged with a large number of permanent and temporary employees in offices and facilities situated across the world.</p> <p>Our human resources is the strength of our organization, and we understand the responsibility to ensure their welfare.</p> <p>Employee welfare initiatives such as health insurance, medical facilities, maternity-paternity benefits, wellness programs, work-life balance, etc. help in prioritizing the needs of the employees and thereby increasing their productivity.</p> <p>Employee welfare initiatives are a way of attracting and retaining talent.</p>	--	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>● Improved relationship with employees</li> <li>● Competitive advantage</li> <li>● Improved Talent retention rate</li> <li>● Loyalty and trust among employees</li> <li>● Reputational benefits</li> </ul>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
		Risk	<p>At Black Box, we consider the principle of employee rights as our utmost priority as we operate at diverse locations with a significant number of workforces including laborers/workers. It is important for us to understand and comply with the laws related to employees/ workers operating at various regions of Black Box. Failure to address labor/ worker welfare requirements can lead to increased issues related to labor availability, unions, and regulatory compliances, which may disrupt business operations and damage the Company's reputation.</p>	<ul style="list-style-type: none"> <li>Adhere to all local and national labor laws and regulations as well as specific requirements of labor unions to ensure labor welfare.</li> <li>Provide training and skill development opportunities to workers.</li> <li>Regular engagement through health and wellness programs to promote physical and mental health.</li> </ul>	<p><b>Negative</b></p> <ul style="list-style-type: none"> <li>Reputational damage</li> <li>Operational disruptions</li> <li>Loss of trust and loyalty</li> <li>Legal costs</li> <li>Compensation and penalties</li> <li>Loss of time and resources</li> </ul>
12.	Diversity, Equality, Inclusion and Human Rights	Opportunity	<p>At Black Box, we believe that diversity, equality, and inclusion boost employee morale and productivity and provide perspectives from different sections of the community while making business decisions. It is essential to promote non-discrimination to attract and retain diverse talent. Black Box is associated with a number of suppliers and subcontractors globally. Integration of DEI and respecting human rights in our operations as well as in the supply chain is essential.</p>	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>Growth led by increased diversity</li> <li>Enhanced problem-solving skills of the team</li> <li>Increased customer acceptance and market presence</li> <li>Improved talent retention</li> <li>Improved morale at the workplace</li> <li>Enhanced dynamics at the workplace</li> <li>Improved trust</li> </ul>





S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
13.	Corporate CSR/ Community	Opportunity	<p>We understand the importance of connecting with the community, understanding their needs, and taking responsibility to fulfill those needs.</p> <p>We aim to achieve this objective through CSR initiatives, which help strengthen relationships with the local communities.</p> <p>It also gives us an opportunity to understand the needs of marginalized and vulnerable sections of the community and support them through CSR.</p> <p>The engagement with communities and various programs under CSR not only helps us to comply with regulations but also enhances our reputation in the market.</p>	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>● Improved trust</li> <li>● Better engagement with stakeholders</li> <li>● Market value and reputation</li> <li>● Regulatory compliance management</li> <li>● Community engagement opportunities</li> <li>● Leadership position of the Company</li> </ul>
14.	Product design, safety, and quality	Opportunity	<p>Consumer preferences are growing towards sustainable products. For Black Box, it is an opportunity to serve the existing customers as well as to expand our customer base in the changing market, through the integration of sustainable practices in the product design.</p>	-	<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>● Resource efficiency</li> <li>● Reduced environmental footprint</li> <li>● Customer acceptance and retention</li> <li>● Savings by avoiding penalties and regulatory non-compliance-related costs</li> <li>● Opportunity to promote sustainable practices</li> </ul>

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	The 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)
15.	Water	Opportunity	<p>Water demand for Black Box operations is minimal.</p> <p>Black Box is exploring advanced technologies in the design of Data Centers, which will help reduce significant water consumption for our customers. This also serves our objective to expand our customer base in this domain.</p>		<p><b>Positive</b></p> <ul style="list-style-type: none"> <li>• Reduced utility costs</li> <li>• Operational efficiency enhancement</li> <li>• Resource savings and durability</li> <li>• Reduced water footprint of the organization</li> <li>• Improved customer base</li> <li>• Customer trust</li> <li>• Market reputation</li> </ul>

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. <b>Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes. All the policies address each principle and core element of the NGRBC.								
b. <b>Has the policy been approved by the Board? (Yes/No)</b>	Yes. The Board has approved all policies covering the above-mentioned principles.								
c. <b>Web Link of the Policies, if available</b>	<a href="https://www.blackbox.com/en-in/investors/corporate-governance/policies">https://www.blackbox.com/en-in/investors/corporate-governance/policies</a> <b>Principle 1:</b> Global Code of Conduct <ul style="list-style-type: none"> <li>• Code of Conduct for Directors and Senior Management</li> <li>• Policy on Determination of Material Subsidiary</li> <li>• Code of Fair Disclosure and Code of Conduct for Prevention of Insider Trading</li> <li>• Policy for Determination of Materiality Events or Information</li> <li>• Familiarization Policy</li> <li>• Dividend Distribution Policy</li> <li>• Policy on Board Diversity</li> </ul>								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
----------------------	-----	-----	-----	-----	-----	-----	-----	-----	-----

- Policy on Prevention of Bribery and Corruption
- Whistleblower Policy
- Conflict Mineral Policy Statement
- Code of Business Ethics and Conduct
- Privacy Policy

**Principle 2:**

Conflict Mineral Policy

**Principle 3:**

- Remuneration Policy for Directors, Key Managerial Personnel, and other employees
- Policy on Board Diversity
- Whistleblower Policy
- Risk Management Policy
- Code of Business Ethics and Conduct
- Health Safety and Environment Policy

**Principle 4:**

- Corporate Social Responsibility
- Remuneration Policy for Directors, Key Managerial Personnel, and other employees
- Policy For Determination of Materiality Events or Information
- Related Party Transaction (RPT) Policy
- Terms & Conditions of Appointment of Independent Directors
- Code Of Fair Disclosure and Code of Conduct for Prevention of Insider Trading
- Risk Management Policy
- Familiarization Policy
- Dividend Distribution Policy
- Quality Policy (QMS)
- Code Of Business Ethics and Conduct
- Code of Conduct for Directors and Senior Management
- Health Safety and Environment Policy

**Principle 5:**

- Policy on Board Diversity
- Whistleblower Policy
- Risk Management Policy
- Conflict Mineral policy
- Code of Business Ethics and Conduct

**Principle 6:**

- Health, Safety and Environment Policy
- Risk Management Policy

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	<p><b>Principle 7:</b></p> <ul style="list-style-type: none"> <li>• Corporate Social Responsibility Policy</li> <li>• Policy on Determination of Material Subsidiary</li> <li>• Policy for Determination of Materiality Events or Information</li> <li>• Related Party Transaction (RPT) Policy</li> <li>• Policy on Prevention of Bribery and Corruption</li> <li>• Code of Fair Disclosure and Code of Conduct for Prevention of Insider Trading</li> <li>• Quality Policy (QMS)</li> </ul> <p><b>Principle 8:</b></p> <ul style="list-style-type: none"> <li>• Corporate Social Responsibility Policy</li> <li>• Policy on Board Diversity</li> <li>• Code of Business Ethics and Conduct</li> </ul> <p><b>Principle 9:</b></p> <ul style="list-style-type: none"> <li>• Code of Business Ethics and Conduct</li> <li>• Quality Policy (QMS)</li> <li>• Privacy Policy</li> </ul>								
<b>2. Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes. All the policies are translated into procedures.								
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes. All the policies extend to our value chain partners.								
<b>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.</b>	<ul style="list-style-type: none"> <li>• ISO 9001:2015 (Quality Policy)</li> <li>• ISO 27001 for information security management systems (ISMS)</li> <li>• ISO 20000 for Information Security</li> <li>• Payment Card Industry Data Security Standard (PCI DSS)</li> <li>• Payment Application Data Security Standard (PA DSS)</li> <li>• Certifications such as NIA and P3, NIAP4 provided by the National Information Assurance Partnership for KVM switches (non-CAC models), KVM switch/ Isolator for CAC models, and KM switch for KM models.</li> </ul>								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.</b>	<p>We are committed to:</p> <ul style="list-style-type: none"> <li>● Improving existing policies through gap assessment and aligning those policies with ESG parameters by the end of this financial year.</li> <li>● Restructuring the ESG Core Committee for better management of ESG risks in the year 2024-2025.</li> <li>● Enhancing our ESG performance as per the ESG roadmap, which has a number of action plans for the next five years.</li> <li>● Setting up a Net-zero target as per SBTi protocol by the year 2026.</li> <li>● Annual review/update of Greenhouse Gas (GHG) footprint.</li> <li>● Annual review and update in the existing waste management program.</li> <li>● Adopting carbon-related disclosure through the Climate Disclosure Project (CDP) from the current year.</li> <li>● Preparing and disclosing sustainability reports as per the Global Reporting Initiative (GRI) reporting framework from the current year.</li> <li>● Obtaining a sustainability rating from EcoVadis and disclosing it in the current year.</li> </ul>								
<b>6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.</b>	<ul style="list-style-type: none"> <li>● Performance of Black Box as per the specific commitments:</li> <li>● Launch of ESG program.</li> <li>● Updating/ Designing the relevant policies as per the ESG program.</li> <li>● Identification of ESG Core Committee members.</li> <li>● Consolidated Business Responsibility and Sustainability Reporting (BRSR) report covering global operations of Black Box.</li> <li>● Preparatory work for disclosure under the Climate Disclosure Project (CDP).</li> <li>● Initiation of mapping Greenhouse Gas (GHG) emissions and setting emission targets for achieving net zero targets under the Science Based Target Initiative (SBTi).</li> <li>● Implementation of Conflict Mineral Policy with the help of external consultants.</li> </ul>								
<b>Governance, leadership, and oversight</b>									
<b>7. Statement by the director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements (listed entity has flexibility regarding the placement of this disclosure)</b>	<p>The Statement is available at the beginning of this report.</p>								
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	<p>The highest authority responsible for the oversight of the Business Responsibility Policy is the Board of Directors of the Company and implementation is taken care of by the Executive team.</p>								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>9. Does the entity have a specified Committee of the Board/ Director responsible for decision-making on sustainability-related issues? (Yes / No). If yes, provide details.</b>	Yes. ESG Core Committee is responsible for decision-making on sustainability-related issues. The board of directors engages actively in sustainability issues and provides resources for necessary continual improvement. Executive Management takes an active part in the implementation of initiatives.								

