



July 31, 2023

**BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street,  
Mumbai - 400 001

**National Stock Exchange of India Limited**  
Exchange Plaza,  
Plot No. C/1, G Block,  
Bandra- Kurla Complex,  
Bandra (East), Mumbai - 400 051

Scrip Code - **533137**

Trading Symbol - **DEN**

**Dear Sir(s),**

**Sub: Business Responsibility and Sustainability Report for the financial year 2022-23**

Please find enclosed herewith the Business Responsibility and Sustainability Report of the Company for the financial year 2022-23.

The Business Responsibility and Sustainability Report is also uploaded on the website of the Company and can be accessed at [https://dennetworks.com/upload/annualpdf/Business\\_Responsibility\\_and\\_Sustainability\\_Report.pdf](https://dennetworks.com/upload/annualpdf/Business_Responsibility_and_Sustainability_Report.pdf)

You are requested to take note of the above information in your record.

Thanking You,

Yours Faithfully,

For **DEN NETWORKS LIMITED**

**Hema Kumari**  
**Company Secretary & Compliance Officer**

**Encl.: as above**

**DEN Networks Limited**

CIN: L92490MH2007PLC344765

**Corp. Office:** 236, Okhla Industrial Estate, Phase-III, New Delhi-110 020

Landline: +91 11 40522200 || Facsimile: +91 11 40522203 || E-mail: den@denonline.in | www.dennetworks.com

**Regd. Office:** Unit No.116, First Floor, C Wing Bldg. No.2 Kailas Industrial Complex L.B.S Marg Park Site  
Vikhroli(W), Mumbai, Mumbai City, Maharashtra, India, 400 079

Landline: +91 22 25170178 || E-mail: den@denonline.in | Website: www.dennetworks.com

## BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

### SECTION A: GENERAL DISCLOSURES

#### I. Details of the Listed Entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L92490MH2007PLC344765
2	<b>Name of the Listed Entity</b>	DEN Networks Limited (DEN)
3	<b>Year of incorporation</b>	July 10, 2007
4	<b>Registered office address</b>	Unit No.116, First Floor, C Wing Bldg. No.2 Kailas Industrial Complex L.B.S Marg Park Site, Vikhroli (W) Mumbai - 400079
5	<b>Corporate address</b>	236, Okhla Industrial Area, Phase III, New Delhi - 110020
6	<b>E-mail</b>	<a href="mailto:investorrelations@denonline.in">investorrelations@denonline.in</a>
7	<b>Telephone</b>	+91-22-25170178
8	<b>Website</b>	<a href="http://www.dennetworks.com">www.dennetworks.com</a>
9	<b>Financial year for which reporting is being done</b>	2022-23
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	<b>Paid-up Capital (in ₹)</b>	₹ 4,77,22,38,450
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	
	<b>Name of the Person</b>	Mr. Agam Malhotra - Financial Controller Ms. Hema Kumari - Company Secretary & Compliance Officer
	<b>Telephone</b>	+91-11- 40522200
	<b>Email address</b>	<a href="mailto:agam.malhotra@denonline.in">agam.malhotra@denonline.in</a> <a href="mailto:hema.kumari@denonline.in">hema.kumari@denonline.in</a>
13	<b>Reporting Boundary</b>	
	<b>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).</b>	Standalone Basis

## II. Product/Services

14	Details of business activities (accounting for 90% of the Turnover):	S. No.	Description of Main Activity	Description of Business Activity	% of turnover of the Entity
		1	Cable Service Provider (Information and Communication)	The Company is engaged in broadcasting and programming activities	100

15	Products/Services sold by the entity (accounting for 90% of the entity's Turnover):	S. No.	Product/Service	NIC Code	% of total Turnover contributed
		1	Cable Distribution Services	61103	100

## III. Operations

16	Number of locations where plants and/or operations/offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	0	147	147
		International	0	0	0
17	Market served by the entity	Location	Numbers		
	a. No. of Locations	National (No. of States)	13		
		International (No. of Countries)	0		
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Nil			
c. A brief on types of customers	DEN is engaged in providing digital cable TV service and customers are mainly Business to Business – <ul style="list-style-type: none"> <li>Local Cable Operators are the ones through whom we provide our cable TV service to subscribers PAN India via their local cable networks.</li> </ul>				

#### IV. Employees

18. Details as at the end of Financial Year:						
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>a. Employees and workers (including differently abled):</b>						
<b>Employees</b>						
1	Permanent (D)	492	461	93.70	31	6.30
2	Other than Permanent (E)	986	955	96.86	31	3.14
3	<b>Total Employees (D+E)</b>	1478	1416	95.81	62	4.19
<b>Workers</b>						
4	Permanent (F)	0	0	0.00	0	0.00
5	Other than Permanent (G)	0	0	0.00	0	0.00
6	<b>Total Workers (F+G)</b>	0	0	0.00	0	0.00
<b>b. Differently abled employees and workers:</b>						
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>Differently abled Employees</b>						
1	Permanent (D)	0	0	0.00	0	0.00
2	Other than Permanent (E)	0	0	0.00	0	0.00
3	<b>Total differently abled employees (D+E)</b>	0	0	0.00	0	0.00
<b>Differently abled Workers</b>						
4	Permanent (F)	0	0	0.00	0	0.00
5	Other than Permanent (G)	0	0	0.00	0	0.00
6	<b>Total differently abled workers (F+G)</b>	0	0	0.00	0	0.00

19. Participation/Inclusion/Representation of women				
S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	8	2	25
2	Key Management Personnel	3	1	33.3

20. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)									
Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17.28	26.67	17.85	14.48	32.79	15.58	7.09	3.45	6.89
Permanent Workers	Not Applicable								

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

21	Names of holding / subsidiary / associate companies / joint ventures	S. No	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / Subsidiary / Associate / Joint Venture	% of shares held by listed entity <sup>^</sup>	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
						Yes/No
		1.	Kishna Den Cable Networks Private Limited	Subsidiary	51	Yes, the Company encourages participation of its subsidiaries/associate companies in its
		2.	Srishti Den Networks Limited	Subsidiary	51	
		3.	Den Saya Channel Network Limited	Subsidiary	51	
		4.	Den Mod Max Cable Network Private Limited	Subsidiary	51	

