

July 26, 2023

National	Stock Exchang	ge of India Limited	BSE Limited				
Exchang	e Plaza, 5th Flo	or	Corporat	Corporate Relationship Department			
Plot No.	C/1, G Block; I	Bandra (East)	Phiroze Jeejeebhoy Towers				
Mumbai	Mumbai 400 051			Dalal Street; Fort, Mumbai 400 001			
Equity	ty Scrip Code RADIOCITY		Equity	Scrip Code	540366		
	ISIN	INE919I01024		ISIN	INE919I01024		
NCRPS	Scrip Code	RADIOCITY	NCRPS	Scrip Code	717504		
	ISIN	INE919I04010		ISIN	INE919I04010		

Dear Sir/Ma'am,

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

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations & Disclosure Requirements) Regulations 2015, we are submitting herewith the Business Responsibility and Sustainability Report for FY 2022-23 which forms part of the Annual Report FY 2022-23.

The aforesaid document is also available on the Company's website at www.radiocity.in.

This is for your information and records.

Thanking you,

For Music Broadcast Limited

Arpita Kapoor

Company Secretary and Compliance Officer Membership No. F8842

Encl: As above











ANNEXURE - III TO THE DIRECTOR'S REPORT Business Responsibility & Sustainability Report

Section A: General Disclosures

Details of the listed entity

1.	Corporate Identity Number (CIN) of the Company	L64200MH1999PLC137729
2.	Name of the Listed Entity	Music Broadcast Limited
3.	Year of incorporation	1999
4.	Registered Office Address	5 th Floor, RNA Corporate Park, Off. Western Express Highway, Kalanagar, Bandra (East), Mumbai 400051
5.	Corporate address	5 th Floor, RNA Corporate Park, Off. Western Express Highway, Kalanagar, Bandra (East), Mumbai 400051
6.	E-mail	investor@myradiocity.com; cs@myradiocity.com
7.	Telephone	022-66969100
8.	Website	www.radiocity.in
9.	Financial year for which reporting is being done	April 1, 2022 - March 31, 2023
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE)
		BSE Limited (BSE)
11.	Paid-up Equity Capital	INR 69,13,71,250
12.	Name and Contact Details (telephone, email address) of the report	he person who may be contacted in case of any queries on the BRSR
	Name of the Person	Ms. Arpita Kapoor Company Secretary and Compliance Officer
	Telephone Number	022-66969100
	E-mail address	cs@myradiocity.com
13.	Reporting boundary	The disclosures made under this Business Responsibility and Sustainability Report ("BRSR") are on standalone basis

Products/Services

14. Details of business activities: (accounting for 90% of the turnover)

Sr.	Description of the main activity	Description of business activity	% of turnover of the entity
1.	Private FM radio broadcasting	Broadcasting content	90.98

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

Sr. no.	Product/Service	NIC Code	% of total Turnover contributed		
1.	Private FM radio broadcasting	60100	90.98		

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	NA	Studios at 28 cities and Satellite Stations at 11 cities	39	
International	NA	-	-	

^{*} For further details, refer to the Report on Corporate Governance, forming part of this Annual Report



17. Markets served by the Entity

a. Number of locations:

Locations	Number		
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?

Music Broadcast Limited ("MBL") is a service-based Company, which provides radio broadcasting services to listeners across India. The contribution of exports of services is 0.68% of the total turnover of the Company for the year ended March 31, 2023.

c. A brief on types of customers

With 39 radio stations across India, MBL engages with a wide spectrum of customers, which include listeners, multiple advertisement agencies, media partners, other broadcasting agencies, government and non-government organizations, retail chains, educational institutes, etc.

Employees -

18. Details as at the end of financial year:

a. Employees and workers (including differently abled):

Sr.	Particulars	Total (A)	Male		Female	
No.			No. (B)	% (B / A)	No. (C)	% (C / A)
		EMPLOYEES				
1.	Permanent (D)	430	353	82%	77	18%
2.	Other than Permanent (E)	205	143	70%	62	30%
3.	Total employees (D + E)	635	496	78%	139	22%
		WORKERS				
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

b. Differently abled employees and workers:

Sr. Particulars	Particulars	Total (A)	Male		Female	
No.			No. (B)	% (B / A)	No. (C)	% (C / A)
	Differently Al					
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	-	-	-	-	-
***************************************	Differently I	Abled Worke	ers			
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	-	-	-	-	-
6.	Total workers (F + G)	-	-	-	-	-

19. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and percentage of Females		
			% (B / A)	
Board of Directors	7	1	14%	
Key Management Personnel (KMP)*	3	1	33%	

^{*}Includes Chief Executive Officer, Chief Financial Officer and Company Secretary as defined under Section 203 (1) of the Companies Act, 2013 (2) of the Companies Act, 2013 (3) of the Companies Act, 2013 (4) of the Companies Act, 2013 (5) of the Companies Act, 2013 (6) of the Companies Act, 2013 (6) of the Companies Act, 2013 (7) of the C



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

Particulars	FY 2022-23			FY 2021-22			FY 2020-21		
Faiticulais	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	28%	43%	31%	34%	11%	29%	29%	9%	25%
Permanent Workers	_	-	-	-	_	_	_	-	_

Holding, Subsidiary and Associate Companies (including joint ventures) -

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

Sr. No.	Name of the holding/ subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)*
1	Jagran Prakashan limited	Holding	74.05%	No

CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013*: Yes

(ii) Turnover: ₹ 19886.14 Lakhs(iii) Net worth: ₹ 52474.90 Lakhs

Transparency and Disclosures Compliances

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

	Grievance Redressal	1	F Y (2022-23)		FY (2021-22)			
Stakeholder group from whom complaint is received	Mechanism in Place (Yes/No) (If yes, then provide web- link for grievance redress policy)	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	
Communities	Yes, MBL has in place a comprehensive CSR policy which provides an overview to take initiatives for the wellbeing and development of the communities. The Company ensures to address the concerns and create awareness among communities by continuous interactions with them during CSR activities and other social awareness programmes. Policies can be accessed at: https://www.radiocity.in/investors/policies-code-of-conduct	No complaints filed during the reporting year	NIL	NA	No complaints filed during the reporting year	NIL	NA	

 $^{^*}$ For further details on CSR activities, refer the Director's Report, forming part of this Annual Report.



	Grievance Redressal	1	FY (2022-23)		:	FY (2021-22)	
Stakeholder group from whom complaint is received	Mechanism in Place (Yes/No) (If yes, then provide web- link for grievance redress policy)	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
Shareholders Investors (Other than shareholders)	Yes, the Company attends shareholders grievances / correspondences expeditiously and has in place a grievance redressal mechanism. Shareholders may register their complaints / grievances / concerns either directly with the Company or they may approach the registrar and share transfer Agent of the Company. A dedicated policy https://www.radiocity.in/investors/policies-code-of-conduct is available to all the shareholders to share their grievances /			•		ed, refer to the ' ort of this Annu	
Employee & Workers	complaints Yes, MBL has a POSH Policy and Vigil Mechanism Policy/ Whistle Blower Policy to cater the grievances raised by the employees. Furthermore, the company has developed a dedicated Business Responsibility and Sustainability (BRSR) policy (accessible at: https://www.radiocity.in/investors/policies-code-of-conduct) to align with the NGRBC guidelines and ensure compliance with human rights practices and employee welfare and wellbeing.	No complaints filed during the reporting year	NIL	NA	No complaints filed during the reporting year	NIL	NA
Customers	The company has an open- door policy for customers to approach directly to the officials of the Company and seek feedback in terms of service quality.	No complaints filed during the reporting year	NIL	NA	No complaints filed during the reporting year	NIL	NA
Value Chain Partners	MBL has in place a dedicated Supplier Code of Conduct and BRSR policy (accessible at: https://www.radiocity.in/investors/policies-code-of-conduct) that provides a platform to address the grievances of the suppliers.	No complaints filed during the reporting year	NIL	NA	No complaints filed during the reporting year	NIL	NA
Others (Please specify)	-	-	-	-	-	-	-