## 10. Details of Review of NGRBCs by the Company:

Subject of Review	Indicate whether the Director / Committee of the Board / Any other Committee undertook a review D- Director, C-Committee of the Board, O- Any other committee (Add details if it is any other committee)	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify) A- Annually, H- Half yearly, Q- Quarterly, O- Other (add details if other)
	P1 - P9	P1 - P9
<b>Performance against the above policies and follow-up action</b> <b>Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances</b>	The Board Committee and respective functional heads undertake a review.	
	Need to basis/ for new policies/ for restructuring or redefining the existing policies.	

## 11. Has the entity carried out an independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Not all policies and processes are subject to external audits/reviews that are conducted internally in the Company from time to time.								

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



**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE**

**1**  
PRINCIPLE

**Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent, and Accountable.**

**Essential Indicators**

**1. Percentage coverage by training and awareness programs on any of the principles during the financial year:**

Segment	Total number of training and awareness programs held	Topics/principles covered under the training and its impact	%age of persons in a respective category covered by the awareness programs
Board of Directors Key Managerial Personnel	We have a range of both structured and unstructured programs that address various aspects of our business operations and industry outlook. Technical trainings is mandatory for all employees, encompassing both internal and external programs.	Amendments to SEBI (LODR) Regulations, 2015, Amendments made by SEBI/ MCA relating to Online Dispute Resolution (ODR) system, Compliances, ESG awareness, Technology and business products, and Industry Outlook.	100%
Employees other than BoD and KMPs		Code of conduct, POSH, Whistleblower, Health & Safety	100%
		Code of conduct, POSH, Whistleblower, Health & Safety through Awareness, Communication & Orientation sessions	100%

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

The entity, directors, or Key Management Personnel (KMPs) of Black Box paid no fines, penalties, punishments, awards, compounding fees, or settlement amounts to regulators, law enforcement agencies, or judicial institutions during the financial year.

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

No such instances occurred during this financial year.

**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.**

Black Box Limited has a policy on the Prevention of Bribery and Corruption for conducting business in an honest and ethical manner. It describes the Company's zero-tolerance approach to bribery and corruption. The policy applies to all the employees including its affiliates, outsourced personnel working in the Company premises, consultants, suppliers, partners, distributors, and vendors associated either directly or indirectly with the Company. The policy explains the scenarios that can be considered bribery. It clarifies the situations to be avoided for complying with the policy on prevention of bribery and corruption. All contracts that the Company enters into include a clause expressly addressing the 'no payment of bribes, commissions and kickbacks.' The policy also defines the role of the ethics officer in overseeing all aspects of operations to ensure that they are consistent with the policy. Each country has an ethics officer who reports to the Chief Ethics Officer appointed by the board of directors of the Company. The policy also provides guidance about the process of investigation, punishment, and non-retaliation.

Weblink - [Prevention of Bribery and Corruption](#).

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

There has been no disciplinary action taken by any law enforcement agency for charges of bribery/corruption against any Directors, KMPs, or employees in FY 22-23 and FY 23-24.

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

There are no complaints concerning conflicts of interest involving the Directors and KMPs in FY 22-23 and in FY 23-24.

**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.**

There are no cases during the reporting period related to corruption and conflict of interest.

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	87	144





## 9. Open-ness of business

Provide details of the 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	85%	85%
	b. Number of trading houses where purchases are made from	We primarily purchase through 40 trading houses majorly, along with various other smaller ones	
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	50%	50%
Concentration of Sales	a. Sales to distributors as % of total sales	6.26%	7.43%
	b. Number of distributors to whom sales are made	7	7
	c. Sales to top 10 distributors as % of total sales to distributors	100%	100%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	-	-
	b. Sales (Sales to related parties / Total Sales)	₹21.08 Crores	₹21.97 Crores
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	-	-

### Leadership Indicators

#### 1. Awareness programs conducted for value chain partners on any of the principles during the financial year:

Yes, the awareness programs are conducted for value chain partners. We have a range of both structured and unstructured programs that address various aspects of our business operations and industry outlook. Technical trainings is mandatory for all employees, encompassing both internal and external programs.

#### 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.

Black Box has a 'Code of Conduct for Directors and Senior Management' in place to avoid/manage conflicts of interest involving members of the Board. The code of conduct is approved by the Board of Directors of the Company. This code provides details of the duties and responsibilities of Directors and Independent Directors.

The Code of Business Ethics and Conduct also has details on 'conflict of interest.' Before making any investment, accepting any position or benefit, participating in any transaction or business arrangement, or otherwise acting in a manner that creates or appears to create a conflict of interest with Black Box, employees must make full disclosure of all relevant facts and circumstances and obtain the prior written approval from the Company's CFO or its General Counsel. Web link: [Code of Conduct for Directors and Senior Management](#)

## 2 PRINCIPLE

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

#### Essential Indicators

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

	FY 2023-2024	FY 2022-2023	Details of improvements in environmental and social impacts
R&D	5%	5%	R&D investment has been focused on using environmental and sustainable packaging in our new products, reducing packing used in our products, and ensuring we comply with Hazardous Chemical directives.
Capex	10%	9%	<ul style="list-style-type: none"> <li>➤ Replacing the old vehicle fleet with new, fuel-efficient vehicles.</li> <li>➤ Upgradation of our HVAC systems</li> <li>➤ Encouraging telecommuting among our employees</li> <li>➤ Implementation of Sustainable transportation practices for the dispatch of our products.</li> <li>➤ Installation of LED bulbs throughout our facilities</li> </ul>

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

Yes. To integrate sustainability in the supply chain, Black Box ensures that its supply chain partners adhere to ethical and sustainable practices.

Black Box has a broad network of global suppliers. Some of them provide materials, some are contract manufacturers, some are OEM suppliers and some of them provide software and services. Though we have an active approved vendor list, we conduct supplier assessments to maintain supplier quality and assurance throughout the supply chain. A basic requirement for approval of a supplier is quality testing, production samples, and evaluation of the quality system. For critical materials (which make up more than 20% of the product group, sole-sourced, or which has long-term customer requirements), a due diligence assessment is conducted. Also, factory inspection is conducted in some cases. The supplier questionnaire contains questions to check the existence of the Export Compliance Program, Quality Management System, Health, Safety and Environment policy, International Traffic in Arms Rules (ITAR), etc. We conduct quarterly business reviews and periodic re-audit and re-evaluations for our suppliers.

Black Box is also redesigning its supply and purchasing agreement through which it will ensure sustainability at the supplier's end. Aspects such as human rights, labor practices, compliance with the laws and regulations, environmental protection, and disclosure mechanisms are taken into consideration while redesigning.



Our customers are also made aware of the E-waste management system at Black Box through which they can recycle their products at the end of the product's life. Through these sustainable sourcing practices, Black Box aims to reduce its environmental impact, support ethical supply chains, and contribute to a more sustainable industry. This year, we are planning to introduce a Sustainable procurement policy for integrating environmental, social, and governance considerations into our purchasing and supply chain practices.

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

Currently, we do not track this information. However, the implementation of a sustainable procurement policy is planned for this year onwards.

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

We are primarily an Information & Communication Technologies (ICT) Solution Integration and consulting firm; the overall environmental impact is minimal. We have robust processes for waste management. We identify and manage each type of waste and follow regular waste management practices. We abide by the region-specific regulatory norms for the management of waste.

The following are the processes in place for reuse, recycling, and disposal:



**a. Plastics (including packaging):**

Plastic used in the packaging is recycled through authorized recyclers. We are also exploring the option of biodegradable plastic and reusing recycled parts of the product through discussion with our value chain.



**b. E-waste:**

Black Box has implemented the e-waste collection system through the third-party authorized vendors across the USA. This ensures that all the e-waste is collected and recycled.