		5.	<b>Futuristic Media and Entertainment Limited</b>	<b>Subsidiary</b>	<b>100</b>	group wide Business Responsibility (BR) initiatives. As a responsible corporate citizen, the Company promotes sustainable and inclusive development.
		6.	<b>Bhadohi Den Entertainment Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		7.	<b>Den Enjoy Cable Networks Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		8.	<b>Eminent Cable Network Private Limited</b>	<b>Subsidiary</b>	<b>56</b>	
		9.	<b>Den Enjoy Navaratan Network Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		10.	<b>Den Kashi Cable Network Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		11.	<b>Mahavir Den Entertainment Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		12.	<b>Den Broadband Limited</b>	<b>Subsidiary</b>	<b>100</b>	
		13.	<b>Libra Cable Network Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		14.	<b>Den Satellite Cable TV Network Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		15.	<b>Den Budaun Cable Network Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		16.	<b>Rose Entertainment Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		17.	<b>Mansion Cable Network Private Limited</b>	<b>Subsidiary</b>	<b>66</b>	
		18.	<b>VBS Digital Distribution Network Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		19.	<b>Meerut Cable Network Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		20.	<b>Den Ambey Cable Networks Private Limited</b>	<b>Subsidiary</b>	<b>61</b>	
		21.	<b>Den F K Cable TV Network Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		22.	<b>Den Fateh Marketing Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		23.	<b>Den Rajkot City Communication Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	
		24.	<b>Den Supreme Satellite Vision Private Limited</b>	<b>Subsidiary</b>	<b>100</b>	
		25.	<b>Den Malayalam Telenet Private Limited</b>	<b>Subsidiary</b>	<b>51</b>	

	26.	Den Discovery Digital Networks Private Limited	Subsidiary	51
	27.	Galaxy Den Media & Entertainment Private Limited	Subsidiary	100
	28.	Mahadev Den Cable Network Limited	Subsidiary	51
	29.	Drashti Cable Network Limited	Subsidiary	82.85
	30.	Den Nashik City Cable Network Private Limited	Subsidiary	51
	31.	Den-Manoranjan Satellite Private Limited	Subsidiary	100
	32.	Den Premium Multilink Cable Network Private Limited	Subsidiary	51
	33.	Den ADN Network Private Limited	Subsidiary	51
	34.	Radiant Satellite (India) Private Limited	Subsidiary	51
	35.	Den Satellite Network Private Limited*	Associate	50

^ Representing aggregate % of shareholding held by the Company and/or its subsidiaries.

\*Den Satellite Network Private Limited has shareholding in the following companies:

1. DEN New Broad Communication Private Limited
2. Konark IP Dossiers Private Limited
3. Den ABC Cable Network Ambarnath Private Limited

## VI. CSR Details

22	a. Whether CSR is applicable as per Section 135 of Companies Act, 2013:	Yes
	Turnover (in ₹)	₹11,09,86,79,430
	Net worth (in ₹)	₹ 34,37,78,86,273

## 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 Current Financial Year			FY 2021-22 Previous Financial Year		
					Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
		<b>Communities</b>	Yes	<p>The Company serves the community at large through its Corporate Social Responsibility (CSR) initiatives. Community members can voice their concerns or grievances by sending e-mail at <a href="mailto:wecare@denonline.in">wecare@denonline.in</a>. Additionally, they can raise their concerns or grievances via call / letter.</p> <p>Web-link for Company's Corporate Social Responsibility Policy : <a href="https://dennetworks.com/upload/code_conduct/csr_policy_1.pdf">https://dennetworks.com/upload/code_conduct/csr_policy_1.pdf</a></p>	0	0	-	0	0	-
		<b>Investors (other than shareholders)</b>	Not Applicable	There are no Investors other than shareholders						



		<b>Shareholders</b>	Yes	<p>The Company has a designated e-mail-id: <a href="mailto:investorrelations@denonline.in">investorrelations@denonline.in</a> for shareholders to enable them to raise their grievances or concerns.</p> <p>Shareholder grievances are resolved by the Company through its Registrar and Transfer Agent (RTA) : Kfin Technologies Limited, e-mail id of RTA: <a href="mailto:einward.ris@kfintech.com">einward.ris@kfintech.com</a></p> <p>Stakeholders Relationship Committee (SRC) of the Board of Directors of the Company specifically look into various aspects of interest of shareholders.</p>	1	0	-	0	0	-
		<b>Employees and workers</b>	Yes	<p>The Company has a well-defined vigilance framework which provides a platform to the employees of the Company to lodge their grievances/ complaints. Web-link :</p>	0	0	-	0	0	-

				<a href="https://dennetworks.com/upload/code_conduct/Whistle%20Blower%20Policy-DEN.pdf">https://dennetworks.com/upload/code_conduct/Whistle%20Blower%20Policy-DEN.pdf</a>						
		<b>Customers</b>	Yes	<p>Further, the Company has Policy on Prevention of Sexual Harassment (POSH) and Equal Employment Opportunity Policy. These Policies are available on the intranet for internal access.</p> <p>DEN has set up a dedicated customer care service centre to receive and address customer complaints. The Customers can reach out through toll free number and e-mail.</p> <p>Web-link:  <a href="https://dennetworks.com/consumer-corner">https://dennetworks.com/consumer-corner</a> </p>	40896	0	Type of complaints received are pertaining to issues such as lost signals, hardware related etc.	56371	0	Type of complaints received are pertaining to issues such as lost signals, hardware related etc.

		<b>Value Chain Partners</b>	Yes	Value Chain Partners can submit their complaints to point of contact in the supply chain team. Further, they can also reach out through toll free number and email.  Web-link: <a href="https://dennetworks.com/corporate">https://dennetworks.com/corporate</a>	0	0	-	0	0	-
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24	Overview of the entity's material responsible business conduct issues	S. No.	Material Issue Identified	Indicate whether risk or opportunity	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)
	Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an	1	Energy Management	Opportunity	With global climate change, increase in global temperature and depletion of non-renewable resources, it is important to take energy management into consideration for any industry as an opportunity to work towards sustainability.	We have in place several initiatives to ensure efficient energy management where every office follows practices such as switching off electrical appliances and equipment when not in use, & use of LEDs bulbs instead of conventional bulbs.	Positive

<p>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:</p>	2	Waste Management & Circular Economy	Risk and Opportunity	<p>There are several waste management related rules defined under the Environment Protection Act of 1986 in India. Non-compliance of the same can lead to penalties thus negatively impacting the brand image.</p> <p>A circular economy-based approach to waste management can reduce our dependency on virgin resources thus resulting in cost saving in responsible way.</p>	<p>We have a defined process in place to safely dispose end of life, faulty &amp; non usable product through certified E-scrapers, abiding all the Government compliances related to safe disposal of e-waste. We also reuse Set Top Boxes (STBs) by recovering these products and refurbishing them for further use.</p>	Negative and Positive
	3	Employee well being, health and safety	Risk	<p>Employees are the assets to the Company contributing to success and growth. Employee well being is important and failure to ensure the same can lead to reduced productivity of the organization which can directly affect the business operations and customer satisfaction</p>	<p>We prioritize the wellbeing and health of employee and strive to create a workplace supporting the employees to be themselves and excel professionally and personally. We consider mental health as a part of employee well-being and support it at our workplace. We provide trainings and sessions on health and safety and on ground first aid/ safety kits for emergency cases.</p>	Negative

