

31st August, 2023

National Stock Exchange of India Limited

Exchange Plaza, 5th Floor,
Plot No. C/1, G Block,
Bandra Kurla Complex,
Bandra (East), Mumbai - 400 051
Fax: 022-26598237/38

BSE Limited

Corporate Relationship Department
1st Floor, New Trading Ring,
PJ Towers, Dalal Street,
Fort, Mumbai - 400 001
Fax: 022-22723121/1278

Company Code: PVRINOX / 532689

Sub: Compliance under Regulation 34 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015

Dear Sir/Madam,

Pursuant to Regulation 34 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed the Business Responsibility and Sustainability Report of the Company for the financial year 2022-23.

This is for your information and records.

Thanking you.

Yours truly,
For **PVR INOX Limited**

Mukesh Kumar
SVP - Company Secretary
& Compliance Officer

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L74899MH1995PLC387971
2. Name of the Listed Entity	PVR INOX LIMITED (Formerly known as PVR Limited)*
3. Year of Incorporation	1995
4. Registered Office Address	7 th Floor, Lotus Grandeur Building, Veera Desai Road, Opposite Gundecha Symphony, Andheri (West), Mumbai – 400 053
5. Corporate Address	Block-A, 4 th Floor, Building No. 9A, DLF Cyber City, Phase III, Gurgaon – 122 002
6. E-mail id	investorrelations@pvrkinemas.com
7. Telephone	0124-4708100
8. Website	www.pvrkinemas.com
9. Financial year for which reporting is being done	2022-23
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11. Paid up Capital (INR)	₹ 9,796.73 lakhs
12. Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report	
Name	Sangeeta Robinson
Designation	Chief Sustainability Officer
Telephone number	+91 124 4708100
E-mail ID	sangeeta.robinson@pvrkinemas.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)	Disclosures are made on standalone basis, unless specifically mentioned.

*PVR and INOX merged with effect from February 6, 2023 and the name of the Company was changed to PVR INOX Limited w.e.f. April 20, 2023.

II. Products/Services - As on March 31, 2023

14. Details of business activities (accounting for 100% of the Turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Motion Picture Exhibition in Cinemas	The Company is in the business of Motion Picture Exhibition in Cinemas	100

Products/Services sold by the entity (accounting for 100% of the entity's Turnover):

Sr. No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Motion Picture Exhibition in Cinemas	59141	52
2.	Sale of Food and beverages in Cinemas	59141	30
3.	Advertisement income, Convenience fees and Other operating revenue and Other Income	59141	18

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	358 Cinemas with 1,671 screens in 114 cities of India	Corporate Office, 10 Regional Offices/Registered Office	365

Business Responsibility and Sustainability Report

17. Markets served by the entity:

a) Number of locations

Locations	Number
National (No. of States)	23 States and Union Territories

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

PVR INOX Limited has no export earnings on a standalone basis.

c) A brief on types of customers

PVR INOX is India's largest premium film exhibition company and our customers include people who like to experience world-class Motion Picture Exhibition in Cinemas. We cater to a diverse diaspora of movie goers through our various cinema formats namely Director's Cut, ICE, IMAX, Play House, Gold, Luxe, Onyx, Insignia etc.

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)
EMPLOYEES						
1.	Permanent (D)	4,689	4,243	90.5	446	9.5
2.	Other than Permanent (E)	10,524	8,511	80.9	2,012	19.1
3.	Total employees (D+E)	15,213**	12,754	83.8	2,458	16.1

** We also have 1 Transgender employee

*Note: We are not governed by factories act and hence no employee falls in the category of workers by definition.

b) Differently abled Employees and workers:

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	9	8	89	1	11
2.	Other than Permanent (E)	19	19	100	0	0
3.	Total employees (D+E)	28	27	96	1	3.5

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	10	2	20
Key Management Personnel	3	0	0

20. Turnover rate for permanent employees and workers

	FY 2022-23			FY 2021-22			FY 2020-21		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19%	21.5%	20%	22%	34%	24%	42%	62%	44%

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

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

The Company has following four subsidiaries:

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.	PVR Pictures Limited	Subsidiary	100	As of now our subsidiary companies do not participate in our Business Responsibility initiatives.
2.	Zea Maize Private Limited	Subsidiary	89.93	
3.	PVR Lanka Limited	Subsidiary	100	
4.	Shouri Properties Private Limited	Subsidiary	100	

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013: (Yes/No) - YES CSR is applicable to the Company. However, since the average net profit of the Company has been negative in 2020-21 and 2021-22 on account of Covid shutting down operations for more than 18 months. We have no budgets for CSR in the year under review.

- Turnover (in ₹) – 3,82,973 Lakhs
- Net worth (in ₹) – 7,32,985 Lakhs

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Y*	-	-	-	-	-	-
Investors (other than shareholders)	Y**	0	0	0	0	0	
Shareholders	Y**	88	0		19	0	
Employees and workers	Y***	42	0		18	1	
Customers	Y****	26,899	18		7,222	169	
Value Chain Partners	N*****	-	-	-	-	-	-

*No complaints have been received from communities on their various platforms mentioned in Principle 8.

**The Company has appointed Registrar and Share Transfer Agent (RTA) to look into the grievances/complaints of the shareholders. In addition to it the Company has designated e-mail ID "investorrelations@pvr cinemas.com", where the shareholders can send their grievances/complaints. The said grievances/complaints are received directly by the Company and are forwarded to RTA promptly to take necessary actions to resolve the same.

***The details of grievance redressal mechanism for employees and workers/are provided in Principle 3, point No. 6.

**** The details of grievance redressal mechanism for customers are provided in Principle 9.

***** Value Chain partners will be covered in the grievance redressal mechanism to be extended to value chain partners.



Business Responsibility and Sustainability Report

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.	Unserved customers: Access to people with disabilities and elderly	Opportunity	As per the World Bank, India has some 40 to 80 million persons with disability.		Positive: Even 1% of this customer base would be adding a substantial number to the movie going population.
2.	Infection Control	Risk	Ref. COVID-19	Installation of 2,311 Wolf Air Masks based on ion neutralisation technology; successfully tested on SARS Covid 2 Virus at an ICMR recognised and ILAC accredited lab SGS Certified	Positive: With repeated outbursts of Covid; it is imperative that we do not let our guard down to ensure business continuity without disruption and build customer confidence.
3.	Use of Plastic	Risk	Despite eliminating Plastic across our operations, we still have plastic water bottles, garbage bags, PE coated cups and containers.	To offset the minimal use of plastic, we have moved to waste to wear fabric for our mainstream uniforms and will soon be doing the same for the shoes too.	Positive: For each Uniform (Shirt and Trouser), So far 40,000 bottles have been recycled in 2022-23.
4.	Safety: Process to record near Misses	Risk	We have more than 300 cinemas that have a huge footfall; small incidents that go unreported can result in big hazards.	We have put in a listening and learning mechanism that creates caution and can help other cinemas avoid those incidences by taking preventive action	Positive: Not quantifiable; the cost of an incident can be small or big but we would like to avoid injury or harm to our customers and employees at all costs.
5.	Energy Conservation	Risk	With 359 cinemas and being an energy intensive business	Laser Projection, chillers, Audits, Power factor level, Load optimisation Mechanical Timers, occupancy sensors, LED lights, HVAC plants and sub systems monitored.	Positive: These initiatives have resulted in massive energy savings; details in Principle 6

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.