Black Box complies with the Waste Electrical and Electronic Equipment (WEEE) Regulations. In regions such as Austria, Finland, Luxembourg, Spain, Sweden, and the UK where Black Box has established recycling contracts with authorized recyclers, it provides finance for the treatment, recycling, and recovery of WEEE from customers on a one-for-one and like-for-like basis.

Region-specific regulations are adopted by the Black Box to comply with WEEE regulations:

- The Austrian Ordinance on Waste Prevention, Collection, and Treatment of Waste Electrical and Electronic Equipment (WEEE Ordinance) in Austria
- The Finnish Waste Act which implements regulations for Waste Electrical and Electronic Equipment (WEEE) in Finland
- Regulation 013/2005 for Waste Electrical and Electronic Equipment (WEEE) in Luxembourg
- The Spanish Royal Decree 208/2005 on Electrical and Electronic Equipment and Management in Spain

- The Sweden Regulation on Producer Responsibility for Electrical and Electronic Equipment in Sweden
- The Waste Electrical and Electronic Equipment (WEEE) in the United Kingdom.

In Hungary and Poland, dealers sell Black Box equipment. They comply with the WEEE regulations.

In Switzerland, Black Box has joined the compliance scheme of SWICO which is approved by Swiss authorities.

In Norway, Black Box has joined the compliance scheme of RENAS which is approved by the Ministry of Environment of Norway.

In some regions, such as Belgium, France, Germany, and the Netherlands, regardless of whether the equipment is being replaced by a new piece of equipment from Black Box, we take back the equipment for recycling and disposal.

France complies with the French Decree on the Prevention and Management of Waste Electrical and Electronic Equipment (WEEE), Germany complies with the Germany Act Governing the Sale, Return and Environmentally Sound Disposal of Electrical and Electronic Equipment (ElektroG) Act and the Netherlands complies with the Dutch Waste Electrical and Electronic Equipment (WEEE) Management Regulations.

Belgium has three different regions Flanders, Wallonia, and Brussel Capital that comply with two different regulations – Waste Prevention and Management Ordinance (VLAREA) in Flanders, Producer Responsibility Decree in Wallonia, and Brussel Capital.

In Denmark, The Danish Order transposes the WEEE directive for Waste Electrical and Electronic Equipment where local authorities establish a collection system that collects WEEE arising from households as well as from businesses.

In Italy, the WEEE directive is transposed by the Italian Decree to implement the 2002/96/EC Waste Electrical and Electronic Equipment (WEEE) Directive.

Black Box does not have a sales office in facilities such as Cyprus, Czech Republic, Estonia, Ireland, Latvia, Lithuania, Malta, Portugal, Slovenia, and Slovakia. Black Box products are sold directly to business end-users from sales offices in other Member States through Distance selling. The WEEE Directive and Member State WEEE Regulations state that Black Box is not responsible for WEEE arising from distance sales of business products. Instead, it is the business end-user's responsibility to ensure that products that they buy through distance selling arrangements are managed in an environmentally responsible manner at the end of life.

In India, Black Box is complying with E-waste management rules, 2022. Black Box has collaborated with E-Waste Recyclers India (EWRI) to comply with the E-Waste Management and Handling rules by providing drop-off centers and environmentally sound management of end-of-life electronics. There are 24 collection centers of EWRI where customers can drop their E-waste for recycling.



### c. Hazardous Waste:

Our operations do not involve the production or disposal of hazardous waste of any kind.



### d. Other Waste:

Other waste generated from the product packaging includes cardboard, which is recycled through our recycling partners.



**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**

As Black Box complies with Waste Electronic and Electrical Equipment (WEEE) regulations, E-Waste Management, and Handling Rules, 2022; it has been collecting, treating, recycling, and recovering E-waste. Black Box is actively involved in improvisation in its existing E-waste management system. Black Box is also vigilant about other wastes such as plastic waste and battery waste.

### Leadership Indicators

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

Since we are not a manufacturing Company, hence LCA is not applicable.

**2. If there are any significant social or environmental concerns and/or risks arising from the 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).**

We are primarily an Information & Communication Technologies (ICT) Solution Integration and consulting firm, and we are not directly involved in the process of manufacturing. Any recyclable materials such as plastic, paper, metals, cardboard (packaging material), and E-waste are directly recycled through authorized vendors.

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

We are primarily an Information & Communication Technologies (ICT) Solution Integration and consulting firm, and we are not directly involved in the process of manufacturing. Any recyclable materials such as plastic, paper, metals, cardboard (packaging material), and E-waste are directly recycled through authorized vendors. We also comply with the country-specific regulations for the management of waste.

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




We are not a manufacturing Company. Hence reclamation of products is not applicable to us.

## 3 PRINCIPLE

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

### Essential Indicators

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

Category	Total (A)	% of employees covered by									
		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)
 <b>Permanent employees</b>											
 Male	2,768	2,735	99%	2,735	99%	NA	NA	2,768	100%	1,504	54%
 Female	638	630	99%	630	99%	638	100%	NA	NA	368	58%
<b>Total</b>	<b>3,406</b>	<b>3,365</b>	<b>100%</b>	<b>3,365</b>	<b>100%</b>	<b>638</b>	<b>100%</b>	<b>2,768</b>	<b>100%</b>	<b>1,872</b>	<b>55%</b>

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

We ensure the well-being of workers through our contractors by incorporating comprehensive clauses in our contract agreements. These clauses are designed to guarantee compliance with all relevant regulations, ensuring that our contractors uphold high standards of worker welfare.

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

	FY 2023-2024	FY 2022-2023
The cost incurred on well-being measures as a % of the total revenue of the Company	2.80%	Not tracked in the reporting year

#### 2. Details of retirement benefits, for the 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 (India)	100%	100%	Y	100%	100%	Y
Gratuity (India)	100%	100%	Y	100%	100%	Y
401(k) Plan (USA)	100%	100%	Y	100%	100%	Y
Defined Benefit Pension Plans (USA)	100%	100%	Closed Plan	100%	100%	Closed Plan
Workplace Pension (UK)	100%	100%	Y	100%	100%	Y



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.)
Group Registered Retirement Savings Plan (RRSP) (Canada)	100%	100%	Y	100%	100%	Y
Defined Contribution Pension Plans (Canada)	100%	100%	Y	100%	100%	Y
Defined Benefit Pension Plans (Canada)	100%	100%	Y	100%	100%	Y
Superannuation (Australia)	100%	100%	Y	100%	100%	Y
Betriebliche Altersvorsorge (Company Pension Scheme) Germany	100%	100%	Y	100%	100%	Y
Employer-Provided Pension Plans (Japan)	100%	100%	Y	100%	100%	Y
Employee Pension Insurance (Japan)	100%	100%	Y	100%	100%	Y
Central Provident Fund (Singapore)	100%	100%	Y	100%	100%	Y
Employees Provident Fund (EPF) (Malaysia)	100%	100%	Y	100%	100%	Y
End of Service Gratuity (UAE)	100%	100%	Y	100%	100%	Y
Occupational Pensions (UAE)	100%	100%	Y	100%	100%	Y
MPF (Hong Kong)	100%	100%	Y	100%	100%	Y
Labour Pension (Taiwan)	100%	100%	Y	100%	100%	Y
Kiwi saver (NZ)	100%	100%	Y	100%	100%	Y
Social Security (Philippines)	100%	100%	Y	100%	100%	Y

**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.**

Black Box follows the principle of diversity and inclusion while providing employment opportunities to a person with a disability. Black Box's Code of Conduct protects employees from discrimination or harassment based on disability.

We can proudly say that Black Box was recognized as the "Best Place to Work for disability inclusion" as per Disability Equality Index for the year 2022 -23. It also has an 'Equal Employment Opportunity Policy' as per the requirement of the Rights of Persons with Disabilities Act, 2016.

Our offices are equipped with necessary infrastructural provisions such as ramps and accessible toilets to accommodate individuals with disabilities ensuring our environments are accessible and considerate of diverse needs. We comply with country-specific regulations such as the Rights of Persons with Disabilities Act (RPWD) in India and the Americans with Disabilities Act (ADA) in the USA.

**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.**

Black Box has a policy on Equal Employment Opportunity as per the Rights of Persons with Disabilities Act, 2016. The Company's 'Code of Ethics and Conduct' describes the Company's policy to raise voice against any discrimination based on disability.

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

Gender	Permanent employees	
	Return to work rate	Retention rate
Male	100%	100%
Female	100%	100%
<b>Total</b>	<b>100%</b>	<b>100%</b>

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

Yes, the Company has necessary mechanisms to redress grievances, such as the Code of Conduct, Code of Business Ethics and Conduct, Whistleblower Policy, and Prevention of Bribery & Corruption Policy. Any employee can raise a grievance under these policies and the concern can be raised through the email IDs given below:

Region	Ethics Officer	Contact Details
India, Black Box Limited	Rajat Verma	Whistleblower.Indiabbl@BlackBox.com.
India Black Box Network Solutions	Mohan Rao	Whistleblower.IndiaBBNS@BlackBox.com
Middle East & Africa (UAE, Kenya, Saudi Arabia)	Ajay Modi	Whistleblower.MEA@BlackBox.com
Australia and New Zealand (ANZ)	Rohit Jain	Whistleblower.ANZ@BlackBox.com
Asia Pacific (APAC)	Catherine Heng	Whistleblower.APAC@BlackBox.com
United States of America (USA)	Vanessa Wilson	Whistleblower.USA@BlackBox.com
Europe	Andre van der Wit	Whistleblower.Europe@BlackBox.com

The ethics helpline is 1-855-833-0005 and the mail address is provided on the Company website to report any violations: [www.blackbox.com/go/ethics](http://www.blackbox.com/go/ethics).

