



Registered & Corporate Office  
**Redington Limited**  
(Formerly Redington (India) Limited)  
Block3, Plathin, Redington Tower, Inner  
Ring Road, Saraswathy Nagar West, 4th  
Street, Puzhuthivakkam, Chennai -600091  
Email: [investors@redingtongroup.com](mailto:investors@redingtongroup.com)  
CIN: L52599TN1961PLC028758  
**www.redingtongroup.com**  
**Ph: 044 4224 3363**

July 7, 2023

**The National Stock Exchange of India Limited,  
Exchange Plaza,  
Bandra-Kurla  
Complex,  
Bandra (E), Mumbai – 400051.**

**BSE Limited  
Floor 25, Phiroze Jeejeebhoy  
Towers, Dalal Street,  
Mumbai — 400 001**

**Scrip: 532805**

**Symbol: REDINGTON**

Dear Sir/Madam,

**Sub: Submission of Business Responsibility and Sustainability Report for  
Financial Year 2022-23**

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Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are enclosing herewith the Business Responsibility and Sustainability Report for the Financial Year 2022-23, which also forms part of the Annual Report of the Company for the Financial Year 2022-23.

Kindly take the above on record.

**For Redington Limited**

**M. Muthukumarasamy  
Company Secretary**

**CERTIFICATE UNDER REGULATION 17(8) OF THE SEBI (LISTING OBLIGATIONS AND DISCLOSURE REQUIREMENTS) REGULATIONS, 2015**

We, V. Ravi Shankar, Chief Financial Officer and Ramesh Natarajan, Chief Executive Officer – India Distribution business hereby confirm and certify that:

- A. We have reviewed financial statements for the year ended March 31, 2023 and that to the best of our knowledge and belief:
  - I. These statements do not contain any materially untrue statement or omit any material fact or contain statements/figures that might be misleading.
  - II. These statements together present a true and fair view of the Company's affairs and are in compliance with existing accounting standards, applicable laws and regulations.
- B. There are, to the best of our knowledge and belief, no transactions entered into by the Company during the quarter which are fraudulent, illegal or violative of the Company's code of conduct.
- C. We accept responsibility for establishing and maintaining internal controls for financial reporting and that we have evaluated the effectiveness of internal control systems of the Company pertaining to financial reporting and we have disclosed to the Auditors and the Audit Committee, deficiencies in the design or operation of such internal controls, if any, of which we are aware and the steps we have taken or propose to take to rectify these deficiencies.
- D. We have indicated to the auditors and the Audit committee:

- I. That no significant changes in internal control have occurred over financial reporting during the year;
- II. That changes in accounting policies, if any, during the year have been disclosed in the notes to the financial statements and
- III. That no instances of significant fraud of which we have become aware and the involvement therein, if any, of the management or an employee having a significant role in the company's internal control system over financial reporting.

**V Ravi Shankar**  
Chief Financial Officer

**RameshNatarajan**  
Chief Executive Officer

Date: May 16, 2023

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURE

### I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L52599TN1961PLC028758
2	Name of the Listed Entity	Redington Limited
3	Year of incorporation	1961
4	Registered office address	Block3, Plathin, Redington Tower, Inner Ring Road, Saraswathy Nagar West, 4 <sup>th</sup> Street, Puzhuthivakkam, Chennai - 600091
5	Corporate address	Block3, Plathin, Redington Tower, Inner Ring Road, Saraswathy Nagar West, 4 <sup>th</sup> Street, Puzhuthivakkam, Chennai - 600091
6	E-mail	investors@redingtongroup.com
7	Telephone	+91 44 4224 3353
8	Website	https://redingtongroup.com/
9	Financial year for which reporting is being done	2022-23
10	Name of the Stock Exchange(s) where shares are listed	1. Bombay Stock Exchange 2. National Stock Exchange of India
11	Paid-up Capital	156.3 Crores
<b>Contact Person</b>		
12	Name of the Person	Sriram Ganeshan, Global Chief Commercial Officer
	Telephone	+91 44 - 42243363
	Email address	sriram.ganeshan@redingtongroup.com
<b>Reporting Boundary</b>		
13	Type of Reporting	Consolidated Reporting

### II. Product/Services

14	Details of business activities (accounting for 90% of the turnover)	S.No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
		1	Distribution of technology products	Wholesale distribution of machinery, equipment, and supplies. [Wholesale of computers, computer peripheral equipment, software, electronic and telecommunications equipment and parts]	99%

  

15	Products/Services sold by the entity	S.No.	Product/Service	NIC Code	% of Total Turnover contributed
		1	Whole-sale distribution of Machinery, Equipment, Supplies and Software	465	99%

### III. Operations

16	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National		Offices: 41 Warehouses: 120	161
		International		Offices- 30 Service centres- 11 Warehouse- 17	58

17	Market served by the entity	Locations	Numbers
a.	No. of Locations	National (No. of States)	28
		International (No. of Countries)	38
b.	What is the contribution of exports as a percentage of the total turnover of the entity?	Percentage of exports in total turnover is 10.4% all of which pertain to exports from international group entities.	
c.	A brief on types of customers	We have ~ 42,000 channel partners Globally. Our channel partners consist of Sub Distributors, Retailers, Large Format Retailers, Multi Brand Retailers, Branded Stores, Resellers, Corporate Resellers, Value Added Resellers, System Integrators, Independent Software Vendors (ISVs) and E-Commerce Players.	

**IV. Employees**

18. Details as at the end of Financial Year:

S.No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>a. Employees and workers (including differently-abled)</b>						
<b>Employees</b>						
1	Permanent Employees (A)	4651	3630	78%	1021	22%
2	Other than Permanent Employees (B)	5018	4233	84%	785	16%
3	Total Employees (A+B)	9669	7863	81%	1806	19%
<b>Workers</b>						
4	Permanent (C)	-	-	NA	-	NA
5	Other than Permanent (D)	1356	1117	82%	239	18%
6	Total Workers (C+D)	1356	1117	82%	239	18%

**b. Differently abled employees and workers**

Redington is an equal opportunity employer. We are committed to designing and upgrading to accessible offices to accommodate needs of all employees. In the last year, we have taken the following measures with respect to DEI

- a) Publish a DEI policy and commitment
- b) Inclusion training for all employees
- c) Formation of DEI council to oversee DEI agenda

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

Category	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	9	2	22%
Key Management Personnel*	5	-	-

\*KMP has been defined in accordance with definition in Section 203 of Companies Act 2013. Data reported pertains only to Redington Limited.