		4	Human Rights	Risk	Human rights are the basic rights for all starting from top to bottom in the hierarchy extending to our value chain. Failure to address human rights concerns and issues can lead operational slowdowns and negatively impact our reputation. It can also lead to legal actions from regulatory body.	DEN obeys the laws and comply with statutes necessitating protection of human rights. We prohibit child and forced labour in all forms and advocate non-discriminatory principles at workplace, we ensure minimum wages and other human rights to all our employees. Human Resource (HR) department of the Company is responsible to ensure to address the issues related to human rights.	Negative
		5	Responsible Supply Chain	Opportunity	With increasing expectations of customers, investor, and regulators on extending the sustainability principles across value chain as a means to promote better working world where ESG risks are minimalized, and responsible growth is promoted. A responsible supply chain would ensure that our operations are free from risks on statutory non compliances as well as has a reduced carbon footprint.	DEN considers it as an opportunity as taking ESG risks into account in the supply chain can reduce the overall risk of the Company and therefore shall assess the supply chain on E, S and G themes.	Positive

		6	Data Privacy and Security	Risk	In order to safeguard the Company's businesses, customers, infrastructure, and internal users against security threats, the Company must prioritize data privacy and cybersecurity by implementing measures that enhance its systems and processes.	The Company has implemented a risk management policy that includes identification, preparation of mitigation plans and monitoring of identified risks.	Negative
		7	Governance and Accountability	Risk	Governance and accountability directly impact the functioning of the Company, as inadequate governance structure and practices can hamper the trust and confidence of the stakeholders in the Company.	Our Company has a robust governance structure with designated role and responsibility of all employees.	Negative

**SECTION B: MANAGEMENT AND PROCESS DISCLOSURES**

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and Management Processes</b>										
1	<b>a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Yes								
	<b>c. Web Link of the Policies, if available</b>	The Policies are available on (1) website of the Company - <a href="https://dennetworks.com">https://dennetworks.com</a> and (2) Intranet portal of the Company for internal access.								
2	<b>Whether the entity has translated the policy into procedures. (Yes / No)</b>	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	<b>Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Yes, as applicable, our policies are extended to our business partners.								
4	<b>Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	The Company has framed policies that conform to different applicable statutes / guidelines / rules / policies etc., issued by Government of India from time to time. Industry practices and national / international standards as applicable, are widely adopted by the Company. Our major business equipment's used in provisioning of services, such as Set Top Boxes (STBs), are certified by the Bureau of Indian Standards (BIS), as applicable. This certification ensures that the equipment meets the required quality and safety standards and demonstrates the Company's commitment to provide high-quality and safe products to its customers.								

5	<b>Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	Sustainability aspects have been integral to our operations since inception. We believe that creation of a shared value for all stakeholders as well as natural capital is true reflection of a Company's growth. DEN conducted materiality assessment to identify material topics across E, S and G themes. The Company is committed to enhance its ESG performance. The Company has set various commitments & goals. We look forward to be progressive on our ESG Journey with setting of specific targets and goals on sustainability related material topics.
6	<b>Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</b>	

**Governance, Leadership and Oversight**

7	<p><b>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements</b></p> <p>As a responsible corporate citizen, sustainability principles have been integral to our operations. With BRSR, we disclose our sustainability efforts more transparently to all our stakeholders. The climate change-led challenges and pandemic has represented the importance of planet's health for the sustenance of future generations. We believe in the responsible consumption of natural resources and therefore we look at reducing our carbon footprint with a strong ESG strategy the in coming years. Moreover, our strategy will also focus on embedding sustainability principles in all aspects of our business, from service design to supply chain management. We have implemented various energy efficient initiatives within our offices to reduce our scope 2 emissions. <a href="#">We strongly believe that circular economy contributes to reducing our dependency on virgin materials</a> and help us mitigate GHG emissions and therefore we have implemented the same for wastes that may generate from provisioning of our services. Our Setup boxes are refurbished and repacked for our customers thus deriving best value from it. We dedicatedly share our responsibility towards marginalized and vulnerable group and contribute to their empowerment by investing in projects that cater to their needs. We focus on talent retention by giving the right career growth to our employees by means of skill training programs and other benefits. A culture of diversity with safety is imbibed, where our people feel included and safe. We are non-compromising on quality and delivery of our services to our customers. We strive to continue creating value not only for our shareholders but also for our employees, customers, suppliers, and the wider community.</p> <p>This report reflects our efforts toward achieving responsible growth by addressing the key environmental, social, and governance aspects. We have implemented several initiatives to reduce our environmental footprint, promote diversity and inclusion, and ensure ethical business practices. We recognize that sustainability is an ongoing journey, and we remain committed to making a positive impact in all aspects of our business. We strive to create long-term value for all our stakeholders.</p> <p>We thank all our stakeholders for their continued support and look forward to sharing our progress with you in the years to come.</p>
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8	<b>Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	The Board of Directors is the highest authority responsible for implementation and oversight of the Business Responsibility policies.
9	<b>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.</b>	<p>Yes</p> <p>Mr. Sameer Manchanda Director Identification Number: 00015459 Designation: Chairman, Non-Executive Director</p> <p>Further, the Company has six different committees that are dedicated to different stakeholder groups to oversee the implementation. The composition details of said Committees are available on the website of the Company: <a href="https://dennetworks.com/corporate-announcement#corporate-governance">https://dennetworks.com/corporate-announcement#corporate-governance</a></p>

**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
<b>Performance against above policies and follow up action</b>	Yes, the performance against policies is reviewed by the Board of Directors / Board Committees / Department Heads, wherever applicable.									Periodically / on need basis.								
<b>Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances</b>	<p>Yes, status of compliance with all applicable statutory requirements is reviewed by the Board of Directors / Board Committees / Department Heads, wherever applicable.</p> <p>The Company complies with all applicable laws.</p>									Periodically / on need basis.								

<b>11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency</b>	<b>P 1</b>	<b>P 2</b>	<b>P 3</b>	<b>P 4</b>	<b>P 5</b>	<b>P 6</b>	<b>P 7</b>	<b>P 8</b>	<b>P 9</b>
	No. The working of the policies is ensured by the Board of Directors/Board Committees/Department Heads, wherever applicable.								

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

<b>Questions</b>	<b>P 1</b>	<b>P 2</b>	<b>P 3</b>	<b>P 4</b>	<b>P 5</b>	<b>P 6</b>	<b>P 7</b>	<b>P 8</b>	<b>P 9</b>
<b>The entity does not consider the Principles material to its business (Yes/No)</b>	Not Applicable								
<b>The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)</b>									
<b>The entity does not have the financial or/human and technical resources available for the task (Yes/No)</b>									
<b>It is planned to be done in the next financial year (Yes/No)</b>									
<b>Any other reason (please specify)</b>									

## 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.

DEN has created strong corporate governance, as it is highly significant to conduct business in an ethical and responsible way that considers the concerns of all stakeholders. We are committed to conducting business in a manner that complies with all relevant laws, rules and regulations as well as the highest moral and ethical standards. This commitment is in line with DEN Code of Conduct (COC), which is established to make clear the standards and guidelines for ethical business behavior within the Company. Further, we are also committed to establishing partnerships that respect human dignity, integrity, honesty, and transparency. Our Vigil Mechanism and Whistleblower policy ensures that any inadequate practices or complaints can be reported in a protected manner to ensure the right services are being delivered in the right way with trust and transparency.