The Protected Disclosures concerning the Chief Ethics Officer, Chief Financial Officer, and Directors of the Company are to be addressed to the Chairman of the Ethics Committee of the Company. All other Protected Disclosures are to be addressed to the concerned Country Ethics Officer of the Company.

**Chief Ethics Officer:** Komal Seshagiri

Email id: [Komal.Seshagiri@BlackBox.com](mailto:Komal.Seshagiri@BlackBox.com)

**Chairman of Ethics Committee:** Sujay Sheth

Email id: [Sujay.Sheth@gmail.com](mailto:Sujay.Sheth@gmail.com)

Web link: [Whistleblower Policy, Code of Business Ethics and Conduct](#)

**Grievances redressal mechanism**







All Employees including temporary and contractual workers (or contractors, suppliers of goods and services) of the Company are eligible to make Protected Disclosures under the Whistle blower Policy.

In addition to the above, additional policies are there which are listed below:





- Code of Conduct
- US Employee Handbook Policies Including: Open Door Policy and Conflict of Interest Policy
- Code of Business Conduct and Ethics




**7. Membership of employees and workers in association(s) or Unions recognized 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)
 <b>Total Permanent Employees</b>	3,434	407	12%	3689	326	9%
 Male	2,768	386	14%	2971	304	10%
 Female	638	21	3%	707	19	3%
 <b>Total Permanent Workers</b>	498	0	0%	501	0	0%
 Male	349	0	0%	325	0	0%
 Female	26	0	0%	37	0	0%

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

Category	FY 2023-2024					FY 2022-2023				
	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)
 <b>Employees</b>										
 Male	2,768	1,350	49%	1,614	58%	386	308	80%	168	44%
 Female	638	348	54%	350	55%	57	34	60%	31	54%
 <b>Total</b>	<b>3,406</b>	<b>1,698</b>	<b>50%</b>	<b>1,964</b>	<b>58%</b>	<b>4413</b>	<b>342</b>	<b>77%</b>	<b>199</b>	<b>45%</b>

## 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)
Male	2,768	2,768	100%	2,982	2,982	100%
Female	638	638	100%	707	707	100%
Total	3,406	3,406	100%	3,689	3,689	100%

## 10. Health and safety management system:

### a. Whether an occupational health and safety management system has been implemented by the entity. (Yes/No). If yes, the coverage of such a system?

Yes. We have effectively implemented the OHS management systems at an organizational level. It covers all our operations whether at our premises or customers' place. We also incorporate the customer's OHS requirements during the various activities we conduct at customer premises (such as installations, maintenance, and other services). Additionally, we insist our suppliers comply with the applicable OHS requirements while working at our premises or at our customer's locations as required.

Our Health, Safety, and Environment Policy emphasizes the responsibility of all employees to maintain safety at the workplace. It includes protocols to prevent accidents related to falls, fire, and electricity. It also has mentioned guidelines and measures for safety related to office ergonomics. The policy ensures that employees are well informed about the Emergency Evacuation Plan. Annual fire drills are conducted at all our branches to respond to any fire emergency. Sprinklers, smoke detectors, and fire extinguishers are placed in office premises across all regions. Frequent equipment checks, such as air conditioners, chillers, UPS, etc. are performed periodically. Emergency contact details are displayed on the notice board with contacts of the nearest police station. The 24/7 facility emergency contact number is displayed on the Company nameplate.

Black Box's Safety Policy and Procedure Manual is a comprehensive document where procedures of risk calculation, hazard identification, and analysis, incident reporting, record keeping, and emergency action plans are well documented. This manual has safe work practices for each process that involves potential hazards.

### b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

At Black Box, work-related hazard analysis is an ongoing and continuous process. The hazard analysis is used to identify and evaluate hazards or potential hazards and possible control measures to reduce or mitigate the hazards in the workplace.

Hazard assessment is documented via a written certification that has information related to the name of the workplace evaluated, the name of the person who performed the hazard analysis, the date of assessment, and a statement that indicates that this is a certification of hazard assessment.

The process allows us to monitor operations and identify new hazard areas as they become apparent due to changes in operational procedures or hazardous environments encountered at new customer locations. On project sites, the Customer or General Contractor may require that our Team Members or our subcontractors perform a hazard analysis before starting a task. We utilize a variety of risk assessment tools including job hazard analysis (JHA) reviews, pre-task planning (PTP) checklists, and/or personal protective equipment risk assessment checklists to document these activities. The risk assessment tools may classify and rank hazards according to risk using a risk ranking matrix. The concerned personnel review and update written assessments whenever there is a change in process, equipment, or facility layout.



Black Box conducts regular inspections at the workplace to provide the highest emphasis on Health and Safety issues both for routine and non-routine work. Through these inspections, we identify potential hazards and unsafe practices. Hazardous equipment or flammable liquids that are harmful, dangerous, or injurious to the employees are not used by the entity. Our Safety Policy and Procedure Manual covers the safe work practices for every process that involves potential hazards.

**c. Whether you have processes for workers to report work-related hazards and to remove themselves from such risks. (Y/N)**

Yes. We have incident reporting processes at various locations globally. The processes vary to a certain extent as per the location-specific scenarios; however, the overall approach that we adopt globally for work-related hazard reporting is described in this section.

Employee/worker can notify his/ her immediate supervisor of a potential hazard, violation, or deficiency in safe and healthy working conditions, recommending corrective measures, if possible, or correcting the hazard. Additionally, the employee's immediate supervisor is to be notified of every injury, accident, or near-miss incident regardless of how trivial such an accident or incident may appear at that time.









The supervisor then immediately reports about the injury/accident to the Risk Management Committee. Risk Management provides the appropriate incident report template to document the event to the affected person and their supervisor. The affected person and/or their supervisor should complete the appropriate form and return it to the Risk Management Committee within 24 hours of the event.

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services?**

Black Box provides a well-maintained medical room with a medical bed for all the employees in case of medical emergencies. Wheelchairs are available for employees who are unwell. The emergency contact numbers of doctors and ambulances are displayed on the notice boards of the Company so that employees can have quick access to the information. A medical emergency facility is available on campus with trained doctors and nurses. First aid kits are always available at all facilities.

Black Box has conducted health check-up camps, yoga sessions, etc. for all employees across all regions.

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

Safety Incident/Number	Category*	FY 2023-2024	FY 2022-2023
Lost Time Injury Frequency Rate (LTIFR) (per one million person-hours worked)	 Employees	917	1,012
	 Workers*	0	0
Total recordable work-related injuries	 Employees	15	13
	 Workers*	0	0
No. of fatalities	 Employees	0	0
	 Workers*	0	0
High-consequence work-related injury or ill health (excluding fatalities)	 Employees	8	7
	 Workers*	0	0

\*Including in the contract workforce

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

Black Box is committed to providing and maintaining safe and healthy working conditions. Our objective is to establish a workplace that is free from injuries and promotes overall health while embedding a culture of safety throughout the organization. We enhance awareness and competence in Health, Safety, and Environment (HSE) through comprehensive training and education, fostering a safe working environment, and promoting employee health through the provision of employee wellbeing programs. We also consistently identify hazards, evaluate health, safety, and environmental risks within our operations through audits, risk assessments, and the review of standard operating procedures, and implement measures to mitigate these risks. We encourage safe behavior among our workforce, ensuring compliance with the use of personal protective equipment where necessary, and fostering a culture where all accidents and incidents are promptly reported. Additionally, we empower individuals to halt any work deemed unsafe and pose a threat to the safety of personnel.

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

No complaints have been received from employees or workers concerning working conditions or health and safety.

**14. Assessments for the year:**

**% of your plants and offices that were assessed (by entity or statutory authorities or third parties)**



**Health and Safety Practices**

During the reporting year, 11 % of our facilities are assessed for various health and safety parameters such as - air contaminant levels at assembly facilities, noise levels at warehouses and assembly facilities, ergonomic risk assessment at workplaces, and fire safety requirements.

The assessments are conducted by our Program Safety Manager and Corporate Safety Manager internally. These assessments are also conducted by Third party insurance agencies.



**Working Conditions**

During the reporting year, 11% of the facilities are assessed for ventilation, hygiene sanitation, and other working conditions.

These assessments include third-party air quality testing, surface inspection for possible Mold spores arising from defective HVAC system, and identification of gaps in metal siding used for building a partition between Black Box Warehouse Space and Sublease Tenant Space.