24. Overview of the entity's material responsible business conduct issues

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

Sr. No.	Material issue Identified	Indicate Whether Risk or Opportunity	Rationale for identifying Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Human Capital (Employee engagement and wellbeing, diversityand inclusion, occupational health and safety, training and education)	Risk & Opportunity	Risk: The success of the Company depends on the continued efforts, abilities and expertise of its employees. With emerging demands and competition the Company possesses risk for hiring and retaining skilled employees without significant costs or delays. Opportunity: Human Resource is an asset to the organization and therefore due efforts are taken to provide material/non-material benefits to employees, creating an employee friendly work environment, maintaining fair wages basis performance/appraisal system.	friendly policies and procedures Trainings provided for human rights awareness, Employee engagement programs, Compliance with statutory norms. Robust occupational health and safety management system to mitigate the risks. Mechanism in place to avoid workforce discrimination, sexual harassment and encourage fair working environment for employees.	Risk: Any failure in the Operational Health & Safety management system may cause loss in mandays and impact productivity of operations. Further, it has an intangible effect on demoralizing employees. Opportunity: Strengthening the employee relationship and abiding by human rights can result in enhanced productivity and lower attrition rate.
2.	Data Privacy and Cyber Security	Risk	Risk: Reputational loss and financial liabilities as per the laws and regulations, if privacy breaches and security incidents are attributed to the business.	implemented policies and procedures to identify and report privacy breaches	Risk: Loss of trust among customers and other stakeholders due to any incident reported for privacy or security breach can lead to financial penalties. Opportunity: Minimize cybersecurity threats to customers and other stakeholders through advanced cybersecurity solutions.
3.	Business Ethics, Governance and Transparency	Risk & Opportunity	Risk: Instances of unethical practices and behavior can tarnish brand image. Opportunity: Building a culture of integrity and transparency is linked with the fulfillment of mandates as well as strengthening relationships with stakeholders.	Well defined Code of Conduct and policies relevant for all internal and external stakeholders	Risk: Penalties due to non-compliances to relevant laws and regulations in line with ethical business practices. Opportunity: Ethical practices and strong governance can help in building long term relationship and trust with all the stakeholders.
4.	Risk Management	Risk & Opportunity	Risk: The risk of business loss resulting from inadequate or failed internal processes and systems, people or from external events. Opportunity: Effective Risk Management can help in identifying risks and opportunities associated with each material aspect of the business.	Continuity Plan • Enterprise Risk Management framework	Risk: Reputational and financial damage leading to loss of customers. Opportunity: Risk mitigation can lead to business growth and thus enhanced financial outcomes.



Section B: Management and Process Disclosures

The National Guidelines for Responsible Business Conduct (NGRBC) as prescribed by the Ministry of Corporate Affairs advocates nine principles referred as P1-P9 as given below:

- Pl Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent, and accountable
- P2 Businesses should provide goods and services in a manner that is sustainable and safe
- P3 Businesses should respect and promote the well-being of all employees, including those in their value chains
- P4 Businesses should respect the interests of and be responsive towards all its stakeholders
- P5 Businesses should respect and promote human rights
- P6 Businesses should respect, protect, and make efforts to restore the environment
- P7 Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- P8 Businesses should promote inclusive growth and equitable development
- P9 Businesses should engage with and provide value to their consumers in a responsible manner

D	iscl	osure Questions	P1	P2	Р3	P4	P 5	P 6	P7	P8	P 9
		Policy and Mana	ageme	nt Pro	cesses			,			
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
••••	b.	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
***************************************	c.	Web Link of the Policies, if available		htt	tps://wv	vw.radi	ocity.in/	investo	rs/polic	ies	
2.		hether the entity has translated the policy into ocedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.		the enlisted policies extend to your value chain rtners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4.	ce Co (e.	me of the national and international codes/ rtifications/labels/ standards (e.g., Forest Stewardship puncil, Fairtrade, Rainforest Alliance, Trusted) standards g., SA 8000, OHSAS, ISO, BIS) adopted by your entity d mapped to each principle.	MBL has adopted ISO 9001:2015 to provide Safe & Healthy wol infrastructure.							y work	
5.		ecific commitments, goals and targets set by the entity th defined timelines, if any.	NIL								
6.	СО	rformance of the entity against the specific mmitments, goals, and targets along-with reasons in se the same are not met.				•	NIL	•			•

Governance, leadership, and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements

Dear Stakeholders,

We at Music Broadcast Limited are related to disclose our maiden Business Responsibility and Sustainability Report (BRSR). We strive to enhance our business performance while ensuring sustainable and inclusive growth for all our stakeholders. We have accelerated our sustainability efforts and enhanced our focus on the ESG parameters by imbibing Environmental, Social and Governance aspects in our day-to-day business practices along with integrating guiding policies as per the National Guideline of Responsible Business Conduct (NGRBC) guidelines, prescribed by SEBI.

Furthermore, we have conducted extensive stakeholder engagement exercise to identify key ESG material issues for the business. We strive to adopt best practices as per the identified material issues and appropriate mitigatory actions for any negative impacts of our operations. At Music Broadcast, we ensure overall ethical and responsible business conduct along with employee engagement, learning and development, inclusivity, well-being and development of the environment and communities at large.



 Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).

Mr. Shailesh Gupta, Non-Executive Director (DIN: 00192466).

9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.

