

July 13, 2023

To,
National Stock Exchange of India Limited
Symbol – SYMPHONY

To,
BSE Limited
Security Code - 517385

Sub.: Business Responsibility and Sustainability Report for the Financial Year 2022-23

This is in continuation of our intimation dated July 12, 2023 regarding Notice of the 36th Annual General Meeting, Annual Report for the Financial Year 2022-23. Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year 2022- 23, which also forms part of the Annual Report for FY 2022-23.

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

Thanking You,

Yours Truly,
For Symphony Limited

Mayur Barvadiya
Company Secretary and Head - Legal

Encl.: As above

Annexure – 5 to the Board's Report

Business Responsibility and Sustainability Report

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

Dear Stakeholders,

FY2022-23 is the first year when the Business Responsibility and Sustainability Reporting (BRSR) has become mandatory for the top 1000 listed companies in India as per SEBI's directive. However, as part of our deep commitment to Environmental, Social and Governance (ESG) principles which is part of culture now, we have been proactive in adopting the BRSR last year, on a voluntary basis, and had published our BRSR report in our Annual Report 2021-22. This year's report is a continuation of the same journey and will enable our stakeholders to know more about our efforts in ESG and progress in sustainability.

We firmly believe that sustainability and profitability go together and in fact sustainability positively influences growth. Sustainability continues to be an essential part of our culture of innovation, and long-term commitment to our employees and communities. Our ardent endeavor continues to be about contributing to a cool and comfortable 27-degree Celsius world which unfortunately is rapidly warming. We contribute to this through not just our sustainable and equitable internal practices but also through our eco-friendly and energy-saving air cooling technologies which provide a credible alternative to harmful and inefficient air-conditioners.

Our environmental priorities and commitments center around the 5Rs – reduction, recycling, restoration, replacement, and renewables. These 5Rs are ingrained in our DNA and are part of our key decision-making process. We have mapped the carbon footprint of our products and operations and are also working with our supply chain partners to better understand their carbon footprint. This overall understanding across our value chain will enable us to identify ways to further reduce our carbon footprint. Our energy intensity, water intensity and greenhouse gas emissions (Scope 1, 2 and 3) have significantly reduced in the current year FY2022-23 compared to the previous year FY2021-22. We are continuously working on embedding sustainability throughout our supply chain system and include sustainable sourcing

in our sourcing practices. We have also minimized business travel, limited it to essential activities and leveraged virtual meeting tools and technology. We are committed to waste reduction and minimization at all levels. We have also invested heavily in urban forest development and saplings plantation through our CSR initiatives, which has resulted in the removal of more than 136 tons of CO₂ a year.

We have adopted a social impact perspective in everything we do. This enables us to do the right thing for stakeholders which in turn allows us to have strong and stable relationships with our stakeholders including employees, customers, and vendors. We periodically engage with all our stakeholders and address their expectations and concerns in a collaborative way. This approach allows us to have a social license to operate.

We fully prioritize health and safety for our employees, workers, and value chain partners. We have embedded our environment health and safety policies and practices to enhance work safety and health and minimize hazards and near-misses. We recognize equality, inclusivity, and the importance of treating everyone with fairness.

We uphold the highest standards of governance to ensure transparency, accountability, and integrity in the organizational DNA. We have a strong policy framework, including the Code of Ethics and Business Conduct, with adequate monitoring and oversight enables ethical conduct at all levels and times.

We continue to be a responsible corporate citizen who is committed to bringing a change in this world and a positive impact on the communities through the low carbon footprint of our products to minimize our impact on the environment.