The assessments are conducted by our Program Safety Manager Corporate Safety Manager and/or Facilities Manager internally. These assessments are also conducted by Third party insurance agencies.

**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 issues identified through internal and third-party assessments related to Health and Safety practices and working conditions are further addressed through a specific action plan. These action plans are implemented internally by the Program Safety Manager and Corporate Safety Manager as well as through third-party vendors.

Some of the incidents and the details of corrective actions are listed below:



- Through third-party air quality, testing it was confirmed that the air contaminants were below OSHA Permissible Exposure Limit and American Conference of Governmental Industrial Hygienists Threshold Limit Values (ACGIH TLV). Therefore, no actions were recommended.
- Noise samples in all areas of the warehouse and production were below 75 dBA. No actions were recommended.
- The noise sample in the paint booth was 85 dBA. Painters were instructed to wear earplugs when working in paint booths and when there was sufficient ventilation.
- The defective HVAC unit was replaced with a new unit.
- Metal Siding gaps were covered and sealed to prevent air transfer between the Black Box and Sub Lease Tenant Space.
- The repairing and replacing of damaged asphalt blocks to ensure safety in parking areas.
- During the assessment, the auditor identified the non-compliance with respect to the fire code. The following actions are taken to ensure compliance:
  - The applicable Fire Codes are updated to include plastic types that Black Box stores for TPS products.
  - The Storage height of the product in the Warehouse Racking system was lowered to 6 ft in compliance with the new Fire Code.

## Leadership Indicators

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

The compensatory package is covered by the existing insurance policies primarily in USA and is provided to employees and workers in the event of the death during the work.

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

At Black Box, we are committed to ensuring that we adhere to ethical conduct while operating and treating our employees. Our compliance team conducts periodic interactions and takes the relevant actions to ensure that the value chain partners rectify the non-compliances. We also have procedures to escalate the matters that do not get resolved by the value chain partners and may require termination of the contract. Through the integration of ESG, we are planning to further extend our efforts towards engaging the value chain in the overall statutory compliance management.

**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:**

	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	
	Year 2023-24	Year 2022-23	Year 2023-24	Year 2022-23
<b>Employees</b> (Including in the contract workforce)	8	7	8	7

**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)**

Black Box provides a transition assistance program through 'Operation Opportunity.' Veterans' opportunity, well-being, and referral programs are conducted through employee well-being initiatives.

Black Box provides opportunities for veterans post their retirement for working with them. Black Box has hired over 150 veterans who contribute their skills across our entire business. We are proud to work alongside them each day and fortunate to benefit from their outstanding skills, discipline, and experience as well as shared values like a sense of purpose, commitment & immediacy.

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

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Health and safety practices	80%
Working conditions	80%

**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.**

Black Box ensures adherence to the human rights requirements related to workers, such as Child labor, Forced labor, Prevention of Sexual harassment, Discrimination at the workplace, Minimum wages, etc. Value chain partners are warned about strict actions to be taken if any such issues arise during the assessment.

**4 PRINCIPLE** **Businesses should respect the interests of and be responsive to all their stakeholders.**

**Essential Indicators**

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

Our stakeholder management process involves the identification of stakeholders, prioritizing key stakeholders, and stakeholder engagements. Various stakeholder groups, internal and external, are identified based on the nature of interactions with our business. The prioritization of stakeholder groups is conducted considering the direct and indirect material topics both for Black Box as well as for the stakeholders.

Our Stakeholder Relationship Committee maintains oversight of the stakeholder engagement mechanism of the Company. Through engagements with stakeholder groups, we try to establish strong relationships, gain insights, and involve the stakeholders in our decision-making process. Our stakeholder engagement approach is based on transparency, openness, and integrity. We recognize the importance of trust-based relationships and ensure transparent, timely, and relevant engagement and communication with stakeholders.

To identify the material topics, we conduct stakeholder consultations from time to time considering internal and external stakeholders. In addition to this, third-party ESG consultants provide insights regarding material topics and actively participate in some of the stakeholder consultations.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	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	Email, Town Halls, Engagement programs, Notice Board, Website	Quarterly	Business updates, Key wins, Key organization announcements, Building connect.
Shareholders / Investors	No	Website, Email	Quarterly and annually	Shareholder/ Investment communication protocols
Customers	No	Website, Email, Virtual meetings, In-person meetings	Regularly	Information and Communication related to products and services
Technology Partners & vendors	No	Website, Email, Virtual meetings, In-person meetings	Regularly	Information and Communication related to products and services
Communities	Yes	Website	Annually	CSR program

**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.**

At Black Box, we regularly engage with stakeholders through consultation sessions. The stakeholder identification, prioritization, and engagement process are reviewed by the Board periodically. The key material topics on economic, environmental, and social aspects are covered in the stakeholder engagement process.

The stakeholder Relationship Committee facilitates the stakeholder consultation process through the involvement of the relevant internal teams and third-party consultants in some cases.

Outcomes from the stakeholder consultations are regularly reported to the Board in the form of feedback, analysis, and any proposed actions or recommendations resulting from the consultation process.

**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 the policies and activities of the entity.**

Yes. We conduct stakeholder consultations from time to time covering both internal and external stakeholders. This helps us to identify and manage environmental and social topics and provides valuable insights for our governance.

Stakeholder consultations provide inputs on the existing policies and regulations and new activities that will enhance our performance on ESG. Understanding material issues and their impact on the environment and the business is discussed during the stakeholder consultations, which help in understanding the risks, and opportunities that can affect the business operations.

The consultation with our customers helps us to understand the various requirements under environmental and social topics (e.g., GHG emissions, waste management, sustainable sourcing, labor welfare, and human rights). These inputs are further utilized to plan the relevant actions and initiatives. Through consultations with our supply chain partners, we engage with them and ensure our environmental and social requirements are captured in the contract documents and fulfilled by our suppliers as part of business transactions.

In addition, based on the inputs from stakeholder consultations, we are redesigning some of our policies such as ESG policy, Sustainable Procurement Policy, etc. We have also planned to extend our current efforts on GHG emission estimations and disclose under the CDP and SBTi, to begin with the decarbonisation journey with an aim to achieve Net Zero by 2050 and started analysing our GHG footprint.

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

There are no specific instances where the concerns are received from vulnerable/ marginalized stakeholder groups.

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

### 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 2023-2024			FY 2022-2023		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	919	919	100%	443	367	83%
Other than permanent	49	49	100%	395	0	0
<b>Total Employees</b>	<b>968</b>	<b>968</b>	<b>100%</b>	<b>838</b>	<b>367</b>	<b>44%</b>

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

Category	FY 2023-2024					FY 2022-2023				
	Total (A)	Equal to minimum wage		More than minimum wage		Total (A)	Equal to minimum wage		More than minimum wage	
		No. (A)	% (B/A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Permanent	3,385	-	-	3,385	100%	443	-	-	443	100%
Male	2,754	-	-	2,754	100%	386	-	-	386	100%
Female	631	-	-	631	100%	57	-	-	57	100%
Other than permanent	49	-	-	49	100%	395	105	27%	290	73%
Male	14	-	-	14	100%	367	86	23%	281	77%
Female	07	-	-	07	100%	28	19	68%	9	32%





### 3. Details of remuneration/salary/wages

#### a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of the respective category	Number	Median remuneration/ salary/ wages of the respective category
Board of Directors (BoD)	The Independent Directors receive sitting fees, while no remuneration is paid to the Executive Directors in India.			
KMP	3	5.44 Crores	1	1.2 Crores
Employees other than BoD and KMP	2,751	0.48 Crore	632	0.45 Crore
Workers*	388	0.05 Crore	28	0.17 Crore

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

	FY 2023-2024	FY 2022-2023
Gross wages paid to females as % of total wages	17.35%	17.31%

### 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)

Black Box has a policy on Human Rights and a comprehensive document on the Code of Business Ethics and Conduct. Questions regarding human rights can be asked to the immediate supervisor or the Human Resource Representative through email provided in the Code of Business Ethics and Conduct.

Also, the ESG core committee is restructured to address issues related to ESG topics including human rights.

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

There is an ethics helpline provided for the employees to raise their concerns regarding breaches of the code of ethics. This helpline is hosted by a third party which allows for confidential, anonymous (in the US and elsewhere as permitted by law) submissions and is available 24 hours a day every day of the year. Every report is reviewed by the Internal Auditor, the General Counsel, the CFO, and/or Human Resources, as appropriate, and reported to the Audit Committee of the Board. After an investigation is completed, appropriate disciplinary and other corrective actions are taken.

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

Category	FY 2023-2024			FY 2022-2023		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
<b>Employees</b>						
Sexual Harassment	-	-	-	-	-	-
Discrimination at workplace	1	1	-	-	-	-
Child labor	-	-	-	-	-	-
Forced labor/Involuntary labor	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights-related issues	1	1	-	-	-	-

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

We are pleased to report that Black Box maintained a safe and respectful work environment in FY 2023-2024, with zero complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013. This achievement demonstrates our commitment to fostering a culture of inclusivity, dignity, and respect for all employees

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

Complaints related to discrimination or harassment of any kind are received by the immediate supervisor or Human Resource Representative. Victims can also use the ethics helpline at 1-855-833-0005 or reach out to the Company regarding any violations on [www.blackbox.com/go/ethics](http://www.blackbox.com/go/ethics). The Ethics helpline is hosted by a third party, allows for confidential, anonymous (in the US and elsewhere as permitted by law) submissions, and is available 24 hours a day every day of the year.