**20. Turnover rate for permanent employees and workers**

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21* (Turnover rate in previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17%	29%	20%	18%	22%	19%	13.60%	10.40%	12.80%
Permanent Workers	0	0	-	0	0	-	0	0	-

\* Figures for FY 2020-21 pertain to Redington Limited India

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

S.No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	ProConnect Supply Chain Solutions Limited	Subsidiary	100%	Yes
2.	Redserv Global Solutions Limited	Subsidiary	100%	Yes
3.	Redington International Mauritius Limited (RIML)	Subsidiary	100%	Yes
4.	Redington Distribution Pte. Limited (RDPL)	Subsidiary	100%	Yes
5.	Redington Gulf FZE	Subsidiary	100%	Yes
6.	Redington Egypt Ltd (Limited liability company)	Subsidiary	100%	Yes
7.	Redington Gulf & Co. LLC	Subsidiary	70%	Yes
8.	Redington Kenya Limited	Subsidiary	100%	Yes
9.	Cadensworth FZE	Subsidiary	100%	Yes
10.	Redington Middle East LLC	Subsidiary	100%	Yes
11.	Ensure Services Arabia LLC	Subsidiary	100%	Yes
12.	Redington Qatar WLL	Subsidiary	49%	Yes
13.	Ensure Services Bahrain SPC	Subsidiary	100%	Yes
14.	Redington Qatar Distribution WLL	Subsidiary	49%	Yes
15.	Redington Limited,Ghana	Subsidiary	100%	Yes
16.	Redington Kenya (EPZ) Limited	Subsidiary	100%	Yes
17.	Redington Uganda Limited	Subsidiary	100%	Yes
18.	Cadensworth United Arab Emirates (LLC)	Subsidiary	100%	Yes
19.	Redington Tanzania Limited	Subsidiary	100%	Yes
20.	Redington Morocco Limited	Subsidiary	100%	Yes
21.	Redington South Africa (Pty) Ltd. (formerly known as Ensure IT services (Pty) Ltd.)	Subsidiary	100%	Yes
22.	Redington Turkey Holdings SARL	Subsidiary	100%	Yes
23.	Arena Bilgisayar Sanayi Ve Ticaret A.S.	Subsidiary	49.4%	Yes
24.	Arena International FZE	Subsidiary	49.4%	Yes
25.	Redington Bangladesh Limited	Subsidiary	99%	Yes
26.	Redington SL Private Limited	Subsidiary	100%	Yes
27.	Redington Rwanda Ltd	Subsidiary	100%	Yes
28.	Redington Kazakhstan LLP	Subsidiary	100%	Yes
29.	Ensure Gulf FZE	Subsidiary	100%	Yes
30.	Ensure Middle East Trading LLC	Subsidiary	49%	Yes
31.	Ensure Services Uganda Limited	Subsidiary	100%	Yes
32.	Ensure Technical Services Tanzania Limited	Subsidiary	100%	Yes
33.	Ensure Ghana Limited	Subsidiary	100%	Yes
34.	Proconnect Supply Chain Logistics LLC	Subsidiary	100%	Yes
35.	Ensure Technical Services Morocco Limited (Sarl)	Subsidiary	100%	Yes
36.	Redington Senegal Limited SARL	Subsidiary	100%	Yes
37.	Redington Saudi Arabia Distribution Company	Subsidiary	100%	Yes
38.	Paynet Ödeme Hizmetleri A.S.	Subsidiary	49.4%	Yes
39.	CDW International Trading FZCO	Subsidiary	100%	Yes
40.	RNDC Alliance West Africa Limited	Subsidiary	100%	Yes

S.No	Name of the holding / subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
41.	Redington Turkey Teknoloji A.Ş. (Formerly known as Linkplus Bilgisayar Sistemleri Sanayi ve Ticaret A.S.)	Subsidiary	100%	Yes
42.	Ensure Middle East Technology Solutions LLC	Subsidiary	49%	Yes
43.	Proconnect Saudi LLC	Subsidiary	100%	Yes
44.	Redserv Business Solutions Private Limited	Subsidiary	100%	Yes
45.	Redington Distribution Company	Subsidiary	99%	Yes
46.	Citrus Consulting Services FZ LLC	Subsidiary	100%	Yes
47.	Arena Mobile İletişim Hizmetleri Ve Türetici Elektronik Sanayi Ve Ticaret Anonim Şirketi	Subsidiary	49.4%	Yes
48.	Online Elektronik Ticaret Hizmetleri Anonim Şirketi	Subsidiary	49.4%	Yes
49.	Paynet (Kıbrıs) Ödeme Hizmetleri Limited	Subsidiary	49.4%	Yes
50.	Redington Cote d'Ivoire SARL	Subsidiary	100%	Yes
51.	Redington Saudi for Trading	Subsidiary	100%	Yes
52.	Arena Connect Teknoloji Sanayi Ve Ticaret A.S (formerly Brightstar Telekomunikasyon ve Dagitim Ltd. Sti)	Subsidiary	49.4%	Yes
53.	Arena Connect İletişim Ve Servis Limited Sirketi (formerly MPX İletişim Ve Servis Limited Sirketi)	Subsidiary	49.4%	Yes
54.	ProConnect Holdings Limited	Subsidiary	100%	Yes
55.	Redington Gulf FZE Co, Iraq	Subsidiary	100%	Yes
56.	Redington South Africa Distribution (PTY) Ltd. (formerly Ensure Technical Services (PTY) Ltd	Subsidiary	100%	Yes
57.	Redington Bahrain WLL	Subsidiary	49%	Yes
58.	Redington Gulf FZE Jordan	Subsidiary	49%	Yes
59.	Redington Gulf Arabia for Information Technology	Subsidiary	100%	Yes
60.	Redington (India) Investments Limited	Associate	47.62%	Yes
61.	Africa Joint Technical Services	Subsidiary	65%	Yes
62.	Redington Angola Ltd.	Subsidiary	100%	Yes
63.	PayNet Odeme Hizmetleri A.S	Subsidiary	49.4	Yes

**VI. CSR Details**

22	a. Whether CSR is applicable as per section 135 of Companies Act, 2013:	Yes
	Turnover (in ₹)	35,862.1 Crores
	Net worth (in ₹)	3,106.4 Crores

\*Number reported pertains to Redington India

**VII. Transparency and Disclosures Compliances**

S.No	Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct	Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
					Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
23		Communities Investors (other than shareholders) Shareholders Employees and workers Customers Value Chain Partners Other (please specify)	Redington has a Grievance Redressal Mechanism in place for shareholders, employees, workers, customers/ Partners, and suppliers. Respective departments and heads of the department are responsible for resolution and communication on Grievances.				No complaints received during the year from Investors, Shareholders, Customers, Community or Value Chain Partners. For employee grievance details refer to Principle 5, Point 6.			

