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**BBOX/SD/SE/2023/71**

**September 4, 2023**

**To,**

<b>Corporate Relationship Department Bombay Stock Exchange Limited</b> P.J. Towers, Dalal Street, Fort, Mumbai 400001	<b>Corporate Relationship Department National Stock Exchange Limited</b> Exchange Plaza, Bandra Kurla Complex, Bandra East, Mumbai 400051
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**Sub: Submission of Business Responsibility and Sustainability Report for FY 2022-23.**

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

Dear Sir/Madam,

Pursuant to the SEBI Circular SEBI/HO/CFD/CMD-2/P/CIR/2021/562 dated May 10, 2021 we hereby submit the Business responsibility and sustainability report for FY 2022-23.

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

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

For **Black Box Limited**  
**(Formerly Known as AGC Networks Limited)**

**Aditya Goswami**  
**Company Secretary & Compliance Officer**  
Encl.: A/a.

**BLACK BOX LIMITED** (Formerly AGC Networks Limited)

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

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

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identification Number (CIN)	L32200MH1986PLC040652
2. Name of the Company	Black Box Limited (Formerly known as AGC Networks Limited)
3. Year of Incorporation	1986
4. Registered Office Address	501, 5th Floor, Building No.9, Airoli Knowledge Park, MIDC Industrial Area, Airoli, Navi Mumbai - 400708
5. Corporate Address	501, 5th Floor, Building No.9, Airoli Knowledge Park, MIDC Industrial Area, Airoli, Navi Mumbai -400708
6. Website	<a href="http://www.blackbox.com">www.blackbox.com</a>
7. Email id	investors@blackbox.com
8. Telephone	+91 22 6661 7272
9. Financial Year Reported	April 1, 2022 to March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	The Bombay Stock Exchange (BSE) and National Stock Exchange of India (NSE).
11. Paid Up Capital	₹ 33,58,09,220
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:	Ms. Neelam Kapoor T: +91 22 6661 7272 Email: Sustainability.ESG@BlackBox.com
13. Reporting boundary:	Black Box Limited + Integrated Geographies

### II. Products/Services

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

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Information & Communication Technologies (ICT) Solution Integration	IT Products & Services and Consulting	100%

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

Sr. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Information & Communication Technologies (ICT) Solution Integration	62019	100%



### III. Operations

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

Location	Number of offices
National	13
International	33

#### 17. Markets served by the entity:

##### a. Number of locations

Locations	Number
National (No. of States)	28 States + 8 Union Territories
International (No. of Countries)	45

##### b. What is the contribution of exports as a percentage of the total turnover of the entity? 0%

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

Customers from various verticals like IT/ITeS, Retail, Manufacturing, Government, Healthcare, Hospitality, Business Services, BFSI, and Financial Services.

### IV. Employees

#### 18. Details as of at the end of the Financial Year:

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

Sr. No.	Particulars	Total	Male		Female	
			No.	%	No.	%
<b>Employees</b>						
1.	Permanent	443	386	87.1%	57	12.9%
2.	Other than Permanent	395	367	92.9%	28	7.1%
3.	Total employees	838	753	89.9%	85	10.1%

##### b. Differently Abled Employees:

Sr. No	Particulars	Total	Male		Female	
			No.	%	No.	%
<b>Differently Abled Employees</b>						
1.	Permanent	3	1	33.3%	2	66.7%
2.	Other than Permanent	2	2	0.0%	0	0.0%
3.	Total differently abled employees	5	3	60.0%	2	40.0%

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

	Total	No. and percentage of Females	
		No.	%
Board of Directors	8	2	25%
Key Management Personnel	5	1	20%

**20. Turnover rate for permanent employees**

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19%	1%	20%	20%	4%	24%	14%	1%	15%

**V. Holding, Subsidiary and Associate Companies (including Joint Ventures)**

**21. Details of holding, subsidiary, associate companies and joint ventures have been provided in Directors Report. Please refer Page No. 53 of Directors Report.**

**VI. CSR Details**

- 22.** a. Whether CSR is applicable as per section 135 of the Companies Act, 2013: YES  
 b. Turnover - ₹ 356 crores  
 c. Net worth - ₹ 329 crores

**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:**

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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**	0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	0	0	-
Shareholders		123	5	-	78	5	-
Employees and workers		0	0	-	0	0	-
Customers		0	0	-	0	0	-
Value Chain Partners	Yes**	0	0	-	0	0	-
Other (please specify) - Social Media		0	0	-	0	0	-
Investors (other than shareholders)		0	0	-	0	0	-

**NOTE: Any concerns / stakeholder concerns are taken care of in the ordinary course of business and are not in the nature of complaints.**

\*\* Please find here the policy which details the grievance redressal mechanism available for all our stakeholders.  
<https://www.blackbox.com/investors/Whistle-Blower-Policy>



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

Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Customer Centricity	Opportunity	Objectives and principles have been mapped with various industry trends and global frameworks, including Sustainability Accounting Standards Board (SASB), Global Reporting Initiative (GRI), ESG matrices, and National Voluntary Guidelines (NVGs). This analysis has enabled the identification of risks and opportunities for Black Box. Further, our engagements with both internal and external stakeholders give us better insights into their concerns and help us identify material issues that can potentially impact our business operations and value creation abilities, our stakeholders, and the larger ecosystem.  We prioritize, review, and refine our list of material issues in line with the findings from our continuous Stakeholder engagements. They are also aligned with the guidelines of sustainability standards and current business and economic realities.		Positive
Sustainable and resilient supply chain	Opportunity			Positive
Occupational health and safety	Risk			Positive
Privacy and Data Security	Risk & Opportunity	<p><b>Rationale:</b></p> <p>Businesses are increasingly reliant on digital communications and Internet-based transactions to operate in a seamless geotechnical landscape.</p> <p>Taking steps to address the security of the organization’s critical data can help prevent business problems by showing resiliency, minimizing impacts, and recovering from security breaches.</p> <p>The privacy of data and its security specifically is becoming a major risk generally due to increasing digitization, interconnectivity, multiple and fluid entry points, and the need to meet regulatory compliance and contractual customer requirements.</p>	<p>Black Box has implemented controls to reduce and mitigate cyber threats and data privacy and security-related risks and constantly seeks to improve security by having a robust information security posture implemented through the use of policies, processes, and controls that reduce the overall risk and/or impact of a cybersecurity threat as well as safeguard and secure sensitive data. Our risk mitigation can be categorized into three control areas- a) Prevention, b) Detection, and c) Remediation.</p>	<p><b>General Positive:</b></p> <p>Easier business process automation, increased trust and credibility from customers and stakeholders, improved data management control procedures and security, brand reputation.</p> <p><b>General Negative:</b></p> <p>Breach of privacy and data security leading to financial and reputational loss.</p>

Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
		<p><b>Tangible Impacts of Risks –</b></p> <ol style="list-style-type: none"> <li>1) Financial/customer impacts, reputational damage, and loss of customer trust and future engagements</li> <li>2) This may lead to higher premiums for getting globally cyber-insured.</li> <li>3) Impact on technology-related operational efficiency and productively service customers and increases costs.</li> </ol> <p><b>Tangible Opportunities –</b></p> <ol style="list-style-type: none"> <li>1) Reduce security and data privacy violation-related incidents, building customers' trust.</li> <li>2) Grow and expand existing business accounts/revenue while winning new accounts.</li> <li>3) Easier to get cyber-insured globally with lesser premiums as confidence in security controls grows.</li> <li>4) Lower costs by building operational efficiency due to fewer security incidents leading to better customer support and service through a resilient infrastructure.</li> </ol>	<p>Through adequate preventive, detective, administrative, and technical controls spread across the above areas and constantly trying to improve them, Black Box safeguards the business interests of the company, by reducing cyber incidents, and protecting sensitive data of itself &amp; its customers benefitting stakeholders at large.</p>	<p><b>1) Financial Implications of Risks -</b></p> <p><b>a) Positive -</b> None</p> <p><b>b) Negative –</b> Risk of loss of revenue, customer trust, contracts, higher global cyber-insurance premiums, operational efficiency impacts, and lower overall security posture.</p> <p><b>2) Financial Implications of Opportunities–</b></p> <p><b>a) Positive</b> Better privacy and data security. This leads to existing account expansion and new customer account creation, leading to revenue. Lowers costs on operational efficiency and possibly cyber insurance.</p> <p><b>b) Negative –</b> None</p>



Material issues identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
Human Resource	Risk & Opportunity	<p><b>Opportunity:</b> Human Resource is one of the key strategic imperative for the company and we consistently invest in the growth and development and alignment of employees to the Company growth strategy.</p> <p><b>Risk:</b> Market demand for skilled talent is high and hence continuously investing in upskilling new employees to make them business ready. At the same time, automating and streamlining processes is of vital importance.</p>	<p>We have a meritocratic, transparent and equal opportunity culture. We provide growth and development opportunities to high-performing employees ahead of time.</p> <p>We have supported our employees and their families during COVID-19 by enabling technology to work from home and facilitating health and vaccination related assistance to ensure their well-being. We have invested in hiring key and critical talent to accelerate digital product and process offerings to our customers. We invest in initiatives to promote learning and development, performance support, career growth, engagement, diversity and inclusion at the workplace.</p> <p>We have a robust grievance redressal mechanism to address employee concerns. We measure employee alignment at regular intervals to take correct actions, if any.</p>	<p><b>Positive:</b> Easier business process automation, increased trust and the credibility of stakeholders, improved data management and protected brand reputation.</p> <p><b>Negatives:</b> Breach of privacy and data security.</p>



## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

- P1 Businesses should conduct and govern themselves with integrity, and 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 to all its stakeholders.
- P5 Businesses should respect and promote human rights.
- P6 Businesses should respect and make efforts to protect and 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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes, Black Box policies cover each principle and its core elements of the NGRBCs								
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes. All policies covering the above-mentioned principles have been approved by the Board.								
<b>c. Web Link of the Policies, if available</b>	All Black Box policies aligned to the 9 Principles are uploaded on the intranet for the information and implementation by the internal stakeholders. They are also publicly available on the Black Box official website: <a href="https://www.blackbox.com/en-in/investors/corporate-governance/policies">https://www.blackbox.com/en-in/investors/corporate-governance/policies</a>								
<b>2. Whether the entity has translated the policy into procedures? (Yes / No)</b>	Yes, all our policies are effectively implemented, and our processes are monitored, reviewed, and updated periodically.								
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>4. Name of the National and International codes/certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	The Company is committed to providing a safe, healthy, and harassment-free work environment to all its employees, as per ISO, BI and OHSAS. The Company has adopted employee-oriented policies covering areas, such as Human Rights Policy, Diversity, Equity and Inclusion Policy, employee benefits, and prevention of sexual harassment at the workplace, which endeavors to provide an environment of care, nurturance, and opportunity to accomplish professional aspirations. The Code of Conduct and Business Ethics and other company policies align with the general laws and regulations, sound ethical practices and professional standards followed nationally.								





	<p>The Company has Anti-Bribery and Anti-Corruption Policy, Policy on Related Party Transactions, Anti-Money Laundering, and the Whistle Blower Policy. The Whistle Blower policy (<a href="https://www.blackbox.com/investors/Whistle-Blower-Policy">https://www.blackbox.com/investors/Whistle-Blower-Policy</a>) confirms the requirements as stipulated by the Companies Act, 2013 and the rules thereunder and of the applicable securities laws and regulations. The Whistle Blower policy broadly conforms to the standards set by the standard regulator of the country.</p>
<p><b>5. Specific commitments, goals, and targets set by the entity with defined timelines, if any.</b></p>	<p>Black Box is committed to an ESG Roadmap across all aspects of ESG. We have set long-term targets that lead us on a decarbonization pathway, ensuring we become carbon neutral (net zero) by 2050. The goals and targets are as follows:</p> <ol style="list-style-type: none"> <li>1. Regulatory Compliance – Black Box Limited strives to be in continuous compliance with applicable environmental and safety laws, regulations and acts. Required surveys or reports are being completed in a timely manner and returned to the governing agency or state bureau within the allotted timeframe.</li> <li>2. Team Member Training – Environmental training issues that affected personnel are being trained on including Hazard Communication (HAZCOM), Material Safety Data Sheets (MSDS), Accident Reporting, and Fleet Vehicle Maintenance Procedures.</li> <li>3. Licenses and Permits – All required licenses and permits are being renewed in advance of the current license or permit expiration date.</li> <li>4. Vehicle Emissions – All fleet vehicle drivers are responsible for ensuring that all required state vehicle emission checks are completed by the required date (month and year).</li> <li>5. Conservation of Natural Resources – Black Box Limited offices are committed to local recycling efforts, such as recycling paper and keeping a check on e-waste generation.</li> <li>6. Environmental Management Services (EMS) Review Plan – Black Box Limited reviews the EMS plan at least annually and makes changes when regulatory updates are implemented, or when organizational operating changes occur.</li> </ol>
<p><b>6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.</b></p>	<p>We track and update the key parameters in policies and record them for learning and development to enhance our policies.</p>