The whistleblower policy provides for adequate safeguards against victimization of persons who use the mechanism through protected disclosures and has a process for providing direct access to the Chief Ethics Officer or Chairman of the Ethics Committee wherever required.

Web link: [Whistleblower Policy](#)

Anyone who retaliates against someone who has reported any such concern or suspected violation in good faith is subject to discipline up to including termination of employment.

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

Yes.

Human rights such as Labour law compliances form a part of business agreements and contracts. Statutory requirements, such as child labor, forced labor, and compulsory labor are investigated during the onboarding of suppliers. The vendors are required to sign this clause as a part of the contract.

Black Box also complies with the requirements of customers related to human rights as agreed in the contracts with customers. The customer requirements also form part of our agreements with the subcontractors and contract laborers.

**10. Assessments for the year:**

We regularly assess all the relevant compliance requirements applicable to all of our global offices.

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

Our comprehensive assessments yielded no concerns during the reporting year, a testament to our organization's strong governance and proactive risk management. Additionally, we have developed and implemented comprehensive corrective procedures to address any potential future issues, showcasing our forward-thinking approach and unwavering commitment to continuous improvement.

## Leadership Indicators

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

Black Box adheres to all the fundamental human rights principles in all aspects of its operations. Moreover, it actively cultivates an atmosphere of awareness among its employees through the Code of Conduct. This initiative ensures that employees are well-informed, understand, and seamlessly integrate these principles into their daily interactions, including those within the supply chain.



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

At Black Box, we believe in diversity, equality, and inclusion. We have provided a robust mechanism, through our Code of Business Ethics and Conduct, and Human Rights Policy to report any issues related to human rights. We also provide an environment where employees can communicate with us about any potential non-compliance and risks associated with violation of human rights.

## 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?

Our offices are equipped with necessary infrastructural provisions such as ramps and accessible toilets to accommodate individuals with disabilities ensuring our environments are accessible and considerate of diverse needs. We comply with country-specific regulations such as the Rights of Persons with Disabilities Act (RPWD) in India and the Americans with Disabilities Act (ADA) in the USA.

## 4. Details on assessment of value chain partners:

We have all the required procedures in place to ensure compliance by our value chain partners on all relevant parameters. We ensure our contract agreements and standard operating procedure adequately cover relevant clauses to ensure full compliance with country-specific regulations.

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

Black Box ensures adherence to the human rights requirements related to workers, such as Child labor, Forced labor, Prevention of Sexual harassment, Discrimination at the workplace, Minimum wages, etc. Value chain partners are warned about strict actions to be taken if any such issues arise during the assessment.

# 6

## PRINCIPLE

### Businesses should respect and make efforts to protect and restore the environment.

#### 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*
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from Renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	25,569 (GJ)	2,700 (GJ)
Total fuel consumption (E)	19,03,281 (GJ)	229 (GJ)
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	19,28,850 (GJ)	2,929 (GJ)
<b>Total energy consumed (A+B+C+D+E+F)</b>	19,28,850 (GJ)	2,929 (GJ)
<b>Energy intensity per rupee of turnover</b> (Total energy consumed / Revenue from operations)	0.00003070	0.00016

Parameter	FY 2023-24	FY 2022-23*
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed / Revenue from operations adjusted for PPP)	0.00068	0.0036
<b>Energy intensity in terms of physical output:</b> Not Applicable		

\*Standalone reporting for FY 2022-2023, data represents India specific information.

**Note:** The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF - For India for the year ended March 31, 2024, is 22.17 and for the year ended March 31, 2023, is 22.57.

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.**

We are committed to environmental sustainability; we're exploring PAT scheme participation to enhance our eco-friendly practices across India.

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

Parameter	FY 2023-2024	FY 2022-2023
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	
(ii) Groundwater	-	
(iii) Third-party water	94,671	
(iv) Seawater / desalinated water	-	
(v) Others	-	
<b>Total volume of water withdrawal (in kilolitres) (I + ii + iii + iv + v)</b>	94,671	Specific data not tracked for the reporting year
<b>Total volume of water consumption (in kilolitres)</b>	14,201	
<b>Water intensity per rupee of turnover</b> (Total water consumption / Revenue from operations)	0.00000022	
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption / Revenue from operations adjusted for PPP)	0.000005	
<b>Water intensity in terms of physical output</b>	Not Applicable	



**4. Provide the following details related to water discharged:**

Parameter	FY 2023- 2024	FY 2022-2023
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment	-	
- With treatment – please specify the level of treatment	-	
(ii) To Groundwater		
- No treatment	-	
- With treatment – please specify the level of treatment	-	
(iii) To Seawater		
- No treatment	-	
- With treatment – please specify the level of treatment	-	
(iv) Sent to third parties	80,471	Specific data not tracked for the reporting year.
- No treatment	-	
- With treatment – please specify the level of treatment	Common Sewage Treatment Plant of building facility or Municipality	
(v) Others	-	
- No treatment	-	
- With treatment – please specify the level of treatment	-	
<b>Total water discharged (in kilolitres)</b>	<b>80,471</b>	

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

Black Box operates in leased offices. We regularly engage with the respective property owners to implement Zero Liquid Discharge for all our rented facilities. We prioritize selecting offices in buildings equipped with environmental infrastructure for wastewater and waste treatment, or those with Green building certifications.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
NOx	Tonnes/year	0.373	Data not tracked in FY 2022-2023.
SOx	Tonnes/year	0.04	
Particulate matter (PM)	Tonnes/year	0.011	
Persistent organic pollutants (POP)	-	Not Applicable	
Volatile organic compounds (VOC)	Tonnes/year	0.35	
Hazardous air pollutants (HAP)	-	Not Applicable	
<b>Others:</b>			
Total Organic Compound (TOC)	Tonnes/year	0.0017	
Carbon Monoxide	Tonnes/year	3.4	
Hydrocarbon (HC)	Tonnes/year	0.243	

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

Parameter	Unit	FY 2023-2024	FY 2022-2023
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	5,983	Specific data not tracked for the reporting year
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	3,397	
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	-	0.00000014	
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>	Not Applicable		

**8. Does the entity have any project related to reducing Greenhouse Gas emissions? If yes, then provide details.**

Black Box is currently engaged in an assessment of Greenhouse Gas emissions. We are committed to the decarbonisation of our operations as per SBTi target-setting protocol for near-term and net-zero targets and we will strive to achieve those targets. Various initiatives for achieving these targets are planned under the ESG roadmap of the Company. These initiatives include - minimizing the global real estate footprint, switching to energy-efficient lighting, heating, and cooling systems, replacing the old vehicle fleet with new and efficient vehicles, waste reduction, waste recycling, exploring options to switch to renewable energy grid for our offices/facilities wherever possible.

We are also engaging with our supply chain partners to ensure their participation in the decarbonization efforts by reducing greenhouse gas emissions linked with supplies to Black Box.

**E-Waste Management:** Established e-waste take-back points at each location and recycles e-waste at local distribution outlets.  
**Technology Innovations:** Adopting energy-efficient technologies to reduce the carbon footprint of its data centers of Black Box as well as Data Centers we design and build for our customers.

**Vehicle and Office Space Optimization:** Replaced 120 end-of-life vehicles with fuel-efficient models and surrendered 100,000 square feet of unnecessary office space, reducing Scope 1 emissions.

**Sustainable Procurement:** Sourcing products and services from vendors committed to using renewable energy, reducing packaging waste, and employing eco-friendly manufacturing processes.

**Energy Efficiency:**

- Implemented LED lighting and installed sensor lights and cut-out timers for AC cooling for some of our offices.
- The use of lighting sensors in some of our office spaces has been implemented to optimize lighting efficiency and reduce overall energy consumption.
- **Green Building Certification:** Some of our offices are located in IGBC-Gold certified buildings, adhering to high environmental standards.
- As an Information & Communication Technologies (ICT) Solution Integration and consulting firm, Black Box maintains a minimal overall carbon footprint, with its technology products also designed to have a low carbon impact. Through these initiatives, Black Box aims to achieve its sustainability goals and make a positive environmental impact. Black Box is committed to further reducing its real estate footprint and adopting sustainable practices across the organization.



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

Parameter	FY 2023-24
<b>Total waste generated (in metric tonnes)</b>	
Total waste generated (Non-hazardous), from office and warehouse facilities. (Includes recyclables)	285
<b>Total</b>	<b>285</b>
<b>Waste intensity per rupee of turnover</b>	
(Total waste generated / Revenue from operations)	0.0000000045
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b>	
(Total waste generated / Revenue from operations adjusted for PPP)	0.00000010
<b>Waste intensity in terms of physical output</b>	Not Applicable
<b>Waste intensity</b> (optional) – the relevant metric may be physical selected by the entity	-
<b>Category of waste</b>	Waste Papers
(i) Recycled	98
(ii) Re-used	-
(iii) Other recovery operations	-
<b>Total</b>	<b>98</b>
<b>Category of waste</b>	
(i) Incineration	-
(ii) Landfilling	187
(iii) Other disposal operations	-
<b>Total</b>	<b>187</b>

Note: The waste generation quantities are not significant. Data was not tracked in the previous year. However, E-waste, Battery-waste, and other recyclable items such as cardboard and plastic are directly recycled through authorized vendors however, the quantities are not tracked in the reporting year.

