

## Century Plyboards (India) Limited

### Century House,

P 15/1, Taratala Road, Kolkata - 700088

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Cin No : L20101WB1982PLC034435



Date: 4<sup>th</sup> September, 2023

BSE Ltd. Phiroze Jeejeebhoy Towers Dalal Street Mumbai- 400 001 <b>Scrip Code: 532548</b>	National Stock Exchange of India Ltd. Exchange Plaza, Bandra Kurla Complex, Bandra (E) Mumbai- 400 051 <b>Scrip Name- Centuryply</b>
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Dear Sir(s)/ Madam(s)

### **Subject: Submission of Business Responsibility and Sustainability Report**

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

This is for your information and record.

Thanking you,

Yours faithfully,

**For Century Plyboards (India) Ltd.**

**Company Secretary**

Encl: As above

 **CENTURYLAMINATES®** |  **CENTURYPLY®** |  **CENTURYMDF®**

PRELAM BOARD | VENEERS | PARTICLEBOARD  
EXTERIOR LAMINATES | DOOR |  | PVC BOARD | CFS



## Annexure- 8

# Business Responsibility & Sustainability Reporting

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the Company

1	Corporate Identity Number (CIN) of the Listed Entity	L20101WB1982PLC034435
2	Name of the Listed Entity	Century Plyboards (India) Ltd. [CPIL]
3	Year of Incorporation	1982
4	Registered office address	P-15/1, Taratala Road, Kolkata- 700 088
5	Corporate address	CENTURY HOUSE, P-15/1, Taratala Road, Kolkata - 700 088
6	E-mail	investors@centuryply.com
7	Telephone	+91 33 3940 3950
8	Website	www.centuryply.com
9	The financial year for which reporting is being done	2022-2023
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Ltd. and BSE Ltd
11	Paid-up Capital	₹22,21,72,990 (Excluding forfeited capital of ₹3,54,250)
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR Report	Sri Sundeep Jhunjhunwala Designation – Company Secretary & Compliance Officer Phone - 033-3940 3950 Email - investors@centuryply.com
13	Reporting boundary	Standalone basis

#### II. Products/services

##### 14. Details of business activities (accounting for 90% of the turnover) -

Sl. No.	Description of Main Activity	Description of Business Activity	% Of Turnover of the Entity
1.	Manufacturing	Wood and wood products, furniture, paper, and paper products	100

##### 15. Products/Services sold by the entity (accounting for 90% of the entity's turnover) -

S. No.	Product/Service	NIC Code	% Of total turnover contributed
1.	Plywood & Veneer; MDF	1621	73.25%
2.	Laminate	1709	18.16%

#### III. Operations

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

Location	Number of plants	Number of offices	Total
National	10*	27**	37
International	4*	1	5

\*CPIL has 10 manufacturing facilities in India (including one facility under its Subsidiary at Roorkee and 2 Container Freight Stations at Kolkata). The Company has its subsidiaries in 4 international locations.

\*\*Includes registered office in Kolkata and 26 marketing offices across the country supported by 40 depots/warehouses/showrooms (including 10 regional distribution centres).

**17. Markets served by the entity:****a. Number of locations**

Locations	Number
National (No. of States)	28 States and 7 Union Territories and 532 districts (through dealers and e-commerce selling)
International (No. of Countries)	CPIL exports its products to 14 countries including Indonesia, Singapore, Mexico, Bangkok, USA, Venezuela, Bangladesh, Israel, Vietnam, and Puerto Rico.

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

4.16%

**c. A brief on types of customers**

CPIL is a leading manufacturer of plywood, decorative laminates, and other allied products. The Company caters to a diverse range of customers including builders, architects, contractors, interior designers, furniture manufacturers and end consumers. CPIL's base is spread across India and abroad and it serves both the retail and institutional segments. The retail segment includes individual customers, small retailers, dealers and sub-dealers, and distributors while the institutional segment comprises corporate clients, government agencies, and other large-scale buyers. The Company has a trade network of around 18,000 dealers and retailers.

Furthermore, CPIL has a strong presence in the export market and caters to customers across Asia, Europe, Africa, and the Middle East. The Company has built a reputation for providing high-quality products and services to its customers, and its focus on customer satisfaction has helped it maintain long-term relationships with many of its clients.

**IV. Employees****18. Details as at the end of Financial Year i.e.****a. Employees and workers (including differently abled) \*-**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Employees</b>						
1.	Permanent (D)	3,169	3,082	97%	87	3%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	3,169	3,082	97%	87	3%
<b>Workers</b>						
4.	Permanent (F)	3,797	3,545	93%	252	7%
5.	Other than Permanent (G)	4,803	4,625	96%	178	4%
6.	Total workers (F + G)	8,600	8,170	95%	430	5%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023**b. Differently abled Employees and workers\* -**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled employees</b>						
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	-	-	-	-	-
<b>Differently abled workers</b>						
4.	Permanent (F)	11	11	100%	-	-
5.	Other than permanent (G)	1	1	100%	-	-
6.	Total differently abled workers (F + G)	12	12	100%	-	-

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

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

Particulars	Total (A)	No. and the percentage of females	
		No. (B)	% (B/A)
Board of Directors	16	2	12.5%
Key Management Personnel	10	1	10%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

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

	FY 23			FY 22			FY 21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	29%	21%	29%	22%	16%	22%	12%	6%	12%
Permanent Workers	18%	12%	18%	18%	6%	17%	15%	7%	14%

\* Data for FY 2022-23 as on 31<sup>st</sup> March 2023

**V. Holding, Subsidiary and Associate companies (including joint ventures)**
**21. a. Name of the holding / subsidiary / associate companies / joint ventures\* –**

S No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether Holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity
1.	Auro Sundram Ply & Door Pvt. Ltd.	Subsidiary	51%
2.	Ara Suppliers Pvt. Ltd.	Subsidiary	80%
3.	Arham Sales Pvt. Ltd.	Subsidiary	80%
4.	Adonis Vyaper Pvt. Ltd.	Subsidiary	80%
5.	Apnapan Viniyog Pvt. Ltd.	Subsidiary	80%
6.	Century MDF Ltd.	Subsidiary	100%
7.	Century Infotech Ltd.	Subsidiary	99.99%
8.	Century Panels Ltd	Subsidiary	100%
9.	Century Infra Ltd.	Subsidiary	100%
10.	Century Ports Ltd.	Subsidiary	100%
11.	Century Ply (Singapore) Pte Ltd.	Subsidiary	90.68%
12.	Century Gabon SUARL	Subsidiary	100%
13.	Centuryply Myanmar Pvt. Ltd.*	Subsidiary	100%*
14.	Asis Plywood Ltd.	Step Down Subsidiary	100%
15.	Century Adhesives & Chemicals Ltd.	Step Down Subsidiary	100%
16.	Century Ply Laos Co. Ltd.	Step Down Subsidiary	90%
17.	Century Huesoulin Plywood Lao Co., Ltd	Step Down Subsidiary	51%

\*Subsidiary till 28<sup>th</sup> February, 2023

**Do the entities indicated in the column A of the above table participate in the Business Responsibility initiatives of the listed entity? (Yes/No)**

No

**VI. CSR details**
**22. i. Whether CSR is applicable as per Section 135 of Companies Act, 2013 (Yes/No) : Yes**

In accordance with CPIL's Corporate Social Responsibility Policy and Schedule VII of the 2013 Companies Act, 2013 the Company directly and through implementing agencies undertakes its CSR activities in the areas of education, health care, disaster aid, animal welfare, women's sports, and environmental sustainability (plantation and green initiatives). Further details on CSR expenditure of the Company are mentioned in the Annual report on CSR Activities (Annexure "7" of the Board's Report).

ii. Turnover: ₹3620.65 Cr. (FY 2022-23)

iii. Net worth: ₹1894.29 Cr. (FY 2022-23)

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanisms in Place (Yes/No) (If yes, then provide web-link for grievance redressal policy)	FY 23			FY 22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	-	-	None	-	-	CPIL has a CSR Team which engages in in- person discussion with its network of NGGO partners and community members to resolve the grievances, if any.
Investors (other than shareholder)	Yes, Weblink: <a href="https://www.centuryply.com/investors">https://www.centuryply.com/investors</a>	-	-	None	3	-	None
Shareholders	Yes, Weblink: <a href="https://www.centuryply.com/investors">https://www.centuryply.com/investors</a>	-	-	None	-	-	None
Employees And workers	Yes	17	-	None	8	-	Employees and workers report their concerns either verbally or in writing to the Human Resources (HR) department of respective facilities or the head office HR, as the case may be. For Example, CPIL Joka facility maintains a grievance register to record and resolve cases within a maximum time limit of 48 hours from its registration.
Customers	Yes, <a href="https://www.centuryply.com/contact-us">https://www.centuryply.com/contact-us</a>	3,002	61	None	2,057	55	None
Suppliers	Yes, <a href="https://www.centuryply.com/contact-us">https://www.centuryply.com/contact-us</a>	-	-	None	-	-	None
Wholesale traders	Yes, <a href="https://www.centuryply.com/contact-us">https://www.centuryply.com/contact-us</a>	-	-	None	-	-	None

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

Please indicate material responsible business conduct and sustainability issues about environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk, along-with its financial implications as per the following format:

S. No	Material issue identified	Indicate whether risk or opportunity	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/ Negative Implications)
1.	Chemical Management	Risk	Improper management of chemicals like formaldehyde can lead to health hazards for the employees and workers as well as environmental hazards	<ul style="list-style-type: none"> <li>Use of turbo air ventilators to maintain fresh air circulation inside plant sheds, installation of exhaust fans near chemical working areas</li> <li>Decrease in chemicals consumed per kg of product produced</li> </ul>	Negative