#### ESSENTIAL INDICATORS

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

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
<b>Board of Directors</b>	5	The Company conducts familiarisation programmes for its Board of Directors which covers different topics such as all principles of Business Responsibility & Sustainability Report (BRSR) including but not limited to corporate governance, complaint management, corporate social responsibility activities, regulatory compliances and updates.	85%
<b>Key Management Personnel (KMPs)</b>	5	The KMPs undergo various trainings / awareness sessions covering topics such as all principles of BRSR, Code of Conduct, Information Security Awareness, Anti-Bribery and Anti-Corruption, Prevention of Sexual Harassment.	100%
<b>Employees other than BODs and KMPs</b>	4	The employees undergo trainings / awareness sessions which covers below aspects: <ol style="list-style-type: none"> <li>1. Code of Conduct</li> <li>2. Information Security Awareness</li> <li>3. Anti-Bribery and Anti-Corruption</li> <li>4. Prevention of Sexual Harassment</li> </ol>	100%
<b>Workers</b>		Not Applicable	

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 Requirements) Regulations, 2015 and as disclosed on the entity's website):

No fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings by the Company or its KMPs/Directors during the financial year.

Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Nil	Nil	Nil		Nil
Settlement	Nil	Nil	Nil		Nil
Compounding fee	Nil	Nil	Nil		Nil
Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case		Has an appeal been preferred? (Yes/No)
Imprisonment	Nil	Nil	Nil		Nil
Punishment	Nil	Nil	Nil		Nil

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.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

Yes. The Company has an anti-corruption and anti-bribery policy as part of its Code of Conduct. The Code of Conduct emphasizes Company's commitment to uphold the highest moral and ethical standards and not to tolerate bribery or corruption in any form. As a part of our training on the Code of Conduct, training is also imparted to employees on Anti-Corruption and Anti-bribery topics. The DEN's Code of Conduct is available on the intranet for internal access. Further, DEN has Vigil Mechanism\Whistle Blower Policy in place to report any genuine concerns associated with unethical business practices, including corruption and bribery. The Vigil Mechanism\ Whistle Blower Policy is available on the website of the Company and can be accessed at [https://denetworks.com/upload/code\\_conduct/Whistle%20Blower%20Policy-DEN.pdf](https://denetworks.com/upload/code_conduct/Whistle%20Blower%20Policy-DEN.pdf)

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

Category	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	Not Applicable	Not Applicable

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

Topic	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	0	Not Applicable	0	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of KMPs	0	Not Applicable	0	Not Applicable

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

Not Applicable

#### LEADERSHIP INDICATORS

**1. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If Yes, provide details of the same.**

Yes, The Company has Code of Conduct in place to avoid and manage conflict of interests. It is applicable to all employees, officers and directors of the Company. It directs the employees, officers and directors not to engage directly or indirectly in any trade, business, or activity either with or without remuneration that interferes with their performance or interests of the Company. The Company has also laid Code of Conduct for the Board and Senior Management personnel that describes different conflicts of interest and states if there are any unavoidable related party transactions, it must be fully disclosed to the Board of the Company.

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

DEN is mainly a service provider of cable services and does not manufacture any products. We guarantee the dependability and trustworthiness of the services we offer to our clients. Customers receive the best customer care possible from us and we work quickly to find solutions. To minimize our environmental footprint, we have established procedures in place to properly discard obsolete, defective, and unusable products while adhering to all governmental regulations. By recovering and refurbishing the products from our customers via the local cable operators that are integral to our service provisioning like the Set top boxes, we promote sustainability and circular economy.

**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.**

Type	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	Details of improvements in environmental and social impacts
Research & Development (R&D)	0	0	-
Capital Expenditure (CAPEX)	0	0	-

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

Yes, all our vendors are required to abide by our Code of Conduct. We prohibit any form of discrimination and harassment of the individuals employed by our suppliers and third parties. We have a system of background check which covers aspects of vendors/third party reputation for honesty, quality, and integrity in the business community.

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

The Company continues to put in effort to ensure sustainable sourcing of its inputs and looks forward to developing more detailed procedures on sustainable sourcing.

**3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

DEN is mainly a service provider of cable services and does not manufacture any products However, provisioning of our services via local cable operators include distribution of set up boxes which we safely reclaim and sustainably manage.

Product	Process to safely reclaim the product
<b>a. Plastics (including packaging)</b>	Not Applicable
<b>b. E-Waste</b>	DEN is primarily into service providing business & does not manufacture any product. At DEN, we have a defined process in place to safely dispose at the end of life, faulty & non usable product through certified E-scrapers, abiding all the Government compliance related to safe disposal of e-waste. We also reuse the set top boxes for providing services to customers by recovering these products and refurbishing them for further use.
<b>c. Hazardous Waste</b>	Not Applicable
<b>d. Other Waste</b>	Not Applicable

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

Not Applicable

**LEADERSHIP INDICATORS**

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

No, as of now the Company has not carried out LCA for our services. Going forward we shall look into this aspect.



**2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.**

Not Applicable

**3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).**

Indicate Input Material	Recycled or re-used input material to total material (by Nos.)	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Set Top Boxes (STBs) – Cleaned, refurbished and Repacked	3.34%	3.34 %

**4. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.**

Not Applicable

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

Success depends on empowering and caring for one's own people. DEN's human resources department is actively engaged and focused on individuals from top to bottom. The Company's main areas of emphasis are leadership, performance, and talent development. To do this, the business Equal Employment Opportunity Policy and Remuneration Policy has in place with procedures, both of which are directly related to the business's Code of Conduct. DEN believes in attracting and retaining talented individuals who are diverse, compassionate, team players and innovative.

**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	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%F/A
<b>Permanent Employees</b>											
<b>Male</b>	461	461	100%	461	100%	0	0.00%	461	100%	0	0%
<b>Female</b>	31	31	100%	31	100%	31	100%	0	0.00%	0	0%
<b>Total</b>	492	492	100%	492	100%	31	6.30%	461	93.70%	0	0%
<b>Other than Permanent Employees</b>											
<b>Male</b>	955	955	100%	955	100%	0	0.00%	955	100%	0	0%
<b>Female</b>	31	31	100%	31	100%	31	100%	0	0.00%	0	0%
<b>Total</b>	986	986	100%	986	100%	31	3.14%	955	96.86%	0	0%

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

The workers engaged are on service-based contract through a third-party contractor. The Company has defined appropriate well-being and non-discriminatory measures to be ensured by contracted parties that includes but not limited to proper payments, medical benefits covering aspects of applicable labor laws.

