

29th August, 2024

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 2023-24.

This is for your information and records.

Thanking you.

Yours truly,
For **PVR INOX Limited**

Mukesh Kumar
SVP - Company Secretary
& Compliance Officer

Business Responsibility & 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*
3. Year of Incorporation	1995
4. Registered Office Address	7 th Floor, Lotus Grandeur Building, Veera Desai Road, Opposite Gundecha Symphony, Andheri (West), Mumbai – 400053
5. Corporate Address	Block-A, 4 th Floor, Building No. 9A, DLF Cyber City, Phase III, Gurgaon – 122002
6. E-mail id	investorrelations@pvrinemas.com
7. Telephone	0124-4708100
8. Website	www.pvrinemas.com
9. Financial year for which reporting is being done	2023-24
10. Name of the Stock Exchange(s) where shares are listed	BSE Limited National Stock Exchange of India Limited
11. Paid up Capital (₹)	₹ 981 mn
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	Sangeeta Robinson
Designation	Chief Sustainability Officer
Telephone number	+91 124 4708100
E-mail id	sangeeta.robinson@pvrinemas.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 6th Feb 2023 and the name of the company was changed to PVR INOX Limited w.e.f. 20th April 2023.

II. Products / Services - As on 31st March, 2024

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

S. 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%

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

S. No.	Product/Service	NIC Code	% of total contributed Turnover
1.	Motion Picture Exhibition in Cinemas	59141	54%
2.	Sale of Food and beverages in Cinemas	59141	31%
3.	Advertisement income, Convenience fees and Other operating revenue and Other Income	59141	15%

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 1,709 screens in 112 cities of India	Corporate Office, 5 Regional Offices/ Registered Office	363
International	1 Cinema with 9 screens in Colombo, Sri Lanka (Subsidiary – PVR Lanka)	Nil	1

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	20 States and 4 Union Territories
International (No. of Countries)	1 Sri Lanka (Subsidiary – PVR INOX Lanka)

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 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:

- 1) Luxury format: Insignia, Luxe, Director's Cut
- 2) Premium Large Formats: IMAX, ScreenX, ICE, BIG PIX, PXL
- 3) Kid Friendly screens: Kiddles, Playhouse
- 4) Other formats: 4DX, MX4D etc.

IV. Employees

18. Details at the end of the Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	4,650	4,219	90.7%	431	9.3%
2.	Other than Permanent (E)	10,827	8,620	79.6%	2,206	20.4%
3.	Total employees (D + E)	15,477**	12,839	83.0%	2,637	17.0%

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

** We also have 1 transgender employee

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES						
1.	Permanent (D)	8	7	87.5%	1	12.5%
2.	Other than Permanent (E)	12	12	100%	0	0%
3.	Total employees (D + E)	20	19	95%	1	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 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	19%	31%	20%	24%	28%	24%	28%	39%	29%

Business Responsibility & Sustainability Report

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

21. Names of holding / subsidiary / associate companies / joint ventures

The Company has following three subsidiaries:

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.	PVR INOX Pictures Limited	Subsidiary	100%	As of now our subsidiary companies do not participate in our Business Responsibility initiatives.
2.	Zea Maize Private Limited	Subsidiary	90.94%	
3.	PVR INOX Lanka Limited	Subsidiary	100%	

VI. CSR Details

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

For the year under review, as per the requirements of Section 135 of the Companies Act 2013, CSR is Not applicable to the Company, since the average net profit of the company has been negative for the last three years (2021-22, 2022-23 and 2023-24) on account of Covid and its ensuing impact on the cinema exhibition industry. However, the Company has made voluntary contribution in the FY 2023-24.

- Turnover (in ₹) – 60,485 mn
- Networth (in ₹) – 73,409 mn

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 2023-24			FY 2022-23		
		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**	116	0		88	0	
Employees and workers	Y***	44	4		42	0	
Customers	Y****	16,954	5		26,899	18	
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 email ID "investorrelations@pvrincinemas.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.

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 format below.

During the year, PVR INOX conducted a formal Materiality Mapping exercise to identify the material issues with respect to its business environment and industry sector. We aligned the mapping to the global SASB Materiality Matrix under the Services- Leisure Facilities category. Entities in the Leisure Facilities industry consists of companies that operate amusement parks, film theatres, ski resorts, sports stadiums, and athletic clubs and other venues.

SASB's Industry-based disclosures help reduce costs and minimise noise by surfacing the most relevant information for investors. The Sustainable Industry Classification System® (SICS®) was designed to group companies based on shared sustainability-related risks and opportunities to enhance comparability for investor decision-making. As a result, the number of relevant sustainability-related risks and opportunities vary by industry. Based on this classification, SASB has listed the following as Material for our industry:

1. Energy Management
2. Product/ Service Quality and Safety (Customers)
3. Employee Health and Safety

In addition, integral to the above mentioned exercise and in the context of the geography and environment PVR INOX operates in, the following additional material issues have been identified as material to us:

1. Diversity and Inclusion (Internal and external stakeholders)
2. Waste Management
3. Water Management

S. 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	Energy Management	Risk/ Opportunity	With 359 cinemas and 1718 screens, it is 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. Solar Power in stand-alone cinemas	Positive: (if addressed) During the year, while we continued procuring efficient equipment, we made concerted efforts in the area of renewable power in our stand alone cinemas.
2	Product/ Service Quality & Safety	Risk/ Opportunity	We have 359 cinemas (as on 31.3.24) and entertained more than 150 mn patrons in FY 2023-24. Small incidents that go unreported can result in big hazards.	We have a robust safety and security system that has proactive mechanisms built into it to pre-empt any incidence. Regular training and sensitisation, keeps everyone conscious of these processes	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.
3.	Employee Health & Safety	Risk/ Opportunity	Our cinemas are the workplace for more than 90% of our total employee base	Same as above	Same as above
4.	Diversity and Inclusion (all stakeholders)	Opportunity	As per the World Bank, India has some 40 to 80 million persons with disabilities.	We have a program #Cinema4All that has been working to make cinemas accessible for people with disabilities and the elderly	Positive: By working on a specific strategy for people with disabilities and elderly, we have been able to create a new and distinct customer segment. Also hiring diverse groups of people adds to innovative thinking.
5	Waste management	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: 593 employees moved to waste2wear uniforms during the FY, taking the total number to 1233 since the initiative started. In addition, we have also moved to recycled shoes. Through both the initiatives, we are promoting circularity.
6.	Water Conservation	Risk	With 359 cinemas and being a water intensive business	Water flow restrictors.	Positive: These initiatives have resulted in massive water savings; details in Principle 6

