Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

S. No	Required Information					
1	Corporate Identity Number (CIN) of the Listed Entity	L74899DL1994PLC061295				
2	Name of the Listed Entity	Paramount Communications Limited				
3	Year of incorporation	1994				
4	Registered office address	KH-433, Maulsari Avenue, Westend Greens, Rangpuri, Mahipalpur, New Delhi, India, 110037				
5	Corporate address	KH-433, Maulsari Avenue, Westend Greens, Rangpuri, Mahipalpur, New Delhi, India, 110037				
6	E-mail	rashi.goel@paramountcables.com				
7	Telephone	011-45618882				
8	Website	https://paramountcables.com/				
9	Financial year for which reporting is being done	FY - 2023-24				
10	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and Bombay Stock Exchange (BSE)				
11	Paid-up Capital	₹ 60,68,69,740/-				
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Rashi Goel Telephone Number-011-45618882 rashi.goel@paramountcables.com				
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures made in this report are on a standalone basis.				
14	Name of Assurance Provider	NA				
15	Type of Assurance obtained	NA				

II. PRODUCTS / SERVICES

16 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	Wires and Cables	Manufacturing of Cables and Wires	97.83%
2	Trunkey projects/ engineering, procurement and construction (EPC)* project segment	Design, engineering, supply, erection and commissioning of projects.	2.17%

17 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	Wires and cables	27320	97.83%
2	Trunkey projects/ engineering, procurement and construction (EPC)* project segment	42202	2.17%

1



III. OPERATIONS

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

Location	Number of plants	Number of offices	Total
National	2	2	4
International	-	-	-

19 Market Served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	PAN INDIA
International (No. of Countries)	25 + Countries

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

Exports accounted for 26% of the Company's revenue in FY 2023-24.

Our goal is to become the leading provider of cables and wires by producing high-quality goods, offering excellent services, and expanding our presence to new markets. The company is exporting throughout the world, and our major exports are in the USA, Myanmar, UK and Nepal. Our goal is to enhance exports' contribution.

C. A brief on type of customers

Paramount Communication Limited is a leading manufacturer of wires and cables. Our products are utilized across various sectors such as power, infrastructure, real estate, refineries, oil and gas, defence, chemicals, metals, information technology, pharmaceuticals, manufacturing, renewables, cement, fertiliser, data centres, and consumer durables. We directly supply our products to government, public, and private sector organisations in both domestic and international markets (B2B), as well as through a network of dealers and distributors. Our Trunkey Project operations consist of transmission and distribution EPC projects

IV. EMPLOYEES

20 Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Μ	Male		Female	
			No.(B)	% (B/A)	No. C	% (C/A)	
		Employees					
1	Permanent (D)	256	241	94%	15	6%	
2	Other than Permanent (E)	16	16	100%	0	0%	
3	Total employees (D+E)	272	257	94%	15	6%	
		Workers					
4	Permanent (F)	53	53	100%	0	0%	
5	Other than Permanent (G)	1048	1048	100%	0	0%	
6	Total workers (F+G)	1101	1101	100%	0	0%	

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	М	Male No.(B) % (B/A)		Female	
			No.(B)			% (C/A)	
	Differe	ntly Abled En	nployees				
1	Permanent (D)	0	0	0	0	0	
2	Other than Permanent (E)	0	0	0	0	0	
3	Total differently abled employees (D+E)	0	0	0	0	0	
	Differ	ently Abled V	Vorkers				
4	Permanent (F)	0	0	0	0	0	
5	Other than Permanent (G)	0	0	0	0	0	
6	Total differently abled workers (F+G)	0	0	0	0	0	

21 Participation/Inclusion/Representation of women:

	Total (A)		oercentage males
		No. (B)	% (B / A)
Board of Directors	7	2	28.5%
Key Management Personnel	2	1	50 %

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

	FY 2023-24 (Turnover rate in current FY)		FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13%	17%	13%	17%	20%	17%	37%	64%	38%
Permanent Workers	7%	0	7%	2%	0	2%	5%	0	5%

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

23 (a) Name of holding / subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Valens Technologies Private Limited	Wholly Owned Subsidiary	100%	NO
2	AEI Power Cables Limited	Subsidiary	100%	NO
3	Paramount Holdings Limited	Subsidiary	100%	NO
4	06196375 Cables Limited	Subsidiary	100%	NO

VI. CSR DETAILS

24	(i)	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
	(ii)	Turnover (in ₹)	104,727.52 (In Lakhs)
	(iii)	Net worth (in ₹)	62,591.09 (In Lakhs)

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VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

4

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

Stakeholder group from whom	Grievance Redressal Mechanism in Place	(Cu	FY 2023-24 rrent Financial	Year)	(Pre	FY 2022-23 vious Financial	Year)
complaint is received	(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 pcl@ paramountcables.com	-	-	-	-	-	-
Investors (other than shareholders) *	YES Investors@ paramountcables.com	-	-	-	-	-	-
Shareholders*	YES Investors@ paramountcables.com	1	0	Queries/ Request received from Investors/ Shareholders were substantially replied/ resolved	18	0	Queries/ Request received from Investors/ Shareholders were substantially replied/ resolved
Employees and workers	YES grievances@ paramountcables.com	0	0	NA	0	0	NA
Customers	YES Customercare@ paramountcables.com	14	0	Concern/ Complaints received were replied/ resolved	10	0	Concern/ Complaints received were replied/ resolved.
Value Chain Partners	YES salespartners@ paramountcables.com	0	0	NA	0	0	NA
Other (please specify)	NA	NA	NA	NA	NA	NA	NA

26 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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Material Management	Opportunity	Improved material management results in cost savings, waste reduction, efficient inventory control, streamlined procurement and scheduling of procurement activities. It also improves the company's reputation and competitive position		Positive: The opportunity results in lower operating costs by reducing waste, efficiently managing resources, reducing production time eliminating delays and increasing product quality, owing to improved sustainability credentials and market distinctiveness.