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

Sr. No.	Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	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 worker	Deducted and deposited with the authority (Y/N/N.A.)
1	PF	100	Please see the note below	Yes	100	Please see the note below	Yes
2	Gratuity	100		Not Applicable	100		Not Applicable
3	ESI	100		Yes	100		Yes
4	Others-National Pension Scheme (NPS)	100		Yes	100		Yes

**Note:** The Company confirms with the third-party contractor for PF and ESIC registration certificates before onboarding. It ensures PF & ESI is deducted as per applicable policies and deposited into the worker's account before making any payment to the vendor with documentation of the proof.

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

Yes, DEN offices are well equipped for accessibility of differently abled employees through facilities such as sensor enabled entrance and taps, lifts and dedicated support staff for the help in case required or needed.

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

Yes, the Company has Equal Employment Opportunity policy in place and the same is available on Company's intranet for employees. A dedicated grievance redressal committee is headed by Human Resource and Legal heads which overlooks any complaints/concerns raised for any discrimination due to disability & other workplace issues. The said policy prohibits any discrimination based on disability and ensure

discrimination free work environment. Person experiencing any discrimination has right to register complaint/ raise issue and confidentiality is ensured in such cases. All the issues are dealt in accordance with applicable law and norms.

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

Gender	Total number of people returned after parental leave in FY 2022-23	Total Number of people who took parental leave in FY 2022-23	Return to work rate	Total Number of people retained for 12 months after returning from parental leave	Total number of people returned from parental leave in prior FY 2021-22	Retention Rate
<b>Permanent Employees</b>						
Male	3	3	100%	1	1	100%
Female	2	2	100%	2	2	100%
Others	0	0	0%	0	0	0%
<b>Total</b>	<b>5</b>	<b>5</b>	<b>100%</b>	<b>3</b>	<b>3</b>	<b>100%</b>
<b>Permanent Workers</b>						
Male	<b>Not Applicable</b>					
Female						
Others						
Total						

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

Category	Yes/No	Details of the mechanism in brief
Permanent Employees	Yes	DEN is committed to providing a safe and positive work environment. With Code of Conduct, Whistle Blower Policy/ Vigil Mechanism, Equal Employment Opportunity Policy and Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH) Policy in place, the Company provides various platforms to employees to raise their concerns and issues related to work environment/others.
Other than Permanent Employees	Yes	There is dedicated grievance redressal committee headed by Human Resource and Legal Heads, which overlooks any complaints/concerns raised for any discrimination due to disability & other workplace issues. The Whistle Blower Policy/ Vigil Mechanism of the Company allows the employees to raise their voice without any fear of negative impact as the identity of the person is kept confidential. Further, the Internal Complaints Committee (ICC) addresses all complaints/issues regarding sexual harassment.

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

Category	FY 2022-23 (Current Financial Year )			FY 2021-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
<b>Permanent Employees</b>						
Male	461	0	0%	458	0	0%
Female	31	0	0%	28	0	0%

Others	0	0	0%	0	0	0%
Total	492	0	0%	486	0	0%
<b>Permanent Workers</b>						
Male	Not Applicable					
Female						
Others						
Total						

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

	Category	FY 2022-23 (Current Financial Year )			FY 2021-22 (Previous Financial Year )		
		Total employees in respective category (A)	No. of employees in respective category, who received Skill upgradation Training (B)	% (B/A)	Total employees in respective category (C)	No. of employees in respective category, who received Skill upgradation Training (D)	%(D/C)
<b>a. On Skill upgradation</b>	<b>Permanent Employees</b>						
	Male	461	207	44.90	458	Nil*	
	Female	31	13	41.94	28		
	Others	0	0	0.00	0		
					486		
<b>Total</b>	492	220	44.72				

b. On Health and Safety measures	Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
		Total employees in respective category (A)	No. of employees in respective category, who received training on Health and Safety (B)	% (B/A)	Total employees in respective category (C)	No. of employees in respective category, who received training on Health and Safety (D)	%(D/C)
<b>Permanent Employees</b>							
	<b>Male</b>	461	322	69.85	458	Nil*	
	<b>Female</b>	31	25	80.65	28		
	<b>Others</b>	0	0	0.00	0		
	<b>Total</b>	492	347	70.53	486		

\* All Employees worked from home during Financial Year 2021-22 under COVID guidelines. However, several awareness mails were circulated among all employees on COVID related hygiene, health and safety protocols.

#### 9. Details of performance and career development reviews of employees and worker:

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees in respective category (A)	No. of employees in respective category, who had performance and career development reviews (B)	% (B/A)	Total employees in respective category (C)	No. of employees in respective category, who had a performance and career development review (D)	%(D/C)
<b>Permanent Employees</b>						
<b>Male</b>	461	374	81.13%	458	387	84.50%
<b>Female</b>	31	19	61.29%	28	18	64.29%
<b>Total</b>	492	393	79.88%	486	405	83.33%

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

<p><b>a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)</b></p>	<p>Yes, the Company strives to provide a safe, healthy, clean and ergonomic working environment for its people. The team of technicians visiting to resolve issues at any of our customer's house are provided with a ladder, safety, kits and safety shoes minimizing any safety risks arising from activities. The employees are also provided with Standard Operating Procedures while performing any operational activities. The Health and Safety Audit Checklist is meant to ensure that all identified hazards and risks are taken care of with the right mitigation. It covers emergency evacuation plan layout check, CCTV Monitoring, Safe material handling, first aid, fire alarm systems etc.</p>
<p><b>a.1 What is the coverage of such system?</b></p>	<p>All offices</p>
<p><b>b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?</b></p>	<p>There are no major risks associated with nature of services industry we are in. We have a works contract for our overhead network and the wire laid down to the customer's house are an outsourced activity. We have a warehouse safety checklist that identifies different hazards like fall from height, muscular strains during material handling and ensures safe routes for pedestrian and vehicles, emergency exits at the time of fire and proper ventilation at work.</p>
<p><b>c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)</b></p>	<p>Yes, we have a SOP for all our technicians. The Supply Chain Management team takes care of safety at the warehouse. We have a safety checklist that monitors all major risks.</p>
<p><b>d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/No)</b></p>	<p>Yes, the Company has accident and medical insurance that covers all non-occupational medical and healthcare requirements.</p>



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

Safety Incident/Number	Category	FY 2022-2023 Current Financial Year	FY 2021-22 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
No. of fatalities	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Not Applicable	Not Applicable

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

The Company has taken various steps to ensure proper safety at the workplace. Some of them are enumerated below:

- Air purifying system installed in basement areas.
- ABC fire extinguishers available on every floor
- CO<sub>2</sub> type extinguishers & insulated rubber mat near electrical panel are being used.
- Pest controlling procedure are followed twice a month.
- Proper earthing system is available in the buildings.
- Technicians uses safety shoes and helmets while working.
- Smoke detectors & fire alarm panel are fitted at workplaces.
- CCTV camera are available at workplaces.
- Digital platform enablement to keep track of workforce and families and proactively manage any potential cases.
- Enhancement of medical infrastructure / medical team to stay ahead of the COVID curve.