S.No	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
24		Energy and Emission Management	Opportunity	The majority of our current carbon footprint is contributed by energy consumed in lighting and cooling of our offices and warehouses. We are committed to deploying renewable sources of energy and installing energy efficient systems in all our office and warehouse premises with an objective to reduce our carbon footprint.	<ul style="list-style-type: none"> <li>Implement energy-efficient technologies and practices, such as LED lighting, efficient HVAC systems, and building automation systems,</li> <li>Explore renewable energy options, such as solar to reduce reliance on fossil fuels to contribute to a clean and sustainable energy system.</li> <li>Incorporate green building practices in operations, such as using sustainable materials and water conservation measures Transition to cloud-based technologies to reduce energy consumption and carbon emissions associated with data storage and processing.</li> </ul>	Positive
		Waste Management	Risk	Poor waste management practices can lead to environmental and regulatory compliance issues. This could result in fines, legal action, damage to the company's reputation, and decreased customer loyalty. Furthermore, the improper disposal of electronic waste (e-waste) can pose a significant risk to human health and the environment.	<ul style="list-style-type: none"> <li>Publish and adopt a comprehensive waste management policy and related SOPs to deal with e-waste, plastic, paper &amp; packaging waste.</li> <li>As part of our Extended Producer Responsibility (EPR), we have nominated designated collection points in select warehouses to encourage responsible disposal of e-waste.</li> <li>The e-waste collected from these collection points are accumulated at a centralised collection centre and sent for recycling to our authorised PRO cum Recyclers.</li> <li>A certificate containing details of e-waste recycled and disposed is obtained and verified.</li> </ul>	Negative

24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
	Employee Engagement & Retention	Risk	Low employee engagement and high turnover rates can lead to a decline in productivity, decreased employee morale, and increased costs associated with recruitment and training of new employees.	<ul style="list-style-type: none"> <li>Engage in regular dialogues with employees through townhalls, newsletters, mid-year feedback and surveys.</li> <li>Develop individual learning plans to cover 40 hours learning per annum.</li> <li>Encourage employee skill development through employee friendly professional development and benefit policies.</li> <li>Offer competitive compensation and benefits packages to attract and retain top talent.</li> <li>Foster a positive work culture by promoting teamwork, recognizing employee achievements, and providing a healthy work-life balance.</li> <li>Conduct regular employee surveys to assess employee satisfaction and identify areas for improvement.</li> </ul>	Negative	
	Diversity and Inclusion	Opportunity	As a Global Organisation we are committed to taking full advantage of the diversity of thoughts and experiences of our current and potential workforce. We believe that being a diverse and inclusive organisation will help us challenge established mindsets, drive innovation and elevate employee experience.	<ul style="list-style-type: none"> <li>Publish and adopt a DEI policy covering our commitment towards DEI and desired employee behaviour to integrate DEI in all facets of our operations.</li> <li>Continue to create awareness and provide training on all elements of our COBC covering our commitment toward being an equal-opportunity employer, fostering an inclusive culture for all employees, contractors, and partners.</li> <li>Adopt a zero-tolerance approach on any kind of discrimination including race, caste, religion, colour, ancestry, marital status, military status, gender, sexual orientation, age, nationality, ethnic origin, disability or any other category protected by applicable law</li> </ul>	Positive	
	Privacy & Data Security	Risk	As part of our daily operations, we handle sensitive information such as customer names, addresses, payment information, and delivery schedules. Protecting this data is essential to maintaining customer trust and avoiding legal and financial consequences.	<ul style="list-style-type: none"> <li>Monitor developments and continually evaluate organisational preparedness toward cyber security threats through our risk control &amp; management team.</li> <li>Create awareness and improve preparedness through deployment of tools for simulation, newsletters and training.</li> <li>Update Senior management about progress &amp; updates on a regular basis</li> </ul>	Negative	
	Human Rights	Risk	Human rights violations can impact the business across the value chain internally and externally from procurement of raw materials to distribution of product. It may also impact the reputation of the company.	<ul style="list-style-type: none"> <li>Publish &amp; Adopt a Policy on Human Rights covering our commitment toward Human Rights and desired employee behaviour to integrate Human rights into all operations of the business</li> <li>Provide training on Human rights to all employees</li> <li>Conduct periodic Human Rights due diligence to measure status quo and continually improve processes</li> </ul>	Negative	

24	Overview of the entity's material responsible business conduct issues	Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
	Supply Chain Management	Opportunity	Our objective to bridge technology friction and help with fast-paced adoption of technology is dependent on our ability to source products in demand from our vendors and supply through our expansive distribution network. Engaging with Suppliers and Partner to address sustainability challenges is key to retaining our leadership position in this market segment.	<ul style="list-style-type: none"> <li>Continue to keep Suppliers &amp; Partners aware of the desired behaviour for working with our organisation through our Code of Business Conduct &amp; Ethics</li> <li>Include sustainability criteria as part of our partnership diligence criteria</li> <li>Integrate sustainability agenda as part of our quarterly engagements with our suppliers and partners</li> <li>Align our sustainability agenda with those of Suppliers and Partners through conducting Double Materiality assessment (once every 3 years)</li> </ul>	Positive	

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	<a href="https://redingtongroup.com/corporate-governance/">https://redingtongroup.com/corporate-governance/</a>								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	All the applicable policies are extended to value chain partners								
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.	The Company has adopted the codes mentioned in the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business' as an integral part of its business practices. We are compliant with the following guidelines: (i) Corporate governance voluntary guidelines 2009 issued by Ministry of Corporate Affairs Government of India (ii) CSR disclosures, Companies Act 2013 Further, we also follow guidelines provided vide: <ul style="list-style-type: none"> <li>UN Guiding Principles on Business &amp; Human Rights</li> <li>OECD Principles on Corporate Governance</li> </ul>								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	During the year, we have conducted a materiality assessment to identify key ESG risks & opportunities. As a result of this exercise, we identified 12 material topics to prioritise interventions. Each of the 12 material topics will have goals and KPIs for short term, medium term and long term. Goals, KPIs & Targets for each material topic are in the process of being set.								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	We have measured our baseline performance against each of our 12 material topics. Goals, KPIs & Targets for each material topic are in the process of being set.								