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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: Integrity, Ethics, transparency, accountability

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



Principle P6: Respect, protect and restore the Environment Business

- Environment Policy
- Product Responsibility Report



Principle P2: Safe and sustainable goods and services

- Product Responsibility Policy
- Environment Policy



Principle P7: Responsible and transparent policy advocacy

- Public Advocacy Policy



Principle P3: Well-being of employees

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



Principle P8: Promote inclusive growth and equitable development

- Corporate Social Responsibility Policy
- Stakeholder Engagement Policy



Principle P4: Respect and responsiveness to all stakeholders

- Corporate Social Responsibility Policy
- Stakeholder Engagement Policy



Principle P9: Provide value to consumer responsibly

- Customer Value Policy.



Principle P5: Respect and promote Human Rights

- Human Rights Policy

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 CMD								
c. Web Link* of the Policies, if available	https://www.pvrinemas.com/investors-section								
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, GoI.								
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

- 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,

Throughout 2023, the global landscape witnessed remarkable advancements in Environmental, Social and Governance (ESG) domains, reflecting a heightened awareness of sustainability and ethical practices across various sectors. Worldwide, governments strengthened regulations related to ESG, introducing mandatory reporting requirements and environmental protection measures. Concurrently, there was a noticeable surge in investor activism, with shareholders increasingly leveraging their influence, with shareholder resolutions increasingly focusing on climate change, diversity, and governance gaining momentum. Many corporations made substantial ESG commitments, such as achieving net-zero emissions and enhancing diversity initiatives, often accompanied by ambitious targets.

Advancements in technology, including AI and block chain, facilitated ESG reporting and impact assessment. Social impact investing grew, fostering new strategies to address societal challenges alongside financial returns. Moreover, there was a shift towards prioritising climate risk disclosures in financial reporting, propelled by the increasing demands from both investors and regulatory bodies.

Stakeholder engagement remained crucial for effective ESG management, with companies expanding efforts to involve employees, customers, and communities. In India, SEBI strengthened the regulatory framework for ESG reporting, moving towards mandatory disclosures across the entire value chain in a phased manner ranging from the largest companies downwards. Indian investors have increasingly integrated ESG factors into investment decisions, reflecting recognition of their impact on financial performance.

The Indian government and businesses intensified efforts in climate change mitigation and social impact initiatives. Diversity and inclusion gained prominence in corporate ESG agendas, particularly through initiatives aimed at enhancing gender diversity and fostering inclusive workplace cultures. Stakeholder engagement was prioritised, ensuring alignment with diverse interests.

These developments highlighted the growing importance of ESG in corporate and investor decision-making globally and in India. They underscored the imperative for sustainable business practices, driving long-term value creation and societal impact.

At PVR INOX, while continuing to march ahead on our existing approach across all areas of operations, to reduce and minimise our footprint, we have made significant investments in powering some standalone cinemas through renewable power (solar), thereby significantly reducing our carbon emissions. Going forward, we will explore more avenues of moving to alternative fuels through various models. However, before we proceeded any further, it was critical that we take a strategic view of our approach to sustainability initiatives. Therefore we undertook a few extensive projects that form the backbone of a robust sustainability strategy. We conducted a detailed Supply Chain Assessment of our complete supply chain, categorising suppliers as Tier 1,2 and 3 suppliers. We also undertook a detailed Stakeholder Mapping exercise across all departments and functions and a Materiality Mapping exercise in line with Global SASB Standards for the Leisure and Entertainment (Cinema Exhibition) Industry. SASB Standards help companies disclose relevant sustainability information to their investors. Now that we have established a base for our Sustainability Strategy, we will conduct a thorough assessment of our emissions across our operations and set future targets to mitigate them.

In conclusion, PVR INOX is committed to a comprehensive Sustainability Strategy, encompassing renewable energy initiatives, supply chain assessments, stakeholder engagement and a well thought-out emission reduction plan will be put into place soon.

Sincerely,

Ajay Kumar Bijli
Managing Director

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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 the following members as on March 31, 2024:
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.	<ol style="list-style-type: none"> Mr. Sanjeev Kumar – Chairman Mr. Siddharth Jain Mr Sanjai Vohra Mr Shishir Baijal

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
Performance against above policies and follow up action	The review has been done by MD & CEO	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)									
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)									Not Applicable
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

At PVR INOX Limited, our commitment to upholding the highest ethical standards is unwavering. We prioritise corporate integrity and strictly adhere to rigorous ethical guidelines and governance practices. Our Code of Conduct applies to the Board of Directors, Senior Management, and all Employees, emphasising compliance with laws and regulations. We maintain zero tolerance for ethical misconduct and violations of legal obligations.

The Code of Conduct, available on our website at <https://www.pvrinemas.com/investors-section>, outlines guidelines for business conduct and integrity in the workplace. It sets clear expectations for Directors and employees, guiding their interactions with stakeholders and ensuring responsible behaviour in their respective roles.

Essential Indicators

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

The operational staff at all our cinemas undergo regular training sessions that cover customer service, employee health, and guest safety. Our Board and Key Management Personnel (KMPs) receive updates on evolving requirements during board and management meetings. Throughout the year, we conduct awareness and training programs tailored to different employee categories, ensuring they stay informed and equipped to excel in their roles.

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	Principle 1	100
Key Managerial Personnel	1	Principle 1	100
Employees other than BoD and KMPs	Multiple	Principle 1	64.7

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	No Non-Monetary imprisonment or punishment has been imposed on the entity or on the directors / KMPs.				
Punishment					

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).

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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. Policies are accessible at <https://www.pvrinemas.com/investors-section>.