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

Black Box complies with The Restriction of Hazardous Substances Directive (RoHS) and Registration, Evaluation, Authorization, and Restriction of Chemicals (REACH).

**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:**

Not Applicable

**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:**

Not Applicable

Black Box is compliant with all the applicable environmental laws, regulations, and guidelines in India. We are not into a manufacturing business or a business that has a significant environmental footprint. We operate in leased spaces which are a part of a commercial space. We prefer complexes that are certified as green buildings. In most regions where we operate, there is a tracker to meet compliance requirements.

## 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:**

Not applicable.

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

Parameter	Unit	FY 2023-2024	FY 2022-2023
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	Metric tonnes of CO2 equivalent	2,697	Specific data not tracked for the reporting year.
Total Scope 3 emissions per rupee of turnover	-	0.000000042	

Note: We are currently in the process of covering all of our operations for Scope-1, Scope-2, and Scope-3 emissions estimates. The numbers reported in this BRSR report represent the extent of our current efforts. These numbers are expected to be revised as we expand the efforts and cover the remaining operational boundaries.

**3. With respect to the ecologically sensitive areas reported in Question 11 of Essential Indicators above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.**

Not Applicable

**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 the outcome of such initiatives, as per the following format:**

Sr. No.	Initiative Undertaken	Details of the initiative (Link, if any, may be provided along with summary)	The outcome of the initiative
1.	Energy Efficiency	We strive to achieve energy efficiency through switching to energy-efficient lighting, heating, and cooling systems.  We are exploring options to switch to a renewable energy grid for our offices/facilities wherever possible.	Energy Efficiency initiatives have helped us achieve our goal of carbon emission reduction.
2.	Reduction in Global Real Estate Footprint	We have minimized the global real estate footprint by reducing the office space requirements and optimizing the workspaces.	By reducing the real estate footprint, we have started the process of reducing carbon emissions associated with real estate.
3.	Revamp of the vehicle fleet	We have replaced the old vehicle fleet with the new and fuel-efficient vehicles.	Switching towards more fuel-efficient vehicles provides economic benefits as well as environmental benefits by achieving carbon footprint reduction.
4.	Waste Management	We continuously explore the opportunities for waste reduction. We recycle all the recyclables possible from offices, warehouses, and packaging waste. We also have initiated the e-waste management plan for recycling the e-waste.	An efficient waste management system helps the Company to be compliant with the regulatory requirements, achieve carbon emission reduction, build a reputation in the market, and have a strong customer relationship.





Sr. No.	Initiative Undertaken	Details of the initiative (Link, if any, may be provided along with summary)	The outcome of the initiative
5.	Stakeholder Consultations	We have initiated the stakeholder consultation (Internal) sessions to create awareness about the ESG initiatives, data gathering, understanding the current practices across the globe at our offices and facilities, and reviewing the customer expectations and regulatory requirements.	The consultations help us to create awareness among our employees about ESG initiatives. This also allows us to implement effectively the various initiatives with active involvement and support from various sections of our organization.
6.	Supply Chain Integration	We are also engaging with our supply chain partners to ensure their participation in the decarbonization efforts by reducing greenhouse gas emissions linked with supplies to Black Box.	Stakeholder consultations and engagements provide us an opportunity to integrate ESG parameters in the supply chain and specifically focus on scope 3 GHG emission reduction.
7.	Materiality assessment	Black Box identifies the material ESG topics through materiality assessment.	Materiality Assessment helps us identify important material topics relevant to our business. This provides a guideline for planning various initiatives to integrate sustainability into our business operations.
8.	ESG Roadmap	ESG roadmap consists of an action plan for integrating ESG operations in our business. This includes Assessment of GHG emissions, decarbonization project, Zero Plastic Program, etc.	ESG roadmap provides guidance as well as timelines for achieving ESG targets.
9.	Assessment of GHG emission	We conduct the operation mapping and the source mapping to identify the key GHG-contributing sources from our business. We also consider the key supply chain partners who are majorly contributing to our GHG emissions. Based on this assessment we conduct a detailed GHG inventory.	Assessment of GHG emissions helps in designing a data collection system for estimation of carbon footprint. This also helps in understanding the carbon footprint in our business as well as in the supply chain.
10.	SBTi emission reduction target setting	We have adopted the SBTi protocol, and we are on the journey of taking action to achieve a net-zero target. We are hopeful about achieving those targets within the stipulated time frames.	Adoption of the SBTi protocol enabled us to set a SBTi net zero target and design an action plan for achieving decarbonization through the ESG roadmap.
11.	CDP – Environmental Disclosure	For disclosure of the Company's climate-related data through the Climate Disclosure Project (CDP), initiatives such as assessment of current practices policies, ESG oversight, carbon emission calculation, etc. were taken.	Disclosure through the Climate Disclosure Project is an opportunity to better understand and manage the risks associated with climate change. It helps in providing data to our investors to make informed investment decisions and fulfills customer requests regarding carbon disclosure.

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

Black Box has a well-defined Business Continuity Plan to ensure the safety of all the employees, customers, and stakeholders. In the event of a natural disaster, global or local emergency, or a pandemic, Black Box plans to remain operational. The Business Continuity Plan (BCP) is managed and maintained by a cross-functional team of subject matter experts.

In the case of a pandemic or other business disruption, the chief customer officer is appointed as the coordinator responsible for dealing with disease issues and their impact on the workplace. The Executive Management Team engages with the business continuity plan in order to support continuance and recovery during disruption. The BCP is systematically reviewed annually to help ensure it stays current and up-to-date.

The Business Continuity and Management Plan includes:

- Safeguarding the lives of team members
- Recovery and maintenance of required operations during a disruption
- Assessment of financial and operational impact of disruption
- Sustenance and resuming of operations.

We prepare preparedness and response plans to safeguard lives, property, assess the financial and operational impact and recover from or maintain required operations, and resume normal operations afterward. Corrective actions are implemented from the lessons learned during the process.

Employees are made aware of the Emergency Evacuation Plan through the Environment, Health, and Safety Policy. All the employees are covered under Accident Insurance provided by Black Box.

We conduct Quarterly Fire Drill Training at all our branches to respond to any fire emergencies. Employees are informed about emergency exits and assembly points. Emergency contact details are displayed on the notice board with contacts of the nearest police station.

**Web Link:** [Business Continuity Plan](#)

**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?**

We have commenced the supply chain engagement process specifically to identify significant adverse environmental impacts. We incorporate the ESG-related parameters in our vendor evaluation/selection criteria.

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

Through consultations with our supply chain partners, we engage with them and ensure our environmental and social requirements are captured in the contract documents and fulfilled by our suppliers as part of business transactions.



## 7 PRINCIPLE

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

### Essential Indicators

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

Black Box is affiliated with many trade and industry chambers/associations to ensure a collaborative environment that helps us to access knowledge, build a network, improve our reputation, advertise, educate, market, and collaborate with the government for policy changes that help businesses and society.

**b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a 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	AFCEA	US National - Global
2	Airports Council International	US National - Global
3	AVIXA	US National - Global
4	HIMSS Healthcare Information Management Systems Society	US National - Global
5	IABM	UK -Global
6	7x24 Exchange	US National
7	AFCOM	US National
8	BICSI	US National
9	CBRS/ON GO	US National
10	Esports Business Community	US National
11	SDVoE	US National
12	SVG (Sports Video Group)	US National
13	CII Corporate Governance Council	India
14	CII Western Region Council	India
15	Fernseh- und Kinotechnische Gesellschaft e.V.	Germany

**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.**

No issues of anti-competitive conduct were identified within Black Box; therefore, no corrective action was required.

### Leadership Indicators

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

Black Box, through its marketing and communication efforts, engages with the various Industry chambers and associations, government agencies, and regulators to explore the opportunities for collaborations as well as to provide strategic advocacy with our in-depth understanding of the industry.

a) **Forbes Council** – Erik Jost, Vice President of Modern Workplace at Black Box – has been appointed as a distinguished member of the Forbes Council, selected by a review committee for his exceptional experience and achievements. The criteria for acceptance included a proven track record of driving business growth, as well as notable personal and professional accomplishments. As a Council member, Jost will leverage exclusive opportunities to amplify his professional influence, including:

- Private collaboration with esteemed leaders
- Publication of expert insights on (link unavailable)

- Participation in Expert Panels
- Access to bespoke marketing materials and concierge support
- Complimentary membership in EXEC, a luxury lifestyle and business benefits program

This membership recognizes Jost's expertise and provides a platform for continued growth and thought leadership.