**Governance, Leadership and Oversight**

7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements Please refer to Message to shareholders by the MD	
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sriram Ganeshan , Global Chief Commercial Officer 044 - 4224 3363 sriram.ganeshan@redingtongroup.com
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes. ESG is overseen by a committee of the board, CSR & ESG Committee. While the board exercises executive oversight, we have instituted a 3 tier governance structure to operationalise ESG into the organisation. A brief overview of the structure is provided below. <ul style="list-style-type: none"> <li>• <b>Global Leadership Committee on Sustainability("GLCS"):</b> The committee, including the MD and other Global Leadership, play a crucial role in overseeing strategies, policies &amp; practices pertaining to sustainability issues to attain group sustainability goals.</li> <li>• <b>Regional Committee on Sustainability("RCS"):</b> Comprising of Regional leadership, this committee plays an important role in ESG integration into the culture of the organisation and provides support in operationalisation of ESG management systems and practices necessary to make progress toward ESG goals.</li> <li>• <b>ESG Leads:</b> Consisting of project &amp; location specific leaders, these designated employees support in oversight &amp; execution of projects at their respective locations and report to RCS on progress, on a quarterly basis.</li> </ul>

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Yes									Quarterly								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, we comply with all the applicable law of the land we operate in.																	
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Yes Yes Yes Yes Yes Yes Yes Yes Yes Redington evaluates working of its policies internally								

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.**

**ESSENTIAL INDICATORS**

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	7	Code of Business Conduct	100%
Key Management Personnel	9	<b>Diversity &amp; Inclusion</b> Impact: Ability to attract a diverse workforce, employee engagement & satisfaction <b>Human Rights</b> Impact: Positive work environment & culture <b>Health &amp; Safety</b> Impact: Low incidence rates <b>Anti-Corruption</b> Impact: Fair & transparent culture; brand value <b>Anti Money Laundering</b> Impact: Fair & Transparent Culture <b>Economic Sanctions &amp; Trade Compliance</b> Impact: Compliance with International Trade regulations <b>Conflict of Interest</b> Impact: Objective & Independent decision making <b>Data privacy</b> Impact: Low incident rates , reputational value <b>Prevention of Insider Trading</b> Impact: Compliance with regulatory framework, fair trading and adequate disclosures by KMPs.	100%
Employees other than BODs and KMPs	9	<b>Diversity &amp; Inclusion</b> Impact: Ability to attract a diverse workforce , employee engagement & satisfaction <b>Human Rights</b> Impact: Positive work environment & culture <b>Health &amp; Safety</b> Impact: Low incidence rates <b>Anti-Corruption</b> Impact: Fair & transparent culture; brand value <b>Anti Money Laundering</b> Impact: Fair & Transparent Culture <b>Economic Sanctions &amp; Trade Compliance</b> Impact: Compliance with International Trade regulations <b>Conflict of Interest</b> Impact: Objective & Independent decision making <b>Data privacy</b> Impact: Low incident rates, reputational value <b>Prevention of Insider Trading</b> Impact: Compliance with regulatory framework, fair trading and adequate disclosures by KMPs.	100%
Workers	2	<b>Code of Business Conduct</b> Impact: Value based culture; Employee engagement & retention <b>Health &amp; Safety</b> Impact: Low Incidence rate	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.**

a. Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine					
Settlement			None		
Compounding fee					

b. non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment					
Punishment			None		

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

Not Applicable

**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.**

Our Anti-Bribery and Anti-Corruption Policy aims to uphold legal and ethical standards in dealings with government entities, public servants and other entities. The policy prohibits dishonest and unlawful behavior, bribery, kickbacks, improper payments, corruption, and unauthorised lobbying. It applies to all employees, suppliers, contractors, agents, advisors, and other third parties associated with Redington Group("Associates"). Associates are required to never pay, promise, or authorise a bribe, allow a third-party representative to do so, or provide gifts or entertainment to government entities or employees. The policy also recommends inclusion of appropriate anti-bribery and anti-corruption contract provisions in our agreements with business partners and third-party representatives.

Web Link : <https://redingtongroup.com/corporate-governance/>

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

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors		
KMPs		Nil
Employees		
Workers		

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

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

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

Not Applicable

**LEADERSHIP INDICATORS**

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

Our value chain partners are covered under Code of Business Conduct. A declaration/commitment to abide by the principles laid down in the code of business conduct is obtained as part of our terms of trade.

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

Yes, our Conflict of Interest policy outlines situations where an Associate's personal interests may conflict with the interests of Redington Group. These situations include owning or having an interest in a competitor's business or a business that Redington is considering a relationship with, conducting business with a family member's business without disclosing it to the line manager/compliance department, profiting from confidential information, providing services to a competitor or a significant business partner without approval, accepting gifts or compensation from suppliers, and buying or selling securities using non-public information.

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

**ESSENTIAL INDICATORS**

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

Type	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvement in social and environmental aspects
Research & Development (R&D)	-		NA
Capital Expenditure (CAPEX)	5.7%*	Nil	<ul style="list-style-type: none"> <li>Solar Rooftop installations</li> <li>Building management system with Lighting sensors, Motions sensors, IAQ sensors</li> <li>STP installation</li> <li>Rainwater Harvesting</li> </ul>

\* Redington India

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

Guidelines for sustainable sourcing are included as part of our procurement policy. All our associates are encouraged to incorporate environmental considerations in purchasing decisions for capital investments or consumption. Following are some purchasing considerations covered:

- Minimum/ No use of hazardous or toxic substances
- Safe designs to prevent Health & Safety risks to people.
- Designed for extended life, recycle & reuse.
- Less consumption of energy, water, and other natural resources
- Recyclable packaging
- Safety certifications where applicable
- Compliance to all international/ national/ local/ regional laws as applicable

Link: Available on Intranet

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

Most of the brands we collaborate with, (contributing to 60%) of our business, have an effective sustainable sourcing policy aligned to our policies.