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
2	Board diversity and independence	Opportunity	 Improved decision making Brand Recognition and Reputation Regulatory compliance Enhancement of investor relation 	-	Positive: A robust and diverse board underscores the Company's commitment to fostering strong leadership and a supportive work environment, contributing positively to the Company's development and achieving better results.
3	Transparency, accountability and reporting	Opportunity	By emphasizing transparency and responsibility in reporting, Paramount Communications may foster more confidence among stakeholders like as investors, consumers, and regulatory agencies. Demonstrating a commitment to openness and accountability may set us apart from competitors. This may attract socially aware customers and investors who value ethical behaviour.		Positive: Being transparent in business practices with clear disclosures always helps build trust with key external stakeholders i.e. investors, customers, suppliers, communities and regulators.
4	Human Rights Practices	Risk and Opportunity	 supply chain management investors relations Employee satisfaction and retention regulatory compliance Changing the culture and reputation encourage diversity & inclusion enhancing communication Fostering employee-employer relationship 	Implement comprehensive human rights policies that are consistent with international norms (such as the UN Guiding Principles on Business and Human Rights). Training and awareness: Conduct frequent staff and supplier training sessions to enhance knowledge about human rights and ensure best practices are followed.	Positive human rights practices have improved brand reputation and market placement. Negative: Legal Costs: Potential penalties and legal fees for failing to comply with human rights legislation. Reputational Damage: Loss of consumers if human rights violations harm the brand's



S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				Engage with stakeholders, such as local communities,	If suppliers are discovered to be in breach of human rights norms, the supply chain will be disrupted.
				Grievance Mechanisms: Establish accessible grievance channels so that workers and stakeholders may report human rights abuses without fear of reprisal.	
				Continuous Monitoring and Reporting: Implement ongoing monitoring of human rights practices and report on progress using sustainability reports or ESG disclosures.	
5	Employee Practices and Benefits	Opportunity	 Attracting and retaining talent and encouraging recruitment Employee Satisfaction Improved company reputation 		Positive - The costs associated with employee benefits are essential for promoting the well-being of the workforce and motivating employees, leading to increased operational efficiency
6	Employee Development and Engagement	Risk & Opportunity	developed and engaged staff may improve productivity, creativity, and employee retention, giving the organization a competitive advantage and positive	engagement leads to increased creativity and productivity, promoting corporate development efficiency and Talent Attraction.	Positive - Improves the skills of the employees enabling them to deliver better quality of work thus resulting in better service for customers. Also investing in employees increases retention.
			workplace culture may recruit top personnel and boost business branding. Risk: Employee turnover, decreased productivity, and low morale can all hurt the company's performance and image.	that prioritize employee development and engagement are more likely to attract and keep qualified experts, lowering recruitment costs and maintaining continuity of	
			Failure to successfully engage employees may result in disengagement, diminished motivation, and increased absenteeism.	Performance: Training and	

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
				PleasantWorkEnvironment:Engagementactivitiesfostera pleasantworkplaceculture,whichmayleadtobettertobettercollaboration.	
				Risks: High turnover rates can be caused by a lack of development possibilities, resulting in increased recruiting and training expenditures.	
				Reduced Productivity: Disengaged employees are frequently less productive, which can harm the company's financial line.	
				Reputation Damage: Low employee involvement can affect the company's reputation, making it difficult to attract new talent and retain customers.	
				Increased absence: Disengaged employees may have increased absence rates, hurting team chemistry and project timeframes.	



SECTION B : MANAGEMENT AND PROCESS DISCLOSURES

A

8

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

Dis	closure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Pol	icy and management processes										
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)		-	licies h disigneo				d by	the Bo	ard of	
	c. Web Link of the Policies, if available	*****		nountc		*		-			
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	
3	Do the enlisted policies extend to your value chain partners? (Yes/No)					Yes					
4	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.	st • ISO 9001:2015,									
		• 7 • F • 5	Thermo Photovo Service Metal Cl	tions for set Insu- oltaic W -Entran ad Cab plastic-	ulated N lire as p lice Cab le as pe	oer UL 4 les as p er UL 15	703 9er UL 8 569	54		UL 83	
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Paramount Communications has defined major ESG priority areas and established internal objectives for continua monitoring and action. We have defined internal teams to implement programs that meet sustainability requirements and committed to improving our environmental, social, and							ntinual ams to ements		
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	 governance processes for beneficial outcomes. The company is constantly reducing energy usage, emissions, and waste by adopting process improvements 									
		The business has spent years upholding the highest standards of brand development and product purity.								าdards	
		We have initiated the process of performing LCA for our products.								or our	
Gov	vernance, leadership and oversight										
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Sa	anjay A	ggarwa	l Chairr	nan Cu	m CEO	of the	Compa	ny	
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues?									over	
	(Yes / No). If yes, provide details.	The Risk Management Committee is responsible for decision making on sustainability-related aspects.							cision-		