**Governance, leadership and oversight**

**7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)**

Please find our Whole-time Director’s message on Page No. 10

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Executive Management + Functional Heads

**9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No).** Yes, the Executive Management communicates the importance of the EMS throughout the organization, provides necessary resources, and reviews EMS performance with an eye on continual improvement.  
  
CSR Committee looks at community/social-related initiatives and for sustainability-related activities within the organization by the CSR team.

**10. Details of Review of NGRBC’s by the Company:**

Subject for Review	Indicate whether the review was undertaken by the Director / Committee of the Board/ Any other Committee	Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)
Performance against above policies and follow up action	Board Committees and respective functional heads	Need-to basis
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances	Board Committees and respective functional heads	Need-to basis

**11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.** No, however all policies and processes are subject to audits / reviews done internally in the company from time to time.

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



## 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.**

### 1. ESSENTIAL INDICATORS -

Percentage coverage by training and awareness programs on any of the Principles during the financial year:

Segment	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	During the year, the Board engaged in various updates pertaining to business, regulatory, safety, ESG matters, Audit, Compliances etc. These topics provided insights on the said Principles.	100%
Key Managerial Personnel	Health and Safety (Principle 2 and Principle 3), Skill Upgradation (Principle 3), Human Rights (Principle 5), Anti-Corruption (Principle 1), ESG	100%
Employees other than BoD and KMPs	(Principle 2 and Principle 6), Prevention of Sexual Harassment at the Workplace (Principle 1), Anti-money Laundering Policy (Principle 1), and Anti-bribery (Principle 1), Tenant Education (Principle 9).	90%

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

No instances

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

Not Applicable

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

Black Box Limited has a policy on Anti-Corruption and Bribery, detailing our zero-tolerance approach to bribery and corruption. The Anti-Corruption and Bribery Policy applies to all the associates of Black Box and the subsidiary companies. We are committed to act professionally, fairly and with integrity in all our business dealings and relationships wherever we operate, implement and enforce effective systems to counter bribery. Please find policy weblink - <https://www.blackbox.com/investors/Anti-Bribery-And-Corruption-policy>

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

There has been no disciplinary action taken by any law enforcement agency for charges of bribery/corruption against any Directors, KMPs or employees in FY 22-23-or FY 21-22.

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

There have been no complaints received in relation to issues of Conflict of Interest of the Directors or KMPs in FY 22-23 or FY 21-22

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

Not Applicable

**LEADERSHIP INDICATORS**

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

Yes, we do on regular basis in our vendor interactions and communications.

**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 entity has processes in place to avoid/manage conflict of interests involving members of the Board. Please find the link - <https://www.blackbox.com/investors/Code-Of-Conduct-Directors>

**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 2023</b>	<b>Details of improvements in environmental and social impacts</b>
R&D	Not Applicable	
Capex	A nominal amount has been contributed towards capex.	Investment in new -vehicles to reduce carbon footprint LED Lighting installed and HVAC Upgrades Environmental Impact Reduction: Black Box has implemented measures to minimize its own environmental impact, such as reducing energy consumption in office facilities, encouraging telecommuting and remote collaboration, and adopting sustainable transportation practices.

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

YES, To align with sustainable sourcing, Black Box has a policy on Responsible Supply Chain whereby it is ensured that its supply chain partners adhere to ethical and sustainable practices. This includes verifying that suppliers follow responsible sourcing of materials, labor practices, and environmental regulations. On the other hand, through the Energy Efficiency approach, Black Box prioritizes energy-efficient solutions in its technology offerings, such as promoting energy-efficient servers, networking equipment, and data centers. This helps clients reduce their carbon footprint and energy consumption. The E-waste Management program is to responsibly manage electronic waste (e-waste) generated from its products and services, if any. Through the Green Procurement procedure, Black Box procures products and services from vendors who have strong environmental commitments, such as using renewable energy, reducing packaging waste, and employing eco-friendly manufacturing processes. Through these sustainable sourcing practices, Black Box aims to reduce its environmental impact, support ethical supply chains, and contribute to a more sustainable IT industry.



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

We are mostly dependent on our OEMs and vendor partners for all procurement and sourcing of finished products. We don't quantify the sustainable sourcing as we don't purchase raw material, but we believe that most of our sourcing qualifies for sustainable sourcing.

**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.**

We are primarily an Information & Communication Technologies (ICT) Solution Integration and consulting firm, the overall carbon footprint is minimal. Even our technology products have a low carbon footprint. Following are some activities:

- a. Plastics (including packaging) - All our facilities use 100% biodegradable plastic garbage bags to collect and dispose of dry and wet waste. We are engaged with a vendor partner who collects our Wet and Dry waste to Compost/Recycle it in an eco-friendly manner.
- b. Many locations recycle consumables, and all locations e-waste recycle at local distribution outlets.
- c. Our services do not involve producing or disposing of hazardous waste of any kind. Hence, it is not applicable to our services business.
- d. Black Box globally also participates with WEEE, Conflict Minerals, ROHS Compliance activities.