S. No	Material issue identified	Indicate whether risk or opportunity	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/Negative Implications)
2.	Sustainable forest / Plantation Management	Opportunity	Sustainable plantation-sourced timber is an opportunity to meet the growing demand for wood products while also promoting the conservation of natural resources, mitigating climate change, and supporting sustainable livelihoods for communities dependent on forest resources	Not Applicable	Positive
3.	Climate Change-Energy and GHG Emissions	Risk	Rising temperatures can pose physical risks like floods, forest fires etc., posing risk to raw material availability for the industry. Also, increasing stringent regulations for adaptation of renewable energy and volatile energy costs can make energy availability and cost risk to CPIL	<ul style="list-style-type: none"> <li>• Installation of renewable energy captive power plants (Solar) in all facilities</li> <li>• Use of biomass feed in Thermic Fluid Heaters (TFH)</li> <li>• Integration of technology for reduction of energy intensity in the production process</li> <li>• Auto controlled streetlights and timed switches</li> </ul>	Negative
4.	Product Stewardship	Opportunity	Opportunity to approach the new market that caters to impactful, innovative products	Not Applicable	Positive
5.	Resource Efficiency	Opportunity	Cost efficiency in addition to reducing GHG emissions and increasing process efficiency	Not Applicable	Positive
6.	Responsible Supply Chain	Risk	The risk of sourcing from suppliers or vendors with unethical business misconduct like child labour, forced labour, inadequate environmental compliances etc. will impact the values and brand image of the Company	<ul style="list-style-type: none"> <li>• CPIL procures multiple raw material types for its production activities including timber, core veneer, chemicals, paper etc. Out of which core veneer and timber constitute nearly 70% of the total procurement. For such major raw materials, CPIL is already undertaking efforts for backward integration to ensure traceability and accountability in across the supply chain and prevent unethical business practices by suppliers. Further, during the supplier onboarding process, CPIL assess all potential suppliers on their compliance related to multiple parameters including ESG.</li> </ul>	Negative

<b>S. No</b>	<b>Material issue identified</b>	<b>Indicate whether risk or opportunity</b>	<b>The rationale for identifying the risk / opportunity</b>	<b>In Case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate Positive/Negative Implications)</b>
7.	Waste Management and Circular Economy	Opportunity	Opportunity to achieve cost savings by reuse of waste materials as raw materials and as energy carriers	Not Applicable	Positive
8.	Water and Effluent Management	Risk	Future risks arising from India being identified as a water risk region, cost of water may rise with time and water availability may serve as a problem	<ul style="list-style-type: none"> <li>• Installation of rainwater harvesting stations</li> <li>• ETPs and STPs ensure the complete reuse of water from the operations"</li> </ul>	Negative
9.	Community Welfare	Opportunity	Opportunity to give back to the communities located around the operations and ensure their welfare and livelihood development	Not Applicable	Positive
10.	Human Rights	Opportunity	Opportunity for the Company to embrace and promote human rights principles, build trust and enhance company reputation, gain a competitive edge, attract socially conscious consumers, and contribute to a more equitable and sustainable world.	Not Applicable	Positive
11.	Employee Management	Opportunity	Opportunity to create a positive impact in employees' work-life balance, health & wellbeing and meet overall expectations of their growth in the company. Efforts to recruit, nurture and retain talent, provide equal opportunity and build a safe working environment are ways to effective employee management.	Not Applicable	Positive
12.	Occupational Health & Safety (OHS)	Risk	Risk of fatalities and adverse effects on employee health and well-being, with both permanent and temporary consequences	<ul style="list-style-type: none"> <li>• Frequent OHS training drills</li> <li>• Maintenance and provision of necessary health and safety measures in the operations</li> </ul>	Negative

<b>S. No</b>	<b>Material issue identified</b>	<b>Indicate whether risk or opportunity</b>	<b>The rationale for identifying the risk / opportunity</b>	<b>In Case of risk, approach to adapt or mitigate</b>	<b>Financial implications of the risk or opportunity (Indicate Positive/Negative Implications)</b>
13.	Corporate Governance	Opportunity	Opportunity for the company to achieve its goals, make sound decisions, control risk and ensure compliance. Good corporate governance refers to set of rules, controls, policies and resolutions put in place to direct corporate behaviour and define the relationship between the stakeholders and company management.	Not Applicable	Positive
14.	Customer Centricity	Opportunity	Opportunity to enable better business and better relationships with the customers by focusing on customer requirements and expectations	Not Applicable	Positive

## **SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred to as P1-P9 as given below:

P1	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
P2	Businesses should provide goods and services in a manner that is sustainable and safe
P3	Businesses should respect and promote the well-being of all employees, including those in their value chains
P4	Businesses should respect the interests of and be responsive towards all its stakeholders
P5	Businesses should respect and promote human rights
P6	Businesses should respect, protect and make efforts to restore the environment
P7	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
P8	Businesses should promote inclusive growth and equitable development
P9	Businesses should engage with and provide value to their consumers in a responsible manner



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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web link of the policies	<a href="https://www.centuryply.com/codes-and-policies/BRS-Policy_CenturyPly.pdf">https://www.centuryply.com/codes-and-policies/BRS-Policy_CenturyPly.pdf</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name 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.	-	Indian Standards (IS 5509), American Society for Testing Material (ASTM E84)	ISO 45001:2018 Indian Green Building Council (IGBC)	-	-	ISO 14001:2015	-	ISO 9001-2015 Carb-certified MDF, E0- certified MDF	Greengard FSC, British Standard. (BS476 Part 7)
5. Specific commitments, goals and targets set by the entity with timelines if any.	<ol style="list-style-type: none"> <li>The Company is committed to conducting its business in an environmentally responsible manner.</li> <li>CPIL is committed towards the preservation of human rights across the value chain.</li> <li>Commitment to ethical and transparent governance and business.</li> <li>Commitment to improving the lives of marginalized and vulnerable communities through its CSR practices.</li> </ol>								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	<ol style="list-style-type: none"> <li>In alignment with the commitment to conduct business responsibly, CPIL consistently works to embed environmental sustainability. Timber logs being the Company's primary raw material, it makes constant endeavours to control the excessive consumption of resources and its associated negative impacts. The Company also resorts to sustainable procurement practices by obtaining almost ~98% of its raw material requirements through agro-forestry practices. CPIL's facilities consistently drives effort for optimal use of resources including reuse and recycling of its generated waste. The Company is currently generating waste wood which is recycled in-house to manufacture particle boards and MDF. Further, the waste wood that cannot be recycled is incinerated for use as fuel in boilers, replacing the use of conventional non-renewable fuels like coal. Other efforts such as, implementation of energy efficient equipment such as replacement of multiple Thermic Fluid Heaters (TFH) with a single high-capacity modern energy efficient TFH to save on fuel and reduce emission in multiple facilities, introduction of SAP inventory management to track chemical purchase and avoid over stocking have resulted in considerably energy and emission footprint.</li> <li>CPIL has incorporated the relevant guidelines on Human Rights within its BRSR policy and therein established the expectations of the Company from its stakeholders including the Business Channel Partners, Investors, and Contractors to uphold human rights values. Within its sphere of influence, the Company makes efforts to raise human rights awareness across their value chain. During the reporting period, no reports of human rights violations were received by CPIL.</li> <li>CPIL continues to follow the best practices as a part of its commitment to good corporate governance. For this, the Company has developed a Code of Conduct which intends to foster integrity and accountability across the organization and encompasses the Company's commitment to corporate social responsibility and sustainable development, occupational health, safety, inclusive workplace, transparency, and legal compliance.</li> </ol>								



**8. Details of the highest authority responsible for oversight of the Business Responsibility policy(ies).**

Sl. No.	Particulars	Details
1	DIN Number	00246132
2	Name	Sri Sanjay Agarwal
3	Designation	CEO & Managing Director
4	Telephone number	033 39403950
5	E-mail ID	investors@centuryply.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, the Board level Risk Management Committee is responsible for decision-making on sustainability-related issues and overseeing Business Responsibility policy(ies). The following are the members of the Risk Management Committee of the Board.

- Sri Sanjay Agarwal, (Executive, Non-Independent Director, DIN 00246132)
- Sri Keshav Bhajanka (Executive, Non-Independent Director, DIN 03109701)
- Sri Debanjan Mandal (Non –executive, Independent Director, DIN 00469622)
- Sri Arun Kumar Julasaria (Chief Finance Officer)

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)																	
		P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against the above policies and follow-up action	Yes, the Board reviews the policy to ensure its effectiveness and alignment with the Company's objectives.																		
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes, CPIL ensures compliance with all statutory requirements of relevance to the principles.																		

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
The Company internally reviews their policies to identify any implementation gaps. Accordingly, appropriate corrective actions are taken.								

## 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	% Of persons in respective category covered by the awareness programmes
Board of Directors	1	All BRSR principles	100%
Key Managerial Personnel (KMP)	1	All BRSR principles	100%
Employees other than BOD and KMPs	3	OHS Human Rights Anti-bribery & Anti- corruption	OHS - 81% Human Rights- 100% Anti-bribery & Anti-corruption – 100%
Workers	3	OHS Human Rights Anti-bribery & Anti- corruption	OHS - 54% Human Rights- 100% Anti-bribery & Anti-corruption – 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**

	Monetary				
	Name of the regulatory / enforcement agencies / judicial institutions	NGRBC Principle	Amount (₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine			Nil		
Settlement			Nil		
Compounding Fee			Nil		

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

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

During the reporting year, there were no cases reported by the entity or its directors or KMPs that resulted in fines/penalties/punishment/award/compounding fees/settlement amounts paid in proceedings with regulators/law enforcement agencies/judicial institutions.