Achal Bakeri

Chairman and Managing Director

SECTION A- GENERAL DISCLOSURES

I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	-	L32201GJ1988PLC010331
2.	Name of the Listed Entity	-	Symphony Limited
3.	Year of Incorporation	-	1988
4.	Registered Office Address	-	"Symphony House", Third Floor, FP-12, TP-50, Off S. G. Highway, Bodakdev, Ahmedabad – 380059, Gujarat, India.
5.	Corporate Address	-	As above
6.	E-mail id	-	investors@symphonylimited.com
7.	Telephone	-	+91-79-6621 1111
8.	Website	-	www.symphonylimited.com
9.	Financial year for which reporting is being done	-	April 1, 2022 to March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	-	BSE Limited National Stock Exchange of India Limited
11.	Paid up Capital (INR)	-	₹13.99 Crores
12.	Name and contact details of the person who may be contacted in case of any queries on the BRSR report	-	
	Name	-	Mr. Mayur Barvadiya
	Designation	-	Company Secretary & Head - Legal
	Telephone number	-	+91-79-6621 1111
	E-mail id	-	investors@symphonylimited.com
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together)	-	The disclosures under this report have been made on a standalone basis, unless specified in any particular disclosure.

II. Products/Services

II-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	Trading and Manufacturing	The Company is in the business of air coolers, tower fans and spares	100

II-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	Air coolers and other appliances/spares	46529	100

III. Operations

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

Location	Number of Plants	Number of Offices	Total
National	1	18	19
International	4	2	6

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

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

III-17. Markets served by the entity:

a. Number of locations.

Locations	Number
National (No. of States & UTs)	27 States & 6 UTs
International (No. of Countries)	~ 60

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

11%

c. A brief on types of customers:

The Company is having a presence in household, commercial and industrial segments in the air-cooling category.

IV. Employees

IV-18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No.(B)	%(B/A)	No.(C)	%(C/A)
Employees						
1	Permanent (D)	462	447	96.75%	15	3.25%
2	Other than Permanent (E)	53	51	96.23%	2	3.77%
3	Total employees (D + E)	515	498	96.70%	17	3.30%
Workers						
1	Permanent (F)	0	0	0.0%	0	0.0%
2	Other than Permanent (G)	19	19	100.00%	0	0.00%
3	Total Workers (F + G)	19	19	100.00%	0	0.00%

b. Differently abled Employees and workers: NIL

IV-19. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	2	25.00%
Key Management Personnel	2	0	0.00%

IV-20. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

	(Turnover rate in current FY)			(Turnover rate in previous FY)			(Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	15%	20%	16%	14%	8%	13.5%	9%	8%	9%
Permanent Workers	0	0	0	0	0	0	0	0	0

V. Holding, Subsidiary and Associate Companies (including joint ventures)**V-21. (a) Names of holding / subsidiary / associate companies / joint ventures.**

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	IMPSCO S. de R. L. de C.V., (IMPSCO), Mexico	Subsidiary	100	No
2	Guangdong Symphony Keruilai Air Coolers Co. Ltd., China	Subsidiary	100	No
3	Symphony AU Pty Limited, Australia	Subsidiary	100*	No
4	Climate Technologies Pty Limited, Australia	Subsidiary	100*	No
5	Bonaire USA LLC, U.S.A	Subsidiary	100*	No
6	Symphony Climatizadores Ltda, Brazil	Subsidiary	100	No

* w.e.f. October 01, 2022.

VI. CSR Details

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

VI-22. (ii). Turnover (in ₹) - 881.57 Crores

VI-22. (iii). Net worth (in ₹)- 912.01 Crores

VII. Transparency and Disclosures Compliances

VII-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 2022-2023			FY 2021-2022			Remarks
		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	0	-
Investors (other than shareholders)	Yes	1	0	-	0	0	0	-
Shareholders	Yes	5	0	-	5	1	1	-
Employees and workers	Yes	0	0	-	0	0	0	-
Customers	Yes	45	64	Refer note	11	72	72	Refer note
Value Chain partners	Yes	0	0	-	0	0	0	-
Other (please specify)	-	-	-	-	-	-	-	-

Note: The Company has implemented and taken effective steps for quick redressal of consumer complaints resulting into overall reduction in pending complaints.