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

Not Applicable

**LEADERSHIP INDICATORS**

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

Yes, Black Box conducts Life Cycle Assessments (LCA) on our internal operations to reduce emissions and minimize environmental impact.

NIC Code	Name of Product /Service	% of total Turnover contributed	The boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by an independent external agency (Yes/No)	Results communicated in the public domain (Yes/ No)
62019	Information & Communication Technologies (ICT) Solution Integration	100%	Use stage-performance tracking of use stage comparison of laptop and desktop has been conducted for a service life cycle; strategy development, service design, transition, operation, and continual service improvement for one of our global clients' services	No	No

- If there are any significant social or environmental concerns and/or risks arising from the production or disposal of your products/services, as identified in the Life Cycle Perspective/Assessments (LCA) or through any other means, briefly describe the same along with the action taken to mitigate them. Black Box has identified that the usage of desktops resulted in emissions, however, adequate measures are being taken to reduce the usage of desktop systems against laptop systems.
- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate Input Material	Recycle or Reused input material to total material	
	FY 2022-23 Current Financial year	FY 2021-22 Previous Financial year
Paper	100%	100%
Electronics	Nominal	

- Of the products and packaging reclaimed at end of life of products, amount (in metric tons) reused, recycled, and safely disposed, as per the following format : Not Applicable
- Reclaimed products and their packaging materials (as a percentage of products sold) for each product category: Not Applicable

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

**ESSENTIAL INDICATORS:**

**1. Details of measures for the well-being of employees**

Category	% of Employees covered by										
	Total	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number	%	Number	%	Number	%	Number	%	Number	%
<b>Permanent Employees</b>											
Male	386	386	100%	386	100%	NA	NA	386	100%	124	32.1
Female	57	57	100%	57	100%	57	100%	NA	NA	31	54.3
<b>Total</b>	<b>443</b>	<b>443</b>	<b>100%</b>	<b>443</b>	<b>100%</b>	<b>57</b>	<b>100%</b>	<b>386</b>	<b>100%</b>	<b>155</b>	<b>35.0</b>
<b>Other than permanent</b>											
Male	367	357	97%	357	97%	NA	NA	357	97%	NA	NA
Female	28	28	100%	28	100%	28	100%	NA	NA	NA	NA
<b>Total</b>	<b>395</b>	<b>385</b>	<b>97%</b>	<b>385</b>	<b>97%</b>	<b>28</b>	<b>7%</b>	<b>357</b>	<b>90%</b>	<b>NA</b>	<b>NA</b>





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

Benefits	FY 2023		FY 2022	
	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	Y	100%	Y
Gratuity	100%	Y	100%	Y
ESI	NA	NA	NA	NA

**3. Accessibility of Workplaces**

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

All the offices are accessible to differently abled employees and workers. The company infrastructure is adequate for associates with disabilities to have barrier-free access to common facilities. This includes not only physical environment and transportation; information and communications with technologies and systems are also as per the persons with disabilities.

We have earned a top score on the 2022 Disability Equality Index® and have been named the “Best Place to Work for Disability Inclusion.” [www.disabilityin.org](http://www.disabilityin.org)

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

Yes, we are Equal Opportunity Employer and strongly endorse the right of equal opportunity for associates who are differently abled. We commit to carrying out the provisions of the Rights of Persons with Disabilities Act, 2016 (“Act”) in letter and spirit including providing specific opportunities in identified positions where they could be employed.

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

	Permanent Employees	
	Return to work Rate	Retention Rate
Male	100%	100%
Female	100%	100%

On completion of their parental leave, employees’ return to work rate has been 100%. However, in this financial year, there were no female employees availing the maternity leave; the company maintains a supportive work environment that encourages employees to resume their careers post-parental leave.

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

Yes, the company has necessary mechanisms to redress grievances, such as Code of Conduct, Whistleblower Policy, and Prevention of Bribery & Corruption Policy. Any employee can raise a grievance under these policies and the concern can be raised through the email to [whistleblower.indiabbl@blackbox.com](mailto:whistleblower.indiabbl@blackbox.com). There are identified Ethics officers and Chief Ethics Officers to investigate the concerns and advise for appropriate action to be taken.

Please find web link - <https://www.blackbox.com/investors/Whistle-Blower-Policy>



**7. Membership of employees and worker in association(s) or Unions recognized by the listed entity:**  
Not Applicable

**8. Details of training given to employees**

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health & Safety measures		On Skill upgradation		Total (D)	On Health & Safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
<b>Employees</b>										
Male	386	308	80%	168	44%	359	251	70%	146	41%
Female	57	34	60%	31	54%	46	28	60%	0	0%
<b>Total</b>	<b>443</b>	<b>342</b>	<b>77%</b>	<b>199</b>	<b>45%</b>	<b>405</b>	<b>272</b>	<b>67%</b>	<b>146</b>	<b>36%</b>

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

Black Box Limited covers 100% eligible population related to performance & career development review. The company has a robust HCM tool to conduct regular performance reviews and enable performance discussions and feedback for development between employees and managers.

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

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

- The Company has guidelines to ensure the safety of employees
- Frequent equipment checks, such as air conditioners, chillers, UPS, etc. are performed habitually
- We conduct Quarterly Fire Drill Training at all our branches to respond to any fire emergencies
- Employees are informed about emergency exits and assembly points
- Sprinklers, smoke detectors, and fire extinguishers are placed in office premises across all regions
- Emergency contact details are displayed on the notice board with contacts of the nearest police station, hospitals, and fire brigade
- Live plants are kept in open areas to help with oxygen levels
- 24/7 facility emergency contact number is displayed on the company nameplate
- Company arranged Covid vaccination camps for the employees and their families
- During the pandemic, the company has tracked the vaccination status of employees and helped them book appointments for vaccination and update their vaccination status from time to time

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

Black Box places the highest emphasis on Health and Safety; this includes regular inspections of the workplace to identify potential hazards and unsafe practices; no hazardous equipment or flammable liquids are used by the entity, which is harmful, dangerous, or injurious to the employees.



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

All employees can report work related hazards through local admin to enable prompt reporting, investigation, and learning. Admin identifies the root cause of the incident and implements corrective and preventive measures to prevent the recurrence of similar incidents. In addition to this reporting, the team conducts regular safety audits, safety assessments, and safety walk-downs to identify and address any safety risks in the workplace.