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

Product	Process to safely reclaim the product
a. Plastics (including packaging)	We are in the process of developing a waste management policy. Once formalised, the waste management policy will cover commitment toward responsible consumption & disposal of all types of waste. The policy will also be supported by SoPs for each type of waste.
b. E-Waste	
c. Hazardous Waste	We have the following procedures in place with respect to E-Waste
d. Other Waste	<ul style="list-style-type: none"> <li>As part of our Extended Producer Responsibility (EPR), we have nominated designated collection points in select warehouses to encourage responsible disposal of e-waste.</li> <li>The e-waste collected from these collection points are accumulated at a centralised collection centre and sent for recycling to our authorised PRO cum Recyclers.</li> <li>A certificate containing details of e-waste recycled and disposed is obtained and verified</li> </ul>

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

Yes, we are covered under EPR and hold an EPR Authorisation. Our waste collection plan is in accordance with the EPR plan submitted to the Pollution Control Board.

**LEADERSHIP INDICATORS**

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

No, we are a technology distribution company and do not own any products. Therefore, Life Cycle Assessment (LCA) for products and services does not apply to us.

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

Not Applicable

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

Not Applicable, As Redington is a technology distribution company and does not own any products.

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

We are a technology distribution company and do not own any products. As part of EPR Regulations and in partnership with some of the brands we collaborate with, we collect and recycle e-waste, details of which is provided below:

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging) (in MT) *	NA	NA	NA	NA	NA	NA
E-waste (in MT)	NA	90.39	0	NA	68.81	0
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	Not Applicable					

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

Not Applicable

**PRINCIPLE 3 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:**

All our employees are covered by Health Insurance, Personal Accident Cover and Life Insurance. We comply with relevant local regulations in all countries we operate in. All our employees are provided maternity & paternity benefits. We promote a flexible work policy which helps employees choose their work location as per their convenience as well as provides environmental benefits to the organisation. To promote well-being at the workplace, we provide ergonomic seating, natural lighting and ample space for movement in all our offices. To foster a positive work culture, we celebrate local festivals, conduct sports tournaments and recognise good performance through awards and accolades. We also consistently evaluate our efforts through surveys & townhalls.

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Employees</b>											
Male	3630	3630	100%	3630	100%	3630	100%	3630	100%	3630	100%
Female	1021	1021	100%	1021	100%	1021	100%	1021	100%	1021	100%
<b>Total</b>	<b>4651</b>	<b>4651</b>	<b>100%</b>	<b>4651</b>	<b>100%</b>	<b>4651</b>	<b>100%</b>	<b>4651</b>	<b>100%</b>	<b>4651</b>	<b>100%</b>
<b>Other than Permanent Employees</b>											
Male	4233	4233	100%	4233	100%	4233	100%	4233	100%	4233	100%
Female	785	785	100%	785	100%	785	100%	785	100%	785	100%
<b>Total</b>	<b>5018</b>	<b>5018</b>	<b>100%</b>	<b>5018</b>	<b>100%</b>	<b>5018</b>	<b>100%</b>	<b>5018</b>	<b>100%</b>	<b>5018</b>	<b>100%</b>

**a. Details of measures for the well-being of workers:**

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent Workers</b>											
NA- We do not have permanent workers											
<b>Other than Permanent Workers</b>											
Male	1117	1117	100%	1117	100%	1117	100%	1117	100%	1117	100%
Female	239	239	100%	239	100%	239	100%	239	100%	239	100%
<b>Total</b>	<b>1356</b>	<b>1356</b>	<b>100%</b>	<b>1356</b>	<b>100%</b>	<b>1356</b>	<b>100%</b>	<b>1356</b>	<b>100%</b>	<b>1356</b>	<b>100%</b>

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

Sr.No.	Benefits	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100%	NA	Yes	100%	NA	Yes
2	Gratuity	100%	NA	Yes	100%	NA	Yes
3	ESI	100%	NA	Yes	100%	NA	Yes

100% of all eligible employees as per respective legislations in different geographies are covered for all retirement benefits.

**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.**

Inclusivity is covered as part of our design playbook for physical workspaces and is prioritised for implementation in all our greenfield office constructions. We are in compliance with all local regulations with respect to Disability including Rights of Persons with Disabilities Act, 2016.



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

Yes.

Equal employment opportunity and creation of an inclusive workplace is covered as part of our Global Code of Business Conduct & Ethics. We are compliant with the provisions of Rights of Persons with Disabilities Act, 2016 in India. Further, our group companies are also compliant with the legal provisions effective in their respective countries of operation.

We have a zero-tolerance approach on any kind of discrimination including race, caste, religion, colour, ancestry, marital status, military status, gender, sexual orientation, age, nationality, ethnic origin, disability or any other category protected by applicable law.

We provide training to all our employees on diversity & inclusion and encourage reporting of any violations as part of our Whistle Blower hotline. When recruiting, developing and promoting our employees, our decisions are based solely on performance, merit, competence and potential.

Web-link: <https://redingtongroup.com/corporate-governance/>

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

Gender	Return to work rate	Retention Rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	61%	100%	100%
Total	100%	62%	100%	100%

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	All Employees are encouraged to report their grievances through an independent third-party managed whistle blower hotline / through mail to the compliance department. Complaints received are investigated by the Whistle Officer through a detailed and fair investigation process that provides opportunity to present facts and material evidence to all involved. A report is then submitted to the Ombudsperson appointed in line with the rules & prevalent in the geography of operation.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Subject to applicable laws, we acknowledge the right to freedom of association as defined as part of our Global Code of Business Conduct & Ethics.

Presently, we do not have any recognised employee associations/ unions.