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 2023-24	FY 2022-23
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 2023-24		FY 2022-23	
	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 offers a range of Products and Services to its customers in India and Sri Lanka, including:

- Motion Picture Exhibition in Cinemas
- Sale of Food and beverages in Cinemas
- In-cinema Advertisement

We assess our entire value chain through a Sustainability/ ESG lens, to identify opportunities for aligning with the Sustainable Development Goals (SDGs). Here are some initiatives we've undertaken:

1. Acknowledging DEI: Since 2018, we've been enhancing accessibility for people with disabilities, contributing to SDGs 10 & 11.
2. We're committed to sustainable sourcing across our supply chain. Our efforts include:
 - Introducing Waste-2-wear fabric uniforms made from recycled polyester and cotton, replacing traditional uniforms for 1000 employees.

- Utilising Sugarcane Bagasse, PLA, and other biodegradable containers for serving food and beverages.
- Implementing recyclable garbage bags certified by the Central Institute of Plastics, Engineering and Technology.
- Introducing biodegradable corn starch 3D glass covers and fabric sleeves to replace plastic cover blankets in PVR INOX Luxe Cinemas.

These interventions have yielded significant results, such as eliminating plastic straws nationwide, reducing plastic consumption by over ~5,000 kg annually. Additionally, our efforts in eliminating and reducing single-use plastics have led to the removal of approximately ~67,000 kg of plastic per year from our operations.

Moreover, we prioritise local sourcing as we expand into smaller cities, contributing to sustainable development by creating employment opportunities in these areas.

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 2023-24	Previous Financial Year 2022-32	Details of improvements in environmental and social impacts
R & D	Not Applicable		• Solar Power: This was executed under a zero investment model, wherein the vendor will be paid over a 10-year period from the savings so accrued.
Capex	₹ 160 lacs		• SANO PTR - 20 units • Laser screens

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

During the year gone by, we conducted a comprehensive Supply Chain Assessment, segmenting suppliers into Tier 1, 2, and 3 categories. We're in the process of implementing a 12-point plan across the entire supply chain. Utilising the data from this assessment, we'll classify suppliers within each tier into three categories and develop our strategy accordingly.

Furthermore, we're actively exploring tools and platforms that facilitate greater alignment with sustainability throughout our supply chain. Our Supply Chain strategy will be shaped by these initiatives.

While we currently prioritise products leveraging Sustainable Technologies, we're still in the process of establishing a fully developed Sustainable Sourcing strategy building on the initiatives taken in this area in previous years for food containers, uniforms, shoes and Laser screens.

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 applicable to PVR INOX wef July 2023. Extended Producers Responsibility (EPR) regime is under implementation in Plastic Waste Management Rules, 2016, according to which it is the responsibility of Producers, Importers and Brand-owners to ensure processing of their plastic packaging waste through recycling, re-use or end of life disposal. We have entered into an arrangement with a specialised agency to handle this.

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

At PVR INOX, we have a diverse and expansive workforce, predominantly engaged in delivering unparalleled movie experiences at our cinemas worldwide. Recognising the pivotal role our employees play, we've implemented various initiatives and investments to ensure their well-being and skill enhancement.

We prioritise productivity by job redesigning initiatives within our cinemas, complemented by a robust Diversity, Inclusion, and Equity policy aimed at consciously fostering a diverse workforce.

To empower our employees, we've instituted comprehensive upskilling and re-skilling programs leveraging cutting-edge technology, including:

- Utilisation of our Learning Management System, PVR INOX Springboard
- Implementation of Supervisory development Programmes (Pragati & Parivartan) through a hybrid approach of self-study and Virtual Instructor Led Training (VILT)
- Delivery of case study-based training sessions on innovation, operational excellence, and benchmarking

- Offerings such as the Cinema Management Excellence Programme through Prakhar, ensuring our staff is equipped with the requisite skills for their roles
- Furthermore, we've invested in a robust 'Manager Excellence Learning Program' utilising Massive Open Online Courses (MOOCs) to fortify our managerial cadre, fostering resilience and adept leadership. Our HR-centric apps, Kronos and HRIS, streamline employee-related processes, enhancing efficiency and ease of operations.

Moreover, we've established a Grievance Redressal mechanism, integral to our Code of Business Conduct and Ethics Policy, providing employees a platform to voice any concerns.

In our commitment to retaining and motivating key talent, we introduced ESOPs (Employee Stock Option Plans) in 2020 and 2022. Additionally, we offer long-term employee benefits, including compensated absences, allowing employees to accumulate and utilise leave entitlements or receive cash upon retirement or termination. These initiatives collectively underscore our dedication to nurturing a supportive and empowered workforce.



Cinema Cricket League

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)
Permanent Employees											
Male	4,219	4,219	100%	4,219	100%	0	0%	4,219	100%	4,219	100%
Female	431	431	100%	431	100%	431	100%	0	0%	431	100%
Total	4,650	4,650	100%	4,650	100%	431	9.3%	4,219	90.7%	4,650	100%
Other than permanent Employees											
Male	8,621	8,621	100%	8,621	100%	0	0%	8,621	100%	8,621	100%
Female	2,206	2,206	100%	2,206	100%	2,206	100%	0	0%	2,206	100%
Total	10,827	10,827	100%	10,827	100%	2,206	20.4%	8,621	79.6%	10,827	100%

b) Not Applicable since our employees do not fall under this category.

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

Benefits	FY 2023-24			FY 2022-23		
	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%	NA	Y	100%	NA	Y
Gratuity	100%	NA	Y	100%	NA	Y
ESI*	15.9%	NA	Y	18%	NA	Y
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, we believe it's crucial for businesses to prioritise inclusion, not just for customers but for their own employees as well. We are committed to ensuring accessibility in both our cinemas and offices by providing accommodations and infrastructure that cater to various disabilities. We have created an environment where everyone feels valued and empowered to contribute their best. Over 60% of our cinemas are now 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.

In adherence to the Rights of Persons with Disabilities Act 2016, we've formulated an Equal Opportunity Policy aimed at fostering inclusivity and ensuring fair treatment for all individuals.