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

Yes, we always have first-aid kits available. A well-maintained medical room with medical bed and wheelchair is available for employees who are unwell (currently available in the corporate office). Medical emergency numbers are displayed on the notice boards of doctors and ambulances in each region. A medical emergency facility is available on campus with trained doctors and nurses. We have also conducted health check-up camps, yoga sessions, etc. for all employees across all regions.

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

There is no loss from any kind of injury. Hence, the Lost Time Injury Frequency Rate (LTIFR) is NIL.

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

Black Box is committed to providing healthy and safe working conditions to all associates and ensures the establishment, implementation, maintenance, and continual improvement of processes needed for the elimination of hazards and minimization of risks. BBL has a health, safety, and environment policy to ensure safe and healthy working conditions for associates and instill awareness amongst associates through training and communication.

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

Black Box has always prioritized their associates' health, safety, and well-being through establishing, implementing, maintaining, and continually improving the processes and practices that guarantee a healthy and safe working environment for all the associates. There were no complaints concerning working conditions or health & safety in FY 22- 23 and FY 21-22.

**14. Assessments for the year:**

No external assessment has been undertaken. However, we adhere to maintaining health & safety practices and employee-friendly working conditions.

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

There were no safety-related incidents or significant risks/concerns arising from assessments of health & safety practices and working conditions. Black Box has processes in place for taking corrective actions, if necessary, to eliminate the causes of actual and potential non-conformances or incidents and enforce corrective actions. Black Box implements and records changes in the documented procedure, and the steps are standardized in the relevant operational control procedure to ensure the prevention of incidents in the future.

## Leadership Indicators

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

Yes, Black Box Limited has comprehensive coverage for employees under the Group Medisclaim Policy and Group Personal Accidental Insurance policy. This benefit is extended to employees across all levels.

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

The company adheres to statutory compliances related to workers, such as Minimum Wage payment, Provident Fund, etc. The partners are warned of strict actions to be taken by default in these areas.

**3. Provide the number of employees/workers who have suffered high-consequence work-related injury / ill-health / fatalities (as reported in Q11 of the Essential Indicators above), who have been rehabilitated and placed in suitable employment, or whose family members have been placed in suitable employment:**

Not Applicable

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment?**

Black Box provides transition assistance programs for all employees during career endings resulting from retirement. However, this practice is not followed for termination cases.

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

No assessment has been undertaken. However, value chain partners maintain their own processes in adherence to the applicable laws.

**6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of the 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 their stakeholders

### ESSENTIAL INDICATORS

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

Openness, transparency, and integrity are the basis of our stakeholder engagement approach at Black Box. We ensure that our process of stakeholder engagement is continuous – undertaken throughout the year - and has organization-wide reach as well as impact. We follow a robust process for the identification and prioritization of our stakeholders. We recognize the importance of trust-based relationships and ensure transparent, timely, and relevant engagement and communication with all the stakeholders. This also helps us to understand their explicit and tacit needs that inform our strategy and operational decisions.

The management team connects with a diverse range of stakeholders through formal and informal mechanisms. Our Stakeholder Relationship Committee maintains oversight of the stakeholder engagement mechanism for the company. We engage with our stakeholders, and their inputs are considered in the materiality assessment process, which gives us an insight into their outlook and future risks. It creates a framework for the business heads to identify and report on key stakeholder concerns. These inputs help us identify the topics that matter to our business.



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

Stakeholder Group	Whether identified as a Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly / Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders / Investors	No	Quarterly results, Investor presentations, Annual Report, Annual General Meeting, Investor/analysts calls and meetings, Media releases, Website.	Ongoing engagement	To present business operations and financial performance highlights to investors. To answer investor queries on financial performance To discuss publicly available company information to shareholders and investors
Customers	No	Multi-modal distribution network and engagement (email, SMS, app, calls, chatbot, postal communication, call center, digital platform, website) channels, Customer Satisfaction measurement and relationship management, Media campaigns, advertising, road / reverse road shows etc. Direct contact programs for key clients/customers	Ongoing	Branding and Business Promotion Regular updates on launch of new products & solutions, new features information is shared with customers. Communication pertaining to customer experience on website, e-platforms etc. are shared. Communications on cross-selling various solution & products are sent to customers.
Technology Partners & vendors	No	Partner meets, workshops, conferences and forums, one-to-one meetings, telephonic and email communication, updating partner management portal, app training, etc.	Ongoing	All activities pertaining to infrastructure and services are done by our partners with periodic engagements like: Assignment and closure of jobs. Discussion on the scope of work and other details. Taking No Due confirmations from them at set intervals. Educating them on business ethics, integrity, and code of conduct. (Annually)

Stakeholder Group	Whether identified as a Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly / Quarterly/ others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	Direct contact, Email, Employee app/websites, Town-halls - CEO connect and senior leadership connects programs, team engagements, survey, SMS, Calls, Website.	Ongoing	To create an effective communication channel and inform employees on key developments within the company.  Align them to the shared purposes of the company and business strategy; further to create opportunities to take employee feedback, suggestions, and ideas and involve them in the delivery of the company's commitment towards set goals.
Communities	Yes	Community development initiatives, proposals and requests for new initiatives, interviews with local NGOs and community representatives, meetings with associations/ NGOs, local community meetings, press releases, and social media.	As per requirement basis.	<ul style="list-style-type: none"> <li>- Recruitment and Awareness - monitor, review, and reporting of activities.</li> <li>- CSR activities for various communities including Person With Disabilities (PWDs) and the environment.</li> <li>- Providing equal work opportunities irrespective of their backgrounds</li> </ul>

**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?**

The Board and its committees work with the regulatory requirements as an outline to address ESG-related expectations and to improve performance. The ESG program, continuous stakeholder interaction on ESG topics, and integration with business planning and strategy are overseen by a cross-functional team that includes cross-functional stakeholders who are contacted, consulted, and intimated as per the agreed mode of communication, for e.g., employees communicate through email. The concerned person taking care of ESG policy reports to the HR Head, who in turn updates the performance to the Management Committee as well as to the Board. Our Board of Directors develops strategies and an execution roadmap to address the identified and prioritized list.