All the policies are available on website link: <https://symphonylimited.com/wp-content/uploads/2022/09/Vigil.pdf>

VII-24. Overview of the entity’s material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

Sr. No.	Material issue 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)
1	Low energy consumption of our products	opportunity	Our products consume much less energy than other cooling products (ACs) and thus helps in minimizing the environmental impact and GHG emission for the consumers and society	NA	Positive
2	Ease of Repair & Maintenance	opportunity	We build our products to last, and our products are very low on maintenance and repair maintenance services are accessible to all the customers.	NA	Positive

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity’s policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
1. c. Web Link of the Policies, if available	https://symphonylimited.com/investor/corporate-governance/								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No. While our policies are not directly applicable to our value chain partners, we have actively engage with our OEMs, suppliers, logistics partners, labour contractors and C&F Agents so that they initiate their own policies and procedures towards environment protection and employee safety and welfare.								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Policies have been formulated and implemented in accordance with National Guidelines on Responsible Business conduct, requirements of the Companies Act, 2013 and SEBI regulations. We have been recognized as one of the Top 50 organizations for India’s Best Workplaces™ in Manufacturing 2023.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies, business model and operations are based on environment protection, employee and customer safety. The Company is in process to set its ESG targets.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable								

Governance, leadership and oversight

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

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Policies have been formulated and implemented in accordance with National Guidelines on Responsible Business conduct, requirements of the Companies Act, 2013 and SEBI regulations.									Annually								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliance with statutory requirements of relevance to the principles have been carried out by the relevant committees of the Board.									Quarterly								

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

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

Essential Indicators

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

Segment	Total number of training and awareness programs held	Topics/ principles covered under the training and its impact*	Percentage of persons in respective category covered by the awareness programmes
Board of directors and Key managerial personnel	4	4	100
Key Managerial personnel	4		100
Employees other than BoD and KMPs	36	36	100
Workers	9	5	100

*Training and awareness programmes for directors and KMPs mainly covered the Business Performance, Risk Management Plan, Compliance and Regulatory updates. While, training programmes, for employees and works conducted through online and offline training platform on various topics like code of conduct, compliance, Brand Management, POSH, other topics helping employees to enhance their technical skills. All employees are encouraged to dedicate time to enhancing their learning.

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

EI-3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed. Not Applicable

EI-4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web link to the policy.- Provisions relating to anti-corruption & anti bribery are covered under the Code of Ethics and Business Conduct and the Vigil Mechanism (Whistle Blower Policy).

EI-5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/KMPs/employees/workers.

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

EI-7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.- Not Applicable

Leadership Indicators

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

S. No.	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	1	NGRBC 9 principles and core elements	76.42%

LI-2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.- Yes. The Company believe in transparency while entering into any transaction with member of the board to avoid any conflict of interest. The concerned director does not participate in the transaction/ agenda where he or she is interested.

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

Essential Indicators

EI-1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively. : Major portion of R&D expenses are towards improving the environmental and social performance of our products. Symphony enables people across the world to capitalize on eco-friendly, energy-saving air cooling technologies as a serious alternative to harmful and inefficient air-conditioners.

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

EI-2.b. If yes, what percentage of inputs were sourced sustainably?- The corporate Sustainability Policy requires that the design and engineering of the products involve sustainable sourcing. The company continuously strives to implant sustainability throughout its supply chain system.

EI-3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.- The Company is committed to waste reduction & minimization at all levels. The Company is in advance stage to implement the policy and process for reusing, recycling and disposing of E waste, plastic waste and other waste.

EI-4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.- EPR in respect to E-waster rules shall be applicable to the Company w.e.f. April 1, 2023. Further, The Company is in process of registration in line with EPR responsibility plan.

Leadership Indicators

LI-1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? No. However, all our products have been designed for minimum eight to ten years of life cycle.

LI-2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.: Not Applicable

LI-3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry). Not Applicable

LI-4. 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

LI-5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. Not applicable.

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	447	447	100.00	447	100.00	0	0.00	0	0.00	0	0.00
Female	15	15	100.00	15	100.00	15	100.00	0	0.00	0	0.00
Total	462	462	100.00	462	100.00	15	3.25	0	0.00	0	0.00
Other than permanent Employees											
Male	51	22	43.14	0	0.00	0	0.00	0	0.00	0	0.00
Female	2	1	50.00	0	0.00	2	100.00	0	0.00	0	0.00
Total	53	23	43.40	0	0.00	2	3.77	0	0.00	0	0.00

EI-1.b. Details of measures for the well-being of workers.