10 Details of Review of NGRBCs by the Company:

	Subject of Review		dert	akeı	e wh 1 by I rd/ A	Direc	tor /	Con	nmit		Frequency (Annually/ Half year Quarterly/ Any other - pleas specify)						у/		
		P1	P2	P3	P4	P5	P6	P7	P8	P 9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Performance against above policies and follow up action					Yes								Aı	าทนล	lly			
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Yes	-						Qu	iarte	rly/A	nnua	ally		
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		91	I	2	P	3	P	4	Ρ	5	P	96	P	7	Ρ	8	P	9
										N	0								

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

Que	stions	P1	P2	P3	P4	P5	P6	P7	P8	P9
a.	The entity does not consider the Principles material to its business (Yes/No)									
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)									
с.	The entity does not have the financial or/human and technical resources available for the task (Yes/No)		Not applicable							
d.	It is planned to be done in the next financial year (Yes/No)									
e.	Any other reason (please specify)									

This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorized as "Essential" and "Leadership".

While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible.

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

Essential Indicators

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

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
Directors	1	Familiarization Programme	100%
KMP	2	POSH Familiarization, POSH (for ICC Members)	75%
Employees	28	POSH Familiarization, POSH (for ICC Members), Training on MS Excel, Training on Cost Reduction - Optimization, Training on Selling skills& Training on Ideal Purchaser, General safety, First Aid, Fire Safety	36%
Workers	22	Health & Safety, Skill Upgradation, General safety, First Aid, Fire Safety, hazardous material	78%



2 Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website): NA

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

	Non- Monetary								
	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 nonmonetary action has been appealed.

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
NA	NA

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

Yes, the company has implemented an anti-bribery and anti-corruption policy. The purpose of this Policy is to create rules for proper business conduct and ethical behaviour in order to foster a fair and courteous work environment at Paramount. The policy is applicable to all permanent employees, Senior Management & workers of the company and contains the structure and procedures that guide our business activity. The policy can be viewed at: https://paramountcables.com/policy/

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

	FY 2023-24	FY 2022-23
	(Current Financial Year)	(Previous Financial Year)
Directors	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

6 Details of complaints with regard to conflict of interest:

10

	FY 2023-24 (Current Financial Year)			22-23 nancial Year)
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	NIL	NIL	NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	NIL	NIL	NIL

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.

There were no instances of conflicts of interest or corruption that needed the attention of regulators, law enforcement, or judicial bodies.

8 Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payable	33	24

9 Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022 - 23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	2.95%	4.29%
	b. Number of trading houses where purchases are made from	297	253
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	81%	85%
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	35%	61%
	b. Number of dealers / distributors to whom sales are made	275	258
	c. Sales to top 10 dealers/distributors as % of total sales to dealers / distributors	81.9%	85.7%
Shares of RPTs in	a. Purchases (Purchases with related parties/ total purchases) (In Cr)	0.07	0.01
	b. Sales (Sales to related parties/ total sales) (In Cr)	0.58	0.07
	 Loans & advances (Loans & advances given to related parties / total loans and advances) (In Cr) 		0
	d. Investments (Investments in related parties / total investments made) (In Cr)	3.43	-

Leadership Indicators

1 Awareness programmes conducted for value chain partners on any of the principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	% age of value chain partners covered (by value of business done with such partners) under the awareness programmes				
Nil	Nil	Nil				

2 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 a Code of Conduct policy in place to handle conflicts of interest among board members and senior management, which applies to the Company's whole Board of Directors and Senior Management. Each Director and Senior management must adhere to the terms of this Code. This Code aims to ensure openness and adherence to the highest commercial and ethical standards



while managing the Company's activities. The goal of this Code is to embrace and specify the standards to be followed and helps to enhance the value and reputation of the organisation. As per the Code, the Board Members and Senior management of the Company shall avoid conflicts of interest with the Company and, in case there is or may be such a conflict, it shall be promptly disclosed. A conflict of interest exists where the self-interests of a person conflict with the interests of the Company. The Code of Conduct for the Board of Directors & Senior management is available on the Company's website at: https://paramountcables.com/wp-content/ uploads/2021/11/Code-of-conduct.pdf

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

Essential Indicators

12

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

	Current Financial Year	Previous Financial Year	Details of improvements in
			environmental and social impacts
R & D	The firm does not currently have a dedica business operations and goods. The corpor	ation has made initiatives to reduce its	environmental effect, such as beginning
Capex	— the process of conducting Life Cycle Asses climate change, protect and restore water quality of life, to improve the quality, dural corporation has made CAPEX investments and reduce energy usage.	resources, biodiversity, and ecosystem bility, and performance of our products	services, as well as improve community s while ensuring their sustainability. The

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

Yes, the company has procedures in place to ensure that third-party partners for materials and services meet our standards. For example, we select suppliers that are responsible, ethical, and reliable partners.

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

All the metals, steels, and plastics are purchased on a sustainable basis directly from the renowned and valued manufacturers.

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)

The Company has lay down adequate waste disposal system whereby all plastics waste etc. are handled and disposed of under the environmental regulatory standards through contractors dully approved by CPCB and SPCB.

(b) E-waste

We are in the process of Identifying an authorised e-waste Handling service provider.

(c) Hazardous waste

Recycling is done through contractors in accordance with pollution board requirements.

(d) other waste.

We treat and dispose of other waste according to our regular operating procedures.

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.

No

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?

NI	C Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No) If yes, provide the web-link.
	NA	NA	NA	NA	NA	NA

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.