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received Skill Training (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received Skill Training (D)	%(D/C)
<b>Permanent Employees</b>						
Male	3630	3630	100%	3276	3276	100%
Female	1021	1021	100%	941	941	100%
Others	0	0	-	0	0	-
Total	4651	4651	100%	4217	4217	100%
<b>Workers</b>						
Male	1117	1117	100%	850	850	100%
Female	239	239	100%	239	239	100%
Others	0	0	-	0	0	-
Total	1356	1356	100%	1089	1089	100%

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who received training on Health and Safety (D)	%(D/C)
<b>Permanent Employees</b>						
Male	3630	3630	100%	3276	3276	100%
Female	1021	1021	100%	941	941	100%
Others	0	0	-	0	0	-
Total	4651	4651	100%	4217	4217	100%
<b>Workers*</b>						
Male	1117	1117	100%	850	850	100%
Female	239	239	100%	239	239	100%
Others	0	0	-	0	0	-
Total	1356	1356	100%	1089	1089	100%

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

Category	FY 2022-23 (Current FY)			FY 2021-22 (Previous FY)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)	%(D/C)
<b>Permanent Employees</b>						
Male	3630	3630	100%	3276	3276	100%
Female	1021	1021	100%	941	941	100%
Others	0	0	-	0	0	-
Total	4651	4651	100%	4217	4217	100%

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

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	Yes. We have Occupational Health & Safety processes covering our offices, warehouses and service centres globally. We are currently benchmarking our existing OHS processes with best practices.
b. What is the coverage of such system?	100% of employees and workers are covered
c. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	We address work-related physical hazards as part of construction assessment, moving-in assessment, and routine maintenance. In addition, other work-related hazards are compiled based on regular employee surveys on employee experience.
d. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Yes/No)	Yes. Workers can report their concerns through an incident management portal in the intranet.
e. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, all employees are covered as part of group insurance.

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

Safety Incident/Number	Category	FY 2021-2022 Current Financial Year	FY 2020-2021 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees Workers		
Total recordable work-related injuries	Employees Workers		
No. of fatalities	Employees Workers	No Incidents	
High consequence work-related injury or ill-health (excluding fatalities)	Employees Workers		

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

At Redington, we endeavor to provide a conducive working environment. Strong control measures have been put in place to ensure employee health and safety. Emergency Contact Team is in place which is accessible in case of any emergency. Apart from that, the following facilities are also available:

- i) CCTV surveillance in select areas
- ii) Security at office premises
- iii) Fire extinguishers
- iv) Access to sanitisation facilities
- v) Security drill on a periodic basis

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

Topic	FY 2022-2023 (Current Financial Year)			FY 2021-2022 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	5	5*	Redington is committed to providing a healthy & safe working environment to its employees. During the current FY, an independent third party managed Whistleblower hotline was introduced and extensive campaigning done to encourage employees to report their grievances. A compilation of Whistleblower policy & related mechanism is available in the Corporate Governance section of our Website.	1	0	-
Health & Safety	0	0	-	0	0	-

\*Enquiry ongoing

**14. Assessments for the year:**

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	25% of our offices (based on employee strength) and 30% of our warehouses (based on operations) in India were covered by a Occupation health & Safety audit during the year.
Working Conditions	

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

There were no incidents during the year & suggestions provided as part of the assessment were acted upon.

**LEADERSHIP INDICATORS**

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

- a. Employees (Yes/No): Yes
- b. Workers (Yes/No): Not Applicable

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

Our value chain partners are covered by our Code of Business Conduct. Provisions relating to compliance with statutory requirements are included as part of our terms of trade with them.

**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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

Nil

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

Not Applicable

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

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not Applicable
Working Conditions	

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

Not Applicable

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

**ESSENTIAL INDICATORS**

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

Employees/Third Parties that play a critical role in our business value chain have been identified as key stakeholder groups. These include Vendors, Partners, Employees, Investors, Government, Bankers & Community. We regularly engage with our stakeholder groups through planned meetings & other engagement initiatives.

We encourage all our stakeholders to report their grievances (if any) through the inquiry section in our website, mail to investors@redingtongroup.com or through our Whistleblower hotline. More details on specific engagement models are provided in the coming sections of this report.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (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	N	Email, notice board, website, survey	Ongoing	Company updates including business reviews, Wellbeing, Skills training, DEI , PMS, Sustainability
Shareholders	N	email , website , shareholder meetings & stock exchange filings	Email / Website/ Filings – Ongoing Shareholder meetings - Annual	Financial performance & other corporate updates
Investors	N	email , website, meetings	Meeting - Quarterly Email and website – Ongoing	Financial performance & other corporate updates
Lenders	N	email and website, meetings	Meeting - Quarterly Email and website – Ongoing	Financial performance & other corporate updates
Suppliers	N	email and website, meetings, survey	Meeting - Quarterly Email and website – Ongoing Survey - Annual	Ongoing Business Discussions
Customers	N	email and website, meetings, survey	Meeting - Quarterly Email and website - Ongoing Survey - Annual	Ongoing Business Discussions
Contractors	N	Email	Email - Continuous	Ongoing Business Discussions
Community	N	email and website, survey (through NGO's)	Email & Website – Ongoing Survey - Annual	Project specific engagement (CSR) & feedback
Government	N	Email , Website & Filings	Email , Website & Filings - Ongoing	<ul style="list-style-type: none"> <li>• Compliance with regulations</li> <li>• Licensing and permissions</li> <li>• Policy advocacy</li> </ul>

**PRINCIPLE 5: 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 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent Employees	4651	4651	100%	4217	4217	100%
Other than Permanent	5018	5018	100%	4611	4611	100%
Total Employees	9669	9669	100%	8828	8828	100%
<b>Workers</b>						
Permanent	0	0	-	-	-	-
Other than permanent	1356	1356	100%	1089	1089	100%
Total Workers	1356	1356	100%	1089	1089	100%

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

We are in compliance with Minimum Wages defined as per applicable regulations of the countries we operate in.

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	7	1,23,11,536	2	18,25,000
Key Managerial Personnel	5	1,75,00,000	Nil	
Employees other than BoD and KMP	1,289	8,50,000	331	6,07,200

BoD median Remuneration also includes Executive Directors (KMP)

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)

All stakeholders are encouraged to report grievances relating to Human Rights through our Whistleblower hotline / email ID. Complaints received will be investigated in accordance with our Whistle Blower policy and progress report discussed as part of the Audit Committee meeting held quarterly.