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

	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

**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	100%
Working Conditions	100%

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

Not Applicable

**LEADERSHIP INDICATORS**

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

- a. Employees (Yes/No): Yes, term insurance and accidental policy for employee covering compensation related to death for the employees
- b. Workers (Yes/No): Not Applicable

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

In the vendor selection process, it is ensured that the value chain partner has a valid registration under PF and ESI. PF and ESI deductions are made and deposited with the concerned authority. The proof is submitted to the admin department before any payments are made.

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

There were no such incidents reporting during the financial year.

Category	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Employees	0	0	0	0
Workers	Not Applicable	Not Applicable	Not Applicable	Not Applicable

**4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).**

Yes, as per requirement of the business, capability, and competency of the employee.

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

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

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

Not Applicable

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

DEN regularly engages with its stakeholders to better understand their needs, concerns and expectations. This also helps us run our operations and make decisions that will benefit all stakeholders. Building and maintaining trust, as well as ensuring accountability with effective communication and collaboration is integral to our growth model. Customers, employees, regulators, suppliers, shareholders and the entire community are among the Company's major stakeholders. Engagement through identified channels helps us better meet our goals where relationships with stakeholders are made stronger and resilient.

**Essential Indicators**

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

DEN follows systematic approach to identify its stakeholders. All individuals/ groups of individuals or entities affected by our business, can influence / have interest in our business activities are mapped under stakeholders. The Company identifies its stakeholders into two categories: first category is the internal stakeholders such as employees and management and second category is the external stakeholders consisting of investors, customers, suppliers, community and government & regulatory authorities. The level of influence / involvement of the stakeholders defines our stakeholder engagement approach allowing efficiently interaction with the stakeholders. The goal of the Company is to ensure that all stakeholders are effectively engaged and satisfied and that their needs and interests are considered in the decision-making process of the Company.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
<b>Employees and Management</b>	No	E-mails, engagement programs, meetings, townhalls, training sessions, seminars/webinars, offsites, cultural events, appraisals, rewards & recognition, grievance mechanism, website and internal portals	Ongoing, Need based	This helps the Company to keep the communication open ended and foster the flow of information on Company's objectives, progress, priorities, hurdles, latest happening across the Company/industry and also helps the Company to understand employee needs and

				<p>opinions.</p> <p>Further, employee's interaction facilitates teamwork across different levels of the organization, learning and career development of employees, leading to improved efficiency and output.</p> <p>Major focus of interaction is on employee's engagement, training, grievance redressal, feedbacks, consultations, safety and wellbeing.</p>
<b>Investors &amp; shareholders</b>	No	Stock Exchanges, Investor Presentations, Newspapers, Website, Conferences, Notice Board, Annual Report, Letters, E-mails, SMS, NSE Electronic Application Processing System (NEAPS), BSE Listing Centre, SEBI Complaints Redress System (SCORES), Annual General Meetings/Postal Ballot/ General Meetings.	Annually, Quarterly, ongoing and need-based	<p>To keep investors updated about the organization's performance.</p> <p>To bring transparency with the existing and potential investors.</p>
<b>Customers</b>	No	Website, Reports, Customer care webpage/helpline number, E-mail, Meetings, Social media	Ongoing, Need-based	<p>Understanding the needs, concerns, suggestion and feedback of the customer is important for DEN and helps in improving our services, wherever required. It ensures efficient conduct of day-to-day business activities.</p>

Suppliers	No	Meetings, Visits / Audit visits, E-mail	Ongoing, Need-based	Supplier interaction is important for continuous growth of the business. Interaction helps the suppliers to maintain the material quality.
Communities	Yes	CSR activities, Website	Ongoing	Our CSR policy focuses on areas such as rural transformation, health, education, art, heritage & culture, environment, disaster response, promotion of sports, Community development & other initiatives as needed. Sharing of details of CSR programme, community social work.
Government & Regulatory Authorities	No	Uploading on the website / portal, E-mail, Filings, Meetings	Need based including calendar based compliances - quarterly, half-yearly, annually etc.	To ensure compliance as well as seek approval wherever necessary.

### LEADERSHIP INDICATORS

**1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

DEN has recognized its internal and external stakeholders comprising of employees, customers, investors and shareholders, suppliers, community and Government & Regulatory authorities. Interaction and communication with the stakeholders allow us to better understand their needs and opinions. We invited views and thoughts of all stakeholders through different department heads who are the point of contact for respective functionalities in identifying company's material topics this year. They interact with external stakeholders as applicable on different occasions to understand their views and bring it during decision making on varied aspects of company operations. We consider consultation with our stakeholders as critical before embarking on sustainability led journey with targets and goals. To maintain the trust of all stakeholders, we shall communicate with them our economic, social and environmental topics through different modes of disclosure. Furthermore, on a variety of problems, the Board talks with the Company's head of the department regularly.

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

Yes, Company's stakeholder plays an important role in determining the material issues. It makes us better prepared to perform across varied environmental and social concerns. For example, in view of challenges faced by our local cable operators, we designed the app that builds their capacity on industry trends to enable better delivery of services with right communication. The Company employs multiple channels of communication to incorporate the perspectives of most stakeholders. The interaction is both through in-person modes as well as through digital channels. We look at further prioritizing material issues with insights that can be gained from external stakeholders, this will also aid in the formulation of sustainability strategy for the future year.

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

We operate through office setups in commercial establishments. We undertake corporate social responsibility (CSR) activities for benefit of the society who are our key stakeholder. The vulnerable/ marginalized stakeholder groups are uplifted and empowered via CSR activities of the Company. We believe in 'Serving the society through Industry'. The Company has CSR policy in place that guides our contribution towards the social and economic development of the communities in which we operate. The policy focuses on rural transformation, health, education, art, heritage & culture, environment, disaster response, promotion of sports, Community development & other initiatives as needed. For the Financial Year 2022-23, promoting health care including preventive health care was identified as the focus area and need of vulnerable/ marginalized community.



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

The Company is committed to upholding human rights across its operations and value chain. This includes preventing discrimination, ensuring fair labour practices, and respecting the right to privacy and freedom of expression. DEN is also dedicated towards promoting human rights awareness and fostering a culture of respect for human rights within its organization and among its stakeholders.

**Essential Indicators**

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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
<b>Permanent</b>	492	492	100%	486	486	100%
<b>Other than permanent</b>	986	986	100%	946	946	100%
<b>Total Employees</b>	1478	1478	100%	1432	1432	100%

Note: Workers are third party service contracted and include housekeeping staff amongst others.