Name of Product / Service	Description of the risk / concern	Action Taken			
	NA				

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				
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)			
Nil					

4 Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled (MT)	Safely Disposed
Plastics (including packaging)						
E-waste	***			NI:I		
Hazardous waste				Nil		
Other waste						

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in
	respective category
	Nil



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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident	Accident insurance Maternity benefit		/ benefits	Paternity	Benefits	Day Care facilities	
		Number	% (B/A)	Number	% (C/A)	Number	% (D/A)	Number	% (E/A)	Number	% (F/A)
		(B)		(C)		(D)		(E)		(F)	
				Per	manent en	nployees					
Male	241	241	100%	241	100%	0	0	0	0	0	0
Female	15	15	100%	15	100%	14	93%	0	0	0	0
Total	256	256	100%	256	100%	14	6%	0	0	0	0
	•••••••	•	•	Other tha	n Perman	ent employ	/ees	•			
Male	16	16	100%	16	100%	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	16	16	100%	16	100%	0	0	0	0	0	0

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

Category	% of employees covered by										
	Total (A)	Health II	Health Insurance		insurance	Maternity	Maternity benefits		/ Benefits	Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
				Pe	ermanent v	vorkers					
Male	53	53	100%	53	100%	0	0	0	0	0	0
Female	0	0	100%	0	100%	0	0	0	0	0	0
Total	53	53	100%	53	100%	0	0	0	0	0	0
				Other th	nan Perma	nent worke	ers				
Male	1048	1048	100%	1048	100%	0	0	0	0	0	0
Female	0	0	0	0	0%	0	0	0	0	0	0
Total	1048	1048	100%	1048	100%	0	0	0	0	0	0

c Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format -

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on well-being measures as a % of total revenue of the	0.08	0.07
company		

2 Details of retirement benefits (Permanent employees and workers), for Current FY and Previous Financial Year.

Benefits		FY 2023-24			FY 2022-23	
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	97%	100%	Y	98%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	0%	0%	Y	0%	0%	Y

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

The Company has ensured workplace accessibility for individuals with disabilities, in line with the Rights of Persons with Disabilities Act, 2016. In accordance with our commitment to inclusivity and accessibility, our office is equipped with ramps at entry points and lobbies to accommodate individuals using wheelchairs.

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

The Company strictly adheres to the Equal Employment Opportunity policy, which prohibits discrimination against individuals with disabilities in all employment-related matters, as mandated by the Rights of Persons with Disabilities Act, 2016. To ensure accessibility, all Paramount plants and corporate offices are equipped with ramps and wheelchair-accessible restrooms, facilitating easy movement for individuals with disabilities

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

Gender	Permanent e	employees	Permanent workers		
	Return to work rate	Retention rate	Return to work rate	Retention rate	
Male	0%	0%	0%	0%	
Female	0%	0%	0%	0%	
Total	0%	0%	0%	0%	

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, The Company has an established grievances redressal mechanism in place and upholds transparency by promoting open dialogue between employees and their managers,
Other than Permanent Workers	irrespective of their employment status. This commitment to transparency and ethical conduct is reinforced through various policies accessible on the Company website https://
Permanent Employees	paramountcables.com/ including the 'Code of Conduct', 'Whistle-blower Policy' and POSH — Policy wherein we have a weekly dedicated day & time for all HR queries and employee
Other than Permanent Employees	grievances in person.





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

Category		FY 2023-24		FY 2022-23				
	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)		
Total Permanent Employees	0	0	0	0	0	0		
Male	0	0	0	0	0	0		
Female	0	0	0	0	0	0		
Total Permanent Workers	0	0	0	0	0	0		
Male	0	0	0	0	0	0		
Female	0	0	0	0	0	0		

8 Details of training given to employees and workers:

Category		FY 2023-24				FY 2022-23				
	Total (A)		lth and neasures		Skill dation	Total (D)		alth and neasures		Skill dation
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
				Employ	ees					
Male	257	90	35%	99	39%	213	80	37.5%	95	45%
Female	15	1	7%	7	47%	10	1	10%	7	70%
Total	272	91	33%	106	39%	223	81	35.8%	47	21%
				Worke	ers			•		
Male	1101	1101	100%	383	34%	889	889	100%	315	35%
Female	0	0	0%	0		0	0		0	0
Total	1101	1101	100%	383	34%	889	889	100%	315	35%

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

Category		FY 2023-24		FY 2022-23		
	Total (A)	No.(B)	% (B/A)	Total (C)	No.(D)	% (D/C)
		Emp	loyees			
Male	257	239	93%	213	203	95%
Female	15	14	93%	10	9	90%
Total	272	253	93%	223	212	95%
		Wo	rkers			
Male	1101	900	81%	889	730	82%
Female	0	0	0	0	0	0
Total	1101	900	81%	889	730	82%

10 Health and safety management system:

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

Yes, Paramount's occupational health and safety management system complies with ISO 45001:2018. Paramount is dedicated to preventing any mishaps and work-related diseases, and it recognises health and safety as essential to its operations.

The Company strives to set and surpass the highest standards for compliance with applicable statutory and occupational health and safety requirements.

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

The company conducts internal and external audits on a regular basis to guarantee compliance with the Occupational Health and Safety management system in its industrial activities to identify work related hazards and risks. EHS training, audits, and inspections are conducted in accordance with the ISO 45001 standard. The Company's Process Safety Management system aids in the application of optimum safety procedures. It also allows for the detection of work-related risks using design checklists, Hazard Identification and Risk Assessment (HIRA), and other outcome modelling investigations. Routine activities are monitored via the use of Job Safety Analysis, Hazard Identification and Risk Assessment (HIRA), Standard Operating Procedure, and Operational Control Procedure. To guarantee worker health and safety, non-routine tasks are monitored using JSA Job Safety Analysis.