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Other than permanent Workers											
Male	19	0	0.00%	19	100.00%	0	0.00%	0	0.00%	0	0.00%
Female	0	0	0.0%	0	0.0%	0	0.0%	0	0.0%	0	0.0%
Total	19	0	0.00%	19	100.00%	0	0.00%	0	0.00%	0	0.00%

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

Benefits	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees. (PY)	No. of workers covered as a % of total workers(PY)	Deducted and deposited with the authority (Y/N/N.A.) (PY)
PF	99.81	100.00	Y	100.00	100.00	Y
Gratuity	100.00	100.00	Y	100.00	100.00	Y
ESI	5.00	NA	Y	100.00	100.00	Y
Others – please specify	NA	NA	NA	NA	NA	NA

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

EI-4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web-link to the policy.- Yes, the Company recognizes the importance of treating everyone with fairness, respect, dignity and providing equal opportunity. The policies of the Company are accessible on the following link <https://symphonylimited.com/Corporate-governance>.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	100	100
Female	100	100	100	100
Total	100	100	100	100

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, the policies of the company are accessible on the following link https://symphonylimited.com/Corporate-governance
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY2022-2023			FY2021-2022		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union(B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union(D)	%(D / C)
Total Permanent Employees	462	-	-	473	-	-
- Male	447	-	-	461	-	-
- Female	15	-	-	12	-	-
Total Permanent Workers	0	-	-	0	-	-
- Male	0	-	-	0	-	-
- Female	0	-	-	0	-	-

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

Category	FY2022-2023					FY2021-2022				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	447	29	6.49	447	100.00	501	501	100.00	200	39.92
Female	15	7	46.67	15	100.00	15	15	100.00	6	40.00
Total	462	36	7.79	462	100.00	516	516	100.00	206	39.92
Workers										
Male	19	19	100.00	19	100.00	27	27	100.00	0	0.00
Female	0	0	0.0	0	0.00	0	0	0.00	0	0.0
Total	19	19	100.00	19	100.00	27	27	100.00	0	0.00

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

Category	FY2022-2023			FY2021-2022		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	498	455	91.37	501	476	95.01
Female	17	8	47.05	15	11	73.33
Total	515	463	89.90	516	487	94.37
Workers						
Male	19	19	100.00	27	27	100.00
Female	0	0	0.00	0	0	0.00
Total	19	19	100.00	27	27	100.00

EI-10.a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?- Yes, an occupational health and safety management system has been implemented at the company premises.

EI-10.b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?- The Company has a policy on Environment Health and Safety to lay down the systems and procedures for identifying work safety, health and related hazards. Health and safety committee is responsible for the development, supervision and management of environmental health and safety programs that protects the environment, provide safe and healthy conditions for work and study, and comply with applicable laws and regulations. The health and safety committee provides educational programs technical assistance, and health and safety services to the staff at Symphony. This committee makes health and safety investigations, as needed. Safety practices guidelines have been implemented for: (i) Communication of Hazards in the workplace (ii) Eye and face protection (iii) Chemical Hazards (iv) Physical Hazards (v) Hot sealing of plastic or soldering (vi) Hand / arm and body protection (viii) Hearing protection (viii) Respiratory Protection (ix) Trainings (x) Medical examination.

EI-10.c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)- Yes

EI-10.d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)- Yes

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

EI-12. Describe the measures taken by the entity to ensure a safe and healthy workplace. - Explained in point number 10.

EI-13. Number of complaints on the following made by employees and workers: No complaints on working conditions and health & safety received from employees and workers during the year.

EI-14. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	All office premises were assessed for Health, Safety and working conditions as a part of the business operating processes
Working Conditions	

EI-15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.- Not applicable as no such incidents during the year.

Leadership Indicators

LI-1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).- Yes, in case of accidental death of the employee.

LI-2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.- Yes. The Company is collecting all the supporting documents of statutory dues deducted and deposited by the value chain partners on a monthly basis.