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	

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

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

At PVR INOX, we prioritise open communication channels for employees to express grievances and concerns to the management. We ensure that all reasonable demands are addressed promptly, with appropriate resources allocated to resolve issues effectively. While we maintain a culture of dialogue and responsiveness, it's important to note that we do not have a recognised union within our organisation.



8. Details of training given to employees and workers:

In a highly decentralised business model like ours, managing service quality and ensuring consistent customer care across our 359 cinemas (and growing) presents significant challenges. To address this, our Learning & Development (L&D) team harnesses the power of technology to uphold service excellence and deliver a uniform customer experience that defines our brand. We achieve this through a combination of virtual instructor-led training (utilising collaborative platforms) and self-paced learning modules available on our internal Learning Management System (LMS), PVR INOX Springboard. Our L&D initiatives encompass a range of skill development workshops, including:

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- Embracing Change Workshop: Expanding your potential
- MS Excel Training
- Change Management Workshop
- English Language Skills
- FSSAI Training

Furthermore, we offer specialised sessions tailored to the needs of our IT team, covering topics such as ITIL and MS Azure. Additionally, we facilitate skill development through Massive Open Online Courses (MOOCs), ensuring our employees have access to diverse learning opportunities to continually enhance their capabilities and deliver exceptional service across all our cinemas.

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health & Safety Measures		On Skill Upgradation		Total (D)	On Health & Safety Measures		On Skill Upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	12,839	7,807	60.8%	11,621	90.5%	12,754	6,025	47.2%	7,396	58.0%
Female	2,637	2,106	79.9%	2,471	93.7%	2,458	1,131	46.0%	1,317	53.6%
Others	1	1	100%	1	100%	1	1	100%	0	0%
Total	15,477	9,914	64.1%	14,093	91.1%	15,213	7,157	46.2%	8,713	56.3%

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Permanent Employees						
Male	4,795	4,795	100%	1,400	1,400	100%
Female	326	326	100%	88	88	100%
Total	5,121*	5,121	100%	1,488	1,488**	100%

* This number reflects the Performance review for the previous financial year, conducted in July 23. Subsequently, number of permanent employees reduced during 2023-24.

** Post Covid, only INOX employees were appraised, PVR employees were given a standard increment and are therefore not mentioned here.

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?

PVR INOX ensures a safe and secure environment for its employees and customers, and we are dedicated to providing and upholding a healthy and safe working environment for both our customers and employees. Our Environment, Health, and Safety (EHS) policy serves as a comprehensive framework, offering guidance and control measures to prioritise the well-being of all stakeholders.

To fortify safety measures, we employ a combination of advanced physical and electronic security surveillance and detection systems. Additionally, we utilise sophisticated equipment to enhance fire and safety detection, alarming, suppression, and extinguishing capabilities.

To ensure readiness in the face of emergencies, we conduct regular evacuation drills at our cinema sites. These drills contribute to our preparedness to effectively respond to any incident or natural calamity.

Our commitment to safety is further bolstered by a rigorous system of audits, including periodic third-party audits, internal audits, audits conducted by Fire Safety and Security Officers (FSSO), and mystery audits. These assessments help us maintain compliance with all relevant local by-laws, state-specific cinematographic acts, rules, and regulations applicable to our business, thereby ensuring the highest standards of safety and security across all our operations.

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

At PVR INOX, we've implemented a robust mechanism to record near-misses, aimed at continuous process

improvement and proactive risk mitigation. By capturing and analysing near-miss incidents, we gain valuable insights into potential hazards and underlying causes.

This information is shared across all our cinemas as part of our training initiatives, empowering our staff with the knowledge and awareness needed to prevent future mishaps. Through collaborative efforts, we identify and implement preventive measures, rectifying root causes and fostering a culture of safety and vigilance across our organisation.

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

Yes, employees have a clear avenue to report work-related hazards through the outlined process, directing their concerns to the Business Manager and utilising the Safety and Security reporting mechanism. This ensures that any potential hazards

or risks are promptly addressed and managed in accordance with our commitment to maintaining a safe and secure working environment for all.

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

The well-being of our employees is paramount, which is why all our employees are covered under comprehensive accident insurance, health insurance, and Employee State Insurance (ESI) schemes, as applicable to their roles and locations. This ensures that our employees have access to necessary medical care and financial protection in case of accidents or health-related issues, further underscoring our commitment to their safety and welfare.

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

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

Safety Incident/Number	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	NIL	NIL
	Workers	NIL	NIL
Total recordable work-related injuries	Employees	7	NIL
	Workers	NIL	NIL
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities)	Employees	NIL	NIL
	Workers	NIL	NIL

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

At PVR INOX, the safety, security, and comfort of our employees and customers is the primary consideration for us. As our workplace also serves our customers, ensuring their well-being is integral to our organisational ethos. We maintain stringent protocols to guarantee the safety, security, and health of both employees and patrons.

In response to the pandemic, we've heightened our sanitation, health, and hygiene measures to ensure our premises remain free from bacteria and viruses. Additionally, we've implemented enhanced security measures to safeguard all individuals from accidents, injuries, or any untoward incidents.

We prioritise building a culture of safety by recording near-misses, allowing us to rectify unsafe practices before they escalate into incidents. Our security team undergoes comprehensive training to effectively handle emergencies such as fires, floods, and other eventualities. Regular safety audits are conducted to uphold these standards consistently.

Furthermore, our staff receives training to cater to customers with varying needs, and they are proficient in operating assistive equipment to facilitate access. These initiatives collectively demonstrate our unwavering commitment to creating a safe, secure, and inclusive environment for all.

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

	FY 2023-24			FY 2022-23		
	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	44	4		42	0	
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 are assessed for Health, Safety and working conditions as part of the business operating processes.
Working Conditions	

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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. However, 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.