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

Yes, our engagements with internal and external stakeholders provide us with better insights into their concerns. They help us identify material issues that can potentially impact our business operations and value-creation abilities for the company, stakeholders, and the larger ecosystem. We prioritize, review, and refine our list of material issues in line with the findings from our continuous stakeholder engagements. They are also aligned with the guidelines of sustainability standards and current business and economic realities. On the basis of general suggestions and applicable rules, the company has carried out the required changes in both the setup and process. For eg. the replacement of 120 end-of-life vehicles with 2022/2023 Fuel Efficient New Vehicles (Vans) or the surrender of 100K SQFT of Global Office Space that was not required by the company are both actions providing GHG reductions (Scope 1).

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

Facilitating an environment of regular engagement with communities, and providing facilities for community members to engage with each other is key to the success of an initiative.

We are committed to fostering an inclusive workplace for all team members, enabling us to make Black Box the employer of choice for the best talent while driving excellence for our customers. We have earned a top score on the 2022 Disability Equality Index® and have been named the “Best Place to Work for Disability Inclusion.” [www.disabilityin.org](http://www.disabilityin.org)

School Improvement and Education – Ran a program to rejuvenate two schools in Delhi and Gwalior by providing sponsorship to 67 differently-abled students.

Sponsorship for Differently-abled Patients - Sponsored custom-designed wheelchairs for 27 patients at the All India Institute of Physical Medicine and Rehabilitation (AIIPMR) in Mumbai.

Mother and Child Malnutrition Project – Sponsored medical checkups, medicine, and vitamins for mothers and children in the tribal belt of Trimbakeshwar and adjacent villages.

Equal opportunity - We are equal opportunity employer and strongly endorse the right to equal opportunity for associates who are differently abled. [www.blackbox.com/en-in/discover-bb/csr](http://www.blackbox.com/en-in/discover-bb/csr)

**Principle 5: Businesses should respect and promote human rights**

**ESSENTIAL INDICATORS**

**1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:**

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total	No. of employees covered	%	Total	No. of employees covered	%
Permanent	443	367	83%	405	131	32%
Other than Permanent	395	0	0%	311	0	0%
<b>Total Employees</b>	<b>838</b>	<b>367</b>	<b>44%</b>	<b>716</b>	<b>131</b>	<b>18%</b>



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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
<b>Employees</b>										
Permanent										
Male	386	0	0%	386	100%	359	0	0%	359	100%
Female	57	0	0%	57	100%	46	0	0%	46	100%
<b>Total</b>	<b>443</b>	<b>0</b>	<b>0%</b>	<b>443</b>	<b>100%</b>	<b>405</b>	<b>0</b>	<b>0%</b>	<b>405</b>	<b>100%</b>
<b>Other than Permanent</b>										
Male	367	86	23%	281	77%	310	39	13%	271	87%
Female	28	19	68%	9	32%	11	0	0%	11	100%
<b>Total</b>	<b>395</b>	<b>105</b>	<b>27%</b>	<b>290</b>	<b>73%</b>	<b>321</b>	<b>39</b>	<b>12%</b>	<b>282</b>	<b>88%</b>

3. Details of remuneration/salary/wages have been provided in Corporate Governance Report

Board of Directors	Male		Female	
	Number	(Median remuneration/ salary/ wages of respective category) *	Number	(Median remuneration/ salary/ wages of respective category) *
Board of Directors (BoD)	6	4,16,667	2	58,29,351
Key Managerial Personnel	4	7,26,321	1	1,13,58,701
Employees other than BoD and KMP	385	10,62,000	56	7,17,500

\* Independent Directors are paid remuneration in the form of sitting fees and Mrs. Mahua Mukherjee (Executive Director and Chief People Officer) and Mr. Aditya Goswami, (Company Secretary and Compliance Officer) are being paid remuneration in capacity of employees.

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

Yes, The value chain partners are regularly assessed internally on various parameters including human rights related matters and their adherence which may include sexual harassment practices, non-deployment of child labor, adherence of minimum wages laws, better work-place environment, infrastructure for differently abled employees etc. For more information, email ids are: [whistleblower.indiabbl@blackbox.com](mailto:whistleblower.indiabbl@blackbox.com) or [komal.seshagiri@blackbox.com](mailto:komal.seshagiri@blackbox.com)

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

None

6. Number of complaints on the following made by employees

No complaints were received.





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

The company has zero tolerance for sexual harassment at the workplace and has adopted a comprehensive policy on preventing, prohibiting, and redressing sexual harassment of women in the workplace. The company has an Internal Compliance Committee under the sexual harassment of Women at workplace (Prevention, Prohibition, and Redressal) Act, 2013. Members of the ICC are responsible for conducting inquiries related to such complaints. Throughout the process, the ICC will safeguard the identities of all parties involved as well as the contents of complaints and inquiry proceedings. The whistleblower policy provides for adequate safeguards against victimization of persons who use the mechanism through protected disclosures and has a process for providing direct access to the Chief Ethics Officer or Chairman of the Ethics Committee wherever required.

Please find the policy link below – <https://www.blackbox.com/investors/Whistle-Blower-Policy>

**8. Do human rights requirements form part of your business agreements and contracts?**

Yes, Human Rights form a part of the business agreements, like Labor Laws compliance, including statutory requirements, such as child labor, forced labor, and compulsory labor, which are investigated during on-boarding of suppliers. The vendors are required to sign this clause as a part of the contract.

**9. Assessments for the year:**

No external assessment has been carried out. However, we are adhering to applicable laws internally within the organization.

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

No significant risk / Not Applicable

**LEADERSHIP INDICATORS**

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

The company believes that it has upheld the basic principles of human rights in all its dealings. The company regularly creates awareness among its employees about the Code of Conduct.

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

<https://www.blackbox.com/investors/Whistle-Blower-Policy>

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

The registered office of the company has infrastructure enabled for differently abled visitors. Similarly, other offices with the presence of persons with disabilities are enabled with the necessary infrastructure support.