Yes, the Board has entrusted Mr. Shailesh Gupta, the Non-Executive Director of the Company to oversee the sustainability initiatives at MBL.

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)							iy/					
	P1	P2	Р3	P4	P 5	P	P6 I	7	P 8	P 9	Pl	P2	P 3	P4	P 5	P 6	P7	P 8	В	P 8
Performance against above policies and follow up action	bus Poli Sen arch	iness cy, C sitive nival	oper ode Info of dis	ration of pormates ormates	ns by raction, ure c	ces Po of r	ringe s and olicy mate	entl I pr on rial	y cor oce deal info	mply dure ling rmat	most ving t es for with rion/ vorkp	o its (fair Rela [:] ever	Code discl ted F its ma	of Cosure Osure Party	ondu e of l Trans	uct, \ Unp sacti	Whis ublis ions,	tle B shed Poli	lov Pr cy	wer rice on
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	has and reg has the	integ app ularly cont Com	rated licable for a ribute plian nore,	d Elec le lav amer ed in ce O in lin	etron vs pr ndme n stre office	oventenger.	Tool ^s video ts / n gther the p	on by nod ing	nonit resp ifica the	tor a pect tions con	utory nd tra ive da s, in a nplian	epar pplic nces	sperf tmen cable at all	formation had been depicted as the control of the c	ance ids. T fron Is un	agai he t n tim der	nst the cool in the too supe	he po s up time ervis	olid dat e. T ion	cies ted This n of the
	Internal Auditors review the functions and activities of the Company and share their observations with the Audit Committee of the Board, on quarterly basis.																			

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

The policies are evaluated internally from time to time and updated whenever required. The Company continues to sustain its commitment to the highest levels of quality, service management, robust information security practices and business continuity management. The processes and compliances are subject to scrutiny by internal auditors, secretarial auditors and statutory auditors, as per requirement of law.

P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P8

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

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



SECTION C: Principle Wise Performance Disclosure

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

Essential Indicators -

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

Segment	programmes held		%Age of persons in respective category covered by the awareness programmes
Board of Directors	1	MBL conducted an orientation and familiarization program for its Board of Directors and KMPs, comprising of matters including key regulatory changes in the corporate laws in India covering the amendments in Listing Regulations, Companies Act, 2013 and SEBI consultation paper. The details of familiarization program are posted at the Company's website https://www.radiocity.in/investors/policies . The Statutory Auditors of the Company also conduct a session for the Audit Committee to showcase latest legal updates.	100%
Key Managerial Personnel	2	POSH, Regulatory Updates	100%
Employees other than BOD and KMPs	3	The Company conducts multiple trainings & orientation sessions for employees, that includes POSH, Digi evangelist (3 sessions) & Cross Functional Trainings (3 sessions), Choosing Health sessions, Induction program for new recruits	100%
Workers	-	-	-

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.

		Monetary			
	NGRBC Principle	Name of the Regulatory/ Enforcement agencies/ Judicial institution	Amount (In INR)	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

nount INR)	Brief of the Case	Has an appeal been preferred? (Yes / No)
NA	NA	NA
NA	NA	NA
Appeal/ tion has		Name of the regulatory/ enforcement agencies/ judicial institutions
		Not



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, MBL is dedicated to upholding business practices in alignment with the utmost levels of corporate ethics and adhering to all relevant statutes, rules, and regulations. The Company believes that a good corporate governance structure would not only encourage value creation but also provide accountability and control systems commensurate with the risks involved. Ethical business practice, anti-corruption and anti-bribery are covered under our Code of Conduct that ensures adherence to laws in every jurisdiction we operate. The Policy is available on the Company website at https://www.radiocity.in/investors/policies-code-of-conduct

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

	FY 2022-23	FY 2021-22
Directors		
KMPs	NE	NEL
Employees	Nil	Nil
Workers		

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

	FY 2022-23	FY 2021-22
Number of complaints received in relation to issues of Conflict of Interest of the Directors.	Nil	Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NII	NII

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

Not Applicable.

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

Essential Indicators -

1. Percentage of R&D and capital expenditure (capex) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.

	FY 2022-23 (Rs. In Lakhs)	FY 2021-22 (Rs. In Lakhs)	Details of improvements in environmental and social impacts							
R&D		Not Assistants								
Capex		Not Applicable								

2. Does the entity have procedures in place for sustainable sourcing?

As MBL engages in radio broadcast service, its dependency on sourcing material is negligible. However, it strives to align its procurement practices to the principles of sustainable sourcing to the extent possible. At the core of this commitment is MBL's vision to support and encourage local vendors located close to the offices and hence, reduce its negative impact on the environment and society at large.

Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for the produced products.

As MBL is a service-based Company, recycling or reusing of products is 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.

Owing to the nature of business, Extended Producer Responsibility is not applicable to the company.



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

Essential Indicators

1. Measures undertaken for Employee Wellbeing -

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

MBL conducts wellness league that focuses on promoting physical and mental wellbeing of all employees. For the current financial year, more than 100 participants took part in the league which offered them multiple opportunities to broaden their horizons on healthy living. Furthermore, the Company conducted self-defense workshop that helped individuals to enhance their physical, psychological and intellectual well-being.

	% Of employees covered by												
Catamaru		Health insurance		Accident insurance		Mater bene	•	Paternity	Benefits	Day Care facilities			
Category	Total (A)	Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)		
				Pe	rmanent	employees	5).			
Male	353	353	100%	353	100%	0	0	353	100%	353	100%		
Female	77	77	100%	77	100%	77	100%	0	0	77	100%		
Total	430	430	100%	430	100%	77	18%	353	82%	430	100%		
				Other th	an Perm	anent emp	loyees						
Male	143	143	100%	143	100%	0	0	143	100%	143	100%		
Female	62	62	100%	62	100%	62	100%	0	0	62	100%		
Total	205	205	100%	205	100%	62	30%	143	70%	205	100%		

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

Music Broadcast limited take multiple initiatives for the well-being of its employees. The Company does not have any workers recruited at its premises.

2. Details of retirement benefits, for FY 2022-23 and FY 2021-22

		FY (2022-23)		FY 2021-22			
Benefits	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	68%	0	Y	66%	0	Y	
Gratuity	68%	0	Y	66%	0	Y	
ESI	0	0	NA	0	0	NA	
Other (Please specify)	0	0	NA	0	0	NA	

^{*}Excludes neo, consultants, free lancers whose salary does not include Provident Fund

3. Accessibility of workplaces:

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

Yes, the premises/offices are accessible to differently abled employees as per the requirement of Rights of Persons with Disabilities Act, 2016.

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.

The Company provides equal employment opportunities, without any discrimination on the grounds of age, color, disability, marital status, nationality, race, religion, sex, sexual orientation. MBL abides by Rights of Disabilities Act, 2016 proposed by Government of India and ensures zero incidents of discrimination at the workplace.



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

Gender	Permanent	employees	Permanent workers		
Gender	Return to work rate	Retention rate	Return to work rate	Retention rate	
Male	15	100	-	-	
Female	0	0	-	-	
Total	15	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.

The Company encourages open and transparent communication with all its employees and addresses their concerns and grievances. Employees can raise their concerns through one-on-one communication with Human Resource Team or to their immediate supervisors. The concerns are further addressed and resolved through discussions and necessary interventions from senior management. The Company has also established a Vigil Mechanism / Whistle Blower Policy approved by the Board which operates as a formal platform for reporting complaints and grievances. In addition, MBL has in place POSH (Prevention of Sexual Harassment) Policy through which employees can reach out to the Internal Complaints Committee (ICC) and seek redressal for sexual harassment incidents, if any.

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

Music Broadcast Limited recognizes the right to freedom of association in accordance with the laws. However, neither it has a formal employee association/union, nor the employees have formed any Union.

8. Details of training given to employees and workers:

			FY 20	22-23			FY 2021-22*			
Category	Total (A)	On Health Safety		On Skill Upgradation		On Health Safety		Skill dation		
		No.(B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
	_			En	ployees					
Male	496	461	93%	234	47%			•	***************************************	
Female	139	123	88%	66	47%		١	Not Tracked*		
Total	635	584	92%	300	47%					
				W	orkers					
Male				•		•		•		
Female	Not Applicable									
Total										

^{*} The tracking and record maintenance of employee attendance in trainings was initiated from April 22. Hence, the above-mentioned training count is for FY 2022-23 only. Prior to that, trainings were conducted at regular intervals however, the same were not tracked.

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

All employees of Music Broadcast Limited undergo an annual performance appraisal process. The Company conducts people development evaluation aligned with the Company's objectives/ targets and basis the roles and responsibilities assigned to each of its employee. Furthermore, Music Broadcast Limited has in place a well-defined succession planning process to facilitate career planning and development of high potential talent, mitigate risk arising from attrition and ensure business continuity.