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

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

Yes, CPIL has an anti-corruption and anti-bribery policy ([https://www.centuryply.com/codes-policies/Anti-Bribery\\_and\\_Anti-Corruption\\_Policy.pdf](https://www.centuryply.com/codes-policies/Anti-Bribery_and_Anti-Corruption_Policy.pdf)). The policy extends to senior managers, officers, directors, employees (including regular, fixed term or temporary), consultants, contractors, trainees, seconded staff, home-workers, casual workers and agency staff, volunteers, interns, agents, or any other person associated with us, or any of the Company's subsidiaries or their employees, wherever located.

The policy emphasizes on the Company's approach to ensure professionalism, fairness and integrity in all its business dealings and relationships.

The Policy provides necessary information and guidance on how to recognize and deal with bribery and corruption issues. The purpose of this policy is to establish clear rules to ensure compliance with all applicable Anti-Bribery and Anti-Corruption laws and to implement and enforce effective systems to counter bribery. This includes compliance with all laws, domestic and foreign, prohibiting improper payments, gifts or inducements of any kind to or from any person, including officials in the private or public sector, customers and suppliers.

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

	FY 23	FY 22
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

**6. Details of complaints regarding conflict of interest.**

	FY 23		FY 22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of conflict of interest of directors	Nil		Nil	
Number of complaints received in relation to issues of conflict of interest of KMPs	Nil		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 - No charges of corruption or conflicts of interest were reported during the relevant period. The Company is committed to maintain the highest level of ethical standards in its business operations and expects the same from all its Directors, KMPs, Employees and Workers. Also, the company ensures prompt and appropriate corrective actions when such standards are breached.

## LEADERSHIP INDICATORS

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

Although formal awareness programs are not conducted, the Company communicates its commitment to business transparency and ethical practices to its value chain partners. CPIL engages with various stakeholders, including suppliers, distributors, employees, government, and other entities in the value chain to encourage them to conduct business in accordance with the BRSR principles. Regular communication with stakeholders is maintained to raise awareness about the Company's vision, mission, and values, and to communicate its environmental responsibilities. The company engages with community members mainly through its CSR activities and also discloses its initiatives, commitments, and performance to all value chain partners through the company website and multiple social media platforms.

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

Yes, the Company has in place a Policy on the Materiality of and dealing with Related Party Transactions and a Code of Conduct formulated and approved by the board (<https://www.centuryply.com/investors-new/codes-and-policies>). The policy aims to monitor and manage potential conflicts of interest by the directors, Key Management Personnel, shareholders and other designated persons of the Company.

In an event of a conflict of interest involving members of the board, the Audit Committee investigates and evaluates all options available to the Company. After a thorough investigation by the Committee on the facts and circumstances pertaining to the conflict of interest, action is taken as deemed appropriate.

In the reporting year, no material related party transactions that would have conflicted with the interests of the Company have occurred.

**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.**

	<b>FY 23</b>	<b>FY 22</b>	<b>Details of improvements in environmental and social impacts</b>
R&D	INR 2,19,211	INR 2,34,604	The Company has not incurred any specific and material capital/recurring expenditure on research and development. Research and Development is carried out in-house using the existing manufacturing setup. The Company is a member of Indian Plywood Industries Research and Training Institute (IPIRTI) and has contributed INR 2,19,211 to it in FY 22-23.
Capex	-	-	

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

Yes, the Company places a strong emphasis on incorporating sustainability into its procurement process. An effective inter-department communication mechanism embedded in the SAP system enables the purchase department to act according to production and sales forecasts for the forthcoming periods to ensure optimum raw material procurement.

The central procurement team of the Company has integrated sustainable sourcing into their operations. They have implemented a comprehensive evaluation system for new vendors, considering various environmental and social factors such as human rights, health and safety, and air emissions.

Moreover, the Company places a major focus on plantation of timber and agroforestry materials, for sustainable sourcing of raw materials. In FY 2022-23, the Company distributed 20,49,600 samplings to 2,808 farmers around its manufacturing locations to plant eucalyptus and other trees around their fields. With this, the Company tries to encourage extensive plantations of fast-growing, short-rotation plant species close to its manufacturing facilities, particularly in Punjab and Tamil Nadu. Approximately 98 % of the raw materials procured by the company is through such agroforestry practices. Additionally, CPIL purchases face veneer instead of timber logs to ensure the sustainability of the raw material. The Company, through its Subsidiary, has set up a veneer processing unit in Gabon to take advantage of the availability of 'Okoume' timber for meeting its face veneer requirements. Similarly, the company had backward integration strategies in place in Myanmar and Laos to guarantee the availability of raw materials, before the same got dis-continued. Along with increasing the amount of green cover and providing the farmers with a source of income, the agro-forestry practices adopted by the company can become a significant source of its sustainable raw material supply in the future.

Furthermore, in order to serve the dealers with reduced time and transportation costs, the Company has purposefully developed its distribution network. This has resulted in the better warehouse and inventory management. To reduce freight costs, the Company uses an ERP (Enterprise Resource Planning) system to manage its distribution strategy. These measures help CPIL to save money and time on transportation while also conserving the environment through reduced fuel consumption and lower carbon emissions. To lessen its dependency on fossil fuels, the Company deploys higher-tonnage capacity trucks/ containers for transportation.

As a step towards developing a sustainable supply chain, Company largely procures its machinery, spare parts, consumables, and packing materials from medium and small-scale manufacturers/suppliers preferably located nearby its manufacturing facilities. CPIL also procures raw materials from various self-help organizations and conducts awareness sessions for its suppliers on social and environmental issues. Managerial and technical support is provided to suppliers to educate them on the practises and processes that could enable improving their productivity, output quality, delivery time, costs etc. In addition, a large portion of the Company's production-line workforce comes from communities surrounding its factories.

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

~98% of input is sourced through agroforestry across all divisions, which indicates that the Company is actively prioritizing sustainable sourcing practices. At CPIL, sustainable sourcing practices include using certified products, reducing net deforestation, protecting the rights of indigenous people and local communities and promoting responsible land use.

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

The Company's products are typically not packed or laminated with plastic materials and majorly use paper packaging, minimizing the need for plastic reclamation, including packaging. Furthermore, the Company primarily serves B2B partners, such as dealers, sub-dealers, architects, and interior designers, who process their products to create finished goods for end consumers. Consequently, the Company does not directly engage in sensitization activities for the safe reclamation of products with end consumers. This is handled by the Company's empanelled dealers and architects.

<b>Plastics including packaging</b>	Plastic waste generated at the facilities is duly disposed of through authorized vendors. Packaging plastic waste generated is minimal as only a small volume of the products is packed using polythene and are disposed of in a responsible manner.
<b>E-waste</b>	The E-waste generated through use of electronics for office and facility operations is disposed of through authorized recyclers.
<b>Hazardous waste</b>	The Company has assigned pockets within the facilities to aggregate and segregate hazardous waste generated and it is disposed of through the authorized recyclers registered with relevant regulatory authorities.
<b>Other Non- Hazardous waste</b>	Most of the generated wood-based wastes as used as raw material for particleboard production. Any volume remaining, which cannot be used as raw material is consumed as fuel in the boilers for the generation of heat.

**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.**

CPIL generates very low volumes of plastic waste, as only a specific segment of the products manufactured (pre-laminates) use polythene as a part of packaging. Centuryply ensures minimal plastic consumption by mainly using paper packaging for majority of its product range. Further, the company uses pellets packing for its exported products. Any E-waste generated through the use of electronics used in the company's offices or facilities is disposed of through authorized recyclers. The Company is yet to initiate compliance to the EPR Regulations.

## 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?**

NIC Code	Name of Product /Service	% Of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
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CPIL has not conducted Life Cycle Perspective/Assessments (LCA) for any of its product or services.

**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.**

Name of Product / Service	Description of the risk / concern	Action Taken
No, CPIL has not conducted Life Cycle Perspective/Assessments (LCA) for any of its product or services. However, wood being biodegradable in nature and CPIL's products having a long shelf life, there are no significant social or environmental concerns and/or risks arising from production or disposal of the products/services.		

**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).**

The Company continuously drives effective waste management practices to recycle its products and reduce waste generation during production. The Company's goal is to cut down on waste and lower consumption of virgin raw materials in production. Incidental waste of one sort or another result from the conversion of logs into veneer and then to plywood. The Company works to reduce the development of process waste using process technology and operational control techniques. Waste wood veneers are being joined together using cutting-edge technology to make them useful as raw materials, reducing waste. The Company also uses most of its wood-based wastes as raw material in manufacturing process of its product range.

The majority of the process waste is either used as secondary input in the production process or sold to authorised vendors for recycling.

Indicate input material	Recycled or re-used input material to total material
The firewood waste generated during the production process, is either recycled into new products like particleboards and MDF or incinerated in the boilers for use as fuel for heat generation. The quantity of waste wood generated is provided under Principle 6. Other waste types (E.g., Plastic waste, E-waste etc.) generated are sold to authorized recyclers for end-disposal (reuse/recycle). However, the Company is yet to initiate tracking of the quantity of waste recycled or reused by the recyclers out of the total waste transferred to them for disposal.	

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

	FY 2022-23 (in MT)			FY 2021-22 (in MT)		
	Reused	Recycled	Safely disposed	Reused	Recycled	Safely disposed
Plastic waste	NA*	NA	NA	NA	NA	NA
E-waste	NA	NA	NA	NA	NA	NA
Hazardous waste	NA	NA	NA	NA	NA	NA
Wood waste	NA	NA	NA	NA	NA	NA

\*NA – Not Applicable

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

Not Applicable. The Company's customer base comprises of mainly B2B partners (dealers, sub-dealers, architects, interior designers etc.) who further process CPIL's products to make finished goods for the use of end consumers. Hence, the Company does reclaim products or packaging material after end-of-life use.