- b. **BICSI** - David Richards, RCDD, NTS, OSP, TECH, CT, and the Quality and Training Manager at Black Box is the 27th President of BICSI in the US. During his 2-year term and as the principal official of BICSI, Dave will lead the Board of Directors, contribute to the technical content and editorial oversight of the BICSI Information Transport Systems Installation Methods Manual (ITSIMM) update process, and host BICSI's US Winter and Fall Conference Exhibitions, among other responsibilities. - Lead the Board of Directors

- Contribute to the technical content and editorial oversight of the BICSI Information Transport Systems Installation Methods Manual (ITSIMM) update process

- Host BICSI's US Winter and Fall Conference Exhibitions

As a renowned industry expert and longtime BICSI contributor, Dave's presidency underscores Black Box's commitment to upholding the highest standards in structured cabling and connected buildings. BICSI remains the gold standard for education and technical best practices training in the global ICT industry. Dave's leadership will undoubtedly enrich our business and reinforce our value proposition to customers, strategic channel partners, and the market at large.

## 8

### PRINCIPLE

## Businesses should promote inclusive growth and equitable development.

### Essential Indicators

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

Not Applicable

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

Not Applicable

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

Yes, the Company has the necessary mechanisms to receive and redress the grievances of the community through the Whistleblower Policy. The policy document is available on our website for access to the public.

Web link: [Black Box Whistleblower Policy](#)

The dedicated email ID is provided to receive and redress grievances:

[whistleblower.indiabbl@blackbox.com](mailto:whistleblower.indiabbl@blackbox.com)


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

	FY 2023-2024	FY 2022-2023
Directly sourced from MSMEs/ small producers	5.5%	32%
Directly from within India	5%	Not tracked in the reporting year

**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.**

We offer employment opportunities across all levels of society, including rural, semi-urban, urban, and metropolitan areas, ensuring inclusivity and equal access to jobs regardless of geographical location.

**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:**

None of our CSR projects have been undertaken in any of the aspirational districts designated by government bodies.

We are committed to enhancing our CSR footprint and exploring opportunities to support the government's initiatives in aspirational districts, furthering our dedication to driving positive change and inclusive growth

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

No

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

Not Applicable

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

0%

**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

**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:**

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Job Entrepreneurship and Empowerment Training (JEET) with Sarthak Foundation	28	The project focuses on empowering the differently abled individual
2.	Urban Conventional Plantation with Green Yatra	-	Increase Green Cover at site selected in the Land of CRPF, Plantation Execution & Maintenance for 2 years.

Black Box is committed to creating a healthier world and enriching the lives of our community toward an inclusive society by providing support through our CSR projects. We strongly believe that our business needs to make a positive impact with the emphasis on two vital pillars: Inclusivity and Sustainability. A testament to this is our investment in Corporate Social Responsibility (CSR) initiatives specifically targeted at empowering people with disabilities and promoting environmental sustainability.

While we embrace diversity and inclusion, we also recognize the importance of empowering people with disabilities to reach their maximum potential. We are also dedicated to environmental sustainability and actively supporting initiatives towards restoring biodiversity and mitigating the environmental impacts owing to deforestation.



## **CSR Project 1: Job Entrepreneurship and Empowerment Training (JEET) by Sarthak Foundation**

In our ongoing journey to create a fairer and more equitable world for all, we collaborate with Sarthak Foundation by sponsoring training programs for People with Disabilities (PWDs). The objective of this project is to empower youth, by equipping them with skills that open doors to employment and numerous economic opportunities.

Sarthak JEET program addresses the requirements of persons with disability aged between 18-35 years by providing vocational skill-building training and sustainable employment opportunities. This program aims at enabling youth with disabilities to live financially independent lives through vocational skill building and placement support.

Interventions - The program encompasses Basic Skill building, sector-specific training, Pre-Employment Training, Allied Activities regular assessments, and feedback. Practical knowledge of various trades (IT – ITeS/ Tourism & Hospitality / Organized Retail, E-commerce, Marketing) is provided to the candidates in the well-equipped Sector Skill Labs set up at each center.



## **CSR Project 2: Miyawaki Method of Tree Plantation with 'SayTrees' Community**

In our humble effort to neutralize the impact of climate change and rejuvenate the ecosystem, we collaborate with SayTrees, a registered environmental NGO in India.

SayTrees is a community of ardent environment enthusiasts who believe in protecting and maintaining our planet for future generations. They manage and monitor several projects in agroforestry, social forestry, rejuvenation of water bodies, urban forestry, and waste management. As an organization committed to long-term sustainable change, they intend to increase the impact to two million hectares of land and water bodies, touch two million livelihoods, and sequester 2 million metric tonnes of carbon by 2035. SayTrees has created 100+ green patch covers with a total sapling count of more than 2.2 million.

We also encourage our employees to participate in the plantation drive.

**Businesses should provide goods and services in a manner that is sustainable and safe****Essential Indicators****1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

Black Box employs multiple channels including websites, emails, contact numbers, contact centers, and social media to receive and respond to customer complaints and feedback. The objective is to resolve customer grievances promptly, aiming to respond within a 24-hour timeframe. Customers can directly contact the Legal department for any complaints. Complaint boxes are also available at the offices to receive complaints. The respective regional representatives and the managers of each regional office ensure that ongoing customer engagement and proper customer relationships are maintained. The Global team of technicians and customer experience representatives have all the resources and expertise to promptly address customer feedback and grievances.

**Weblink to receive customer grievances or other requests:** <https://www.blackbox.com/en-in/contact-us/customer-grievances>

**Web Link for consumer support:** <https://www.blackbox.com/en-us/support/product-support/customer-support>

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

We are not a manufacturing Company. However, we have stringent policies and procedures across the globe to ensure compliance with Environmental and Social parameters, Health and Safety Aspects, and recycling and safe disposal requirements at various geographies.

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

There were no consumer complaints related to data privacy, cybersecurity, delivery of essential services, or restrictive or unfair trade practices in FY 2023-2024.

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

There are no product recalls on account of safety issues in FY 2023-2024.

**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 to the policy.**

Yes. Black Box has a Risk Management Policy in which cybersecurity and risks related to data security are covered. We have a separate insurance policy for Cyber Security.

Black Box holds certifications such as ISO 27001 for information security management systems (ISMS), ISO 20000 for Information Security, Payment Card Industry Data Security Standard (PCI DSS), and Payment Application Data Security Standard (PA DSS). Black Box also has product-specific certifications such as NIAP3, and NIAP4 provided by the National Information Assurance Partnership for KVM switches (non-CAC models), KVM switch/ Isolator for CAC models, and KM switch for KM models.

At Black Box, we value our customers and recognize the need to safeguard the personal information that the customer provides to us. We have a Privacy Policy that explains how we collect, use, and safeguard personal information. We also have a California Privacy Policy which complies with the California Consumer Privacy Act of 2018 ("CCPA"). Our parent companies, subsidiary companies, or companies under common control therewith around the world are governed by this Privacy Policy or are bound by the appropriate confidentiality agreements.

We have team members certified with Registered Communications Distribution Designers certification (RCDD) provided by Building Industry Consulting Services International (BICS).

Black Box complies with all applicable data privacy laws, including applicable comprehensive data protection laws.

**Weblink:** [Black Box 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.**

During the financial year 2023-2024, there were no reported issues concerning advertising, the delivery of essential services, cyber security, data privacy of customers, or recurring instances of product recalls. As a result, no specific corrective actions were necessary or implemented during this period.

**7. Provide the following information relating to data breaches:**

**a. Number of instances of data breaches:**

Zero. There were no instances of data breaches in the year 2023-2024.

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

0%

**c. Impact, if any, of the data breaches:**

No impacts, as there were no instances of data breaches.

## Leadership Indicators

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

Company Website	<a href="https://www.blackbox.com">https://www.blackbox.com</a>
LinkedIn	<a href="https://www.linkedin.com/company/black-box/">https://www.linkedin.com/company/black-box/</a>
Facebook	<a href="https://www.facebook.com/blackbox.ns">https://www.facebook.com/blackbox.ns</a>
Instagram	<a href="https://www.instagram.com/blackboxcorporation/">https://www.instagram.com/blackboxcorporation/</a>
X	<a href="https://x.com/blackbox_ns">https://x.com/blackbox_ns</a>

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

Black Box considers customer safety as the highest priority. To ensure the safe and responsible usage of products and services, Black Box communicates with customers about the safety protocols through various communication channels:

- Product specifications and safety procedures
- Regular inspection and maintenance visits
- Outreach programs
- Emails and newsletters
- Social media

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

Any disruption or discontinuation of essential services is timely informed through emails and website updates.





**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)**

Not Applicable.

**If yes, provide details in brief.**

Not Applicable.

**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)**

We regularly interact with our customers through events and seminars, webinars, and multi-channel marketing modes. Additionally, we participate in and sponsor local events. We share information regarding policies such as conflict minerals, RoHS and WEEE compliance, certifications, and various company operations with them. Any information regarding the Company operations, policies, and procedures is shared with customers upon request.

We primarily conduct campaign marketing, mass print media, social media, and video marketing, with website activities playing an important role. Recently, we have started including ESG perspectives in our corporate deck to demonstrate our efforts in environmental, social, and governance (ESG) initiatives.