Cotomore		FY 2022-23			FY 2021-22			
Category	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	%(D/C)		
			Employee	-				
Male	496	397	80%	483	444	92%		
Female	139	98	71%	128	118	92%		
Total	635	495	78%	611	562	92%		
			Workers			'		
Male								
Female			Not Ap	plicable				
Total								



10. Health and safety management system:

a	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Safety remains as a core concern to Music Broadcast Limited. The Company operates in a manner that helps protect its employees, contractors, customers and the communities from any risks or hazards arising from unsafe business practices. MBL promotes a safety-first mentality for employees and contractors to reach its goal of zero workplace injuries and illnesses. These include policies on fire safety that cover rules pertaining to firefighting equipment, emergency exits, fire drills and other safety parameters for office maintenance.
b	What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	MBL is a service-based company and does not possess extensive work-related risks or hazards.
С	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Not Applicable
d	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, all employees are covered under Medical Health Insurance provided by the Company. MBL also provides an option of taking health cover for dependents declared by the employees.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one	Employees	NIL	NIL
million-person hours worked)	Workers	NA	NA
Total recordable work-related injuries	Employees	NIL	NIL
P	Workers	NA	NA
No. of fatalities	Employees	NIL	NIL
,	Workers	NA	NA
High consequence work-related injury or ill-	Employees	NIL	NIL
health (excluding fatalities)	Workers	NA	NA

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

Music Broadcast Limited encourages employees to embrace a pro-active approach to maintain good health and wellbeing. The Company strives to create awareness among the workforce by promoting work life balance, sharing health tips and emphasizing on importance of basic home remedies. Furthermore, the company provides Mediclaim benefits which are not only restricted to the permanent employees but also extended to its consultants such as the Radio Jockey's. For FY 2022-23, MBL launched a Wellness League to help reduce stress and promote overall physical and mental well-being of the employees.

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

		FY (2022-23)			FY 2021-22	
Benefits	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	NIL		0	NIL	
Health & Safety	0	INIL	-	0	INIL	-

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	Nil
Working Conditions	IVII

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

Not Applicable.



Principle 4: Businesses should respect the interests of and be responsive to all its stakeholders Essential Indicators -

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

Music Broadcast Limited has incorporated a well-defined process to identify and frequently engage with its key internal and external stakeholders to understand their expectations and concerns. The Company ensures to value the inputs of each of its stakeholder groups and consider the incorporation of these insights into its business strategy. The key priority is to understand the dynamic perceptions and aspirations of the stakeholders and align its services to their needs. Furthermore, Music Broadcast Limited supports vulnerable and marginalized stakeholder groups through campaigns and programs and promote their wellbeing and development.

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

Stakeholder Group Stakeholder Group Group		communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website),	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Senior Management including KMPs	No	Direct contactRegular meetingsLeadership and manager connect	Annually/ Half yearly/ Quarterly and as and when required	ComplianceEthical practicesEconomic performance
Employees	No	 Employee engagement initiatives Employee on-ground and virtual connect by Human Resources Town Hall Coffee with CEO 	Monthly/Quarterly and Annually	 Employee engagement Employee wellness and safety Learning and development
Communities	Yes	Awareness campaignsCSR initiativesRegular meetingsE-mails/ Calls	As and when required	Inclusive growthLiteracy and developmentEnvironmental and social protection
Investors	No	 Quarterly reports and press releases Investor meets, earnings calls and Annual General Meetings (AGMs) 	Annually/ Half yearly/ Quarterly and as and when required	 Compliance with regulatory laws Governance and ethical practices Economic performance
Vendors and Suppliers	No	Suppliers meetWebsitePhone calls and surveys	Frequent and as and when required	PartnershipGovernance and ethical practices
Customers	No	One-on-One interactionsWebsiteOnline and postal communication	Frequent and as and when required	Data security Responsible communication



Principle 5: Businesses should respect and promote human rights

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:

		FY 2022-23			FY 2021-22			
Category	Total (A)	No. employees' workers covered (B)	% (B / A)	Total (C)	No. employees' workers covered (D)	% (D / C)		
		Emplo	уее					
Permanent	430	430	100%	414	414	100%		
Other than permanent	205	205	100%	197	197	100%		
Total Employees	635	635	100%	611	611	100%		
		Work	ers					
Permanent			-			•		
Other than permanent		Not Applicable						
Total Workers								