LI-3. Provide the number of employees / workers having suffered high consequence work-related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:
Not applicable

LI-4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)-
The Company has specific training programmes designed to help manage career endings for its employees.

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

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	100%
Working Conditions	100%

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

Not applicable

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

EI-1. Describe the processes for identifying key stakeholder groups of the entity.- Symphony believes in forging a strong relationship with its stakeholders based on trust and delivery. The stakeholders' expectations and concerns offer critical inputs to the management of business and its growth. The key stakeholders include employees, channel partners, customers, OEMs, other suppliers, investors, logistics/shipping partners, consultants, advisers, auditors and analysts, shareholders, regulatory bodies and community. By actively fostering periodic interactions, the Company engages with and is in a position to address its stakeholder expectations and concerns in an informed and effective way. Feedback and insights from stakeholder engagements helps validate the Company's performance and shape new perspectives on the challenges and opportunities.

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

S. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Customers and Channel partners	No	Customer & Distributor Meetings, Customer Feedback, Consumer survey, Website, Product Catalogues, email	Ongoing	Customer satisfaction, product quality, product safety, energy efficiency of products
2	Employees	No	Notice Boards, Website, Emails, Employee Survey feedback, Annual Performance Review, Meetings, Trainings	Ongoing	Working condition, employee performance, Employee Satisfaction
3	Community, NGOs	Yes	Corporate Social Responsibility engagements, meeting with community representative	Ongoing	Welfare of the community
4	Investors / shareholders & Analyst	No	AGM, Investor meets, Investor Grievance redressal mechanism, emails, website	Ongoing	Business Strategies and Performance

S. No.	Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
5	Regulatory bodies	No	Compliance Reports, online portal, emails	Ongoing	Compliance with the Law of the land

Leadership Indicators

LI-1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.- The CSR committee of the Board reviews and monitors and provides strategic inputs to the Company's social responsibility obligations.

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

LI-3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.- As part of CSR activities, the Company provides the requisite financial support for the benefit of the underprivileged stakeholders.

PRINCIPLE 5 Businesses should respect and promote human rights

Essential Indicators

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

Category	FY2022-2023			FY2021-2022		
	Total (A)	No. of employees / workers covered (B)	%(B / A)	Total (C)	No. of employees / workers covered (D)	%(D / C)
Employees						
Permanent	462	6	1.30%	473	8	2%
Other than permanent	53	2	3.77%	43	-	-
Total Employees	515	8	1.55%	516	8	2%
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	19	19	100.00%	27	27	100.00%
Total Workers	19	19	100.00%	27	27	100.00%

EI-2. Details of minimum wages paid to employees, in the following format:

Category	FY2022-2023					FY2021-2022				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No.(E)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent	462	0	0.00%	462	100.00%	473	0	0.00%	473	100.00%
Male	447	0	0.00%	447	100.00%	461	0	0.00%	461	100.00%
Female	15	0	0.00%	15	100.00%	12	0	0.00%	12	100.00%
Other than Permanent	53	0	0.00%	53	100.00%	43	0	0.00%	43	100.00%
Male	51	2	3.92%	49	96.08%	40	0	0.00%	40	100.00%
Female	2	0	0.00%	2	100.00%	3	0	0.00%	3	100.00%
Workers										
Permanent	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Male	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%
Other than Permanent	19	0	0.00%	19	100.00%	27	0	0.00%	27	100.00%
Male	19	0	0.00%	19	100.00%	27	0	0.00%	27	100.00%
Female	0	0	0.0%	0	0.0%	0	0	0.0%	0	0.0%

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	6	52,67,063*	2	75,000*
Key Managerial Personnel	2	51,34,618	0	0
Employees other than BoD and KMP	442	9,20,556	15	8,18,400
Workers	19	2,17,269	0	0

* includes sitting fees payment made to independent directors.

EI-4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)- Yes, HR Head is the focal point for addressing human rights impacts or issues caused by or contributed to by the business.

EI-5. Describe the internal mechanisms in place to redress grievances related to human rights issues.- Yes, All the complaints regarding human rights violations are routed to Head HR. Head HR and the Grievance Redressal Committee takes action as per the grievance mechanism.