We have implemented following policies towards adopting National Guidelines on Responsible Business Conduct (NGRBC):



Principle P1 - Business ethics, integrity & Transparency

- Code of Business Conduct & Ethics Policy
- Code of Conduct for BOD & Senior Management
- Insider Trading Policy
- Whistle-Blower Policy



Principle P2 - Product Responsibility

- Product Responsibility Policy
- Environment Policy



Principle P3 - Employee Well-being

- Code of Business Conduct & Ethics Policy
- Numerous policies related to Employee well-being and other benefits
- DEI Policy



Principle P4 - Stakeholder Engagement

- Corporate Social Responsibility Policy
- Investor Grievance Redressal Policy
- Stakeholder Engagement Policy



Principle P5 - Human Rights

- Human Rights Policy
- DEI Policy



Principle P6 - Environment

- Environment Policy
- Product Responsibility Report



Principle P7 - Policy Advocacy

- Public Advocacy Policy



Principle P8 - Inclusive Growth

- Corporate Social Responsibility Policy
- Stakeholder Engagement Policy



Principle P9 - Customer Value

- Customer Value Policy

Business Responsibility and Sustainability Report

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes									
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)	Our Policies are approved by MD								
c) Web Link* of the Policies, if available	https://www.pvr cinemas.com/corporate								
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
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.	All the Policies have been formulated as per the National Guidelines on Responsible Business Conduct, 2019 released by the Ministry of Corporate Affairs, Gol.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Our strategies, business model and operations are devised keeping in mind environment protection, employee and customer safety and strong governance practices.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	NA								

Governance, leadership and oversight

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

Dear Stakeholders,

The year 2022-23 has been a momentous one for us with the merger of INOX and PVR, making PVR INOX Limited the largest film exhibitor in India with 1,671 screens in 358 cinemas across 114 cities as of March 31, 2023. As a responsible business that touches thousands of lives on a daily basis, we understand and respect the needs of various stakeholder groups that include our guests, colleagues, business partners, investors, vendors and suppliers and the community at large. The way we conduct our business, deliver our services and products, care for our employees, engage with different stakeholder groups (particularly vulnerable ones), and conserve the environment while growing our business; is the true essence of a resilient and sustainable business.

During the year, while we continued to support and strengthen existing and ongoing initiatives, we have also been exploring other opportunities of value creation. Some of these include the adoption of waste2wear fabric for employee uniforms in mainstream cinemas. By replacing uniforms of 1,000 employees with this fabric, we have recycled 40,000 pet bottles. In the coming year, we should be able to double this number. In addition, we are also close to replacing the current uniform shoes worn by our cinema employees with those made from recycled pet bottles.

In an effort to create greater awareness around climate change and its impact and in order to inspire moviegoers in India to take individual action by adopting sustainable practices, we launched a campaign in partnership with Bhumi Pednekar (Climate Warrior and National SDG Advocate for the UN). The video spots created with Bhumi advocating sustainable behaviour are being screened during movies in our theatres to draw the attention of people to the issue of climate change by leveraging the power and reach of cinema.

The Accessible Cinema Programme launched in 2018 continues to expand; both in the number of cinemas as well as the level of facilities we can offer our patrons, we have procured another 20 Power Tracked climbers, taking the total number to 54 to enable patrons on wheelchairs to be safely transported to a suitable row where they can comfortably enjoy films. These have been received very well by patrons across our cinemas. We have also had each of our seat manufacturers design a removable chair option so that going forward, every auditorium in all new cinemas will have one removal chair to accommodate a patrons for whom it is more convenient to continue sitting in their wheelchair. We also propose to create wheelchair spaces. The number of accessible cinemas across PVR INOX is close to touching 200 by June 2023.

Our employees are our greatest asset and a huge reason behind our success. We have undertaken several initiatives and investments to ensure the well-being of our employees and enhancing their skills. PVR INOX has put in place a Diversity, Inclusion and Equity policy and has initiated efforts to consciously hire employees with diverse needs, beginning with people with disabilities.

The safety of our patrons and employees is of paramount importance to us. In our pursuit to continuous improvement, we have put in place a process to record 'near-misses'; and integrate them through a listening and learning mechanism to foster a culture where each individual can pre-empt incidences through preventive action.

Going forward you will see greater integration of ESG focus in our business operations. I look forward to growing a strong and resilient business that contributes to the well-being of all our stakeholders

AJAY BIJLI
Managing Director

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
Implementation and oversight of the Business Responsibility Policies and the decision-making on sustainability related issues is the responsibility of the Corporate Social Responsibility Committee of the Board of Directors, which comprises of following members as on March 31, 2023:
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.
1. Mr. Sanjeev Kumar - Chairman
 2. Mr. Siddharth Jain
 3. Mr. Sanjai Vohra
 4. Mr. Amit Jatia

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	The review has been done by MD & CEOs									The frequency of the review is Annual								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with the laws of land are the first step in responsible business conduct. The compliance review with all the statutory requirements of relevance to the principles of National Guidelines on Responsible Business Conduct has been done by the respective committees of the Board.																	

11. Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency.
The assessment/evaluation of the working of its policies is being 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 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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)									

Business Responsibility and Sustainability Report

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 categorised 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.

PVR INOX lays great priority on adhering to the highest level of corporate integrity and conducts business as per stringent ethical guidelines and governance practices. We have a Code of Conduct in place for the Board of Directors, Senior Management and Employees. Adherence to operating laws and regulations is of paramount importance. There is zero tolerance for acts of ethical misconduct and/or violation of laws of the land. The Code of Conduct is available on the Company’s website <https://www.pvrcinemas.com/corporate>.