During the year, we undertook a formal Stakeholder identification exercise where we met all department/ functional heads and mapped key stakeholders for each function and mapped them in order of influence and importance; on a scale of low, medium and high. 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 (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	Some segments	Customer Feedback, 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 meetings and concalls, Investor Grievance redressal mechanism	On going	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, Focussed Group Discussions.		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 the interests of and be responsive to all its stakeholders

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 2023-24 Human Rights issues / policies			FY 2022-23 Human Rights issues / policies		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	4,650	2,836	61.0%	4,689	3,976	84.8%
Other than Permanent	10,827	7,151	66.0%	10,524	4,229	40.2%
Total	15,477	9,987	64.5%	15,213	8,205	53.9%
Workers						
Permanent	NA	NA	NA	NA	NA	NA
Other than Permanent	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

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

Category	Total (A)	FY 2023-24				Total (D)	FY 2022-23			
		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	4,219	174	4.1%	4,045	95.9%	4,243	1,375	32.4%	2,868	67.6%
Female	431	79	18.3%	352	81.7%	446	129	28.9%	317	71.1%
Other than Permanent										
Male	8,620	5,880	68.2%	2,740	31.8%	8,511	6,321	74.3%	2,190	25.7%
Female	2,207	1,972	89.4%	235	10.6%	2,013	1,651	82.0%	362	18.0%

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

	Number	Male	Median remuneration/ salary/ wages of respective category per annum (in ₹)	Female	Median remuneration/ salary/ wages of respective category per annum (in ₹)	Others	
		Number		Number		Number	Per annum (in ₹)
Board of Directors (BoD)	8		22,50,000	2	10,25,000		
Key Managerial Personnel	3		3,15,40,644	0	0	0	
Employees other than BoD and KMP	12,679		2,77,284	2,638	2,16,492	1	2,95,548
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 INOX'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 INOX 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.

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

	FY 2023-24			FY 2022-23		
	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	44	4		26	5	
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	We have conducted internal assessments
Forced/involuntary labour	This is not possible in our industry since we do not employ labour. Our outsourced vendors do employ labour but we have stringent requirements on employment conditions and safety.
Sexual harassment	Our POSH committee has a senior, experienced external committee member.
Discrimination at workplace	We have a robust D&I policy that does not allow for discrimination and also have a grievance redressal mechanism in place that ensures all employees can register grievances (if any).
Wages	We adhere to minimum wages rules across the country.

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.



POSH Training

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

As a Cinema Exhibition Company, PVR INOX recognises that key environmental concerns include energy consumption, water consumption, and waste management. Currently, our focus primarily lies on accounting for Scope 1 and 2 emissions.

To address these challenges, we've implemented various initiatives aimed at enhancing energy efficiency and sustainability. This includes the installation of renewable energy sources such as rooftop solar panels, as well as implementing waste segregation practices and sourcing consumables sustainably.

Moreover, we are committed to complying with all applicable environmental laws, regulations, and guidelines. Continual improvement of our environmental performance remains a top priority, and we strive to innovate and adopt best practices to minimise our ecological footprint while providing exceptional cinema experiences.

Essential Indicators

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

Parameter	FY 2023-24	FY 2022-23
Total electricity consumption (A)	10,68,082 GJ	9,83,710 GJ
Total fuel consumption (B)	8,442 GJ	12,042 GJ
Energy consumption through other sources (C) (Solar+Wind)	5,307 GJ	42,281 GJ
Total energy consumption (A+B+C)	10,81,831 GJ	10,38,033 GJ
Energy intensity per crore of turnover (Total energy consumption/ turnover in rupees)	178.8 GJ / Crore	271 GJ / Crore
Energy intensity (optional) – the relevant metric may be selected by the entity		

No independent assessment/ evaluation/ assurance has been carried out.

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. 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 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water*	9,27,761 KL	7,91,363 KL
(iv) Seawater / desalinated water		
(v) Others		
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	9,27,761 KL	7,91,363 KL
Total volume of water consumption (in kilolitres)	9,27,761 KL	7,91,363 KL
Water intensity (Water consumed / turnover)	153.3 KL/ Crore	206 KL/ Crore
Water intensity (optional) – the relevant metric may be selected by the entity		

No independent assessment/ evaluation/ assurance has been carried out.

* Water is provided by the property owners and we do not have a source wise breakup.

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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 2023-24	FY 2022-23
NOx	mg/Nm ³	124.35	124.35
SOx	mg/Nm ³	66.09	66.09
Particulate matter (PM)	mg/Nm ³	28.09	28.09
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others -please specify	-	-	-

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

Parameter	Unit	FY 2023-24	FY 2022-23
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	10,322	9,668
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	2,12,430	2,21,335
Total Scope 1 and Scope 2 emissions	Metric tonnes of CO ₂ Equivalent / Crores of Turnover	57	57
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity			

No independent assessment/ evaluation/assurance has been carried out by an external agency.

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

PVR INOX primarily operates its cinemas within malls where it does not own the roof rights. However, the company has strategically identified standalone properties across the country and successfully implemented solar power systems in 12 of these properties over the past year.

Due to the staggered commissioning of these sites throughout the year, we haven't yet had a complete year of solar power production from all 12 sites. However, we anticipate obtaining comprehensive data for all 12 sites in the upcoming year. Despite this, we're pleased to report that we've already offset a substantial portion of our total power consumption with 4,52,389 KWH of green power during the year, thereby saving 3,61,911 kgs of CO₂ emissions.

Looking ahead, we have plans to expand our solar power initiatives to another 8-10 sites in the coming year, furthering our commitment to sustainability and reducing our environmental footprint.



Solar Installation

#	Solar roof top Generation details Properties wise FY 23-24			
	Unit Name	Capacity in KWp	Solar Commissioning date	Total KWH
1	PVR Jalgaon	187	06 Sept 2023	1,09,787
2	INOX Pune Bund Garden	140	24 Sept 2023	88,523
3	PVR Bhiwandi	167	11 Oct 2023	70,818
4	INOX Aurangabad Tapadia	198	11 Nov 2023	87,675
5	INOX Nagpur Tuli	80	10 Dec 2023	26,354
6	PVR Mumbai Juhu	194.5	03 March 2024	18,814
7	PVR Amritsar SCT	199.5	20 Feb 2024	21,051
8	INOX Mumbai Dahisar	300	19 March 2024	13,651
9	PVR Jalandhar Friends	90	08 March 2024	4,411
10	PVR Zirakpur Cosmo	82	21 March 2024	4,385
11	PVR Delhi Priya	109	23 March 2024	3,088
12	PVR Delhi Saket	137.34	23 March 2024	3,832
				4,52,389