**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\*-**

Category	% Of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity		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>											
<b>Male</b>	3082	2489	81%	2795	91%	-	-	-	-	421	14%
<b>Female</b>	87	80	92%	71	82%	87	100%	-	-	7	8%
<b>Total</b>	3169	2569	81%	2866	90%	87	100%	-	-	428	14%
<b>Other than Permanent employees</b>											
<b>Male</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Female</b>	-	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	-	-	-	-	-	-	-	-	-	-	-

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023



**b. Details of measures for the well-being of workers\*-**

Category	% Of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity		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>											
<b>Male</b>	3545	2586	73%	2752	78%	-	-	-	-	1678	47%
<b>Female</b>	252	222	88%	86	34%	252	100%	-	-	18	7%
<b>Total</b>	3797	2808	74%	2838	75%	252	100%	-	-	1696	45%
<b>Other than Permanent workers</b>											
<b>Male</b>	4625	1473	32%	2733	59%	-	-	-	-	887	19%
<b>Female</b>	178	18	10%	176	99%	-	-	-	-	18	10%
<b>Total</b>	4803	1491	31%	2909	61%	-	-	-	-	905	19%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

**2. Details of retirement benefits for the current and previous financial year\*-**

Benefits	FY 23			FY 22		
	No. of employees covered as a % of total employee	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.)
<b>PF</b>	100%	89%	Yes	96%	96%	Yes
<b>Gratuity</b>	100%	84%	Yes	97%	91%	Yes
<b>ESI</b>	31%	69%	Yes	27%	96%	Yes

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

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

Yes, CPIL's facilities are accessible to differently abled people and the Company is continuously driving efforts to improve the infrastructure in this regard. CPIL's corporate office is a LEED-certified building as it provides accessible infrastructure which includes ramps, elevators, accessible restrooms, accessible parking spaces and other facilities that cater to the need of differently abled people.

**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.**

CPIL has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 embedded within its BRSR policy and is committed to ensuring that equal opportunity is provided to all its people. The Company continuously promotes an inclusive workplace culture, free from all kinds of discrimination and believes that diversity and merit are the key enablers to ensure equality of opportunity at the workplace, throughout the lifecycle of the employee at the organization. Hence, the Company encourages engaging with talent from diverse age groups, genders, castes, domains, cultural backgrounds etc. The Company hones talents by providing them with learning opportunities and leadership roles in a secure and conducive workplace.

CPIL promotes a work culture that has zero tolerance for bias, discrimination and harassment. The Company has established a 'Centurion Buddy', a WhatsApp group for employees, which serves as a platform for addressing their concerns and queries in a timely and effective manner. The employees can also raise their concerns to the HR team for prompt solutions.

Further, the Company ensures to provide due recognition and reward to its best talents. It has specific modules to reward talent. Some of these include special celebration to accord due recognition to the retiring employee, long-service award to recognize the loyalty and commitment of employees, talent hunt initiatives in the form of 'Centurion Idol', performance recognition through initiatives like 'Sarvada Sarvottam Ambassadors' and 'Centurion Star'. The Company believes in fostering the overall growth of its employees and opportunities for career development through training programmes offered by Udemy and the Indian School of Business.

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

Gender	Permanent Employees*		Permanent workers*	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NA	NA	NA	NA
Female	100%	100%	NA	NA
Total	100%	100%	NA	NA

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

6. Is there a mechanism available to receive and redress grievances for the Permanent and Non-permanent employees' categories of employees? If yes, give details of the mechanism in brief.

Gender	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	<p>Yes, the Company has a robust process in place for handling permanent and non-permanent employees' grievances to promote transparency and fairness. Employees report their concerns directly to the Human Resources (HR) department of respective facilities or the head office HR, as the case may be, either in-writing or verbally. Each case is then thoroughly investigated by the HR department to provide a timely resolution for it. For example, the HR department in CPIL's Joka facility maintains grievance registers for permanent and non-permanent employees and aims to resolve the registered cases within 24 hours of it being recorded. In the case where an issue requires further escalation, it is reported to either the HR-Head of the unit or the HR Head office HR, as the need may be, for its resolution within 48 hours of recording the case in the grievance register.</p>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 23			FY 22		
	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>						
Male	3,082	-	-	2,902	-	-
Female	87	-	-	76	-	-
<b>Total Permanent Workers</b>						
Male	3,545	2,609	74%	3086	2,470	80%
Female	252	183	73%	275	138	50%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

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

Category	FY 23					FY 22				
	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	3,082	2,480	80%	1,757	57%	2,902	1,004	35%	634	22%
Female	87	79	91%	61	70%	76	25	33%	34	45%
Total	3,169	2,559	81%	1,818	57%	2,978	1,029	35%	668	22%
<b>Workers</b>										
Male	8,170	4,342	53%	320	4%	7,789	3,964	51%	217	3%
Female	430	295	69%	1	0%	430	254	59%	7	2%
Total	8,600	4,637	54%	321	4%	8,219	4,218	51%	224	3%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

**9. Details of performance and career development reviews of employees and workers\*.**

Category	FY 23			FY 22		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
<b>Employees</b>						
Male	3,082	2,909	94%#	2,902	2,664	92%
Female	87	80	92%	76	72	95%
Total	3,169	2,989	94%	2,978	2,736	92%
<b>Workers</b>						
Male	3,545	NA	NA	3,086	NA	NA
Female	252	NA	NA	275	NA	NA
Total	3,797	NA	NA	3,361	NA	NA

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

\*Career development reviews do not apply to workers since their compensation is based on a fixed rate grading

#Performance evaluation yet to be conducted in CFS division of CPIL for FY 2022-23

**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?**

CPIL's policy level guidelines on Occupational Health and Safety are incorporated within its BRSR Policy. The Company's flagship Kolkata facility complies with ISO 45001:2018 (Occupational Health and Safety Management Systems) certification. The Company recognizes that promoting a safe and healthy work environment is essential for the success of the organization and commits to maintaining the highest standards of health and safety measures across all its operations.

As part of the Company's commitment to safeguard employee and worker health and provide a safe working environment, all operations are conducted in a controlled environment, with support of trained medical practitioners available at all the manufacturing facilities.

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

The Company has appointed Safety officers inside each manufacturing facility. These officers are responsible to conduct periodic safety trainings with employees and workers and review the work-related hazards and prevailing standards.

**c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks.**

Yes, the Company has a system in place to report work-related hazards.

**d. Do the employees/workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)**

CPIIL provides medical insurance coverage to all employees and workers. To further support the employees and workers, the Company offers eye and health check-ups in ESIC hospitals. The Company also drives efforts towards creating a holistic health environment by promoting health and wellness even beyond workplace through various initiatives such as organizing marathons for participation of employees and their family members, organizing family picnics for their recreation etc.

**11. Details of safety-related incidents\*:**

<b>Safety Incident/Number</b>	<b>Category</b>	<b>FY 23</b>	<b>FY 22</b>
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>	Employees	0.92	0.55
	Workers	3.8	4.1
<b>Total recordable work-related injuries</b>	Employees	167	121
	Workers	240	269
<b>No. of fatalities (safety incident)</b>	Employees	-	-
	Workers	1	-
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	Employees	-	-
	Workers	1	-

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

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

CPIIL prioritises employee health, safety and well-being. Some of the key health and safety measures undertaken include:

- First-aid training to all employees and conducting periodic health check-ups for the well-being of employees.
- Turbo air ventilators to maintain fresh air circulation inside plant sheds
- Installation of exhaust fans near chemical working areas
- Periodic employee health treatment in ESIC hospitals extending to eye and health checks
- 24X7 availability of medical assistance and ambulance inside each manufacturing facility
- Appointment of Environmental Officer for environment related activities.
- Provision of the canteen to provide hygienic food etc. (Joka unit is FSSAI certified).
- Appointment of Safety Officers inside each manufacturing facility
- Periodic safety meetings to review prevailing standards
- Emergency lighting at critical points within the factory area and assembly points inside manufacturing facilities in emergencies
- Various fire-fighting tools in each unit
- "Toolbox talk" shift to promote safety awareness among employees and ensure that they are equipped with the knowledge and skills to prevent workplace accidents and injuries.
- Medical and group insurance coverage to all employees in the event of illness or injury.
- Regular fitness and financial wellness sessions
- Sanitization arrangements at the workplace, distribution of preventive medicines and Covid health insurance to employees etc.

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

Category	FY 23			FY 22		
	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	12	-	None	2	-	None
Health and safety	5	-	None	6	-	None

**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	CPIIL does not conduct assessment by entity or statutory authorities or third party. However, the Company has dedicated safety officers across all its facilities, who internally assess the on-ground implementation of health and safety practices at the facilities in alignment with the organizational policy and safety manual. The safety officers regularly monitor the availability and maintenance of safety devices and equipment like fire extinguishers at the facilities and ensure safe working conditions for employees.  Further, they are also responsible for addressing any events related to health and safety breach that may occur in the facilities. In such a case, the safety officer along with his team examines the issue and takes the necessary measures for its resolution, for e.g., providing first-aid to an employee or taking them to the in- house medical Centre as the need may be in case of an injury.
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 and safety practices and working conditions.**

CPIIL has established a "Welfare Section" along with a dedicated register for employees to record any concerns they may have regarding their working conditions and safety. Once a complaint is registered, CPIIL's plant authorities take prompt action and strive to resolve the issue within 48 hours. This ensures that employees feel heard, and their grievances are effectively addressed. In the event of an incident or accident, the Company follows a strict protocol. Within 24 hours, a preliminary report is prepared to provide an initial assessment of the situation. Subsequently, a detailed report is prepared, outlining details of the incident and including a comprehensive corrective action plan. The Company closely monitors the implementation of these corrective actions to ensure effective resolution and prevention of similar incidents in the future.

**LEADERSHIP INDICATORS****1. Does the entity extend any life insurance or any compensatory package in the event of death of?**

	(Y/N)
Employees	Yes
Workers	Yes

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

The procurement team of the Company ensures that statutory dues have been deducted and deposited by the value chain partners in a timely manner. This is ensured by periodic monitoring of the dues.