EI-6. Number of Complaints on the following made by employees and workers: None

	FY2022-2023			FY2021-2022		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	-	-	-	-	-	-
Discrimination at workplace	-	-	-	-	-	-
Child Labour	-	-	-	-	-	-
Forced Labour/Involuntary Labour	-	-	-	-	-	-
Wages	-	-	-	-	-	-
Other human rights related issues	-	-	-	-	-	-

EI-7. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.- The Code of Ethics and Business Conduct and Vigil Mechanism (Whistle Blower Policy) provides the mechanism to prevent adverse consequences in discrimination and harassment cases.

EI-8. Do human rights requirements form part of your business agreements and contracts? (Yes/No)- No. However, the same will be implemented from current year if it is not specifically covered under the agreement.

EI-9. Assessments for the year:

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

All the assessments have been done internally in respect to plant/HO.

EI-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

LI-1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.- Not Applicable

LI-2. Details of the scope and coverage of any Human rights due-diligence conducted.- Not Applicable

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

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

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

All the assessments have been done internally.

LI-5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.- Not applicable

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

EI-1. Details of total energy consumption (in Joules or multiples) and energy intensity.

Parameter	FY 2022-2023	FY 2021-2022
Total electricity consumption (A)	1,104.82	970.83
Total fuel consumption (B)	21.17	11.14
Energy consumption through other sources (C)	0	0
Total energy consumption (A+B+C)	1,125.99	981.97
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.28 GJ / Crore	1.54 GJ / Crore

Unit is in Gigajoules (GJ).

EI-1.a. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

EI-2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.- No

EI-3. Provide details of the following disclosures related to water, in the following format: Water withdrawal by source (in kilolitres)

Parameter	FY 2022-2023	FY 2021-2022
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	892	720
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	892	720
Total volume of water consumption (in kilolitres)	892	720
Water intensity per rupee of turnover (Water consumed / turnover)	1.0118 KL / Crore	1.1294 KL / Crore

EI-3.a. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

EI-4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.- No

EI- 5. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: Not applicable

EI-5.a Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

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

Parameter	Unit	FY 2022-2023	FY 2021-2022
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	37.41	58.08
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	248.59	213.04
Total Scope 1 and Scope 2 emissions per Crores rupees of turnover	tCO ₂ e / Crores rupees of turnover	0.3244	0.4253

EI-6.a. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

EI-7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.- At Symphony, we continually strive to improve our operations and minimize our impact on the environment. We pursue new ways to reduce emissions and improve energy management through conservation, and energy-efficient product design and also consider increasing use of renewable and recycled materials, evaluate and adjust water and energy usage pattern to become water positive and carbon neutral. Over the years, we have been embracing the challenge of developing energy efficient products while minimizing the adverse impact on the environment. We have started measuring our GHG emission for our products. The Company also conducting tree planting projects as part of our GHG Reduction Initiatives. The Company has developed and maintained Symphony Forest Park as part of a PPC with AMC. As part of this initiative, 25,000 plants including 300 local plant which are rare, with medicinal, mythological, religious, and ecological importance. These have been planted in an 11,000 square feet area, and lead to yearly carbon removals of 36.6 tonnes of CO₂/year. In addition, at our Thol Factory premises, we have also planted 1452 trees, which results in CO₂ removals of 99.75 tonnes/year.

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

We adhere to strict environment compliances and effectively dispose the hazardous waste generated through authorized dealers and our non-hazardous waste is re-used and recycled. We follow the 5Rs principle/ guidelines of resource utilization and remain resolute in creating new and more resource-efficient products.

EI-8.a. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

EI-9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.- We encourage the 5R's of resource utilization in our company, and ensure that all the waste generated is either recycled, re-used, and disposed safely.

EI-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: Not Applicable

EI-11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not Applicable

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

Leadership Indicators

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

Parameter	FY2022-2023	FY2021-2022
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
From non-renewable sources		
Total electricity consumption (D)	1,104.82	970.83
Total fuel consumption (E)	21.17	11.14
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	1,125.99	981.97

Remarks: Unit is in Gigajoules (GJ).

LI-1.a. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

LI-2. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres): Not applicable

LI-2.a. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

LI-3.a. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): (i) Name of the area- Thol, Dist. Mehsana, Gujarat, India

LI-3.b. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): (ii) Nature of operations- Manufacturing, assembling

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

Water withdrawal, and consumption in the following format:

Parameter	FY2022-2023	FY2021-2022
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	892	720
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	892	720
Total volume of water consumption (in kilolitres)	892	720
Water intensity per rupee of turnover (Water consumed / turnover)	1.0118 KL / Crores	1.1294 KL / Crores

LI-3.d. Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.- No

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

Parameter	Unit	FY 2022-2023	FY 2021-2022
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	16,543.80	14,413.29
Total Scope 3 emissions per rupee of turnover	tCO ₂ e / rupee of turnover	18.7663	22.6087
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	tCO ₂ e / of	-	-

LI-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

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	0	0	0

LI-7. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.- Yes, Company has a Business Continuity Plan (BCP) and Crisis Management Plan (CMP) designed to address the threat of disruptions to business activities or processes.

LI-8. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.- Not applicable

LI-9. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.- Not Applicable

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

Essential Indicators

El-1.a. Number of affiliations with trade and industry chambers/ associations.- 3 (Three)

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

Sr. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Gujarat Chamber of Commerce	State
2	Confederation of Indian Industry	National
3	Federation of Indian Export Organisations	National

El-2. Provide details of corrective action taken or underway on any issues related to anti-competitive conduct by the entity, based on adverse orders from regulatory authorities.: Not Applicable

Leadership Indicators

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

The Company does not engage in direct public advocacy, but provide the suggestions and recommendation specific to the industry through the trade bodies/association.

PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

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

No assessments were undertaken or necessitated during the reporting period.

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

No projects have been undertaken which require Rehabilitation and Resettlement (R & R) .

El-3. Describe the mechanisms to receive and redress grievances of the community.- Grievances can be posted on the website of the Company and also through email and customer care number.

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

Parameter	Current Financial Year	Previous Financial Year
Directly sourced from MSMEs/ small producers	57	48
Sourced directly from within the district and neighbouring districts	36	32

Leadership Indicators

LI-1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above): Not Applicable

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

LI-3.a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)- Not applicable

LI-3.b. From which marginalized /vulnerable groups do you procure?- No

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

LI-4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: Not Applicable

LI-5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.: Not Applicable

LI-6. Details of beneficiaries of CSR Projects : Your company's CSR initiatives focus on beneficiaries belonging to vulnerable and marginalized section, hence almost entire CSR spending and coverage numbers qualify to be included under beneficiaries from vulnerable and marginalized section of the society.

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

Essential Indicators

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

Customer can register his complain through Call center / WhatsApp / Website / Speech to text IVR. Customer receives SMS with complaint number. These complaints reflect in CRM. Our ASP then contact to customer to take appointment for visit at his premises & complain assign to technician after confirmation. Technicians visit at customer place & resolve the issue. Then complain closed through mobile application by technician or in CRM by ASP. Customer gets SMS of complaint resolution.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	0
Safe and responsible usage	100
Recycling and/or safe disposal	0

Yes, the Company adheres to all applicable laws and regulations regarding product labelling and displays relevant information on it.

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

	FY2022-2023			FY2021-2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising	2	0		0	0	
Cyber-security	0	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other						

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

EI-5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.- Yes. The Company has Cyber Security and Data Loss Prevention Policy.

EI-6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.- No instance is reported.

Leadership Indicators

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

LI-2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.- The Company has uploaded videos on its YouTube channel containing cooling tips and troubleshooting guide to the customer. Further, the Company has provided QR code along with cooler containing the safety instructions.

LI-3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.- Not applicable

LI-4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)- Yes. We have mentioned our call center number & WhatsApp number on the product packaging. Yes, we do survey on customer satisfaction.

LI-5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact-** No instance is reported.
- b. Percentage of data breaches involving personally identifiable information of customers-** Not applicable as no instance is reported.