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

The value chain partners are assessed on sexual harassment, child labor, wages, etc.

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

Not Applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment**
**ESSENTIAL INDICATORS**
**1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 22-23	FY 21-22
Total electricity consumption (A) – mWh units	577,021	376,798
Total fuel consumption (B) - Units	5,958	3,869
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	582,979	380,666
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	0.00016	0.00012
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

We are not registered under the PAT (Perform, Achieve & Trade) scheme of the Government of India for any of our pan India locations.

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

Parameter	FY 22-23 (Current Financial Year)	FY 21-22 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	339,324 KL	507,936 KL
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	-	-
<b>Total volume of water consumption (in kilolitres)</b>	<b>339,324 KL</b>	<b>507,936 KL</b>
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	0.00092	0.00017
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

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

We regularly engage with the respective landlords to implement ZLD for all our rented facilities.



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

Parameter	DETAILS
NOx	Not Detected
SOx	Not Detected
Particulate matter (PM)	2.4 µg/m <sup>3</sup> – PM 10 6.2 µg/m <sup>3</sup> – PM 2.5
Persistent organic Pollutants (POP)	Not applicable
Volatile organic compounds (VOC)	Not Detected
Hazardous air pollutants (HAP)	Not applicable
Others – please specify	Carbon Dioxide, Carbon Monoxide, Ammonia, Formaldehyde, Oxygen, Hydrogen Sulphide – Within specified limited/Not detected

**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.**

Yes, Equinox Labs

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

Black Box procures products and services from vendors who have strong environmental commitments, such as using renewable energy, reducing packaging waste, and employing eco-friendly manufacturing processes. We are committed to reducing greenhouse gas emissions. This is an on-going initiative, and we track this periodically.

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

Black Box has set long-term targets leading us on a decarbonization pathway, ensuring we become carbon neutral (net zero) by 2050. We prioritize energy-efficient solutions in its technology offerings, such as promoting energy-efficient servers, networking equipment, and data centers. This helps clients reduce their carbon footprint and energy consumption.

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

Parameter	FY 22-23	
<b>Total waste generated (in metric tons)</b>		
Plastic waste	Not tracked currently as we have negligible plastic waste, and it is majorly managed by the facility owners and hence not tracked.	
E-waste	<b>1250 kg</b>	
Bio-medical waste	Not applicable. We do not produce or dispose of any kind of biomedical, construction debris or radioactive waste.	
Construction and demolition waste		
Battery waste	Included in e-waste	
Radioactive waste	Not applicable	Not applicable
<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) Recycled	We use only recycled paper, paper cups, envelopes, paper rim	
(ii) Re-used	-	
(iii) Other recovery operations	-	
<b>Total</b>		

Parameter	FY 22-23	
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)</b>		
<b>Category of waste</b>		
(i) Incineration		
(ii) Landfilling	Our waste generation is minimal and consequently there is no requirement of incineration or landfilling activities.	
(iii) Other disposal operations (Sanitary waste managed by vendor)	312 kg	-

**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

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

Black Box Limited practices minimum wastage: We have kept separate bins for wet and dry waste, which is then easy to segregate for the building waste management team. Since we are predominantly service-based and not a manufacturing company, hazardous and toxic chemical waste does not apply to us.

**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:**

Black Box Limited does not have operations/offices in/around ecologically sensitive areas where environmental approvals / clearances are required.

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

NIL

**12. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, the Air (Prevention and Control of Pollution) Act, the Environment protection act, and the rules thereunder (Y/N).**

Black Box complies with applicable environmental laws and regulations.

**LEADERSHIP INDICATORS**

- Electricity from various states electricity board
- Generator backup from property generator set
- Third-party water, which we get from municipal water sources
- Bottled drinking water is supplied by agencies – Water Test report available
- Air at Mumbai and other offices was tested and found to be good for the working environment



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

Black Box has set long-term targets leading us on a decarbonization pathway; we aim to become carbon neutral (net zero) by 2050. We prioritize energy-efficient solutions in our technology offerings, such as promoting energy-efficient servers, networking equipment, and data centers. This helps clients reduce their carbon footprint and energy consumption.

Currently, we do not have a process to track; however, we are in the process of introducing the same.

**2. Provide the following details related to water discharge:**

Currently, we regularly engage with our landlords for all rented facilities, because of which we individually cannot track them; however, we are in the process of introducing the same.

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

Currently, we regularly engage with our landlords for all rented facilities, because of which we individually cannot track them; however, we are in the process of introducing the same.

**4. Please provide details of total Scope 3 emissions and their intensity in the following format:**

Not applicable

**5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and 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 the outcome of such initiatives as per the following format:**

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Live plants kept in open areas	Managed by our vendor	Helps with oxygen levels
2	LED lights from conventional lights	Replacing conventional lights to cut down on energy consumption	Energy consumption reduced to an extent
3	Motion sensors	Installed at specific areas in office	Reduced the use of additional electricity consumption
4	Air Conditioner power consumption	Our vendor services AC's regularly. AC's are switched off at unused places. Minimum pleasant degree is maintained.	Results seen in monthly electricity bills.
5	Drinking Water Testing	Conforms to IS 10500 : 2012	Pollutant –free drinking water
6	Air Quality Testing	Office air quality tested	Air Quality found good for the working environment

**7. Does the entity have a business continuity and disaster management plan?**

The purpose of the Disaster Recovery plan at Black Box is to ensure documented standards/procedures for developing disaster recovery plans and for maintaining disaster recovery arrangements throughout the enterprise. The plan includes,

- A formal process for developing disaster recovery plans and maintaining them for critical applications across the enterprise is established therein

- The plan specifies that:
  - It provides for all critical parts of the system
  - Has ownership defined for the plan that will ensure regular maintenance updating or following significant changes to business processes or problems encountered during tests
  - Distributed to all individuals who may require them in case of an emergency
- The disaster recovery plan contains,
  - A list of Services that would need to be recovered
  - A schedule of key tasks to be carried out, identifying responsibilities for each task
  - Sufficient details, so that they can be followed by individuals who do not normally carry the out same
  - Procedures to be followed in completing key tasks and activities, including emergency fallback & resumption procedures
- As per the procedure, the DR plan:
  - Covers critical IT facilities and key user areas
  - Are tested at least once a year, using realistic simulations, to demonstrate whether critical services can be resumed within critical timelines
  - Requires relevant staff to be informed of their responsibilities and be trained to discharge them

Please find link - <https://www.blackbox.com/en-in/discover-bb/covid-19-response/business-continuity-plan>

**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?**

No significant adverse impact on the environment has occurred or reported so far.