**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 that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 23	FY 22	FY 23	FY 22
Employees	-	-	-	-
Workers	1	-	-	-

**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)**

No.

**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>
<b>Health and safety practices</b>	As a part of ensuring wellbeing of value chain partners, the company assesses the health and safety practices of suppliers during their screening and onboarding process in terms of their compliance to the Factory Act. These assessments specifically focus on evaluating the safety practices and overall working conditions of the suppliers. While the Company is yet to formally establish a mechanism to assess the same for other value chain partners, it encourages all its stakeholders to take proactive steps for ensuring the health & safety of their employees and creating a safe working environment.
<b>Working Conditions</b>	

**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.**

CPIL values developing strong relationships with all its stakeholders. While identifying the major stakeholder groups, the Company's engagement process takes immediacy, reliance, accountability, susceptibility, and impact into consideration. The Company has adopted both formal and informal mechanisms to engage with various stakeholders to understand their concerns and expectations and integrate their feedback in our key business decision making.

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

<b>Stakeholder Group</b>	<b>Whether identified as Vulnerable &amp; Marginalized Group (Yes/No)</b>	<b>Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others</b>	<b>Frequency of engagement (Annually/Half Yearly/ Quarterly / Others – please specify)</b>	<b>Purpose and scope of engagement including key topics and concerns raised during such engagement</b>
Investors and shareholders	No	<ul style="list-style-type: none"> <li>General meetings</li> <li>Annual report and Investor meet</li> </ul>	Annually and as and when required	The main purpose of engagement is to understand CPIL's stakeholders' feedback on the Company's products and services. CPIL believes that the performance of business enterprises must be measured in terms of the value they create for the society.
Employees	No	<ul style="list-style-type: none"> <li>Meetings</li> <li>Newsletters</li> <li>Intranet portal.</li> <li>Employee satisfaction survey and trainings</li> </ul>	Regularly	The Company values the support of its stakeholders and respects their expectations and concerns. CPIL endeavors to identify, prioritize and address the needs and concerns of its stakeholders in a continuous, systematic and transparent manner through effective dialogues and exchanges.
Suppliers and dealers	No	<ul style="list-style-type: none"> <li>Site visits</li> <li>Personal/ telephonic interactions</li> <li>Video conferencing</li> </ul>	Need-basis	
Retailers and Customer	No	<ul style="list-style-type: none"> <li>Customer meets</li> <li>Customer satisfaction survey</li> <li>Web-based interactive portals</li> </ul>	Annually and as and when required	

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Others	Frequency of engagement (Annually/Half Yearly/ Quarterly / Others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	<ul style="list-style-type: none"> <li>Industry bodies/ forums</li> </ul>	Annually and as and when required	
Trade unions	No	<ul style="list-style-type: none"> <li>Union meetings</li> </ul>	Need-basis	
Media	No	<ul style="list-style-type: none"> <li>Press releases</li> <li>Media events &amp; announcements</li> </ul>	Regularly	
Local communities	Yes	<ul style="list-style-type: none"> <li>Personal visits</li> </ul>	Need basis	

## 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.

CPIL incorporates its stakeholders' feedback during development of the company policies, strategies and key business decision making. The Company regularly engages with its stakeholders to address their concerns and expectations around ESG related topics. The feedback received is communicated to the Board and integrated into the Company's business strategy and decision-making process.

Moreover, the Board, through its CSR Committee, provides strategic direction to the Company's CSR practices while reviewing and monitoring planned initiatives. Additionally, the Company ensures that economic aspects are discussed with investors and shareholders through investor meets, annual meetings as and when required.

Through such engagements, the Company strives to maintain a transparent and collaborative relationship with its stakeholders, which is crucial for the long-term sustainability of the business.

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

Yes, the Company regularly engages with internal and external stakeholders to understand their needs and concerns in all relevant business areas including environment and social topics. Their feedback is regularly incorporated by CPIL during its business decision making process. For example, CPIL recently engaged with its internal and external stakeholders to revisit the Company's key material issues around environmental, social and governance related topics. These material issues would become key focus areas for the Company while formulating its ESG policies, developing future strategies and roadmap.

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

CPIL takes proactive steps to enhance the quality of life for the marginalised and vulnerable community members that live adjacent to its manufacturing facilities and regularly engages with them. Through its Corporate Social Responsibility (CSR) efforts, the Company puts a strong emphasis on implementing community-based projects that address community needs in the areas of health, education, skill development, sanitation, and livelihood, among others. The Company's vocational training centre imparts carpentry training to local youth, thereby making them self-dependent. Another way the Company generates a sustainable livelihood and capacity building is through direct engagement with small and marginal suppliers. CPIL gives precedence to MSME suppliers and local procurement.

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

### ESSENTIAL INDICATORS

#### 1. Employees who have been provided training on human rights issues and policy(ies)\*:

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	3,169	3,169	100%	2,978	2,978	100%
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	3,169	3,169	100%	2,978	2,978	100%
<b>Workers</b>						
Permanent	3,797	3,797	100%	3,361	3,361	100%
Other than permanent	4,803	4,803	100%	4,858	4,858	100%
<b>Total Workers</b>	8,600	8,600	100%	8,219	8,219	100%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

#### 2. Details of minimum wages paid to employees and workers\*:

Category	FY 22-23					FY 21-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Permanent Employees</b>										
Male	3,082	-	-	3,082	100%	2902	1,362	47%	1,540	53%
Female	87	-	-	87	100%	76	49	64%	27	36%
<b>Other than Permanent Employees</b>										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Permanent Workers</b>										
Male	3,545	94	3%	3,451	97%	3,086	306	10%	2,780	90%
Female	252	-	-	252	100%	275	35	13%	240	87%
<b>Other than Permanent Workers</b>										
Female	4,625	3,431	74%	1,194	26%	4,703	2,129	45%	2,574	55%
<b>Total</b>	178	160	90%	18	10%	155	137	88%	18	12%

\*Data for FY 2022-23 as on 31<sup>st</sup> March 2023

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

Gender	Male		Female	
	Number	Median remuneration/salary/wages of respective category in ₹	Number	Median remuneration/salary/wages of respective category in ₹
<b>Board of Directors (BoD)*</b>	7	6,50,000	1	6,50,000
<b>Key Managerial Personnel (KMP)**</b>	9	4,12,78,250	1	3,26,14,000
<b>Employees other than BoD and KMP</b>	3,073	4,83,771	86	6,00,000
<b>Workers</b>	3,545	2,42,202	252	3,09,720

\*Board of Directors includes Independent Directors only

\*\*KMP includes KMP on the board and non-board KMP



**4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impact or issues caused or contributed to by the business?**

The Human Resources (HR) department of respective CPIL facilities are responsible for addressing the human rights-related issues within the company. Grievances relating to breach of human rights is received by the HR department of the relevant facility, which investigates into the case to provide an appropriate resolution. In case where a grievance requires further intervention, the matter is reported to the top management to ensure its timely redressal and closure.

Furthermore, to address complaints related to sexual harassment, the Company has established an Internal Complaints Committee. This committee serves as a confidential platform to address and redress such complaints effectively. The Company remains committed to upholding human rights and fostering an inclusive work environment for all employees.

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

The Company's Human Rights Policy, incorporated within the BRSR Policy, serves as a guiding framework for the actions and sets the expectations for behaviour and conduct within the organization. When a grievance related to human rights is reported, the Human Resource department of the respective facility investigates into the case and provides appropriate resolution. In case where the matter requires further intervention, it is reported to the top management of the company to ensure its timely redressal and closure.

Additionally, CPIL has a dedicated policy on prevention of sexual harassment. To redress complaints received on sexual harassment, an Internal Complaints Committee (ICC) has been established. The Internal Complaints Committee investigates a sexual harassment complaint within 7 days. Both parties are given an equal opportunity to be heard, and evidence is examined. The Complainant's statement is recorded, followed by the Respondent's. If the complaint does not involve sexual harassment or is found to be false, appropriate action is taken. However, in cases where sexual harassment is established, the company takes immediate and stringent measures to ensure the well-being and safety of the complainant, which may include disciplinary actions against the perpetrator.

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

	FY 23			FY 22		
	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>Sexual Harassment</b>	Nil	Nil	None	Nil	Nil	None
<b>Discrimination at workplace</b>	Nil	Nil	None	Nil	Nil	None
<b>Child labour</b>	Nil	Nil	None	Nil	Nil	None
<b>Forced labour /Involuntary labour</b>	Nil	Nil	None	Nil	Nil	None
<b>Wages</b>	Nil	Nil	None	Nil	Nil	None
<b>Other human rights related issues</b>	Nil	Nil	None	Nil	Nil	None

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

CPIL is committed to creating an inclusive workplace and relevant guidelines to ensure equal treatment and dignity for all the employees is included in its BRSR policy. The Company also has an Internal Complaints Committee (ICC) to redress complaints received on sexual harassment while other issues related to the human rights are reported to the HR team for appropriate resolution.

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

Yes, this is a part of the general terms and conditions in all business contracts and agreements.

**9. Assessments for the year**

	% Of offices that were assessed (by entity or statutory authorities or third parties)
<b>Child labour</b>	The Company conducts internal assessments to identify any gaps in monitoring child labour, forced labour, sexual harassment and discrimination at all facilities across all divisions. CPIL is yet to initiate by entity or statutory authorities or third parties.
<b>Forced/involuntary labour</b>	
<b>Sexual harassment</b>	
<b>Discrimination at workplace</b>	
<b>Wages</b>	
<b>Others – please specify</b>	

**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 because of addressing human rights grievances/ complaints.**

No human rights related grievances were reported during the period under review.

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

No, CPIL has not conducted any human rights due diligence.

**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?**

CPIL ensures accessible infrastructure to all including the visitors to its facilities. The Company has disabled-friendly infrastructure like ramps, elevators, accessible restrooms, accessible parking spaces, wheelchairs and other facilities that cater to the need of differently abled people.