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

All stakeholders are encouraged to report grievances through our WhistleBlower hotline/ mail ID. Complaints received will be investigated in accordance with our Whistle Blower policy and feedback provided for corrective & preventive measures.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment				1	Nil	We received 1 complaint (POSH) and it was duly enquired and addressed.
Discrimination at workplace		Nil				
Child Labour						
Forced Labour/Involuntary Labour					Nil	
Wages						
Other human rights related issues	1	1	Subsequently addressed			

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

Our Whistleblower policy provides for protection against any unfair practice like retaliation, threat or intimidation, termination/ suspension of service, disciplinary action, transfer, demotion, refusal of promotion, discrimination, any type of harassment, biased behavior or the like including any direct or indirect use of authority to obstruct the Whistle Blower's right to continue to perform his duties/functions including making further Protected Disclosure. The identity of the Whistle Blower shall be kept confidential to the extent possible and permitted under applicable laws. Our systems in place for reporting violations also support anonymity & confidentiality.

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

Yes, we cover adherence to our Code of Business Conduct & Ethics as part of our terms of trade with all our vendors & partners.

9. Assessments for the year:

No Assessments were conducted across this topic by the organisation in the year

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

Not Applicable

**Leadership Indicators**

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

Not Applicable

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

Not Applicable

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

Yes

4. Details on assessment of value chain partners:

Not applicable.

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

Not Applicable

**PRINCIPLE 6: 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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Total electricity consumption (A) (GJ)	25,051	21,968
Total fuel consumption (B) (GJ)	9,679	7,668
Energy consumption through other sources (C) (GJ)	-	-
<b>Total energy consumption (A+B+C) (GJ)</b>	<b>34,730</b>	<b>29,636</b>
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (GJ per Crore INR)	0.44	0.47
Energy intensity (optional)		

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

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

Not applicable

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	57	44
(ii) Groundwater	9,795	8,688
(iii) Third party water	15,878	8,695
(iv) Seawater / desalinated water	NA	NA
(v) Others (Rainwater storage)	NA	NA
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>25,730</b>	<b>17,427</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>13,352</b>	<b>9,127</b>
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover) (kl per Crore INR of revenue)	0.17	0.15
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		

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

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

We have not yet implemented Zero Liquid Discharge in any of our facilities.

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

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	mg/m3	14.6	22.3
SOx	mg/m3	9.5	14.8
Particulate matter (PM)	mg/m3	28.5	31.3

Parameter	Please specify unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Persistent organic pollutants (POP)	NA		
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	mg/m3		
Particulate matter (PM10)	Pg/m3		
Ozone (O3)	Pg/m3		
Lead (Pb)	Pg/m3		Not Applicable*
Carbon Monoxide	Mg/m3		
Ammonia (NH3)	Pg/m3		
Arsenic (As)	Ng/m3		
Nickel (Ni)	Ng/m3		
Benzene (C6H6)	Pg/m3		
Benzo(a)pyrene	Ng/m3		

\* Our stack emissions pertain to DG set operations. No other stack emissions are applicable to us due to the nature of our business.

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

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	707	556
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2e	4,433	3,811
<b>Total Scope 1 and Scope 2 emissions</b>	tCO2e	5,141	4,367
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	tCO2e/ INR in Crore	0.06	0.07
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional)– the relevant metric may be selected by the entity	tCO2e/INR		

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

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

We have identified the following measures to reduce greenhouse gas emissions.

1. Implementing energy-efficient technologies and practices, such as LED lighting, efficient HVAC systems, and building automation systems
2. Exploring renewable energy options, such as solar to reduce reliance on fossil fuels to contribute to a clean and sustainable energy system.
3. Incorporating green building practices in operations, such as using sustainable materials and water conservation measures Transition to cloud-based technologies to reduce energy consumption and carbon emissions associated with data storage and processing.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	7.506	5.166
E-waste (B)	50.267	63.518
Bio-medical waste (C)	0.004	0.004
Construction and demolition waste (D)	41.510	12.030
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	137.767	100.423
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>237.054</b>	<b>181.141</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	532.649	514.056
(ii) Re-used	41.510	12.030
(iii) Other recovery operations	0.572	0.627
<b>Total</b>	<b>574.731</b>	<b>526.713</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	0.004	0.004
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
<b>Total</b>		

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

We are in the process of developing a waste management policy. Once formalised, the waste management policy will cover commitment toward responsible consumption & disposal of all types of waste. The policy will also be supported by SoPs for each type of waste.

We have the following procedures in place with respect to E-Waste in India

- As part of our Extended Producer Responsibility (EPR), we have nominated designated collection points in select warehouses to encourage responsible disposal of e-waste.
- E-waste collected from these collection points are accumulated at a centralised collection center and sent for recycling to our authorised PRO cum Recyclers
- Certificates containing details of e-waste recycled and disposed are obtained from authorised PRO cum Recyclers.

E-Waste generated through our operations in Middle East & Africa is recycled through our group company Ensure Services.

Our operations in Turkey through our group company Arena is Zero Waste certified. All waste generated through our operations at Arena is recycled and no waste goes to landfill.

Through our 3D printing division, we generate a minimal amount of chemical waste. We dispose of this waste responsibly and in accordance with applicable regulations.

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

We do not operate in/around ecologically sensitive areas.

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

We have not undertaken any Environmental impact assessment during the year.

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

Yes, we are duly compliant with all the applicable environmental laws.

S.No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	NIL	NIL	NIL	NIL
2				

Leadership Indicators

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>-</b>	<b>-</b>
<b>From non-renewable sources</b>		
Total electricity consumption (D)	25,051	21,968
Total fuel consumption (E)	9,679	7,668
Energy consumption through other sources (F)	-	-
<b>Total energy consumed from non-renewable sources (D+E+F)</b>	<b>34,730</b>	<b>29,636</b>

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

2. Provide the following details related to water discharged:

We use Water mainly for domestic and drinking purposes and there is no scope for water discharge at many of our locations. At locations like our corporate office where the water consumption is more we have installed STP plant to treat the waste water generated and channel treated water for gardening purpose, thereby ensuring no discharge of water outside our premises.