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

Yes, to recognize risks associated with employment and assess them both routinely and intermittently by ISO 45001 standards. The following actions and efforts have been carried out by the company to remove work related hazards and risk:

- Paramount conducts both internal and external audits, including group safety audits, cross-functional team audits, management safety line walks, and daily safety observations by departments
- The protocol for dialogue, involvement, and advice.
- Method for keeping track of and managing performance.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Yes, ESIC facilities are provided to workers and staff who satisfy regulatory requirements. Individual and group medical insurance is provided based on each person's eligibility. The company organises internal medical camps in collaboration with NGO's and Health Care Organisations.

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

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

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

Paramount Communications Limited's Environment Health and Safety (EHS) management system adheres to the norms and concepts of ISO 45001:2018, OSHA standards, the Factory Act, and other state-level regulatory requirements. The EHS policy advocates a safe working environment for all workers, contractors, subcontractors, and visitors. The Company conducts internal and external audits on a regular basis to evaluate its safety policies and processes in accordance with the EHS management system and ISO 45001:2018 criteria. The Company monitor the health and safety outcomes using several processes to detect any deviations in the health and safety management system.



The following is the mechanism being used for monitoring our workplaces:

- Display boards with plant safety instructions installed
- Proactive monitoring such as daily safety patrolling, audits, workplace inspections, statutory inspections, outcomes from risk assessment, surveys, hygiene, OHS objectives and management programs, outcomes of safety committee meetings etc.
- Reactive Monitoring such as near misses, danger prediction, accident/incident investigation, illness cases, Injuries, reportable and non-reportable accidents etc.
- Feedback received as part of risk assessment, suggestions, investigation process, audit outcomes etc. are recorded and monitored as part of continual improvement.

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

		FY 2023-24			FY 2022-23			
	(Current Financial Year)			(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	0	0		
Health & Safety	0	0	0	0	0	0		

14 Assessments for the year:

18

	% 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.

Our adherence to international and national standards assists in satisfying the company's regulatory requirements and conducting HSE audits both internally and externally on a regular basis. The safety team conducts internal audits, while third-party organisations conduct external HSE, Fire, and Electrical audits, and remedial and preventative actions are adopted in response to their suggestions.

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).

Employees - Yes

Workers - Yes

Note: According to EPFO requirements, 97% of employees are insured in EDLI and covered by the EPFO Scheme. ESIC benefits are provided to employees who fulfil statutory requirements for a set compensation. The Accidental Insurance Scheme insurance, which provides benefits for people against death, dismemberment, loss of vision, permanent entire disablement, permanent partial disablement, and temporary total disablement, also covers 100% of employees. In addition to their gratuity fund, employees insured by the Gratuity Fund Scheme may also be eligible for death insurance.

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

All mandatory payments, such as ESI, PF contributions, and others, are extracted and deposited with the relevant organizations.

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:

		of affected s/ workers	and placed in suitable em	rs that are rehabilitated ployment or whose family ed in suitable employment
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers				

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, the Company provides skill training from time to time, which enables the employees to pursue employment post-retirement or termination.

5 Details on assessment of value chain partners:

	% 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

Essential Indicators

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

As a responsible business that is committed to building strong stakeholder relationships as the foundation for growth, Paramount Communications Limited values understanding its important group of stakeholders' concerns, collaborating with them to minimize risks, enhancing credibility, and earning their trust. Our methods for identifying stakeholders are founded on the principles of responsiveness, materiality, and inclusivity. The stakeholder groups that Paramount Communications Limited affects, either directly or indirectly, comprise our target audience. It also lists those parties to which Paramount Communications Limited has been found to rely on money, morality, or legal obligations. All of these are a result of our conviction that developing relationships with our stakeholders based on mutual trust and learning about their goals will help us create value that benefits everyone.





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	Frequency of engagement (Annually/ Half yearly/Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
1	Employees (On roll and Contractual Workforce)	NO	 Email Management Meeting feedback and survey. Newspaper Pamphlets Advertisement Community Meetings Notice Board Website and Other 	As and when necessary	 Paramount workforce is critical for continuity of the operations, design, production, sales, research, and development. Their support helps us move towards realizing our corporate vision. KEY SCOPES INCLUDES : Training and Development Recognition & Reward Top Down Communications about
			• SMS		 important changes, Policies and Information about Company's business growth plan and business performance.
3	Channel partners, distributors, retailers and influencers	No	After Sale ServicesSurvey and Feedback Session.	Engagement sessions conducted periodically	 KEY AREAS OF INTEREST: Providing information regarding products pricing and quality Incentive Programme
4	End consumers	NO	 Engagement through website, Email, SMS social media Sales Promotions and brand Campaigns . Meetings 	Weekly/monthly and Yearly as per communications is required	 Key Areas of Interest: Order/Payment for product & Services Product availability and Product pricing Product Quality & Customer Feedback Market Survey /Research for product session trend/New Product development.
5	Government agencies, regulatory bodies and local authority.	NO	 Disclosure and Filings for compliance reporting. Meeting authorities for permission/ approvals. 	Audit conducted quarterly/ annually/ periodically and on a need basis.	The government agencies and regulatory bodies provide the requisite regulatory framework and registration essential to conduct the businesses smoothly. Key area of interest:- • Compliance • Tax Payments • Policy advocacy
6	Communities and Environment	YES	CSR Initiatives	Community events and functions are conducted regularly.	 Key area of interest: To develop the CSR project according to the needs of the community.
7	Vendor	No	Email, SMS, Written Communication, Meeting	As and when required	 Procurement, Services Raw Materials.