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

	<b>% Of value chain partners (by value of business done with such partners) that were assessed</b>
<b>Sexual harassment</b>	CPIL assesses its suppliers for child labour during their onboarding process through verification of age in documents like the Aadhaar Card. Further, they have developed a comprehensive vendor assessment form that will include assessment of suppliers on the other parameters (forced labour, wages, discrimination at workplace, etc.) from the next financial year. The Company is yet to initiate an assessment process for its other value chain partners.
<b>Discrimination at workplace</b>	
<b>Child labour</b>	
<b>Forced labour/Involuntary labour</b>	
<b>Wages</b>	
<b>Others – please specify</b>	

**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**

<b>Parameter</b>	<b>FY 23 GJ</b>	<b>FY 22 GJ</b>
<b>Total electricity consumption (A)</b>	3,54,552.17	3,30,314.15
<b>Total fuel consumption (B)</b>	2,08,677.21	2,16,835.19
<b>Energy consumption through other sources (C)</b>	-	-
<b>Total energy consumption (A+B+C)</b>	5,63,229.38	5,47,149.35
<b>Energy intensity per rupee of turnover (Total energy consumption/ (per rupee of turnover)</b>	1.56x10 <sup>-5</sup> GJ/ INR	1.82 x 10 <sup>-5</sup> GJ/ 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.

Not undertaken

**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.**

None of the sites/facilities of CPIL have been identified as designated consumers (DCs) under the PAT Scheme of the Government of India, hence the question is not applicable for us.

**3. Provide details of the following disclosures related to water.**

Parameter	FY 23	FY 22
<b>Water withdrawal by source (in kiloliters)</b>		
(i) Surface water	10,052	7,739
(ii) Groundwater	3,88,121.23	3,56,807.34
(iii) Third party water	26,457.50	20,476.50
(iv) Seawater/ desalinated water	NA	NA
(v) Others	NA	NA
<b>Total volume of water withdrawal (in kiloliters) (I + ii + iii + iv + v)</b>	4,24,630.73	3,85,022.84
<b>Total volume of water consumption (in kiloliters)</b>	4,24,630.73	3,85,022.84
Water intensity per rupee of turnover (Water consumed / turnover)	1.1728 x 10 <sup>-5</sup> kl/ INR	1.2834 x 10 <sup>-5</sup> kl/ INR

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

CPIL is committed towards reducing the negative environmental impacts from use of natural resources. For which, the Company undertakes various initiatives for natural resource optimization such as water conservation and wastewater recycling. The Company has implemented Zero Liquid Discharge at all its facilities in India. To reduce the total liquid effluent discharge from CPIL's operations, it uses a resin manufacturing technology to avoid vacuum distillation at the final stage of manufacturing. The wastewater generated is treated and used for various purposes such as filling of ponds for storing logs, gardening, flushing toilets, fire water storage, facility cleaning etc.

**5. Please provide details of air emissions (other than GHG emissions) by the entity.**

Parameter	Please specify unit	FY 23	FY 22
NOx	mg/Nm <sup>3</sup>	60.53	71.65
SOx	mg/Nm <sup>3</sup>	56.26	36.04
Particulate matter (PM)	mg/Nm <sup>3</sup>	94.77	80.14
Persistent organic pollutants (POP)	Not Applicable		
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please specify			

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity**

Parameter	FY 23	FY 22
Total Scope 1 emissions -Metric tonnes of CO <sub>2</sub> equivalent (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF6, NF3, if available)	19,060.88	19,883.90
Total Scope 2 emissions -Metric tonnes of CO <sub>2</sub> equivalent (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF6, NF3, if available)	61,038.92	51,934.32
<b>Total</b>	80,099.80	71,818.22
Total Scope 1 and Scope 2 emissions (per rupee of turnover) tCO <sub>2</sub> e	2.21 x 10 <sup>-6</sup> tCO <sub>2</sub> -e/ INR	2.39 x 10 <sup>-6</sup> tCO <sub>2</sub> -e/ INR

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

CPIL is committed to climate action and to creating a positive impact on the environment and community around which it operates. To achieve its commitment, the Company has adopted multiple sustainable measures including increasing renewable energy consumption in operations, adopting energy-efficient technologies, minimisation and re-use of production waste etc. Such measures have in turn contributed to reducing the GHG emissions from the operations.

The Company makes conscious efforts to upgrade its facilities to positively contribute towards energy efficiency, reduce non-renewable energy consumption and optimize energy costs. Some of the initiatives undertaken by CPIL in this regard include:

**Technological Interventions:**

- Introduction of High-Capacity Veneer Dryer and Variable Frequency Drive (VFD) to replace manual glue spreaders, reducing heat loss from the process and improving energy efficiency.
- Installation of rail lines and assembly conveyor lines to reduce fuel consumption associated with forklift operations.
- Installation of closed loop pipelines to minimize wastage of chemicals during transportation.
- Implementation of chippers at the energy plant to increase fuel efficiency.



- Replacement of multiple Thermic Fluid Heaters (TFH) with a single high-capacity modern energy efficient TFH to save on fuel and reduce emission in multiple facilities. Example: Joka and Karnal, have replaced three of their conventional TFH of 15 Lac kcal capacity with a single highly efficient TFH of 60 Lac kcal capacity.
- Installation of DG synchronization panels to automate DG set operations and decrease diesel consumption.
- Optimization of power consumption using capacitors, achieving higher power factors and reducing energy waste. Example: Joka facility has achieved a power factor of 99% with the support of capacitors in its circuit system.
- Replacement of screw compressed starters with VFD compressors for improved energy efficiency.
- Installation of energy-saving fans on dryers to consume less energy compared to conventional fans.
- Installation of AC drives on boilers to regulate motor speed according to the boiler's load, resulting in reduced energy consumption.

**Alternate energy integration:**

- Installation of solar panels and concentrated solar thermal (CST) technologies for heating water and thermic fluids, integrating them with existing boilers and heating systems.
- Adoption of electric forklifts, replacing diesel forklifts, to enable less emission intensive logistics systems.
- Introduction of 4 Electric Vehicles (EVs) for logistic purposes.
- Reduction in consumption of coal by almost 6% (YoY) despite an increase of average 15% in production due to replacement of coal with biomass fuel.

**Process Optimization:**

- Redesign of buildings to maximize the utilization of natural light and minimize electricity usage during the daytime.
- Use of heat exchangers to improve the output of refiner and press machines, optimizing energy usage and reducing greenhouse gas emissions.
- Implementation of laser-guided lights at panel assembly tables for accurate dimensions, reducing wear and tear of edge trimming machines.
- Adoption of auto sensing pneumatic pressure control on glue spreaders to prevent fluctuations, reduce material loss, and increase machine service life.

**Facility upgradation:**

- CPIL's Head Office (HO) is a Platinum LEED certified building, being cognizant of the need to regulate the energy footprint of its buildings, the Company make conscious efforts to prioritize leasing buildings that are LEED certified.

CPIL believes that energy efficiency alone cannot support the Company's objective of lowering the GHG emissions. Hence the Company also adopts other initiatives such as reducing its dependency on fossil fuel by using cleaner fuel and implementing captive solar power plants. CPIL has also installed rooftop solar photo-voltaic panels across all its facilities in India for power generation and reduction of dependency on grid electricity and other non-renewable energy sources. Currently, 13% of the Company's total electricity is generated from renewable sources. To contribute towards the renewable mix in the country's grid, CPIL sells the excess renewable energy to the grid that would otherwise be lost.

Furthermore, CPIL is driving efforts to recycle its process waste into new products or re-use it as raw material in production activities. For example, the Company is currently generating waste wood which is recycled in-house to manufacture particle boards and MDF. Further, the waste wood that cannot be recycled is incinerated for use as fuel in boilers, replacing the use of conventional non-renewable fuels like coal. Reducing consumption of virgin raw materials like fossil fuels with secondary raw materials is positively impacting the GHG emission levels of the company. Currently in the reporting period, the Joka facility has replaced 40% of its fossil fuel usage through use of fire-wood waste.

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

<b>Parameter</b>	<b>FY 23 (In MT)</b>	<b>FY 22 (In MT)</b>
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	40.68	25.36
E-waste (B)	0.60	0.16
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste (G)	<ul style="list-style-type: none"> <li>◆ Glue sludge – 11.25</li> <li>◆ ACC sludge – 2.00</li> <li>◆ Oily cotton waste – 0.05</li> <li>◆ Used oil – 8.07</li> <li>◆ ETP sludge – 2.00</li> <li>◆ Contaminated bags- 0.11</li> </ul>	<ul style="list-style-type: none"> <li>◆ Glue sludge – 7.70</li> <li>◆ ACC sludge – 1.40</li> <li>◆ Oily cotton waste – 0.04</li> <li>◆ Used oil – 7.13</li> <li>◆ ETP sludge – 12.94</li> </ul>
Other Non-hazardous waste generated (H)	<ul style="list-style-type: none"> <li>◆ Waste wood – 51,096.36</li> <li>◆ Paper waste – 1,230.70</li> <li>◆ Metal scrap – 502.89</li> <li>◆ Rubber scrap – 2.53</li> <li>◆ Wooden pallet – 308.40</li> </ul>	<ul style="list-style-type: none"> <li>◆ Waste wood – 46,338.60</li> <li>◆ Paper waste – 1,005.30</li> <li>◆ Metal scrap – 210.74</li> <li>◆ Rubber scrap – 1.96</li> <li>◆ Wooden pallet – 518.01</li> </ul>
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>53,205.63</b>	<b>48,129.33</b>
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)</b>		
<b>Category of waste</b>		
(i) Recycle		
(ii) Re-used		
(iii) Other recovery operations	<p>To ensure material circularity, the wood waste generated as a part of the Company's production process is recycled using in-house technology to MDF and Particle boards. Further, the waste wood that cannot be recycled is incinerated for use as fuel in boilers, replacing the use of conventional non-renewable fuels like coal. For its other generated waste types, the Company is currently disposing it off through authorized recyclers for reuse or recycling into products for use in different applications.</p> <p>CPIL is collecting the relevant disposal certificates from the recyclers for the quantity of waste transferred to them and is currently setting up the process to monitor the end disposal method.</p>	
<b>Total</b>		
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>		
(i) Incineration	51,096.36 (all wood waste)	46,338.60 (all wood waste)
(ii) Landfilling	-	-
(iii) Other disposal operations (Disposed through authorized vendor)	24.07 (hazardous waste and e- waste)	29.37 (hazardous waste and e- waste)
<b>Total</b>	<b>51,120.43</b>	<b>46,367.97</b>

\* Other non-hazardous waste such as metal, rubber, plastic is channelized to local waste vendors. CPIL is in process to establish a mechanism to track the outflow of non-hazardous waste.