Parameter	FY (Current Financial Year)	FY (Previous Financial Year)
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
-No treatment		
-With treatment – please specify level of Treatment		
(ii) To Groundwater		
-No treatment		
-With treatment – please specify level of Treatment		
(iii) To Seawater		
-No treatment		
-With treatment – please specify level of Treatment		
(iv) Sent to third-parties		

Parameter	FY (Current Financial Year)	FY (Previous Financial Year)
-No treatment		
-With treatment – please specify level of Treatment		
(v) Others		
-No treatment		
-With treatment – please specify level of Treatment		
<b>Total water discharged (in kilolitres)</b>		

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

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

Not Applicable

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

- (i) Name of the area NA
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY (Current Financial Year)	FY (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		
<b>Water intensity per rupee of turnover (Water consumed / turnover)</b>		
<b>Water intensity (optional) – the relevant metric may be selected by the entity</b>		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water		
-No treatment		
-With treatment – please specify level of treatment		
(ii) Into Groundwater		
-No treatment		
-With treatment – please specify level of treatment		
(iii) Into Seawater		
-No treatment		
-With treatment – please specify level of treatment		
(iv) Sent to third-parties		
-No treatment		
-With treatment – please specify level of treatment		
(v) Others		
-No treatment		
-With treatment – please specify level of treatment		
<b>Total water discharged (in kilolitres)</b>		

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

NA

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

Not applicable, baseline assessment of Scope 3 emissions planned to be done over the coming years.

Parameter	Unit	FY 23	FY 22
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
<b>Total Scope 3 emissions per rupee of turnover</b>			
<b>Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity</b>			

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

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

Not Applicable

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Renewable Energy	62 KW Solar rooftop at Redington Tower, Chennai	31236 units of green energy will be generated in FY24
2	Renewable Energy	300 KWp Solar Installation at Dubai	506,912 units of green energy will be generated in FY24

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

Business continuity planning and disaster recovery planning & testing systems are in place to ensure the proper communication to consumers on disruption of services

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

Not Applicable. We haven't conducted any assessments during the financial year.

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

Not Applicable. We haven't conducted any assessments during the financial year.

**PRINCIPLE 7: 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.**

Four

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

S.no	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Associated Chamber of Commerce	India
2	Technology Distribution Association of India	India
3	Infotech Software Dealers Association	India
4	Madras Chamber of Commerce and Industry	Tamil Nadu

**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**

We haven't received any allegations relating to Anti-Competitive behaviour so far. Our Code of Business Conduct and Ethics covers the following with respect to Competition.

- o All Associates should avoid actions that would be contrary to laws governing competitive practices in the marketplace under the relevant anti-trust laws applicable in the countries where Redington operates.
- o Associates should ensure that the Redington never engages in agreements, understandings, or plans with competitors that limit or restrict competition, including price-fixing and allocation of markets

**LEADERSHIP**

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

During the year we partnered with Logistics Sector Skill Council, (LSC) a society registered under the Societies Registration act and set up by Ministry of Skill Development and Entrepreneurship (MSDE) through National Skill Development Corporation of India (NSDC) to provide sector specific training to unemployed youth and support them with employment. We regularly engage with LSC through our community development projects and provide our recommendations on skill development programmes conducted by the institute and related legislations. In the past some of our recommendations have been integrated into processes supporting government skill development policies.

**PRINCIPLE 8: 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 for FY'23 but for the forthcoming year SIA will be applicable as per Companies Act 2013 & related CSR Rules.
- 2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:**  
Not Applicable
- 3. Describe the mechanisms to receive and redress grievances of the community**  
We have an inquiry section in our website where any member from the community can raise their grievances. (Link: <https://redingtongroup.com/contact-us/> ). In addition to this we continuously engage with NGOs to understand community needs/ grievances to plan for interventions.
- 4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:**  
Not applicable since we do not own products.

**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:**  
Not Applicable
- 3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)**  
No
- (b) From which marginalised /vulnerable groups do you procure?** Not Applicable
- (c) What percentage of total procurement (by value) does it constitute?** Not Applicable
- 4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge**  
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.**

S.no	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Provided SCM Skill training to 156 unemployed youth at Coimbatore & Chennai	1487	Our programmes are primarily focused on vulnerable & marginalised sections of the society. A significant % of our beneficiaries are from economically backward sections of the society.
2	Students pursuing school or university degrees from economically backward sections of the society	27465	
3	Families in villages – predominantly remote villages with need for infrastructure upgrade	6428	

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

**ESSENTIAL INDICATORS**

- 1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**  
Our organisation is dedicated to consistently exceeding client expectations and has established strong systems to monitor and address customer complaints and feedback related to our services. We have a designated webpage on our website where our customers can report complaints or offer feedback, which can be found at <https://redingtongroup.com/contact-us/> . Additionally, our business customers can use other channels, such as account managers or regional heads, to file complaints.
- 2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information.**  
Redington's associated vendors have implemented policies to disclose all legally mandated information on their product covers/ labels. This information can be accessed from their respective websites.

**3. Number of consumer complaints**

	FY23		Remarks	FY22 Previous Financial Year		Remarks
	Received during the year	Pending resolution at the end of year		Received during the year	Pending resolution at the end of year	
Data privacy			We did not have any consumer complaints with respect of data privacy, advertising, cybersecurity, delivery of essential services, restrictive trade practices, or unfair trade practices in FY23 & FY22			
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Others						

- 4. Details of instances of product recalls on account of safety issues**  
We do not manufacture products and hence not applicable.
- 5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.**  
Yes, we have the below mentioned policies:
  - Virus and Malware Protection Policy
  - Cyber Security Policy
  - Network Security and VPN Usage Policy

Web Link: [https://performancemanager10.successfactors.com/sf/home?bplte\\_company=redingtoni&\\_s\\_crb=qpHmR0SfozLZgBe%252faKp4g87BvlCwiklxljWJtG%252bLl%253d](https://performancemanager10.successfactors.com/sf/home?bplte_company=redingtoni&_s_crb=qpHmR0SfozLZgBe%252faKp4g87BvlCwiklxljWJtG%252bLl%253d)

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

No complaints received , hence no corrective actions in relation to these.

#### **LEADERSHIP INDICATORS**

1. **Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).**  
All the information relating to the products and services of Redington can be accessed at Solutions – Redington (redingtongroup.com). Services – Redington (redingtongroup.com)
2. **Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.**  
Not applicable.
3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**  
Business continuity planning and disaster recovery planning & testing systems are in place to ensure the proper communication to consumers on disruption of services
4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/Not Applicable)? If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**  
We have recently conducted a customer satisfaction survey for all our group entities.
5. **Provide the following information relating to data breaches:**
  - a. **Number of instances of data breaches along-with impact**
  - b. **Percentage of data breaches involving personally identifiable information of customers**None