Solar panels at a standalone site

In addition to the above, we continue to pursue various initiatives aimed at energy conservation and sustainability:

- Employee Sensitisation:** We conduct continuous training and awareness programs for cinema employees to align them with our energy conservation objectives, recognising that a significant portion of our energy consumption occurs at the cinema level.
 - Certified Energy Auditor Oversight:** A certified energy auditor oversees and leads the implementation of energy conservation initiatives. We also engage external consultants to provide additional energy-saving measures, such as optimising energy usage, lux levels, and design aspects of electrical and HVAC systems.
 - Third-party Energy Audits:** Periodic third-party energy audits are conducted to ensure equipment operates at optimal efficiency levels and to identify inefficiencies and areas for improvement, both within our operations and within the mall management infrastructure.
 - Equipment Audit Under Mall Management:** Regular audits of equipment under mall management are conducted to identify inefficiencies and operational and equipment changes are suggested to reduce energy wastage.
 - Power Factor Maintenance:** We maintain power factor above 0.98 with the help of Automatic Power Factor Correction (APFC) systems, ensuring low reactive power in the system and receiving rebates from power supply companies.
 - Load Optimisation:** We achieve load optimisation through the use of timers, mechanical timers in areas of intermittent usage, occupancy sensors in washrooms, and laser projection technology for energy savings and sustainability.
 - LED Lighting Implementation:** Major lighting has been replaced with LED lights, both through retrofits in existing locations and in upcoming sites, resulting in energy savings and longer lifespans.
 - Efficient Chillers and HVAC Systems:** New and efficient screw chillers have been installed, while HVAC plants and subsystems are closely monitored to ensure decreased breakdowns and increased efficiency, contributing to energy conservation.
 - Energy Monitoring Systems:** State-of-the-art energy monitoring, temperature monitoring, and fire hydrant pressure monitoring systems are utilised across locations for proactive energy management and conservation.
 - Efficient Lifts and Escalators:** Company-owned lifts are equipped with V3F drives for energy efficiency, while automatic start/stop mechanisms are implemented for escalators to conserve energy.
- These initiatives collectively demonstrate our unwavering commitment to energy conservation and sustainability across all aspects of our operations

Business Responsibility & Sustainability Report

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

Parameter	FY 2023-24	FY 2022-23
Plastic waste* (A) (in Metric Tons)	1,480	1,244
E-waste (B)** (in Metric Tons)	6,084	
Bio-medical waste (C)	NA	NA
Construction and demolition waste (D)	NA	NA
Battery waste (E)**	7,400 (in numbers)	5,403 (in numbers)
Radioactive waste (F)	NA	NA
Other Hazardous waste. Please Specify, if any. (G)	NA	
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) (Food Waste)	1,033	861
Total (A+B + C + D + E + F + G + H)	8,597	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	7,564	1,244
(ii) Re-used	7,400 (battery)	5,403 (battery)
(iii) Other recovery operations	We are using fabric made from pet bottles in uniforms	
Total (not recovered)	1,033	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.

PVR INOX is deeply committed to responsibly managing electronic waste (e-waste) through a nationwide partnership with a Central Pollution Control Board (CPCB) approved e-waste recycler, ensuring strict compliance with the E-Waste Rules 2022 mandated by the Ministry of Environment, Forests, and Climate Change.

Since 2019, we've remained steadfast in our dedication to eliminating plastic from our operations, resulting in the removal of approximately 67,000 kg of plastic annually. Our initiatives include:

- Adoption of biodegradable garbage bags certified by the Central Institute of Plastics Engineering and Technology (under the Ministry of Chemicals and Fertilisers, Government of India).
- Transition from plastic to paper, and subsequently to polylactic acid (PLA) straws, derived from renewable biomass and biodegradable within 45 to 90 days in suitable composting facilities, leading to a reduction of over 5,000 kg of plastic consumption per year.

- Replacement of plastic blanket covers with fabric sleeves across all PVR INOX Luxe Cinemas, resulting in an annual reduction of approximately 1,000 kg of plastic.
- Substitution of plastic covers for 3D glasses with covers made from biodegradable corn starch.

Furthermore, we actively participate in the circular economy through the following initiatives:

- Replacement of mainstream cinema uniforms with Waste2Wear fabric crafted from recycled PET bottles.
- Utilisation of food containers made from sugarcane bagasse, a by product of the sugarcane industry, further contributing to waste reduction and sustainability.
- These efforts underscore our unwavering commitment to environmental stewardship and sustainability, as we strive to minimise our ecological footprint and promote responsible resource management.

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 situated within mall complexes, we work closely with mall authorities to uphold proper waste management practices in line with the Waste (Handling and Management) Rules 2016 applicable to mall complexes. Our waste management strategies encompass:

Segregation and Handover: Waste is segregated at our cinemas and then handed over to mall authorities for further disposal, ensuring proper categorisation and handling.

Recyclable Material Handling: Mall administration oversees the transportation of recyclable materials to authorised recyclers, guaranteeing their proper recycling and diversion from landfills.

E-Waste Disposal: We've established a robust process for e-waste disposal, partnering with CPCB approved vendors to responsibly dispose of electronic waste in compliance with the latest waste disposal regulations for bulk users.

Quantification and Assessment: We regularly quantify both dry and wet waste at the cinema level and assess the effectiveness of current disposal mechanisms. This practice enables us to monitor waste generation patterns and disposal practices effectively.

Waste to Wealth Program: Exploring innovative solutions, we're evaluating a waste to wealth program tailored for stand-alone cinemas. This initiative aims to identify opportunities to convert waste into valuable resources, promoting sustainable practices and resource utilisation.

Renovation Waste Disposal: We're actively exploring environmentally sustainable options for the responsible disposal of renovation waste. Our goal is to ensure that waste generated during renovation activities is managed in a manner that minimises environmental impact and adheres to best practices.

Through these comprehensive initiatives, we are committed to minimising our environmental footprint and contributing to the responsible management of waste. These efforts are aligned with our overarching commitment to sustainability and environmental stewardship.