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

			FY 20	22-23				FY 20	021-22		
Category	Total (A)	_	Minimum ges		than m wages	Total (D)		Minimum ges		than m wages	
	(A)	Number (B)	% (B / A)	Number (C)	% (C / A)		Number (E)	% (E /D)	Number (F)	% (F / D)	
	_			E	mployees						
Permanent											
Male	353	0	0	353	100%	341	0	0	341	100%	
Female	77	0	0	77	100%	73	0	0	73	100%	
Other than Permanent											
Male	143	0	0	143	100%	139	0	0	139	100%	
Female	62	0	0	62	100%	58	0	0	58	100%	
					Worker						
Permanent											
Male	-	-	-	-	-	-	-	-	-	-	
Female	-	-	-	-	-	-	-	-	-	-	
Other than Permanent											
Male	-	-	-	-	-	-	-	-	-	-	
Female	-	-	-	-	-	-	-	-	-	-	

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

		Male	Female			
Gender	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category		
Board of Directors (BoD)*	NIL	Refer to the Board's Report	NIL	Refer to the Board's Report		
Key Managerial Personnel (KMP)	2	1,36,22,917	1	20,00,000		
Employees other than BOD and KMP	494	8,63,810	138	8,57,573		
Workers	-	-	-	-		

^{*}MBL does not have any Executive Director on the BoD



I. 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 Human Resources acts as the focal point to address issues pertaining to human rights and ensures compliance with aspects such as child labor, forced labor, sexual harassment that have significant impact on the business operations.

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

Music Broadcast Limited has an open-door policy which encourages employees to connect with the HR and the Senior Leadership in case any grievances pertaining to human rights arise. The Company has also established a Vigil Mechanism/ Whistle-Blower Policy which operates as a formal platform for reporting human rights concerns. Furthermore, the Company has policies relating to Prevention of Sexual Harassment (POSH), which promote a free, fair and discrimination free working environment for employees and provide a mechanism for raising concerns and resolution of disputes. The Company also has established an Internal Complaints Committee (ICC) in compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013.

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

	FY 2022-23			FY 2021-22		
Category	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	Nil	Nil	-	Nil	Nil	-
Discrimination at workplace	Nil	Nil	-	Nil	Nil	-
Child Labor	Nil	Nil	-	Nil	Nil	-
Forced Labor/ Involuntary Labor	Nil	Nil	-	Nil	Nil	-
Wages	Nil	Nil	-	Nil	Nil	-
Other human rights related issues	Nil	Nil	-	Nil	Nil	-

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

MBL strictly adheres to responsible and ethical business conduct. MBL's policies such as policy on Prevention of Sexual Harassment Policy (POSH) and Whistle-Blower Policy acts as the guiding principles to take stringent measures with respect to discrimination and sexual harassment at the workplace. To address the adverse consequences for raising concerns regarding any misconduct, the employees can raise the incident to the concerned person at the respective e-mail id.

8. Do human rights requirements form part of your business agreements and contracts?

MBL has a Supplier Code of Conduct that ensures compliances with respect to human rights parameters, health and safety and ethical trade practices. The Company ensures that all its business partners abide by its Suppliers Code of Conduct.

9. Assessments for the year:

For FY 22-23, no statutory assessments were undertaken, however, sample assessment by the internal auditors of the Company were conducted and zero non-compliances were reported.

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

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

As per the sample assessment conducted by Music Broadcast Limited, zero incidents of non-compliances were reported for the current financial year.



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

Essential Indicators

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption (A)	21,789 GJ	20,442 GJ
Total fuel consumption (B)*	2,319 GJ	2,059 GJ
Energy consumption through other sources (C)	Nil	Nil
Total energy consumption (A+B+C)	24,107 GJ	22,501 GJ
Energy intensity per lakh rupee of turnover	1.21	1.33
(Total energy consumption/turnover in rupees)		
Energy intensity (optional)	-	-
- the relevant metric may be selected by the entity.		

^{*}Fuel consumption is specific to diesel consumption through DG set

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.

Not Applicable

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

Parameter	FY 2022-23	FY 2021-22
Water Withdrawn by the source (KL	ı)	
Surface Water	-	-
Ground Water	-	-
3 rd Party Water	-	-
Seawater/ desalinated water	-	-
Other sources	6,858	6,793
Total Vol of Water Withdrawn	6,858	6,793
Total Vol of Water Consumed (KL)*	3,810	3,774
Water intensity per lakh rupee of turnover. (Water consumed/turnover)	0.19	0.22
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

Note

*The volume of water withdrawn and consumed is based on estimation as per "Estimation of water requirement for drinking and domestic use (Source: NBC 2016, BIS) – CGWA Guideline"

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

 $\textbf{4.} \quad \text{Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.}$

The liquid discharge at MBL is generally done through municipal sewers and it has not implemented any mechanism for Zero Liquid Discharge at its premises.