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

Not undertaken

**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.**

CPIL has established a robust waste management system to reduce, reuse and recycle its generated waste. The Company disposes its hazardous waste through government authorized vendor. CPIL produces very low quantity of non-hazardous waste material which is handled by authorized and local waste collectors. Furthermore, the Company is always at the look out of innovative methods to optimize the reuse of its generated waste. For example, waste wood veneers generated in CPIL's decorative division, which cannot be used due to dimensional incompatibility are joined together by using modern technology for reuse as raw materials. CPIL also ensures complete usage of chemicals and hence have zero landfill policy for chemicals used such as Urea-Formaldehyde.

As a market leader in the timber-based industry, the Company's biggest challenge is working with chemicals like Formaldehydes and phenols. CPIL is continually driving efforts to reduce the consumption of these hazardous chemicals to create a minimal negative impact on the environment and community at large. As a part of which, the Company reduces/controls formaldehyde emission from plywood and High-Pressure Laminate (HPL) by improved glue formulation. CPIL has also developed CARB Resin without affecting the existing mechanical properties of CARB Product and in compliance with the formaldehyde emission test standard JIS A 1460.

Further, the Company trains its personnel on chemical safe handling and spills. As research and technological advancements accelerate, it is continuously exploring alternatives to these chemicals for use in production.

**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:**

None of CPIL's operations/offices fall around ecologically sensitive areas. However, ~98% of the Company's raw materials are sourced through agro forestry, ensuring effective plantation management is critical for the Company. CPIL encourages plantation activities by providing farmers around its manufacturing facilities with subsidized saplings of plant varieties like eucalyptus and other trees around their field. The Company also undertakes large-scale plantations of fast growing and short-rotation plant species around its manufacturing facilities, particularly in Punjab and Tamil Nadu. While this turns out to be a major source of sustainable raw material supply for CPIL and also provides financial support to the farmers, the Company remains conscious of its environmental responsibilities and ensures soil conservation through initiatives including –

- training of farmers on soil health management,
- Afforestation in empty pockets of the Company's manufacturing facilities and periphery
- Plant sapling distribution to workmen, encouraging them to plant in their areas of influence

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
Not Applicable as all clearances are maintained and in place			

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
No EIA has been performed in the last fiscal 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, and Environment Protection Act and Rules thereunder (Y/N). If not, provide details of all such non-compliances.**

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
The Company is compliant with all applicable Indian laws and regulations and have zero incidents related to the same in FY23				

## LEADERSHIP INDICATORS

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

Parameter	FY 23 GJ	FY 22 GJ
<b>From renewable sources</b>		
Total electricity consumption (A)	45,059.05	66,985.21
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	45,059.05	66,985.21
<b>From non-renewable sources</b>		
Total electricity consumption (D)	3,09,493.12	2,63,328.95
Total fuel consumption (E)	2,08,677.21	2,16,835.19
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	5,18,170.33	4,80,164.14

**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

Not undertaken

2. Provide the following details related to water discharged:

Parameter	FY 23	FY 22
<b>Water discharge by destination and level of treatment (in kiloliters)</b>		
(i) To Surface water	Not Applicable. The Company has successfully implemented Zero Liquid Discharge across all its facilities in India. It essentially means, the wastewater generated during the operational processes undergoes treatment in in-house Effluent Treatment Plants (ETPs) present at each facility. This treated wastewater is then recycled and reintroduced back into the system for a variety of purposes including filling ponds to store logs, irrigation for gardening purposes, flushing toilets, fire water storage, facility cleaning etc.	
<ul style="list-style-type: none"> <li>No treatment</li> <li>With treatment – please specify level of treatment</li> </ul>		
(ii) To Groundwater		
<ul style="list-style-type: none"> <li>No treatment</li> <li>With treatment – please specify level of treatment</li> </ul>		
(iii) To Seawater		
<ul style="list-style-type: none"> <li>No treatment</li> <li>With treatment – please specify level of treatment</li> </ul>		
(IV) Sent to third parties		
<ul style="list-style-type: none"> <li>No treatment</li> <li>With treatment – please specify level of treatment</li> </ul>		
(v) Others		
<ul style="list-style-type: none"> <li>No treatment</li> <li>With treatment – please specify level of treatment</li> </ul>		
Total water discharged (in kiloliters)		

**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.

Not undertaken

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

The Company is yet to conduct water stress analysis in areas around its facilities

4. Please provide details of total Scope 3 emissions & its intensity :

While the Company has estimated its Scope 1 and Scope 2 emission, it is yet to develop the scope 3 inventory covering relevant parts of its value chain.

**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.

Not undertaken

**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:**

CPIIL's journey towards resource efficiency and environmental impact reduction began about a decade ago. Some of the notable initiatives are as follows:

<b>S. No</b>	<b>Initiative undertaken</b>	<b>Outcome of the initiative</b>
1.	Increased production of MDF and particle board using hard wood and soft wood residues Resource efficiency	Reduced use of raw materials (wooden logs)
2.	Laser-guided light installation at panel assembly table	Reduced maintenance and increased operational efficiency.
3.	Auto sensing pneumatic pressure control for 8' glue spreaders	Reduced material wastage and enhanced overall productivity.
4.	Veneer feeding through auto loader at newly installed 10x4 dryers	Increased efficiency, reduced downtime, and improved product quality.
5.	Utilization of cheaper locally available wood species in MDF manufacturing	Improved cost-efficiency without compromising on quality.
6.	Heat Exchanger Installation to improve refiner and press output in winters	Improved productivity during cold weather conditions
7.	High jet smart wax unit installation	Achieved a 20% reduction in wax consumption.
8.	Recycling of rejected fibre with the help of an external blower	Reduced wastage of rejected fibre and overall material waste.
9.	Introduction of online grading of final products to save cost on manual grading .	Improved efficiency in the grading process
10.	Use of heat generated from waste bio-based boiler feed to dry the raw wood	Reduced use of fossil fuel
11.	Replacement of three legacy thermic fluid heaters of 15 Lac kcal with a single thermic fluid heater of 60 Lac kcal capacity	Increased energy efficiency
12.	High-Capacity Veneer Dryer and VFD (Variable Frequency Drive) to replace manual glue Spreaders	Reduced heat loss
13.	Chipper installation at energy plant	To increase fuel efficiency.
14.	Electric saving fan installed on dryers	Increased energy efficiency
15.	AC drives in boilers	Increased energy efficiency
16.	DG set synchronization panel to automate DG set operations	Decrease in fossil fuel consumption
17.	Screw compressed starter changed to VFD compressors	Increased energy efficiency
18.	Concentrated Solar Thermal (CST) technologies for heating water or other thermic fluids	Reduced use of fossil fuel

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

The Company has a Risk Management Policy which also acts as business continuity and disaster management plan.

The Company's Risk Management Policy aims to minimize the negative effects of risks on the Company's business objectives. The policy was recently amended to conform with the amendments in Listing Regulations. It comprehensively addresses key risks such as strategic/business, information technology, financial, cyber security, and operational risks. The Risk Management Committee is responsible for implementing and monitoring the risk management plan. The Board and Audit Committee are kept informed about risk assessment and minimization procedures, with additional oversight by the Audit Committee on financial risks and controls. The major risks are systematically addressed through mitigating actions on a continuing basis, and the development and implementation of the Risk Management Policy is discussed in the Management Discussion and Analysis.



**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?**

CPIL is a timber-based Company. ~98% of the Company's wood-based raw materials are sourced from sustainable agro-forests and plantations that are studied to not cause adverse impact on the environment. The Company has begun sourcing its timber-based raw material veneer from Gabon, the veneers are made from FSC certified forests housing "Okoume" trees. These trees grow as part of the plantation forests in Gabon are short-rotation timber species, which enables it to harvest timber in a safe and sustainable manner without depleting resources. These forests are carefully maintained with conscious care towards soil health, weed control and pest control. Thus, ensuring environmental sustainability in addition to good quality raw material that contributes to the continued economic sustainability of CPIL.

However, for wood sourced from local India farmers, understanding the repercussions of modern agriculture on soil health and water table, the Company takes pro-active steps to train its vendors and their farmers on sustainable plantation practices and requirements. CPIL also has initiated electrification of its logistics and transport assets, not only by introducing electric vehicles for transportation but also in its warehouses in the form of electric forklifts. To conclude, CPIL has not observed any significant adverse impact caused to the environment due to activities across the Company's value chain. Going forward, Company also aims to extend these expectations for sustainable operations to its franchisees.

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

While CPIL currently does not undertake environmental assessments for its value chain partners, the Company looks forward to developing a formal system soon to assess its potential and existing suppliers (Tier 1), on both, environmental and social parameters.

**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.**

CPIL has affiliations with 9 industry chambers/associations.