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.

Our path forward is aided by the strong foundation of governance, which consists of transparency, honesty, and ethics. The Board of Directors committees of the Company are in charge of monitoring and assessing the company's Climate Action Plan and Sustainability strategy. Two committees at the board level, the CSR and ESG Committee/Risk Management Committee, are in charge of the organization's governance for ESG issues, including risks and opportunities connected to climate change. Through the integration of ESG considerations into decision-making procedures, the CSR and ESG Committee will assist the Company in attaining inclusive, sustainable growth and fortifying its fundamental values.

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. Through stakeholder engagement projects, the company collaborates with a wide range of stakeholders to understand the recognizing and handling of important issues.

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

NA

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:

Category		FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Yea	r
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
		Employees				
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
Total Employees	0	0	0	0	0	0
		Workers				
Permanent	0	0	0	0	0	0
Other than permanent	0	0	0	0	0	0
Total Workers	0	0	0	0	0	0

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

Category		FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	Total (A)		Minimum age		e than Im Wage	Total (D)		Minimum age		e than Im Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)	
				Employ	vees						
Permanent							*				
Male	241	0	0	241	100%	193	0	0	193	100%	
Female	15	0	0	15	100%	10	0	0	10	100%	

21

Category			FY 2023-24 nt Financia					FY 2022-23 us Financia		
	Total (A)		Minimum age		than m Wage	Total (D)		Minimum age		e than ım Wage
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. F	% (F/D)
			Oth	er than pe	ermanent					
Male	16	0	0	16	100%	19	0	0	19	100%
Female	0	0	0	0	0	1	0	0	1	100%
				Worke	ers					•
				Perman	ent					
Male	53	0	0	53	100%	57	0	0	57	100%
Female	0	0	0	0	0	0	0	0	0	0
			Oth	er than pe	ermanent					
Male	1048	212	20%	836	80%	832	115	14%	717	86%
Female	0	0	0	0	0	0	0	0	0	0

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

a. Number Median remuneration / wages:

		Male	F	emale
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (Executive Director)	2	1,84,94,500	0	0
Key Managerial Personnel	1	44,56,446	1	18,53,542
Employees other than BoD and KMP	254	8,63,072	14	7,42,630
Workers	1101	1,94,045	0	0

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	2.16%	2.50%

4 Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)

Yes, the Head of Human Resources at the company is responsible for addressing human rights issues arising from the business. The company has also established an Internal Complaints Committee to handle sexual harassment grievances in accordance with the Prevention of Sexual Harassment (POSH) Policy, ensuring that the company's values are upheld and any adverse impacts on human rights are appropriately dealt with. We consistently and earnestly strive to educate our employees about their rights and the procedure for reporting any violations. Additionally, there is a separate committee, known as the POSH Committee, specifically dedicated to handling and resolving complaints related to sexual harassment.

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

Paramount believes in and is committed to protecting the human rights of its employees and workers. We make regular and genuine attempts to educate our staff on their rights and reporting methods in the event of a violation. Any breach of the human rights listed below may be reported to the managers and supervisors, which has been chosen by Paramount to guarantee the organization's values are upheld and no human rights violations occur.



- **Protection against forced and/or child labour:** We ensure that no child labour, forced labour, or any type of involuntary labour, paid or unpaid, is deployed in any of our factories or offices.
- **Providing Equal Opportunity:** We are dedicated to ensuring that there is no discrimination in employment or development opportunities based on religion, caste, language, region, gender (male, female, or transgender), age, sex, sexual orientation, physical ability, and other factors. We recruit, evaluate, reward, and promote only based on merit.
- **Compliance:** We are fully dedicated to compliance and will follow all applicable human rights legislation.
- **Protection against Sexual Harassment in the Workplace:** We are dedicated to fostering a healthy working environment in which employees may work without fear of prejudice, intimidation, gender bias, or sexual harassment of any kind. Any discriminatory treatment or harassment of workers that violates Company Values or the law is dealt with appropriate disciplinary action.
- **Providing a healthy and safe work environment:** We are committed to providing a work environment that is safe, sanitary, and compassionate, as well as one that respects employees' dignity. We are committed to maintaining the highest levels of safety in our operations and protecting the safety of our personnel.
- **Collaboration:** We promote the development of various committees with participation from the workforce to provide recommendations on how to enhance working conditions in the firm. We respect their points of view and give our employees access to proper grievance resolution mechanisms.
- **Employee & worker development:** We are dedicated to and ensure the ongoing upgradation of our employees' skills and competence by giving access to relevant learning opportunities on an equitable and non-discriminatory basis.
- **Employee & Worker well-being:** We are concerned about our employees and workers' work-life balance and strive to ensure their well-being.