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

Category	FY 2022-23 Current Financial Year					FY 2021-22 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
<b>Permanent Employees</b>										
<b>Male</b>	461	0	0	461	100%	458	0	0	458	100%
<b>Female</b>	31	0	0	31	100%	28	0	0	28	100%
<b>Total</b>	492	0	0	492	100%	486	0	0	486	100%
<b>Other than Permanent Employees</b>										
<b>Male</b>	955	0	0	955	100%	919	0	0	919	100%
<b>Female</b>	31	0	0	31	100%	27	0	0	27	100%
<b>Total</b>	986	0	0	986	100%	946	0	0	946	100%

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

Category	Male		Female	
	Number	Median remuneration/salary/wages of respective category (In ₹)	Number	Median remuneration/salary/wages of respective category (In ₹)
Board of Directors (BoD)	6	Not Applicable*	2	Not Applicable*
Key Managerial Personnel	2	3,07,12,982	1	22,94,076
Employees other than BoD and KMP	459	6,50,026	30	6,31,014

\*All Directors are non-executive

**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

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

There are established internal mechanisms in place in the Company through Vigil Mechanism and Whistle-Blower Policy, Equal Employment Opportunity Policy, Code of Conduct and Policy on prevention of sexual harassment (POSH) to redress grievances related to any actual or potential violation of the Company's Code of Conduct, policies or law including human rights violation. The concerns are handled with sensitivity, while delivering timely action and closure. A detailed investigation process ensures fairness for all involved, with an opportunity to present facts and any material evidence.

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

	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
<b>Sexual Harassment</b>	0	0	-	0	0	-
<b>Discrimination at workplace</b>	0	0	-	0	0	-
<b>Child Labour</b>	0	0	-	0	0	-
<b>Forced Labour/Involuntary Labour</b>	0	0	-	0	0	-
<b>Wages</b>	0	0	-	0	0	-
<b>Other human rights related issues</b>	0	0	-	0	0	-

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

In accordance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 and the rules framed thereunder and to provide a secure working environment for its employees, the Company has a policy on protection of employees against sexual harassment at the workplace. Further, the Company has a 'Vigil mechanism and Whistle-blower policy' under which violations of applicable laws and regulations and the Code of Conduct can be reported in confidence and without fear of any retaliation. It is ensured that complainant/person assisting/cooperating in enquiry is fully protected against reprisals, punishment, intimidation, coercive action, dismissal, victimization. Anyone involved in targeting person raising such complaints will be subject to disciplinary action.

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

Yes, human rights do form part our business agreements and contract. At DEN, we recognize human rights protection as important and our policies encourages suppliers, contractors and business partners to prohibit any form of discrimination or harassment.

**9. Assessments for the year:**

At DEN, we ensure that 100% of our offices comply with below-mentioned aspects of Human Rights. It is covered as a part of compliance to all policies and procedures therein within the Company.

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

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

No corrective measures were required to be taken during the reporting period.

**LEADERSHIP INDICATORS**

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

Not applicable. There were no human rights related grievances and complaints received in reporting year.

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

Yes, the premise/office of DEN is accessible to differently abled visitors as per the requirements of the Rights of Persons with Disabilities Act, 2016. The Company has made provisions such as lifts, sensor taps, support staffs and other accessibility features to ensure that the workplace is inclusive and welcoming to all visitors, regardless of their physical abilities.

**3. Details on assessment of value chain partners:**

	<b>% of value chain partners (by value of business done with such partners) that were assessed</b>
Sexual Harassment	<p>The Company believes in ethical and sustainable practices throughout its value chain and expects its partners to comply with its Code of Conduct. The Company's Code of Conduct sets out clear guidelines and it has a zero-tolerance policy towards non-compliance. If a partner is found to violate its Code, the Company reserves the right to cancel the contract.</p> <p>While the Company currently does not assess its partners on compliance with its Code of Conduct, the Company continually review its practices to ensure the highest standards of ethical and sustainable conduct in all its operations including value chain.</p>
Discrimination at workplace	
Child Labour	
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

At DEN, we through our activities and policies emphasize on the importance of respecting and protecting the environment. The Company recognizes that it has a responsibility to minimize its environmental impact and conserve natural resources. DEN is committed to implementing environmentally sustainable practices across its operations, including reducing greenhouse gas emissions through energy efficient practices, water conservation and minimizing waste generation. The Company is also focused on promoting environmental awareness and sustainability among its employees and stakeholders.

**Essential Indicators**

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

<b>Parameter</b>	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY 2021-22 (Previous Financial Year)</b>
Total electricity consumption (A) (GJ)	22778.18	9014.00
Total fuel consumption (B) (GJ)	584.71	597.61
Energy consumption through other sources (C) (GJ)	Nil	Nil
<b>Total energy consumption (A+B+C) (GJ)</b>	23362.89	9611.61*
Energy intensity per rupee of turnover ( <i>Total energy consumption/turnover in rupees</i> ) (GJ per million INR)	2.11	0.83

\*During the covid period i.e. previous financial year, the electricity consumption was low.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)**

No

**If yes, name of the external agency.**

Not Applicable

**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)**

No

**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**

Not Applicable

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

<b>Parameter</b>	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY 2021-22 (Previous Financial Year)</b>
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	0	0
(ii) Groundwater	7540	3770
(iii) Third party water	480	240
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	8020	4010*
<b>Total volume of water consumption (in kilolitres)</b>	8020	4010*
<b>Water intensity per rupee of turnover (Water consumed / turnover) (kl per million INR of revenue)</b>	0.72	0.35

\*During the covid period i.e. previous financial year, water consumption was low

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)**

No

**If yes, name of the external agency.**

Not Applicable

**4. Has the entity implemented a mechanism for Zero Liquid Discharge?**

Not Applicable. The Company does not have any manufacturing or production operations.

**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:**

<b>Parameter</b>	<b>Please specify unit</b>	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY 2021-22 (Previous FinancialYear)</b>
NOx	Ton	Not Applicable	Not Applicable
SOx	Ton		
Particulate matter (PM)	Ton		
Persistent organic pollutants (POP)	Ton		
Volatile organic compounds (VOC)	Ton		
Hazardous air pollutants (HAP)	Ton		
Others - please specify	-		

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)**

No

**If yes, name of the external agency.**

Not Applicable



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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<b>tCO<sub>2</sub>e</b>	43.02	44.54
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	<b>tCO<sub>2</sub>e</b>	5125.09	2028.15
<b>Total Scope 1 and Scope 2 emissions per rupee of turnover</b>	<b>tCO<sub>2</sub>e/ million INR</b>	0.47	0.18

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)**

No

**If yes, name of the external agency.**

Not Applicable

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

No. However, the Company is undertaking various measures across its offices to reduce carbon emissions. At DEN, the main source of greenhouse gas emission is through electricity consumption where almost 80% is accounted at head ends. We have implemented several small initiatives within the Company to reduce electricity consumption in corporate activities to ensure reduced Scope 2 greenhouse gas emissions. Some of these initiatives are use of energy efficient LEDs in all our offices, reduced use of printers and digitization of processes.

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

The solid waste generated from the corporate offices are disposed through respective municipal corporations. Dry waste is generated from the offices and consists of paper and plastic, there are no hazardous or Construction & Demolition waste generations. The E-waste (consisting of desktops and other electronic equipment) is sustainably disposed through a buy-back mechanism and with registered recycling vendors.