**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	MCC Chamber of Commerce and Industry	National
2	Bharat Chamber of Commerce	National
3	Indian Chamber of Commerce	National
4	Federation of Indian Chambers of Commerce and Industry	National
5	Indian Plywood Industries Research & Training Institute	National
6	The Bengal Chamber of Commerce and Industry	State
7	Federation of Indian Plywood and Panel Industry	National
8	Association of Indian Panel board Manufacturer	National
9	Indian Laminate Manufacturers Association	National

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

Name of authority	Brief of the case	Corrective action taken
The Company has not engaged in any anti-competitive conduct during the reporting year.		

## LEADERSHIP INDICATORS

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
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Through several industry associations, CPIL takes part in advocacy efforts to enhance the industry and public welfare. The Company takes an active role in these forums when it comes to concerns and policy matters that impact the interest of the stakeholders. CPIL's goal is to be a part of the larger policy-development process and not focus only on one subject area.

## 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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
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The Company's average CSR obligation in the three immediately preceding financial years remained below ₹10 crores. Hence, it is not mandated to undertake impact assessment, through an independent agency, if a Company's CSR projects have an outlay of INR. 1 crore or more.

While impact assessment is not mandatory for CPIL's projects, the company acknowledges the importance of evaluating the social impact of its initiatives and internally assesses the effectiveness of its CSR programs. This includes assessment of the extent to which the CSR programs positively impact the targeted beneficiaries and their alignment to the Company's social responsibility goals to contribute to the well-being of the community they serve.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% Of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
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Not Applicable

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

CPIL engages with the local communities through its CSR programmes and activities. The Company aims to uplift the lives of marginal and vulnerable stakeholders. The Company has a CSR committee in place that is responsible for identifying the implementing CSR programmes and activities at the ground level. The implementing agencies regularly communicate at the ground level to identify and address the needs of the communities through the CSR activities.

The CSR committee continuously engages with the communities through surveys and focus group discussions to ensure that the community needs are addressed, and their expectations are met. Through these continuous reviews, CPIL ensures that community grievances are promptly addressed.

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

	FY 23	FY 22
Directly sourced from MSMEs/ small producers	9%*	4%*
Sourced directly from within the district and neighboring districts	74%	76%

\*The above percentage includes raw material categories chemicals and timber procured by CPIL 's corporate office, Chennai and Karnal facility only. Other CPIL facilities are currently in the process of tracking direct procurement from MSMEs/ small producers.

## 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):

Details of negative social impact identified	Corrective action taken
Not Applicable	

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

S. No.	State	Aspirational District	Amount spent (In INR)
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)

While the Company encourages practices to procure its raw material requirements from suppliers comprising marginalised/vulnerable groups like those from poor economic backgrounds, it is yet to develop a preferential procurement policy for the same.

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

CPIL encourages farmers around its manufacturing locations to plant eucalyptus and other trees around their field. The Company is also promoting large-scale plantations of fast growing and short-rotation plant species in the vicinity of the Company's manufacturing facilities, particularly in Punjab and Tamil Nadu. Through such agro-forestry measures, the Company is procuring nearly ~98% of its timber requirements. This is also great source of income for the farmers who come from poor economic backgrounds.

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

CPIL presently has a well-established system to track their sustainable procurement and are currently meeting ~98% of its timber requirements through agro-forestry, However CPIL is yet to track the percentage of total procurement from marginalized and vulnerable groups.

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.

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes / No)	Basis of calculating benefit share
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.

Name of authority	Brief of the Case	Brief of the Case
Not Applicable		

6. Details of beneficiaries of CSR Projects

S. No	CSR Project	No. of persons benefited from CSR projects	% Of beneficiaries from vulnerable
1.	Tree plantation	20,49,600 samplings were given to 2,808 farmers	100%
2.	Vanvasi Kalyan Ashram	135 tribal students	100%
3.	Udayan Care	1200 Girls (10 students supported by CPIL)	100%
4.	Friends of Tribal Society	83,371 Nos of Ekal Vidyalaya providing support to 22,14,729 students in remote villages as on Jan'2023.	100%
5.	Morning Glory School	78 differently abled children were benefitted	100%
6.	Future hope India	680 slum students were supported	100%

S. No	CSR Project	No. of persons benefited from CSR projects	% Of beneficiaries from vulnerable
7.	Vidyarthi Vikash	Self Defence training was given to 1600 students	100%
8.	Vidya Bharti Vikash parishad	322 schools with 8500 students and 3850 teachers in WB.	100%
9.	Tagore Foundation School Kolkata	110 students out of which 50% students were differently abled children.	100%
10.	Gaudiya mission vidya mandir	1200 student	100%
11.	Debanjan sen foundation	35 Girls	100%
12.	Katakali swapnopuron welfare society	803 students were benefitted	100%
13.	Can Kids – Cancer patients	687 cancer kids were benefitted	100%
14.	Shree Ram Seva Samity Trust	100 students	100%
15.	Help Us Help Them	Free Residential learning centre for 100 girls	100%
16.	Kurpai Unnayani Society	303 students	100%
17.	Marwari Relief Society	220 beds were provided along with other medical support	100%
18.	Nagarik Swasthya Sangha	Free eye treatment was provided to 160 patients per month	100%
19.	Calcutta Centre Mahavir Seva Sadan	Infra support for new MSS Rehabilitation & Research Centre	100%
20.	Shree Vishudhanand Hospital & Research Institute	700 patients for outdoor service daily	100%
21.	Bhukailash welfare centre-gangasagar	Provided treatment to 30000 patients	100%
22.	Vision mission foundation	500 beneficiaries	100%
23.	Help care society	20 Wheelchairs were provided to the handicapped people	100%

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

### ESSENTIAL INDICATORS

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

Consumer satisfaction is an important indicator of business growth and sustainability and CPIL is committed to continuously meet customer expectations. The Company connects with its customers through multiple mediums. As the business is primarily B2B in nature, the Company regularly interacts with its empanelled dealers and architects to learn about any concerns they may have related to the product quality or business arrangements. Feedback of the end-consumers on the product quality is also obtained from the Company's B2B partners. CPIL's CFS division also carries out shipping lines' surveys. The Company has implemented a formal grievance redressal mechanism to record all consumer grievances and provide appropriate resolutions. The Company receives consumer complaints and feedbacks from numerous empanelled dealers and architects on all relevant issues related to product quality. All complaints are resolved by the marketing and sales team, however any complaint that requires escalation is raised to the zonal in-charge appointed for each product line (Laminates, Plywood, Particle board, MDF, decorative veneer, New Age Products).

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	The Company majorly operates as a B2B business, wherein its products are sold through dealers to architects and civil contractors as well as to other industries to be converted into finished products. The Company makes all essential information available to the buyer upon purchase.
Safe and responsible usage	
Recycling and/or safe disposal	Considering that NAP (New Age Products) is a special variety of products, 100% of all products carry information on the product itself.

CPIL adheres to all norms of product labelling and display of information as required under relevant regulations. The Company also provides the requisite information and safety guidance which are specific to products. Last year, CPIL also started bar-coding of its products, enabling customers to verify product genuineness. A substantial part of its products is Greenguard certified, which certifies the products to have low levels of air emissions during the usage phase than a conventional product.

Some of the other significant certificates are as follows:

- Laminates: BIS, FSC, Greenguard, GreePro, Indian Green Building Council (IGBC), ISO 9001: 2015, ISO 14001:2015, ISO 45001:2018
- Plywood: BIS, FSC, GreenPro, E0/E1 grade, Indian Green Building Council (IGBC), ISO 9001: 2015, ISO 14001:2015, ISO 45001:2018
- MDF: BIS, CARB Certification Grade, CPIL has also introduced E0, E1 & E2 grade products with low lifetime air emission capabilities

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

	FY 23			FY 22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	3,002	61	-	2057*	55	-

\* Including complaints pending as on the close of the previous year

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

	Number	Reasons for recall
Voluntary recalls	-	None
Forced recalls	-	None

### 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, the Company has an IT policy in place and has put in mechanisms for tackling and mitigation of cyber risks and privacy breaches. The framework is crucial in safeguarding the business processes against potential security breaches and preventing any misuse of confidential information and customer data. To ensure the commitment, CPIL follows a structured process that is enabled in the guidelines under the policy. However, it is an internal document and not available in public domain.

### 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 relating to the above-mentioned areas were received in the FY 2022-23.

## LEADERSHIP INDICATORS

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

Annual report : <https://www.centuryply.com/annual-report/annual-report>

Company website: Catalogue: <https://www.centuryply.com/catalogues>

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

CPIL makes all essential information about safe and responsible usage of its products available to the buyer upon purchase. Considering that NAP (New Age Products) is a special variety of products, 100% of all products carry information on the product itself. CPIL adheres to all norms of product labelling and display of information as required under relevant regulations. The Company also provides the requisite information and safety guidance which are specific to products. It must be noted that most of the Company's products are used as intermediate products which is then further processed to make the finished products for use of end-consumers. Hence, the Company does not directly engage in any sensitization activities on safe and responsible usage of products with end-consumers. This is taken care of by the Company's empanelled dealers and architects.



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

The Company is in continual dialogue with its customers through social media and news publications and all notable changes deemed necessary for communication are reported through press conferences and social media pages.

**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 about consumer satisfaction relating to services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

The Company communicates product-related information to its B2B partners upon purchase, as the Company produces mostly intermediate products which are then processed into finished products and the company does not directly interact with end-consumers. Hence the above question regarding the display of product information is not relevant for the company.

As a part of understanding the changing needs of the customers and collecting feedback on the existing products and services, the Company ensures constant communication with the dealers, retailers as well as architects and builders through its well-established marketing and sales teams for all product lines of the Company. In addition, CPIL also conducts an annual consumer satisfaction survey for its product lines along with its CFS division carrying out surveys with the shipping lines, to whom they cater. The CFS division also has a portal for feedback registration on its website.

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

**a. Number of instances of data breaches along-with impact:** Nil

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