		FY 2023-24 Current Financial Year		Р	FY 2022-23 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
Sexual Harassment	0	0	Nil	0	0	Nil
Discrimination at workplace	0	0	Nil	0	0	Nil
Child Labour	0	0	Nil	0	0	Nil
Forced Labour/ Involuntary Labour	0	0	Nil	0	0	Nil
Wages	0	0	Nil	0	0	Nil
Other Human rights related issues	0	0	Nil	0	0	Nil

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

7 Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:

	FY 23-24 Current Financial Year	FY 22-23 Previous Financial Year
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0





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

The company has established an Internal Committee to investigate and address sexual harassment complaints in accordance with the 'Sexual Harassment of Women at Workplace (Prevention, Prohibition & Redressal) Act, 2013'. Additionally, the company has implemented a Policy on Anti-Sexual Harassment, demonstrating its firm stance against any form of bias, prejudice, and sexual harassment in the workplace. An Internal Committee (IC) has been formed to receive and address complaints of sexual harassment. The company also conducts regular training to raise awareness about this policy.

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

The Human rights requirements are part of the business agreements and contracts as and when required.

10 Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	100%
Sexual harassment	100%
Discrimination at workplace	100%
Wages	100%
Others – please specify	-

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

NIL

Leadership Indicators

- 1 Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints. NIL
- 2 Details of the scope and coverage of any Human rights due-diligence conducted. NIL
- 3 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?

In compliance with the 2016 Rights of Persons with Disabilities Act, the Company has made sure that its workplace is accessible to people with disabilities. Our workplace has ramps at entry points and lobbies to assist those with wheelchairs, in keeping with our commitment to diversity and accessibility.

4 Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	The company expects its value chain partners to share its ideals,
Discrimination at workplace	values, and business ethics in all of its dealings. However, the company
Child Labour	has begun the process of analysing the suppliers' environmental,
Forced Labour/Involuntary Labour	social, and governance compliance.
Wages	
Others – please specify	

5 Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.

NIL

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 2023-24 (Current Financial Year) (Giga Joules)	FY 2022-23 (Previous Financial Year) (Giga Joules)
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total electricity consumption (D)	57391.85	39198.94
Total fuel consumption (E)	8704.92	5706.96
Energy consumption through other sources (F)	10766.78	6573.15
Total energy consumed from non-renewable sources (D+E+F)	76863.55	51479.05
Total energy consumed (A+B+C+D+E+F)	76863.55	51479.05
Energy intensity per rupee of turnover (Total energy consumed/ revenue from operations)	0.73	0.64
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	-	-
(Total energy consumed / Revenue from operations adjusted for PPP)		
Energy intensity in terms of physical output	-	-
Energy intensity (optional) - per employee	-	-

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

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) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. No

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

Parameter	FY 2023-24	FY 2022-23	
Water withdrawal by source (in kilolitres)			
(i) Surface water	-	-	
(ii) Groundwater	30,630	26850	
(iii) Third party water (tanker)	-	-	
(iv) Seawater / desalinated water	-	-	
(v) Water from municipal corporation	150	36	
(vi) Water Bottles / Aquaguard (Ltr X number of bottle) (KL)	47	43	
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	30780	26886	
Total volume of water consumption (in kilolitres)	30,827	26929	
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00029	0.00034	



Parameter	FY 2023-24	FY 2022-23
Water intensity per rupee of turnover adjusted for Purchasing Power	-	-
Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output	-	-
Water intensity (optional) – per employee	-	_

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

Not Applicable

4 Provide the following details related to water discharged:

Parameter	FY 23-24 (Current Financial Year)	FY 22-23 (Previous Financial Year)	
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-	
No treatment	-	-	
With treatment – please specify level of treatment	-	-	
(ii) To Groundwater	-	-	
No treatment	-	-	
With treatment – please specify level of treatment	-	-	
(iii) To Seawater	-	-	
No treatment	-	-	
With treatment – please specify level of treatment	-	-	
(iv) Sent to third-parties	-	-	
No treatment	-	-	
With treatment – please specify level of treatment	-	-	
(v) Others- Gardening	-	-	
No treatment	-	-	
With treatment – please specify level of treatment (STP)	2425	2507	
Total water discharged (in kilolitres)	2425	2507	

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

Not Applicable

- Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.
 Yes. As mandated under Consent to Operate
- 6 Please provide details of air emissions (other than GHG emissions) by the entity, in the following format:

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	mg/Nm3	886.3	881.8
Sox	-	-	-
Particulate matter (PM)	mg/Nm3	93.85	95.1
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-

Parameter	Please specify unit		FY 2022-23 (Previous Financial Year)
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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

Not Applicable

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2	1178.99	748.98
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	tCO2	11398.66	7785.35
Total Scope 1 and Scope 2 emissions per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO2/INR Lakhs	0.12	0.10
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	-	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-	-
Total Scope 1 and Scope 2 emission intensity (optional) - per employee	-	-	-

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.

YES, Third Party lab testing that is M/S Enviro Lab undertakes testing of these air emissions and accord confirmation that air emission parameters are within permissible norms including NOx and Sox.

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

No.

Currently, we have initiated to check below mentioned greenhouse gases every 6 Months. For Green Houses Gases:

- Carbon dioxide (CO2)
- Methane (CH4)
- Sulphur hexafluoride (SF6)



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

Parameter	FY 2023-24	FY 2022-23
	(Current Financial Year)	(Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	-	-
E-waste (B)	-	-
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	
Battery waste (E) in KG	17940	7440
Radioactive waste (F)	0	0
Other Hazardous waste (Oil-soaked cotton waste, DG filters, paint cans, chemical cans, paint residue, oil sludge, DG chimney soot, coolant oil and used oil) . Please specify, if any. (G) (in KL/KG)	2170	534
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)	20110	7974
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00019	0.00010
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled		A
(ii) Re-used	N	A
(iii) Other recovery operations	-	
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration		я
(ii) Landfilling	N	IA
(iii) Other disposal operations	-	
Total		

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

Not Applicable

10 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

Non-Hazardous Waste are disposed of as per our Standard practice and hazardous waste namely used Drums / Barrels, Used Oil etc. are disposed of as per Hazardous waste and Management Rules through Authorised Hazardous Handlers and contractors.