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste <b>(A)</b>	Not Applicable	Not Applicable
E-waste <b>(B)</b>	27.15	27.38
Bio-medical waste <b>(C)</b>	Not Applicable	Not Applicable
Construction and demolition waste <b>(D)</b>	Not Applicable	Not Applicable
Battery waste <b>(E)</b>	Not Applicable	Not Applicable
Radioactive waste <b>(F)</b>	Not Applicable	Not Applicable
Other Hazardous waste. Please specify, if any. <b>(G)</b>	Not Applicable	Not Applicable
Other Non-hazardous waste generated <b>(H)</b> . Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	Not Applicable	Not Applicable
<b>Total (A+B + C + D + E + F + G+ H)</b>	27.15	27.38
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled*	27.15	27.38
(ii) Re-used	Not Applicable	Not Applicable
(iii) Other recovery operations	Not Applicable	Not Applicable
<b>Total</b>	27.15	27.38

For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	Not Applicable	Not Applicable
(ii) Landfilling	Not Applicable	Not Applicable
(iii) Other disposal operations	Not Applicable	Not Applicable
<b>Total</b>	Not Applicable	Not Applicable

\*The e-waste is sent for recycling through authorized scrap vendors.

**Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)**

No

**If yes, name of the external agency.**

Not Applicable

**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.**

Not applicable. No hazardous or toxic chemicals are used in the provisioning of our services.

**10. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

Not applicable, all offices are in urban or suburban areas within commercial establishments and not in 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:**

Yes

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

The Company is committed to complying with all applicable laws and regulations and to working collaboratively with relevant stakeholders to promote responsible public policy. We responsibly participate in various associations and share our views that shall promote sectoral growth and responsible business practices.

**ESSENTIAL INDICATORS**

**1. a) Number of affiliations with trade and industry chambers/ associations.**

Please refer the table below.

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

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	All India Digital Cable Federation (AIDCF)	National

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

The Company advocates fair working practices and prohibits any form of anti-competitive behavior. No corrective action was required.

Name of Authority	Brief of the case	Corrective action taken
Nil	Nil	Nil

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

The Company believes that sustainable growth can only be achieved when it benefits all stakeholders, including employees, customers, suppliers and the wider community. DEN is dedicated towards creating opportunities for all, regardless of their background and promoting diversity and inclusion within its organization and the industry as a whole. The Company also supports programs that foster equitable development, such as education, healthcare, and infrastructure development, in the communities where it operates. Creating an empowered economy is what we aspire for through our activities.

**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 Company has not undertaken any projects during the year requiring SIA.

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain (Yes / No)	Relevant Web Link
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Not Applicable

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

The Company has not undertaken any projects during the year requiring R&R.

S. No	Name of project for which R&R is ongoing	State	District	No of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount paid to PAFs in the FY (in INR)
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Not Applicable

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

We engage with communities through CSR activities and initiatives. The Company has defined a process to ensure all the complaints and feedback from all stakeholders including communities are received and addressed. This defined process *inter alia* includes:

- (i) A dedicated toll-free number and e-mail id
- (ii) A dedicated contact page on the website

Dedicated teams within the businesses manage all the complaints and feedback to ensure timely response.

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

	<b>FY 2022-2023 Current Financial Year</b>	<b>FY 2021-2022 Previous Financial Year</b>
Directly sourced from MSMEs/ Small producers	46%	48%
Sourced directly from within the district and neighboring districts	75%	84%

**LEADERSHIP INDICATORS**

**1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above)**

Not Applicable

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

No Project was undertaken in any designated aspirational district.

**3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) –**

No, currently the Company does not have any preferential procurement policy that gives preference to purchase from suppliers comprising marginalized /vulnerable groups.

**(b) From which marginalized /vulnerable groups do you procure?**

Nil

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

Nil

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

S. No	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized group
1	Preventive and public health care initiatives at Sir HN Reliance Foundation Hospital - Centre for Advance oncology for treatment of cancer	893	100%

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

The Company is committed towards engaging with and providing value to its consumers in a responsible manner. The Company recognizes that it has a responsibility to respect the rights and interests of its customers and to provide them with high-quality services. DEN is dedicated towards engaging with its customers in an open and transparent manner, ensuring that their feedback is incorporated into its business decisions. The Company provides its customers with relevant information to help them make informed choices about its services.

### ESSENTIAL INDICATORS

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

Customer has a flexibility to raise complaint through Customer Care Call Centre, website and e-mail. There are separate categories and associated Service Level Agreements to ensure timely and correct resolution. Close looping process is well in place to ensure that customer is satisfied with the resolution. The customers can directly reach out to us to register a complaint for non-satisfactory services or any other matters thereof. They are required to fill a complaint form online. Details are available on <https://dennetworks.com/consumer-corner>

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

	As a percentage to total turnover
Environment and Social parameters relevant to product	Not Applicable
Safe and responsible usage	Not Applicable
Recycling and/or safe disposal	Not Applicable



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

Category	FY 2022-23 Current Financial Year			FY 2021-22 Previous Financial Year		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	40896	0	Type of complaints received are pertaining to issues such as lost signals, hardware related etc.	56371	0	Type of complaints received are pertaining to issues such as lost signals, hardware related etc.
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	0	0	-	0	0	-

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

Not applicable for the services provided.

	Number	Reason for recall
<b>Voluntary recalls</b>	Nil	Not Applicable
<b>Forced recalls</b>	Nil	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.**

Yes, DEN has a framework/policy on cyber security and risks related to data privacy. The Policy is available on the Company's website at <https://dennetworks.com/privacy-policy>. The policy outlines the Company's approach to safeguarding sensitive information and protecting against cyber threats, as well as providing guidelines for data privacy and security best practices.

**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.**

DEN has not faced any significant issues or instances related to advertising, and delivery of essential services, cyber security and data privacy of customers or penalties/actions taken by regulatory authorities on safety of services. We have implemented various measures and policies to mitigate such risks, including a robust cyber security policy, a consumer complaint redressal mechanism and regular quality checks for our products and services. We continue to monitor and improve these measures to ensure responsible and sustainable business practices.

## LEADERSHIP INDICATORS

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

The Company has developed several platforms to facilitate its customers for accessing the information about its services. Information on services provided by the Company can be obtained from call center or /and is also available on website of the Company at: <https://denetworks.com/consumer-corner>

2. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

The Company has dedicated customer care center and a helpline number for consumers to report any service disruptions or discontinuations. In addition, the Company regularly communicates with its customers through various channels such as SMS, email, and social media, to keep them informed about any service-related updates, including any risks of disruptions or discontinuations.

3. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable)? If yes, provide details in brief.

Not Applicable

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

No, customer satisfaction surveys have not been carried out.

4. Provide the following information relating to data breaches:

We have a system in place that protects all confidential and sensitive information.

- a. Number of instances of data breaches along-with impact

0

- b. Percentage of data breaches involving personally identifiable information of customers

0