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

Our value chain partners adhere to and carry out their own assessments for environmental impacts.

**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.**

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

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

As a listed entity in India and by virtue of law, we are part of trade associations like the CII Corporate Governance Council, the CII Western Region Council and are affiliated to AVIXA.

We are also part of International forums and trade associations like the ICS in Europe, among others.





**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.**

There are no orders from regulatory authorities on any issues of anti-competitive conduct.

**LEADERSHIP INDICATORS**

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

At Black Box, our utmost priority is to create value for all members of the Black Box ecosystem – our customers, partners, investors, and associates. We do this by setting key objectives across business, technologies, and sustainability initiatives across various geographies even as we focus on people and planet alike. We achieve these objectives in myriad ways – one of which involves forging and maintaining purposeful, symbiotic partnerships with our stakeholders, including industry associations, fellow organizations, government representatives, and more.

**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**

SIA is not applicable to any of the projects undertaken by the company. However, the company assesses the effectiveness of all projects undertaken voluntarily as a part of Black Box's way of giving back to society.

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

During COVID-19 Pandemic, we made sure that optimum measures were taken for the Black Box employees, here are some of them:

1. Providing all the support to work in safe Work from Home Environment
2. Providing needed COVID-19 inoculation to the employees and his/her family
3. Financial support through the company's medical policy at the time of any medical emergency

Some of the key CSR Activities are highlighted as follows:

1. We continue to prioritize our efforts to empower Persons with Disabilities (PwDs), through our CSR projects. The focus is on creating an environment that provides PwDs with equal opportunities and enabling them to participate as independent and productive members of society. We have continued our affiliation with Sarthak Foundation by sponsoring the training of 18 PwDs through their intervention named JEET (Job Entrepreneurship and Empowerment Training). This 3-month long extensive training aims at enabling youth with disability to live financially independent lives through vocational skill building and placement support creation. Black Box supported Sarthak Foundation donating INR 3 Lakhs for FY'23.
2. We even carried out a beach cleaning drive at one of the beaches in Mumbai, India in FY'23 as part of our CSR initiatives.
3. We have participated in Tata Marathon and promoted the cause of PwD through Banners and Placards.



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

There is regular engagement with key community institutions and representatives from key neighborhoods across India. Stakeholders can find more information about our initiatives and contact us for any of their queries and concerns by clicking the following link:

<https://www.blackbox.com/investors/Whistle-Blower-Policy>

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

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

	FY 2022-23 Current Financial Year	FY 2021-22 Previous Financial Year
Directly sourced from MSMEs/ small producers	32%	13%

**LEADERSHIP INDICATORS**

Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): There are NO negative impacts.

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

It is not applicable.

**2. A. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? - No**

**B. From which marginalized /vulnerable groups do you procure?- Not Applicable**

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

Being an IT Services provider, our major procurement is for IT-related products and services which are sourced through large multinational OEMs directly or through distributors. However, Black Box continually strives to procure locally, sustainably, and from marginalized /vulnerable suppliers for requirements in any other areas. We prefer local suppliers of goods and services to help create economic opportunities in the communities in which we operate.

**3. 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:**

NA

**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.**

NA

**6. Details of beneficiaries of CSR Projects:**

We continue to prioritize our efforts to empower Persons with Disabilities (PwDs) through our CSR projects. The focus was on creating an environment that provides PwDs with equal opportunities and enables them to participate as independent and productive members of society.

Please refer to Annexure VII to Director’s Report - Report on Corporate Social Responsibility on Page No. 84

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

Supporting an omnichannel customer support channel has become more complex than ever because of the global remote and hybrid work methods. The respective regional representatives and the managers of each regional office ensure that ongoing customer engagement and proper customer relationships are maintained. The efforts are to solve customer grievances in the shortest period of time.

We utilize channels like websites, emails, contact numbers, contact centres, and social media to answer queries and concerns. We try to address those concerns within 24 hours.

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

Black Box is not a manufacturer of products. As an organization, we provide digital transformation and consulting and business reengineering services and solutions to customers. We ensure the creation of a safe and responsible environment where the usage of materials and/or the recycling and/or disposal of waste-electronic and otherwise are as per applicable laws. Black Box works with our customers on similar lines and delivers services that help advance their technology transformation roadmap using tools, framework, and in creating a safe and recycled materials framework.

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

No complaints. As per standard practice, we do not consider reviews or comments as complaints.

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

No instance of product recall.

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. <https://www.blackbox.com/en-us/legal/privacy-policy>

**5. 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.**

As of now, no issues have been reported; there were no corrective actions taken or underway on any of the above issues.

**LEADERSHIP INDICATORS**

1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available). <https://www.blackbox.com>

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

Awareness of safety through:

- i. **Social Media** – Regular updates related to Black Box services or any updates about the solutions or products.
- iii. **Outreaches** – We are regularly connecting through contact programs and updating new developments in solutions or products business. All the information is regularly updated on our website.

- ii. **Safety emails** – This is a regular feature for both internal and external customers where we inform/update them on any changes or development in the solutions or products segment.
  - iv. **Newsletters** – Newsletters are again a regular feature that keeps us abreast with the latest developments or updates in the policy.
- 3. **Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.**  
Mailers or website updates on the End of Sales or End of Life of a product.
- 4. **Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/services of the entity, significant locations of operation of the entity, or the entity as a whole? (Yes/No):**  
We don't manufacture any products.
- 5. **Provide the following information relating to data breaches:**
  - A. **Number of instances of data breaches along with impact:** No instance of the data breach.
  - B. **Percentage of data breaches involving personally identifiable information of customers:** 0%