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

Business Responsibility & Sustainability Report

8 Principles 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.

Despite there being a crunch on CSR budgets, the team has devised various innovative models and secured funding from various channels to keep these projects afloat.

PVR NEST, the CSR arm of PVR INOX Limited, is dedicated to advancing the Sustainable Development Goals (SDGs) by partnering with stakeholders to enhance urban spaces and facilities, fostering greater livability and equity for women, children, and marginalised communities. With a focus on building a sustainable society, PVR NEST prioritises projects in education, poverty alleviation, sanitation and safety, gender equality, and environmental conservation, directly impacting SDGs 1, 4, 5, 6, 11, and 17.

Since its inception, PVR NEST has centered its efforts on empowering women and children from vulnerable backgrounds. Through collaborative initiatives with government agencies and partners who share a common vision, PVR NEST is actively executing the following projects:

Through these projects and partnerships, PVR NEST is committed to driving positive social change, promoting inclusivity, and building a more sustainable future for a cross-section of communities.

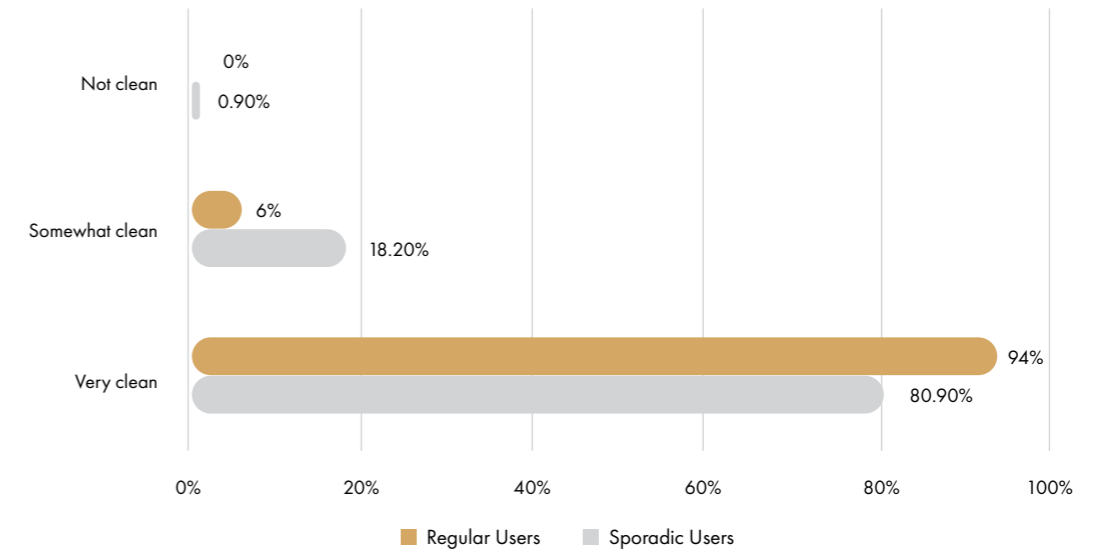
Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Pink Toilets: Pink Toilets are free-to-use, women-exclusive sanitation facilities ran for women, by women. The program is in association with Municipal corporation of Delhi	N/A	N/A	Yes	Yes	PVR NEST'S SIA Report 2023-24 PVR NEST's Annual Report 2023-24 is under development
Garima Grih: A multi-utility public health infrastructure which provides safe sanitation and skill development programs to women and children. The program is in association with Municipal corporation of Delhi	N/A	N/A	Yes	Yes	PVR NEST'S SIA Report 2023-24 https://pvrnest.godaddysites.com/annual-reports PVR NEST's Annual Report 2023-24 is under development
The Feeding Program revives the PVR NEST flagship 'Childscape Children at Risk' program, which came to a standstill during the pandemic after it had launched impactful SDG programs for children through partnerships with the government. The Feeding Program contributes to better health and nutrition for children at risk and will be organised every Thursday at 5 safe centers, holding significance in Indian philanthropy as a day dedicated to 'Giving'.			The program is in the inception stage		PVR NEST'S Annual Activity Report 2022-2023 https://pvrnest.godaddysites.com/annual-reports PVR NEST's Annual Report 2023-24 is under development



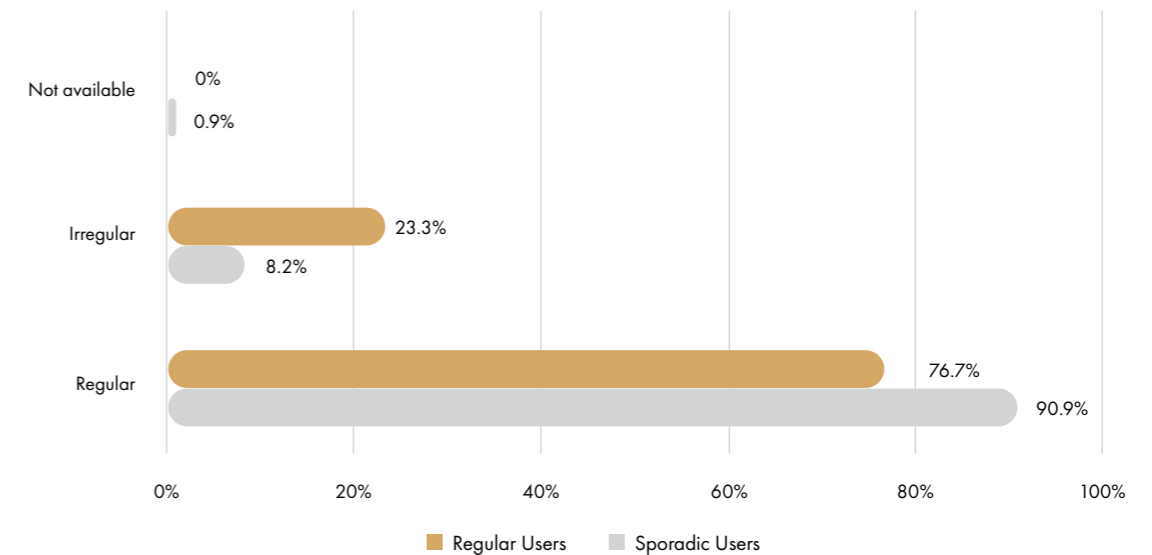
Safe space for community bonding

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:

Cleanliness



Water supply and other amenities availability



- 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.