The Code describes rules for business conduct and integrity at the workplace that are expected to be followed by Directors and employees in their respective areas of work and in their dealings with all stakeholders.

Essential Indicators

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

All the cinema operational staff are given periodical training on Customer Service, Health & Safety of employees and guests. Board and KMPs are apprised about the changing requirements from time to time in the Board meeting and Management meetings. During the year, the following awareness/training has been conducted for various categories of employees as listed below:

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness programmes
Board of Directors	1	Climate Change	10
Employees other than BoD and KMPs	8	Principle 6: Waste Management - 1 Principles 4/8: Accessibility & Inclusion Operation of Assistive equipment - 2 POSH - 3: Supply Chain Sustainability - 1 Principle 1: Ethics and Transparency - 1	80

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 such fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings either by the entity or by directors/KMPs.

Monetary

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

Non-Monetary

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

No Non-Monetary imprisonment or punishment has been imposed on the entity or on the 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 (NA).

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.

The Code of Business Conduct & Ethics Policy and the Code of Conduct for BOD & Senior Management covers the concerns regarding anti-corruption or anti-bribery policy. Policies are accessible at <https://www.pvrcinemas.com/corporate>.

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.

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

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

No complaint was received with regard to conflict of interest of the Directors, KMPs or any other employee.

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

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 (NA)

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

PVR INOX delivers the following Products and Services to its customers in India and Sri Lanka:

1. Motion Picture Exhibition in Cinemas
2. Sale of Food and beverages in Cinemas
3. In-cinema Advertisement

We have been looking at our entire value chain through a Sustainability/ESG lens and analysing aspects where there is an opportunity to work towards meeting the Sustainable Development Goals.

- 1. Motion Picture Exhibition in Cinemas:** Since 2018, we have been working towards making our cinemas accessible for people with disabilities SDGs 10&11
- 2. Sale of Food and beverages in Cinemas:** We have been extremely conscious to source sustainably throughout our supply chain through several initiatives such as:
 - Waste-2-wear fabric for uniforms of staff in mainstream cinemas made from pet bottles; the fabric constitutes 65% recycled polyester and 35% cotton. 20 pet bottles are recycled for one set of shirt and trouser. During the year, the uniforms of 1000 employees were replaced with these uniforms (2 sets each X 1000 X 20= 40,000 pet bottles recycled). Going forward, all mainstream uniforms will be replaced by those with waste to wear fabric.



PVR INOX employees wearing uniforms made from waste to wear fabric at the event announcing the company's sustainability initiatives and unveiling the sustainability campaign by Bhumi Pednekar, in the presence of Mr. Sanjeev Kumar, Director PVR INOX Limited

Business Responsibility and Sustainability Report

- Use of Sugarcane Bagasse, PLA, and other biodegradable containers to serve food and beverages in our cinemas.



- Recyclable garbage bags (as certified by the Central Institute of Plastics, Engineering and Technology under the Ministry of Chemicals and Fertilizers, GoI) are being used
- 3D glass covers made up of biodegradable corn starch and replaced plastic cover blankets with fabric sleeves across all PVR Gold Cinemas.

The results of our interventions have been phenomenal wherein by eliminating plastic straws Pan India, we have reduced plastic consumption by more than ~5,000 kg/on an annual basis. As a result of our initiatives in eliminating and reducing single use plastics in our operations, we have succeeded in eliminating ~67,000 kg of plastic per annum from our operations.

We also focus on sourcing locally as we expand our footprint to smaller cities; thereby creating employment opportunities in smaller towns and cities thus fostering sustainable development.

- 3. In-cinema Advertisement:** All advertisement needs a censor certificate prior to airing. During the year, we launched a unique initiative wherein we leveraged the power of cinema to create awareness and sensitisation around Climate Change by creating video spots in partnership with Bhumi Pednekar (Climate Warrior and National SDG Advocate for the UN). We have dedicated a 40-60 sec slot to play these spots during the screening of films in our cinemas to create greater awareness regarding climate change.

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.**

We have taken many initiatives towards improving energy efficiency, which have been detailed under Principle 6.

	Current Financial Year 2022-23	Previous Financial Year 2021-22	Details of improvements in environmental and social impacts
R & D	Not Applicable		
Capex	13.76%		Energy/water saving initiatives SANO PTR 20 Prototypes of removable seats

- a) Does the entity have procedures in place for sustainable sourcing? (Yes/No)
 - b) If yes, what percentage of inputs were sourced sustainably?

During the last two-three years we have been looking at all our consumables through a sustainability lens and have taken various steps to ensure sustainability in our supply chain. Some of the initiatives, particularly those on eliminating the use of plastic and replacing it with biodegradable material have shown encouraging results during the year. In the coming years we will be looking at other aspects of our supply chain and moving more and more towards sustainable sourcing. Going forward, we are evaluating sustainable options across:

- Shoes made from pet bottles
- Sustainable carpets/take back schemes and others.

- 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.**

- a) Plastics:** Having first removed all possible plastic products from our operations, we are now helping recycle plastic by incorporating waste2wear fabric for our uniforms made from yarn woven out of recycled pet bottles. The rest of the recyclable waste is sent to authorised recyclers through Mall Management.



- b) E-waste:** We have entered a pan-India tie up to streamline the disposal of e-waste as per the latest Rules released by MoEF&CC through a CPCB certified e-waste recycler. The recycler provides a real time dashboard for us to monitor e-waste disposed and will also provide all required data for meeting reporting requirements.

c) Hazardous Waste: Our operations do not generate any hazardous waste.

d) Other waste: Operational waste is disposed by Mall administration as per Waste Management rules applicable to them.

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.

Extended Producer Responsibility (EPR) is not applicable to PVR INOX's activities.



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

We have a large and diverse workforce at our cinemas and offices, with most of our employees operating in cinemas to provide a movie-going experience at par with the best global standards. We have undertaken several initiatives and investments to ensure the wellbeing of our employees and enhance their skills. We focus on increasing their productivity by redesigning jobs at the cinemas. PVR INOX has put in place a Diversity, Inclusion and Equity policy and is initiating efforts to consciously hire employees with diverse needs.

Upskilling and re-skilling initiatives are undertaken for all employees by leveraging the power of technology to enhance reach and effectiveness through our:

- Learning Management System (PVR Springboard)
- Supervisory development Programmes (Pragati & Parivartan) through hybrid route (Self-study and Virtual Instructor Led Training - VILT),
- Case-study-based training on innovation, operational excellence and benchmarking,
- Cinema Management Excellence Programme through Prakhara etc.

These programmes are designed to ensure our staff is well-equipped with the necessary skills to carry out various tasks.



We have also invested in a robust 'Manager Excellence Learning Program' to upskill managerial staff through Massive Open Online (MOOC) courses, so as to prepare our leaders to be resilient. We have launched two HR-centric apps i.e. Kronos and HRIS that enable ease and efficiency to handle employee related processes like attendance, claims, benefits etc. A Grievance redressal mechanism has been put in place as part of the Code of Business Conduct and Ethics Policy for employees to enable them to report any grievances.

In order to retain and motivate key employees, the company has introduced 3 ESOPs (Employee Stock Option Plan) in 2017, 2020 and 2022 respectively. The employees of our company are also entitled to long-term employee benefits such as compensated absences i.e. employees can carry forward a portion of the unutilised, accumulating compensated absences and utilise it in future periods, or receive cash at retirement or termination of employment.

Business Responsibility and Sustainability Report

Essential Indicators

4. 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	4,243	4,243	100	4,243	100	0		4,243	100	4,243	100
Female	446	446	100	446	100	446	100	0		446	100
Other	0	0		0		0		0		0	
Total	4,689	4,689		4,689		446		4,243		4,689	
Other than permanent employees											
Male	8,511	8,511	100	8,511	100	0	0	8,511	100	8,511	100
Female	2,012	2,012	100	2,012	100	2,012	100	0	0	2,012	100
Other	1	1	100	1	100	1	100	1	100	1	100
Total	10,524	10,524	100	10,524	100	2,013	19.13	8,512	80.88	10,524	100

b) Details of measures for the well-being of workers:
 Not Applicable since our employees do not fall under this category.

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

Benefits	FY 2022-23			FY 2021-22		
	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/NA)	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI*	18.4%	NA	NA	49%	NA	NA
Other - Pls. specify						

*All Applicable employees are covered under ESI

We are not governed by factories act and hence no employee falls in the category of workers by definition.

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.

At PVR INOX, the workplace for 90% of employees are the cinemas. Since 2018, we have been working to make our cinemas accessible for customers and employees alike. In addition, all our offices are accessible and have the required facilities like wheelchair friendly washrooms. We also have provisions to make reasonable accommodation, provide accessible infrastructure, assistive equipment, technology and platforms across mobility, vision, hearing and intellectual disabilities.

As of now more than 60% cinemas are accessible for people with disabilities.

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.

We have drafted an Equal Opportunity Policy as per the RPWD Act, 2016; in the wake of the merger, we are reviewing all policies to ensure best practices are adopted across the combined entity and will be uploading the Policy post review and approval of designated authorities.

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

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

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

Yes/No (If Yes, then give details of the mechanism in brief)

Permanent Workers	The process is aligned to the Code of Conduct and Ethics Policy and receives all complaints and concerns related to ethical conduct, corruption, bribery etc. In addition, safety violations and any other concerns can also be reported. There is a robust mechanism to receive and evaluate the complaints.
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:

At PVR INOX, we provide ample avenues for employees to communicate their grievances and concerns to the management. The management in turn looks into all reasonable demands and provides appropriate resource. There is no recognised union.

8. Details of training given to employees and workers:

For a highly decentralised business like Cinema exhibition with 359 current cinemas (and expanding), ensuring service quality and uniform customer care is a challenging task. Our Learning & development (L&D) team leverages the power of technology to ensure we are able to deliver high service quality and provide a uniform experience to customers that defines our brand.

We do this through:

- Virtual Instructor-led Training (through collaborative platforms) and self-paced learning through our internal LMS (PVR Springboard)
- Various skill development workshops were conduct, which include:
- Embracing Change Workshop – Expanding your potential
- MS Excel Training
- Change Management Workshop
- English Language Skills
- FSSAI Training

Measures like:

- Sessions for IT Team: ITIL, MS Azure
- Skill Development Courses through MOOC (Massive open online courses).

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	12,754	6,026	47	7,396	58	6,986	3,004	43	4,947	71
Female	2,458	1,131	46	1,317	54	1,293	697	54	1,023	79
Others	1	0	0	0	0	0				
Total	15,213	7,157	47	8,713	57	8,279	3,701	45	5,970	72

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

Since INOX merged with PVR, a formal appraisal was done for the Permanent employees of Erstwhile INOX. This number stands at 1,488; comprising 1,400 male employees and 88 female employees. At Erstwhile PVR, on the other hand, a formal appraisal was not done due to the impact of Covid. Instead, an average market correction of 6% was done. Therefore, erstwhile PVR has reported no numbers for appraised employees for three year under review.

10. Health and safety management system:

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

At PVR INOX, having a safe and secure environment is among the most material aspects and we are committed to providing and maintaining a safe and healthy working environment for our customers and employees alike. We have an EHS policy (Environment, and Safety) in place that provides guidance and control measures to ensure the Health & Safety of all Employees and Customers. We have stringent policies and procedures in place, strengthened by a mix of:

- State-of-the-art physical, electronic security surveillance & detection systems and equipment
- Sophisticated systems and equipment that aid fire and safety detection, alarming, suppression and extinguishing a
- Regular evacuation drills at the cinema sites to preparedness to thwart any incident/natural calamity situation
- Periodic third party audits, internal audits, FSSO Audits and mystery audits

- Compliance to all local by-laws, state specific cinematographic acts, rules and regulations applicable to our business.

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

We have put in place a mechanism to record near-misses which will enable us to improve processes on an on-going basis and be shared across our cinemas as part of training and creating preventive measures to ensure avoidance of any mishap by removing or rectifying the cause.

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

Yes, employees can report work-related hazards as per the outlined process to the Business Manager and the Safety and Security reporting mechanism.

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

Yes, all the employees are covered under accident insurance, health insurance and ESI; as applicable to them.

Business Responsibility and Sustainability Report

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

There was no reportable safety related incidents in the current financial year or the previous financial year.

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

For most of PVR INOX employees, our workplace is also the place where we serve our customers. Their safety, security and comfort is most material to us as an organisation. We have stringent protocols to ensure that our employees and customers are safe, secure and healthy. In the wake of the pandemic, we have further enhanced the level of our sanitation, health and hygiene to ensure that our premises are free from bacteria and viruses. In addition, enhanced levels of security ensure that all patrons and employees are safe from accidents, injury or any untoward incidents. We have a process to record near-misses to build a culture of safety so that any unsafe practice is rectified before it can become an incident. Our security team is well trained to handle emergencies such as fire, floods and other eventualities. We conduct regular safety audits to ensure the same. Our staff is trained to handle customers with varying needs and operate assistive equipment to enable access.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	42	0		18	1	
Health & 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 properties were assessed for Health, Safety and working conditions 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.

There was no reportable safety related incidents in the current financial year or the previous financial year. In order to ensure safe practices, we undertake numerous initiatives to ensure the safety and security of our patrons and employees. We conduct regular audits and safety checks to ensure smooth and safe running of our operations. Our staff is given regular fire safety and emergency evacuation training to deal with any kind of emergency where they would need to safely evacuate large numbers of people with varying abilities.



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

The success of an effective Sustainability (ESG) strategy hinges on healthy relationships with various stakeholders of the Company. At PVR INOX, our key stakeholders include our huge customer base, vendors and suppliers, real estate developers, content producers, technology service providers, state exchequer, media, prospective customers and above all, the employees. We follow openness in communication with all our stakeholders and engage with them on various aspects including Sustainable Value Creation.

Essential Indicators

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

While we have not undertaken a formal Stakeholder identification exercise, we have listed our key stakeholders across various functions on the basis of their direct impact on the operations and working of the Company and where the business can have the greatest impact. PVR INOX recognises existing and potential customers, employees, shareholders, investors and regulatory authorities, media, vendors/ suppliers, public at large as its stakeholders.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (E-mail, 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	Some segments	Customer Feedback, PVR INOX Privilege Loyalty Programme, Website, Social Media Platforms	Ongoing	Customer Satisfaction, Safety & Security
Employees	Some segments	Notice Boards, Intranet, Employee Survey, Annual Performance Review, Meetings, Trainings	Ongoing	Working condition, Employee performance, Employee Satisfaction
Shareholders*	No	AGM, Investor meets, Investor Grievance redressal mechanism	Ongoing	Business Strategies and Performance
Regulatory Authorities	No	Regulatory Filings	Ongoing	Legal Compliance
Media	No	Press Releases, Social Media Platforms, Media interactions	Ongoing	Information dissemination, communicating company's perspective
Prospective Customers	Some	Press Releases, Social Media Platforms, Media interactions	Ongoing	Information dissemination, USPs
Developers	No	Meetings	Ongoing	Standard accessibility requirements
Vendors/Suppliers	Some	Yet to start	Being planned	Labour laws, Human Rights Sustainable value creation
Community	Yes	Notice Boards, Feedback box and register, Visitor's logbook, Point of contact information, WhatsApp group, FGDs.		Social welfare

*We have a Shareholders' Relationship Committee in place that is responsible for the satisfactory redressal of investors' complaints and recommends measures for overall improvement in the quality of investor services.

Based on feedback from customers, we realised the need to create access for people with disabilities in our cinemas. This made us launch the Accessible Cinema programme under which we have put in place assistive equipment like the Power Tracked Climber. We have also developed prototypes of removable seats with all our seat manufacturers.



PRINCIPLE 5: Businesses should respect and promote human rights

Essential Indicators

We have a policy on Human Rights that is applicable to all employees in the Company including subsidiaries in India. The Company also encourages its business partners to follow the policy. We are determined to discontinue dealing with any supplier/contractor if it is in violation of human rights. We also forbid the use of forced or child labour at all our premises/with business associates. All the complaints regarding human rights violations are routed to CHRO (Chief Human Resource Officer), who is responsible for addressing human rights issues. We are also committed to providing training to our employees on our human rights policy and grievance mechanism in place to address human rights issues.

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. employees workers covered (D)	% (D/C)
Permanent	4,689	3,976	85	3,156	2,435	77
Other than permanent	10,524	4,229	40	5,123	1,999	39
Total Employees	15,213	8,205	54	8,279	4,434	54

Business Responsibility and Sustainability Report

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

Category	Total (A)	FY 2022-23				Total (D)	FY 2021-22			
		Equal to Minimum Wage		More than Minimum Wage			Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Permanent										
Male	4,243	1,375	32.41	2,868	67.59	2,805	315	11	2,490	89
Female	446	129	28.92	317	71.08	351	109	31	242	69
Other than Permanent										
Male	8,511	6,321	74.27	2,190	25.73	4,181	2,473	59	1,708	41
Female	2012	1,651	82.06	361	17.94	942	767	81	175	19
others	1	0	0	1	100	0	0	0	0	0

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

	Number	Male	Number	Female	Number	Others
		Median remuneration/salary/wages of respective category		Median remuneration/salary/wages of respective category		
Board of Directors (BoD)	8		2			
Key Managerial Personnel	3	2,97,32,880	0	0		
Employees other than BoD and KMP	12,751	2,40,000	2,458	1,97,316	1	2,23,764
Workers	NA	NA	NA	NA		

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 CHRO (Chief Human Resource Officer) is the focal point for addressing human rights impacts or issues caused or contributed to by the business.

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

PVR's policy on Human Rights is applicable to all employees in the Company including subsidiaries in India. The Company encourages its Business Partners to follow the policy. PVR discourages dealing with any supplier/contractor if it is in violation of human rights and also prohibits the use of forced or child labour at all manufacturing units/with business associates. All the complaints regarding human rights violations are routed to CHRO, who is the focal point for addressing human rights issues.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	42	0		13	0	
Discrimination at workplace	-	-		-	-	
Child Labour	-	-		-	-	
Forced Labour/Involuntary Labour	-	-		-	-	
Wages	-	-		-	-	
Other human rights related issues	-	-		-	-	

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

The Code of Ethics and Business Conduct and Whistle Blower Policy provides the mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.

We have a very robust system in place to address POSH complaints covering each of our locations.

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

We have added clauses related to protection of human rights in our contractual agreements and will be implementing them with effect from 2023-24.

9. Assessments for the year:

	% 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%

All the assessments have been done by the entity during the course of operations of business.

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

As mentioned in Principle 4, we have taken into consideration the needs of a large section of people and embarked on the Accessible cinema programme with nearly 60% of our cinemas being accessible for people with disabilities with the aim of having at least one accessible cinema in every city of our presence.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

PVR INOX is a Cinema Exhibition Company and the most material aspects from an environmental perspective are:

- Energy Consumption
- Water Consumption
- Waste Management

As of now, we are only accounting for Scope 1 and 2 emissions. We have undertaken numerous initiatives to improve energy efficiency and have initiated installation of renewable energy such as rooftop solar, waste segregation, sustainable sourcing of consumables etc. We comply with all the applicable environmental laws/regulations/guidelines and make every effort to continually improve our environmental performance.

Essential Indicators
1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	9,83,710 GJ	2,56,896 GJ*
Total fuel consumption (B)	12,042 GJ	20,972 GJ
Energy consumption through other sources (C) (Solar+Wind)	42,281 GJ	
Total energy consumption (A+B+C)	10,38,033 GJ	2,77,868 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees)	271 GJ/Crore	182 GJ/Crore
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.

Business Responsibility and Sustainability Report

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.

The operations of the Company are not covered under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

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

Water Conservation across PVR INOX sites has been facilitated by Installation of water flow restrictors in wash basin taps. This has helped in reducing tap water consumption by 75% thus reducing the energy consumed in pumping and helping in water conservation.

Some of the Malls in which we have our cinemas have also shown interest towards water conservation and have implemented the same with our assistance. In this way, we have also helped influence our supply chain in water conservation efforts. Going forward, we plan to institutionalise sensitisation of upstream and downstream supply chain to adopt Sustainable practices.



Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water*	7,91,363 KL	1,96,636 KL
(iv) Seawater/desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i+ii+iii+iv+v)	7,91,363 KL	1,96,636 KL
Total volume of water consumption (in kilolitres)	7,91,363 KL	1,96,636 KL
Water intensity per rupee of turnover (Water consumed/turnover)	206 KL/Crore	129 KL/Crore
Water 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.

*Water has been provided by the property owners

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:

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	mg/Nm ³	124.35	-
SOx	mg/Nm ³	66.09	-
Particulate matter (PM)	mg/Nm ³	28.09	-
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others -please specify	-	-	-

In addition, since infection control in times of Covid, indoor air quality was a critical factor, we installed 2,311 Wolf Air Masks specially designed for cinema halls to curb the spread of the Novel Coronavirus, discharges up to 100 trillion negative ions per cubic cm, which helps bind with the surface protein/spike protein. It emits negative ions which reduces 99% of the Novel Coronavirus within 15 minutes by attaching E Gene and S Gene.

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

Parameter	Unit	FY 2022-23	FY 2021-22
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)	Metric tonnes of CO ₂ equivalent	9,668	1,360
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)	Metric tonnes of CO ₂ equivalent	2,21,335	56,374
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ Equivalent/ Crores of Turnover	57	38
Total Scope 1 and Scope 2 emission 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.

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

PVR INOX is conscious that energy conservation is material to our operations, both from a carbon emissions perspective as well as from an operations perspective. We have put in place the following initiatives:

- Continued sensitisation of employees at Cinemas: Since the bulk of our energy consumption is at the Cinema level, it is very critical that employees who manage operational day-to-day activities at the ground level are in tune with the Management's objectives.
- A Certified Energy Auditor supervises and leads the implementation of energy conservation initiatives. External consultants have been appointed to provide energy saving measures over and above the existing system in the areas of optimising energy usage, lux level of various areas, design aspects of Electrical and HVAC systems etc. to enable equipment and energy efficiency.
- Third party Energy Audits are conducted periodically in order to ensure that our equipment is operating at optimum efficiency levels and to curb wastage due to leakage and lack of maintenance of Plant and machinery, we actively engage with mall management on Energy Conservation initiatives and auditing by 3rd party to identify inefficiencies at their end as well.

Other initiatives related to energy conservation/reduction of Greenhouse Gases are:

- Audit of equipment under Mall Management that services PVR and other tenants is conducted on a regular basis, in order to identify inefficiencies and suggest operational and equipment change to reduce wastage of energy.
- Power factor is maintained above 0.98 with the help of APFCs to ensure that the reactive power in the system remains as low as possible. As a result rebates from the power supply companies are being received in electrical bills.

Load optimisation is being done by following switching On/Off procedure with the help of timers to ensure optimisation. In areas with intermittent usage, Mechanical Timers are being implemented, which also help in ensuring safety against fire due to long un-attended over usage and helps in energy conservation. Also, occupancy sensors have been installed in washrooms to save energy by reducing the lighting load to minimum by switching off lights when washrooms are unoccupied.
- Laser Projection: Laser Projection for the upcoming projects this will have the following benefits:
 - Energy Savings – as the overall consumption for the Laser projection is less as compared to xenon projection expected savings of 5500 Units/projector per year.

Business Responsibility and Sustainability Report

- Sustainability – In laser projectors we do not have to use xenon lamps which have a life of about 1500 hrs and have to be disposed after every use.
- d) All major lighting has been replaced with LED lights using retrofits in existing locations. Upcoming sites are primarily using LED. Building Signages are fitted with LED-based technology to save energy and longer life span. Poster Windows have FTLs replaced with LED-based lighting.
- e) New and efficient Screw Chillers have been installed resulting in energy savings. These are among the most energy efficient Chiller Plants, equipped with Danfoss Turbocor compressor and the most advanced technology in its category.
- f) HVAC plants and sub systems under the Company are being closely monitored and regular PPM is being carried out to ensure decreased breakdown, increased guest comfort, reduced wear and tear; resulting in energy conservation due to maintained efficiency of the complete system. Centralised monitoring of all water-cooled chiller plants is being done from the corporate office.
- g) State-of-the-art Energy Monitoring, Temperature Monitoring and Fire Hydrant pressure monitoring systems are in use at 117 locations with the balance sites to be covered during the year. This is a cloud-based remote monitoring system, enabling us to become proactive rather than being reactive.
- h) All company owned lifts are V3F Drive equipped. Lifts with V3F drives are the most energy efficient. Automatic start/stop for the escalators in PVR premises/scope implemented to avoid idle running of the escalators and thus conserve energy.



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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste* (A) (Dry Waste)	1,244	
E-waste (B) ***		
Bio-medical waste (C)		
Construction and demolition waste (D)		
Battery waste (E) **	5403 (in numbers)	
Radioactive waste (F)		
Other Hazardous waste. Please Specify, if any. (G)		
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) (Food Waste)	861	
Total (A+B+C+D+E+F+G+H)	2,105	
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	1,244	
(ii) Re-used	5,403 (battery)	
(iii) Other recovery operations	We are using fabric made from pet bottles in uniforms	
Total	861	
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		
(ii) Landfilling		
(iii) Other disposal operations		
Total		

*Includes all kind of dry waste

**Batteries: Quantities given in numbers

***E Waste: We have a pan-India tie-up with a CPCB approved e-waste recycler. They provide all documentation as required under the e-waste Rules 2022 as prescribed by the Ministry of Environment, Forests and Climate Change.

Since 2019, we have been working to eliminate plastic from our operations and have replaced it with recyclable/biodegradable material. As a result of all these initiatives, we have succeeded in eliminating ~67,000 kg of plastic per annum from our operations.

- Biodegradable garbage bags (as certified by the Central Institute of Plastics, Engineering and Technology under the Ministry of Chemicals and Fertilisers GoI) are being used.
- We moved from plastic to paper and then to PLA straws. Polylactic acid or polylactide (PLA) is a biodegradable and bioactive thermoplastic aliphatic polyester derived from renewable biomass, typically from fermented plant starch such as from corn, cassava, sugarcane or sugar beet pulp. While typical petroleum-based plastics can take thousands of years to break down, plant-based PLA plastics can be broken down in a suitable composting facility within 45 to 90 days.

~10 lakh straws are consumed per month in our cinemas. By eliminating Plastic straws Pan India, we have reduced plastic consumption by more than ~5,000 kg/year.

- Plastic blanket covers have been replaced by fabric sleeves across all PVR Gold Cinemas, reducing approximately ~1,000 kg of plastic annually.
- Similarly, plastic covers for 3D glasses have been replaced by covers made from biodegradable corn starch.
- We are committed to be an active participant in the circular economy and this is demonstrated by the following initiatives:
- Uniforms in mainstream cinemas are being replaced with Waste2Wear fabric made from recycled pet bottles
- Food containers are made from Sugarcane bagasse (waste from sugarcane industry)

Business Responsibility and Sustainability Report

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.

Since most of our cinemas are based in Malls, we rely on the Mall authorities to dispose waste as per the Waste (handling and management) Rules 2016 applicable to Mall complexes. We at our end segregate waste and hand it to the Mall Authorities.

- Recyclable materials are sent to authorised recyclers by the Mall administration.
- E-waste disposal process has been put into place, CPCB approved vendors have been selected to dispose of waste as per latest waste disposal rules applicable to bulk users.
- Quantification of dry and wet waste is being done at Cinema level as well as an assessment of disposal mechanisms currently being deployed.
- A waste to wealth programme involving stand-alone cinemas is being evaluated.
- Options for responsible disposal of renovation waste are being explored.

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:

No facilities are 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:

Not Applicable

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:

PVR INOX complies with all applicable environmental Law/regulations/guidelines. There is no non-compliance.

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

Essential Indicators

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

Sr. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/associations (State/National)
1	Northern India Motion Pictures Association (NIMPA)	States of Northern India
2	National Association of Motion Pictures & Exhibitors (NAMPE)	National
3	Federation of Karnataka Chambers of Commerce & Industry (FKCCI).	State
4	FICCI Multiplex Association of India (FICCI-MAI)	National
5	Retailers Association of India (RAI)	National
6	National Association of Theatre Owners	National

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

Not applicable as no adverse orders from regulatory authorities has been received during the year

PRINCIPLE 8 **Businesses should promote inclusive growth and equitable development**

Cinemas in India were closed for more than 18 months during Covid 19 Pandemic, this hit business in a big way due to which, the Company suffered huge losses in FY 2020-21 and FY 21-22; as a result there is not CSR budget as per Section 135 of the Companies Act, 2013. Nevertheless, the Company has always been committed to giving back to society due to which PVR Nest continued to pursue its work by forging innovative partnerships.

PVR NEST is the CSR arm of PVR INOX Limited. Aligning with the Sustainable Development Goals (SDGs), PVR NEST works through Public Private Partnership models, transforming urban spaces and facilities to make cities more liveable and equitable for women, children and marginalised communities. In its endeavours to build a sustainable society, PVR NEST focusses on projects in the areas of education, poverty alleviation, sanitation and safety, gender equality and environment; thereby impacting SDGs 1, 4, 5, 6, 11 and 17. Since its very inception, women and children from vulnerable backgrounds have been at the core of its efforts and PVR Nest is executing the following Projects with the support of the government and partners with a common vision:

- 1. Pink Toilets:** Pink Toilets have served as safe and inclusive spaces for women in 20 locations across Delhi since 2018, currently continue in serving as a space for sanitation, grooming, and resting/reading, changing, breast-feeding and accessing menstrual hygiene products for 5 Lakh users. In the process, more than 100 women workers have been upskilled through capacity building workshops. Having made a humble beginning as an operations and maintenance partner for Pink Toilets, with the support of MCD, Plan India and similar like-minded institutional partners, PVR NEST has been able to redefine a 'Public Toilet' (Pink Toilets) to a 'Beyond-Toilet facility' (Pink Centre); providing all essential amenities and giving the sanitation attendants a new identity as 'WASH Champion'. This has enabled an otherwise humble job to be seen in a new light, commanding respect from the community for their contribution. PVR NEST has thus been able to create a new model of public sanitation in our country, demonstrating how this can lead to the overall development of the community around it.

- 2. Garima Grih:** A successor to the Pink Centres model, Garima Grih is a multi-utility public health infrastructure, which provides safe sanitation and skill development programmes to women and children. The programme is being executed in association with Municipal corporation of Delhi. The 1st centre under this model is



fully functional at Jawahar Camp, Kirti Nagar, New Delhi.

- 3. CiSS Childscapes Children at Risk:** CiSS Childscapes is the rehabilitation programme for street children in association with Delhi Govt. and Salaam Baalak Trust. The project brings significant improvements to the health, wellbeing and safety of children; providing them the opportunity of education and enrolment in Government welfare schemes.



Business Responsibility and Sustainability Report

Essential Indicators

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

The revised guidelines as per Section 135 of the Companies Act require Companies with an average CSR obligation in excess of ₹ 10 crores for the three preceding years to undertake Social Impact Assessments. However, even though, the Company did not fall into that criteria, we conducted a Social Impact Assessment for our Pink Toilet Project in partnership with the Department of Development Communication and Existence at Lady Irwin College. Significant highlights of the assessment study are given below:

- Over 90% respondents felt that these Toilets have helped them become more efficient at work
- More than 90% have found these facilities very safe
- Most of the respondents have found amenities to be adequate
- Most respondents have rated them very clean.

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

PVR INOX Limited is a Film Exhibition Company and does not need to acquire land to expand or build its operations. It therefore does not incur any land acquisition purchases or any other involuntary displacement of people that requires R&R as per the National R&R Policy 2007.

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

PVR INOX has several formal and informal mechanisms in place to communicate with beneficiaries as well as receive grievances/queries/concerns from the various target communities of the various CSR Projects. These mechanisms have been put in place owing to the needs and vulnerabilities of the beneficiaries, they include:

- Notice Boards have been put up at a prominent locations to share it public notices, information on upcoming campaigns, and awareness
- **Feedback Box:** A suggestion box has been placed at a central location in the centre where community members

can drop written grievances, suggestions, or feedback anonymously. This provides a confidential and convenient way for community members to express their grievances without fear of reprisal. The suggestion box is regularly checked, and grievances are acknowledged and addressed in a timely manner. It offers a safe, anonymous method for the public and employees to communicate

- **Feedback Register:** The wash Champions at our Centres maintain feedback registers that allow our users to provide feedback and grievances. The feedback register captures details such as the nature of the grievance, name of the complainant, contact information, and the date of submission
- **Visitor’s Logbook:** The logbook is maintained to record details of visitors at the centre and their feedback.
- **Point of Contact Information:** The supervisor’s mobile number and organisation’s e-mail address have been published at all the centres for easy access and communication.
- **Important Contact Numbers and WhatsApp Group:** A WhatsApp group has been formed for instant communication and reporting purposes. Additionally, a community WhatsApp group has been created for posting important communications.
- **Focus Group Discussions (FGDs) and Community Champion Program:** FGDs and Community Champion programmes are organised to receive direct feedback and suggestions from the community.

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

PVR INOX is in the process of evaluating its supply chain of over 3,000 small, medium and large suppliers through a Sustainability lens. Based on the results of this evaluation, the Company will put in place a strategy for Sustainable procurement in FY 2023-24.

Owing to the nature of its business, the bulk of PVR INOX vendor and supplier base (as per revenue) consists of various categories of large, large global companies that have mature sustainability practices in place. PVR INOX is strengthening its presence in many smaller cities; thereby creating employment and business opportunities in smaller towns and cities like Satna, Jalgaon, Latur, Kota, Pathankot etc. For many of our sustainability initiatives, we are working with local Indian Start-ups.



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

It is our constant endeavour to provide best-in-class services to our consumers and value the feedback received through various mechanisms that have been put in place for the purpose. The feedback so received is analysed, corrective action initiated immediately and process changes or preventive mechanisms are put in place to discourage recurrence of negative experiences.

We conduct regular cinema audits through third-party agencies to assess various aspects of service delivery such as issues related to housekeeping, safety and security, electrical and maintenance display of branding and marketing material, structural damage and repair, personal grooming and neatness of staff, ethics and due diligence, cinema sound/light quality, optimal air-conditioning etc.

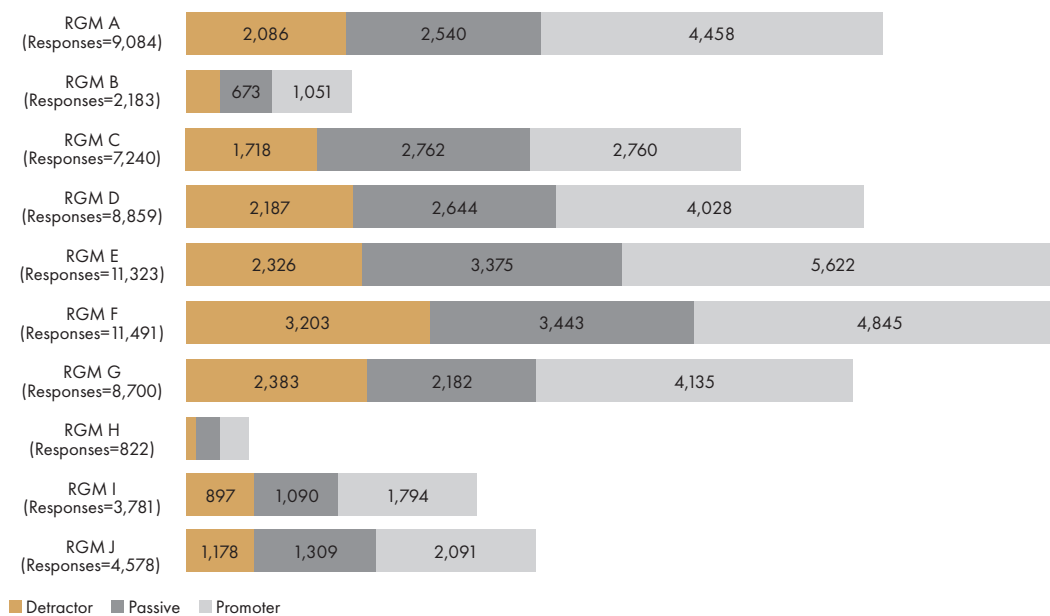
We also display product information on the packaging of our F&B products for the benefit of consumers, over and above what is mandated by local laws. We endeavour to provide additional information to enhance the value consumers can derive from the product and to ensure safe and appropriate use such as proven active ingredients contained, directions for use, safety, caution etc. and varies from product to product.

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

We conduct regular internal surveys and mystery audits to ensure all aspects of customer experience are as per the defined standards.

In addition, to capture individual satisfaction levels, every transacted patron gets a feedback message after the show with a link to provide feedback against various aspects on a 5-point scale on issues related to:

Regional performance chart



Note : The numbers above are a sample set for representational purpose only.

- House-keeping issues
- Safety and security issues
- Electrical and maintenance issues
- Display of branding and marketing material
- Structural damage and repair issues
- Personal grooming and neatness of staff
- Ethics issues and due diligence
- Cinema sound/light quality
- Optimal Air Conditioning etc.

Customers also have the option of calling the call centre on +91 8800900009/8 and sharing their grievance or dissatisfaction on feedback@pvrcinemas.com.



Business Responsibility and Sustainability Report

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

As mentioned in Principle 2, we deliver the following product/ service in our cinemas:

1. Motion Picture Exhibition in Cinemas: Content is broadcast only after receiving Censor certificate from Central Bureau of Film Certification (CBFC)

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not applicable

2. Sale of Food and beverages in Cinemas

There are two categories of food items served in our cinemas:

- Standard branded, ready to eat items: Manufacturer provides requisite information as per legal requirements

- Prepared in our kitchens: PVR INOX displays product information on the menu of all its F&B products for the benefit of consumers. We provide information on grammage, kilo calories and allergens, as mandated by law.

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

Additional information on the product labels relating to proven active ingredients contained, directions for use, safety, caution etc. varies from product to product.

3. In-cinema Advertisement: Requires a Censor Certificate from CBFC.

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

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

	FY 2022-23			FY 2021-22		
	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Data Privacy						
Advertising						
Cyber Security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Others	26,899	18		7,222	169	

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

Not applicable

5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

The Company is working toward a policy on cyber security and data privacy.

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 ever been done regarding advertising, essential services, cyber security, data privacy or product recalls.