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

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	FY 2021-22
Total Scope 1 emissions	Metric tonnes of	173	153
(Break-up of the GHG into ${\rm CO_2}$, ${\rm CH_4}$, ${\rm N_2O}$, HFCs, PFCs, ${\rm SF_6}$, ${\rm NF_3}$, if available)	CO ₂ equivalent		
Total Scope 2 emissions	Metric tonnes of	4,297	3,975
(Break-up of the GHG into ${\rm CO_2}$, ${\rm CH_4}$, ${\rm N_2O}$, HFCs, PFCs, SF $_6$, NF3, if available)	CO ₂ equivalent		



Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent	0.22	0.24
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

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

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

Owing to the nature of business, the Company has significantly low contribution of GHG emissions. However, to address the environmental concerns associated with its operations, MBL create awareness among its employees to minimize the consumption of energy and water and reuse materials such as paper. Furthermore, MBL has opted to use LED lights and focus on energy efficiency in all its corporate offices and studios.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	7,920	8,797
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H).	-	-
Please specify, if any.		
(Break-up by composition i.e., by materials relevant to the sector)		
Total (A+B + C + D + E + F + G + H)	7,920	8,797
For each category of waste generated, total waste recovered through operations (in metric tonn		r other recovery
Category of waste		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	-	-
For each category of waste generated, total waste disposed by natu:	re of disposal method (in r	netric tonnes)
Category of disposal Method		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations*	-	-
Total	-	-

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.

MBL generates two types of waste: E-waste (Battery waste only) and dry waste. The E-waste produced by our business is disposed of in a responsible and environmentally – friendly manner through a step-by-step recycling process. Additionally, the Company ensures that each of its station tracks the E-waste generated, which is then disposed of by a licensed agency. As part of its commitment to responsible waste management, MBL maintain records of Form 6 (waste manifest) and other related documentation once the waste is collected by the vendor. Furthermore, the Company is continuously exploring innovative ways to recycle and reuse the waste generated by repurposing one-sided printed paper into notepads for all its employees.

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.

Not applicable



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.

MBL complies with all applicable environmental laws and regulations and ensures that its GHG emissions and waste generation is within permissible limits as stated by the regulatory authorities.

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

Essential Indicators

- 1. Public Policy Advocacy
 - a. Number of affiliations with trade and industry chambers/ associations.

MBL interacts with various industry chambers and associations. The Company is an active member of 2 Trade and Industry Chambers/ Associations.

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

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)		
1	Association of Radio Operators for India	National		
2	Media Research Users Council	National		

 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

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

MBL has undertaken multiple CSR initiatives focused on environmental and social wellbeing. The Company has collaborated with NGOs and social entrepreneurs for the implementation of these initiatives. In the reporting year, MBL did not undertake any Social Impact Assessment for its CSR initiatives.

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

Not Applicable

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

MBL engages with its community members through the NGO partners for identified areas of contribution in the domain of education, healthcare and development. Within its areas of work, the NGO partners have robust mechanism to assess the projects on intended beneficiaries. These mechanism ranges from in-person meeting and group discussions with beneficiaries to provide ample opportunity to receive and redress their grievances.

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

Parameter	FY 2022-23	FY 2021-22	
Directly sourced from MSMEs/ small producers	NIL	NIL	
Sourced directly from within the district and neighboring districts	NIL	NIL	



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

Essential Indicators

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

The Company has a holistic approach to facilitate redressal of the consumer complaints and feedback in terms of service quality timely. Any complaint received from stakeholders such as suppliers, customers, is addressed by respective department heads based on the materiality of the issue/complaint.

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

 Not applicable.
- 3. Number of consumer complaints in respect of the following:

	FY 2022-23			FY 2021-22		
Category	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Other	Nil	Nil	-	Nil	Nil	-

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

Owing to the nature of business, MBL does not manufacture or sell any products. Hence, the requirement is not applicable to the Company.

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, MBL has an information and cyber security framework that ensures all information assets are safeguarded by establishing a comprehensive management process throughout the organization. Additionally, the Company has an IT policy available internally and is communicated to the employees as and when required. Furthermore, the business information is protected adequately through appropriate controls and proactive measures taken by the Company.

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.

For FY 2022-2023, there were no complaint received for issues relating to advertising, cyber security and data privacy of customers and penalty by regulatory authorities on any of the services provided by MBL.