Business Responsibility & Sustainability Report

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

PVR INOX has established various formal and informal communication channels to engage with beneficiaries and address their grievances, queries, and concerns effectively. These mechanisms are tailored to the specific needs and vulnerabilities of the communities we serve, ensuring accessibility and confidentiality. Our communication channels include:

Notice Boards: Prominently placed notice boards disseminate public notices, information on upcoming campaigns, and awareness programs, fostering community engagement and awareness.

Feedback Box: A suggestion box is strategically located in central areas, allowing community members to submit written grievances, suggestions, or feedback anonymously. This confidential avenue encourages open communication and ensures that concerns are addressed promptly and without fear of reprisal.

Feedback Register: Wash Champions at our centers maintain feedback registers to document user feedback and grievances comprehensively. This includes details such as the nature of the grievance, complainant's name, contact information, and submission date, facilitating systematic follow-up and resolution.

Visitor's Logbook: A visitor's logbook is maintained to record details of visitors and their feedback, providing a transparent record of interactions and enabling us to track and address concerns effectively.

Point of Contact Information: Supervisor's mobile numbers and the organisation's email address are prominently displayed at all centers, facilitating easy access and communication for beneficiaries.

Important Contact Numbers and WhatsApp Groups:

We utilise WhatsApp groups for instant communication and reporting purposes, ensuring swift dissemination of information and fostering community engagement. Additionally, a community WhatsApp group is established for posting important communications and updates.

Focus Group Discussions (FGDs) and Community Champion Program: FGDs and Community Champion programs are organised to facilitate direct dialogue with the community, allowing us to gather valuable feedback, insights, and suggestions for continuous improvement and effective project implementation.

Through these diverse communication channels, PVR INOX remains committed to fostering transparent, inclusive, and responsive engagement with beneficiaries, empowering communities and addressing their needs effectively.

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

While we are yet to launch our Sustainable Supply Chain program, we have engaged with our customers (downstream valuechain) in our CSR programs. We started an initiative, Let's Start Doing Good while booking a movie ticket, a customer has the option of donating ₹ 2 towards PVR's initiatives contributing to the SDGs. During the year, the amount so collected was ₹ 40,64,876; which has been used for the following campaigns:

- Stop Online Stalkers
- Bachpan Manao, Badhte Jao
- Vision Zero: Targeting Road Safety.

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

To receive and respond to consumer complaints and feedback, PVR INOX has implemented several mechanisms:

- **Feedback Collection Points:** Various feedback collection points are established within cinemas, including suggestion boxes, feedback registers, and digital feedback forms accessible via QR codes. These channels provide patrons with convenient ways to voice their concerns, suggestions, and feedback.
- **Digital Feedback Systems:** After each transaction, patrons receive a feedback message containing a link to an online feedback form. This form allows customers to rate their experience on various aspects, such as service quality, cleanliness, and staff behavior, using a 5-point scale. This digital platform enables real-time feedback collection and analysis.
- **Regular Internal Surveys:** PVR INOX conducts regular internal surveys to gauge customer satisfaction levels and identify areas for improvement. These surveys cover various aspects of the customer experience, including service delivery, facility cleanliness, and overall satisfaction.
- **Mystery Audits:** Third-party agencies conduct mystery audits to assess different aspects of service delivery, including housekeeping, safety and security measures, staff grooming, and adherence to operational standards.

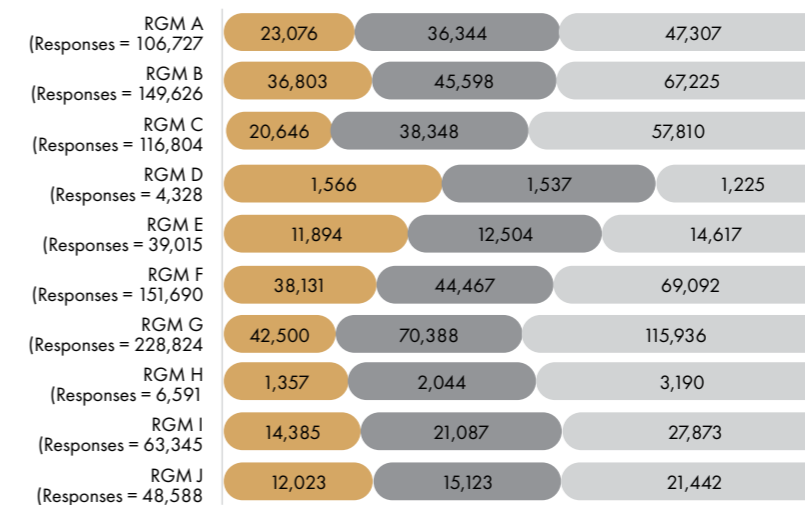
These audits help identify areas of improvement and ensure compliance with defined standards.

- **Product Information Display:** Product information is prominently displayed on the packaging of food and beverage products sold within cinemas. This additional information goes beyond legal requirements and aims to enhance consumer knowledge and safety by providing details such as active ingredients, directions for use, and safety precautions.
- 1. **Through these comprehensive feedback mechanisms, PVR INOX gathers valuable insights from consumers and promptly addresses their concerns. This proactive approach to customer feedback helps enhance service quality, optimise operational efficiency, and ensure a positive overall experience for patrons 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.



Community membership and registration

Regional Performance Chart



■ Detractor ■ Passive ■ Promoter

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

Customers also have the option of calling the call centre and sharing their grievance or dissatisfaction.

Business Responsibility & 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

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

	FY 2023-24			FY 2022-23		
	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	0	0	0	0	0	0
Advertising	0	0	0	0	0	0
Cyber Security	0	0	0	0	0	0
Delivery of essential services	0	0	0	0	0	0
Restrictive Trade Practices	0	0	0	0	0	0
Unfair Trade Practices	0	0	0	0	0	0
Others	16,954	5	0	26,899	18	0

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

Not applicable

6. 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.

7. 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.