11 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:

S. No	Location of	Type of	Whether the conditions of environmental approval / clearance are being complied	
	operations/offices	operations	with? (Y/N) If no, the reasons thereof and corrective action taken, if any	
NA	NA	NA	NA	

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
			NA		

13 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

S. No	Specify the law / regulation / guidelines which was not complied with	Provide details of the noncompliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1.	NA	NA	NA	NA

Leadership Indicators

1 Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

For	For each facility / plant located in areas of water stress, provide the following information:			
(i)	Name of the area	ΝΙΔ		
(ii)	Nature of operations	NA		

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	NA	NA
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	NA	NA
Total volume of water consumption (in kilolitres)	NA	NA
Water intensity per rupee of turnover (Water consumed / turnover)	NA	NA
Water intensity (optional) – the relevant metric may be selected by the entity		
Water discharge by destination and level of treatment (in kilolitres)	***************************************	
(i) Into Surface water	NA	NA
No treatment	NA	NA
With treatment – please specify level of treatment	NA	NA



Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	
(ii) Into Groundwater	NA	NA	
No treatment	NA	NA	
With treatment – please specify level of treatment	NA	NA	
(iii) Into Seawater	NA	NA	
No treatment	NA	NA	
With treatment – please specify level of treatment	NA	NA	
(iv) Sent to third-parties	NA	NA	
No treatment	NA	NA	
With treatment – please specify level of treatment	NA	NA	
(v) Others	NA	NA	
No treatment	NA	NA	
With treatment – please specify level of treatment	NA	NA	
Total water discharged (in kilolitres)	NA	NA	

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

NA

30

2 Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)		Currently, the organization is not measuring the Scope 3 emission.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – per employee			

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

NA

3 With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

NA

4 If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided	Outcome of the initiative
No		along-with summary)	
		NA	

5 Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link.

Business Continuity Management (BCM) is proactively integrated into strategic and operational plans to enable the continuity of key business activities by establishing a strong program that identifies, evaluates, and mitigates potential threats/vulnerabilities to business activities. The program also ensures that the company has response capability to safeguard the interests of key stakeholders,



and the reputation of Paramount and our brands in the event of a threat being realized. This applies to all Paramount business operations and promotes a culture based on minimizing loss, mitigating disruption, and recovery of critical activities

6 Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard NIL

7 Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

NIL

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

Essential Indicators

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

9

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	PHD Chamber of Commerce and Industry	National
2	Telecom Equipment & Services Export Promotion Council (TEPC)	National
3	Telecom Equipment Manufacturing Association of India (TEMA & CMAI)	National
4	EEPC India	National
5	Indian Electrical & Electronic Manufacturing Association (IEEMA)	National
6	Railway Cable Development Association (RCDA)	State
7	Federation of India Export Organisation (FIEO)	National
8	Federation of India Chambers of Commerce and Industry (FICCI)	National
9	The Association Chamber of Commerce and Industry of India (ASSOCHAM)	National

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

Name of Authority	Brief of the case	Corrective action taken
	None	

Leadership Indicators

1 Details of public policy positions advocated by the entity:

S. No	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others – please specify)	Web Link, if available
			NA		



PRINCIPLE 8 Businesses should promote inclusive growth and equitable development

Essential Indicators

32

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

Name and brief details of project	SIA Notification No.	Date of notification	,	Results communicated in public domain (Yes / No)	Relevant Web link
			NA		

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

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	Amounts paid to PAFs in the FY (In ₹)
				NA		

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

In order to have a positive impact on the local communities the Company collaborates with a variety of NGOs, trusts, and social organizations to improve healthcare and infrastructure, support education, women's empowerment, the environment, skill development, disaster management, animal husbandry, sanitation, and other social causes. One can send an email for addressing community concerns and complaints regarding CSR initiatives, programs, and events to pcl@paramountcables.com

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	5.57%	3.22%
Directly sourced within India	95.2%	93.8%

5 Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost

Location	FY 2023-24	FY 2022-23	
	(Current Financial Year)	(Previous Financial Year)	
Rural	20%	11%	
Semi-urban	NIL	NIL	
Urban	NIL	NIL	
Metropolitan	29%	11%	

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):

Details of negative social impact identified	Corrective action taken
	Not Applicable

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

S. No.	State	Aspirational District	Amount spent (In ₹)
		Nil	

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

No, the Company does not have any preferential procurement policy focusing on suppliers from marginalized/ vulnerable groups. The Company believes in an equal and fair opportunity for all vendors including marginalized/vulnerable employees.

- (b) From which marginalized /vulnerable groups do you procure? Not Applicable.
- (c) What percentage of total procurement (by value) does it constitute? Not Applicable.
- 4 Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge: Not Applicable
- 5 Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

Name of authority	Brief of the Case	Corrective action taken
	NA	

6 Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Promoting Education- Ekal Vidyalaya >Mode of implementation / Manner of Execution - Through implementing agency- Bharat Lok Shiksha Parishad	522	100%
2	Ensuring Environment Sustainability- