

September 01, 2022

To,  
**BSE Limited**  
Security Code – 517385

**Sub.: Submission of Business Responsibility and Sustainability Report (BRSR)**

Dear Sir / Madam,

With reference to your email dated September 1, 2022, we are submitting herewith Business Responsibility and Sustainability Report for the financial year 2021-22.

Please take the same on your record and kindly acknowledge the receipt.

Thanking you,

Yours Truly,  
**For, Symphony Limited**

**Mayur Barvadiya**  
**Company Secretary and Head - Legal**

*Encl.: as above.*

## Annexure - 5

# Business Responsibility and Sustainability Report

### Message From Our CMD

SEBI has issued circular no. SEBI/HO/CFD/CMD-2/P/CIR/2021/562, dated 10th May, 2021 to notify the new Business Responsibility and Sustainability Report (BRSR) requirements. The new BRSR has many new elements which are not there in the existing Business Responsibility Reporting (BRR) formats. The addition of the word "Sustainability" signifies the direction that environmental sustainability and business responsibility are aligned with business objectives.

At Symphony, sustainability is a commitment that is brought to life through the choices and investments we make in the safety and well-being of our employees, in the environmental efficiency of our products and our operations, and in our support for the communities we call home. We are adopting BRSR on a voluntary basis, one year ahead of the SEBI mandate as sustainability is an essential part of Symphony's heritage of innovative, efficient products, and our long-term commitment to our communities. Today, our pledge to support sustainability is deeply rooted in our culture. This work is guided by a clear mission to earn trust and create demand remaining in constant pursuit of improving life at home and in workplaces.

As the world's largest air cooling solutions company, we wish to make the world cool and comfortable at 27 degrees Celsius. The Paris Agreement on climate change commits world leaders to act to limit global temperature rise to below 2°C above pre-industrial levels and calls for efforts to pursue a more challenging target of a maximum 1.5°C increase. Climate scientists now recommend keeping below 1.5°C to avoid some of the worst impacts, as highlighted in the recent International Panel on Climate Change Special Report on Global Warming. With the low carbon footprint of our products we are supporting the cause of global warming and the impact on the communities around the world. By adopting environment friendly product for cooling homes and our work places our customers have supported our journey to make the world a better place to live in, for the generations to come.

Regarding our community work, we are focused on health care (general and preventive), addressing hunger, poverty and malnutrition and environment conservation. Symphony Forest Park has been created on a public-private partnership model and is conceptualized as an 'oasis' for office goers to take a stroll in during breaks, for artists to find inspiration in, for students to seek knowledge from, and for other interested visitors. The urban forest sourced locally available species (no imports from outside the state or country), moderating the carbon footprint of the facility from the design stage. The urban forest nurtured local endangered species that could possibly have become extinct (Salvadora or Piludi).

Our experience and results prove that sound corporate citizenship and environmental performance are fundamentals of good business. We embrace our responsibility as a corporate citizen that will make positive impacts for generations to come. Through the delivery of our commitments, we have made great progress. We are excited to develop and commit to even more sustainable practices in the years to come, raising the bar for our company and our industry. The BRSR report showcases our commitment and approach to sustainability in the areas of Environment, Employees, Product and Community.

### 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	-	"Symphony House", Third Floor, FP-12, TP-50, Off S. G. Highway, Bodakdev, Ahmedabad – 380059, Gujarat, India.
6.	E-mail	-	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, 2021 to March 31, 2022
10.	Name of the Stock Exchange(s) where shares are listed	-	BSE and NSE
11.	Paid up Capital (INR)	-	INR 13.99 crores
12.	Name and contact details (telephone, email address) 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

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.	Air cooling and other appliances	The Company is in the business of air coolers, and spares	100%

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

Sr. No.	Description of Main Activity	NIC Code	% of total
1.	Air cooling and Others	46529	100%

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	1	22	23
International	Symphony Limited has 6 overseas subsidiaries which have operations in these countries. On a standalone basis, the company has no overseas office locations.		

17. Markets served by the entity:

- a. Number of locations

Locations	Number
National (No. of States)	National market
International (No. of Countries)	Along with our overseas subsidiaries, we have a presence in over 60 countries selling air coolers for residential, commercial, and industrial spaces.

- b. What is the contribution of exports as a percentage of the total turnover of the entity?  
20% of our revenues come from exports on a standalone basis.
- c. A brief on types of customers  
We have a presence in household, commercial and industrial segments in the air cooling category.

### IV. Employees

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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	473	461	97.5	12	3
2.	Other than Permanent (E)	43	40	93	3	7
3.	Total employees (D + E)	516	501	97	15	3
<b>WORKERS</b>						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	27	27	100	0	0
6.	Total workers (F + G)	27	27	100	0	0

- b. Differently abled Employees and workers: Nil

19. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	2	25
Key Management Personnel	2	0	0

20. Turnover rate for permanent employees and workers

	FY 2021-22			FY 2020-21			FY 2019-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	14%	8%	13.5%	9%	8%	9%	15%	8%	14.5%

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

21. (a) Names of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary/ Associate / Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	IMPCO S. de R. L. de C.V., (IMPCO), México	Subsidiary	100	No
2.	Guangdong Symphony Keruilai Air Coolers Co. Ltd., China	Subsidiary	100	No
3.	Symphony AU Pty Limited, Australia	Subsidiary	95	No
4.	Climate Technologies Pty Limited, Australia	Subsidiary	95	No
5.	Bonaire USA LLC, U.S.A	Subsidiary	95	No
6.	Symphony Climatizadores Limitada. Brazil	Subsidiary	100	No

## VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No) **YES**  
(ii) Turnover (in ₹) **637.51 crores**  
(iii) Net worth (in ₹) **826.43 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 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Y	0	0		0	0	
Investors (other than shareholders)	Y	0	0		0	0	
Shareholders	Y	5	1		3	1	

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 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Employees and workers	Y	0	0	-	0	0	
Customers	Y	11	72	Cases are pending with the consumer courts	-	-	
Value Chain Partners	Y	0	0		0	0	
Other (please specify)	-	-	-	-	-	-	-

All the policies are available on - <https://www.symphonylimited.com/corporate-governance>

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 identified issue	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	NA
2.	Ease of repair and 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	NA

## Section B: Management and process disclosures

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

### Principle P1: Transparency & Accountability

Code of Ethics and Business Conduct  
Vigil Mechanism (Whistle Blower Policy)

### Principle P2: Product Responsibility

Corporate Sustainability Policy  
Environment Health & Safety Policy

### Principle P3: Employee Development

Code of Ethics and Business Conduct  
Environment Health & Safety Policy

### Principle P4: Stakeholder Engagement

Shareholder Reward Policy

### Principle P5: Human Rights

Code of Ethics and Business Conduct  
Human Rights Policy

### Principle P6: Environment Principle

Corporate Sustainability Policy  
Environment Health & Safety Policy

### Principle P7: Policy Advocacy

We don't have a standalone policy on public advocacy, however all the concerns are covered under Code of Ethics and Business Conduct

### Principle P8: Inclusive Growth

Corporate Social Responsibility Policy

### Principle P9: Customer Value

Corporate Sustainability Policy  
Environment Health & Safety Policy

All the policies are available on - <https://www.symphonylimited.com/corporate-governance>

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link* of the Policies, if available	<a href="https://www.symphonylimited.com/corporate-governance">https://www.symphonylimited.com/corporate-governance</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	N	N	N	N	N	N	N	N	N
	While our policies are not directly applicable to our value chain partners, we have actively engaged with our OEMs and suppliers 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.								

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA	NA	NA	NA	NA	NA	NA	NA	NA

**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) - The message from our CMD has been put at the beginning of this report.									
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.	No								

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

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	Yes, The Board / CMD / ED has reviewed the performance against the above policies.									The frequency of review is annual.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with statutory requirements of relevance to the principles has been carried out by the relevant committees of the Board									The frequency of review is 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	P	P	P	P	P	P	P	P	P
	1	2	3	4	5	6	7	8	9
The entity does not consider the Principles material to its business (Yes/No)									
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)									

----- Not Applicable -----

**Section C: Principle wise performance disclosure**

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as “Essential” and “Leadership”. While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

**Essential Indicators**

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

The training and awareness programmes on the 9 Principles of National Guidelines on Responsible Business Conduct will be conducted during FY 2022-23

**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.

**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.**

Provisions relating to anti-corruption or anti bribery are covered under the Code of Ethics and Business Conduct and the Vigil Mechanism (Whistle Blower 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:**

No disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption against any of the Directors/KMPs/ employees/workers.

**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.

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

**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.

Most of our R&D expenses are towards improving the environmental and social performance of our products. Symphony enables people across the world to capitalise on eco-friendly, energy-saving air cooling technologies as a serious alternative to harmful and inefficient air-conditioners.

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

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

Yes, 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.

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.

All our products are made of recyclable plastics.

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

Yes, we are in the process of registration regarding plastic packaging waste in line with extended producer responsibility plan.

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

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	461	461	100	461	100	NA	NA	0	0	0	0
Female	12	12	100	12	100	12	100	NA	NA	0	0
<b>Total</b>	<b>473</b>	<b>473</b>	<b>100</b>	<b>473</b>	<b>100</b>	<b>12</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Other than Permanent employees</b>											
Male	40	40	100	40	100	NA	NA	0	0	0	0
Female	3	3	100	3	100	3	3	NA	NA	0	0
<b>Total</b>	<b>43</b>	<b>43</b>	<b>100</b>	<b>43</b>	<b>100</b>	<b>3</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>

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

Category	% of workers 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)
<b>Permanent workers</b>											
Male	-----Not Applicable -----										
Female											
Total											
<b>Other than Permanent employees</b>											
Male	27	0	0	0	0	NA	NA	0	0	0	0
Female	-----Not Applicable -----										
Total	27	0	0	0	0	0	0	0	0	0	0

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

Benefits	FY 2021-22			FY 2020-21		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total Employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Y	100	100	Y
Gratuity	100	100	Y	100	100	Y
ESI	NA	NA	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.

Yes, the premises of the head office have ramps built up for the accessibility of differently abled employees and workers.

**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 policies of the company are accessible on the following link - <https://www.symphonylimited.com/corporate-governance>

**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%
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>	<b>100%</b>

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, the policies are accessible on <a href="https://www.symphonylimited.com/corporate-governance">https://www.symphonylimited.com/corporate-governance</a>
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

The company has no recognized employee and worker association(s) or Unions.

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

Category	FY 2021-22					FY 2020-21				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
Male	501	501	100	200	40	481	481	100	192	40
Female	15	15	100	6	40	9	9	100	4	40
<b>Total</b>	<b>516</b>	<b>516</b>	<b>100</b>	<b>206</b>	<b>40</b>	<b>490</b>	<b>490</b>	<b>100</b>	<b>196</b>	<b>40</b>
<b>Workers</b>										
Male	27	27	100	0	0	27	27	100	0	0
Female	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>27</b>	<b>27</b>	<b>100</b>	<b>0</b>	<b>0</b>	<b>27</b>	<b>27</b>	<b>100</b>	<b>0</b>	<b>0</b>

9. **Details of performance and Career development reviews of employees:**

Category	FY 2021-22			FY 2020-21		
	Total Employees	Total Performance Review done	%	Total Employees	Total Performance Review done	%
Male	The performance and career development reviews of employees has been delayed on account of Covid pandemic and will be conducted during FY 22-23			446	446	100
Female				9	9	100
<b>Total</b>				<b>455</b>	<b>455</b>	<b>100</b>

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 such system?**

Yes, an occupational health and safety management system has been implemented at the company premises.

- 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 protect 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:

- Communication of Hazards in the Workplace
- Eye and Face Protection
  - Chemical Hazards
  - Physical Hazards
  - Hot sealing of plastic or Soldering
- Hand / Arm and body Protection
- Hearing Protection
- Respiratory Protection
- Trainings
- Medical Examination

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

Yes

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

Yes

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

No safety related recordable incidents have been reported during the current financial year or the previous financial year.

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

Explained under point 10

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

No complaints have been made by the employees or workers in respect to working conditions, Health and Safety.

**14. Assessments for the year:**

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

Health and safety practices	All office premises were assessed for Health, Safety and working condition as part of the business operating processes.
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**

Not Applicable

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

### **Essential Indicators**

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

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, customers, OEMS, other suppliers, investors and analysts, shareholders, regulatory bodies and the community. By actively fostering periodic interactions, the company engages with stakeholders and is in a position to address its stakeholder expectations and concerns in an informed and effective way.

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

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

## PRINCIPLE 5 Businesses should respect and promote human rights

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 2021-22			FY 2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D) of /	% (D / C)
<b>Employees</b>						
Permanent	473	8	2%	457	-	-
Other than permanent	43	-	-	35	-	-
<b>Total Employees</b>	<b>516</b>	<b>8</b>	<b>2%</b>	<b>492</b>	<b>-</b>	<b>-</b>

Category	FY 2021-22			FY 2020-21		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. employees workers covered (D) of /	% (D / C)
<b>Workers</b>						
Permanent	-	-	-	-	-	-
Other than permanent	27	27	100	27	-	-
<b>Total Workers</b>	<b>27</b>	<b>27</b>	<b>100</b>	<b>27</b>	<b>-</b>	<b>-</b>

Note: The Company has started maintaining training data in respect to human rights training from current year 2021-22.

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

All the employees and workers are paid more than applicable minimum wages:

Category	FY 2021-22					FY 2020-21				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Employees</b>										
<b>Permanent</b>										
Male	461	0	0%	461	100%	448	0	0%	448	100%
Female	12	0	0%	12	100%	9	0	0%	9	100%
<b>Other than Permanent</b>										
Male	40	0	0%	40	100%	35	0	0%	35	100%
Female	3	0	0%	3	100%	0	0	0%	0	100%
<b>Workers</b>										
<b>Permanent</b>										
Male	Not Applicable									
Female	Not Applicable									
<b>Other than Permanent</b>										
Male	27	0	0%	27	100%	27	0	0%	27	100%
Female										

**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	11,71,894	2	1,40,000
Key Managerial Personnel (KMP)	2	57,18,717	0	-
Employees other than BoD and KMP	456	8,48,400	12	6,25,242
Workers	-	-	-	-

**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, the HR Head is the focal point for addressing human rights impacts or issues caused by or contributed to by the business

**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.

**6. Number of Complaints on the sexual harassment, discrimination at work place, child labour, force labour, wages, other human rights related issues etc. made by employees and workers:**

No such complaint has been made by any employee or worker.

**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 to the complainant in discrimination and harassment cases.

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

No. We are studying this requirement and we are findings the most relevant clauses to be included in the agreements.

**9. Assessments for the year:**

	<b>% of your plants and offices that were assessed (by entity or statutory authorities or third parties)</b>
Child labour	100
Forced/involuntary labour	100
Sexual harassment	100
Discrimination at workplace	100
Wages	100

All assessments have been done internally

**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

**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:**

<b>Parameter</b>	<b>FY 2021-22</b>	<b>FY 2020-21</b>
Total electricity consumption (A)	970.83 GJ	859.72 GJ
Total fuel consumption (B)	11.93 GJ	11.93 GJ
Energy consumption through other sources (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>982.76 GJ</b>	<b>871.64 GJ</b>
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees)	1.53 GJ / per crore of Turnover	1.77 GJ / per crore of Turnover
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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



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

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

Parameter	FY 2021-22	FY 2020-21
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	-
(ii) Groundwater	720	-
(iii) Third party water	0	-
(iv) Seawater / desalinated water	0	-
(v) Others	0	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	720	-
<b>Total volume of water consumption (in kilolitres)</b>	720	-
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)	1.12 kl / per crore of Turnover	-
<b>Water intensity (optional)</b> – the relevant metric may be selected by the entity	-	-

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

**Note:** The company has started measuring water consumption data from FY 2021-22 onwards. hence, data for previous year is not available.

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

Not Applicable

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

These emissions are insignificant and are not being tracked.

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

Parameter	Unit	FY 2021-22	FY 2020-21
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	58.08	-
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	213.04	-
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	Metric tonnes of CO <sub>2</sub> equivalent per Crore of turnover	0.42	-
<b>Total Scope 1 and Scope 2 emission intensity (optional)</b> – the relevant metric may be selected by the entity		-	-

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

**Note:** The company has started measuring greenhouse gas emissions from FY 2021-22 onwards. hence, data for previous year not available.

**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 the use of renewable and recycled materials, and evaluate and adjust our 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 the GHG emission for our products.

**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 authorised dealers. Our non-hazardous waste is re-used and recycled. We follow the 5Rs principle of resource utilisation and remain resolute in creating new and more resource-efficient products.

**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.**

Please refer point no. 8 above.

**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:**

The entity's operations/offices are not in/around ecologically sensitive areas.

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

No projects have been undertaken by the entity

requiring environmental impact assessments of projects in the current financial year.

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

Yes, Symphony Limited is compliant with the applicable environmental law/ regulations/ guidelines in India

**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.**

3 (Three)

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

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

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

Not Applicable

## 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.**

No projects have been undertaken which require Social Impact Assessments (SIA) in the current financial year

- 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)

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

Grievances can be posted on the website of the company.

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

The Company has a policy and ensures localisation and outsourcing to a competitive supplier for quality products. The Company provides necessary hands-on Training to the suppliers/ OEMs.

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

### Essential Indicators

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

The Company has well laid out procedures to respond to customer complaints. Authorized Service Partners (ASPs) handle all the customer complaints and feedback. Customers can register their complaints/feedback through the customer care number, or the WhatsApp number or through the 'Symphony Cool Care' mobile app. In case ASPs are not able to provide solutions, customers have the option of approaching the customer service representative at the corporate level.

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

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

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

The Company is committed to creating products and solutions that exceed customer expectations and enhance the level of business profitability. We consistently strive forth to ensure higher customer satisfaction through our efforts in production innovation, R&D activities and ensuring enhanced lifecycle of the product. No customer complaints were received during 2021-22.

Stakeholder group from whom complaint is received	FY 2021-22			FY 2020-21		
	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
Customers						
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber Security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-

Stakeholder group from whom complaint is received	FY 2021-22			FY 2020-21		
	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
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Others	11	72	Cases are pending with the consumer courts	-	65	Cases are pending with the consumer courts

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

No product recalls were done during FY 2021-22

**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 Policy and a Data Loss Prevention Policy.

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

No regulatory action has been taken regarding advertising, essential services, cyber security, data privacy or product recalls.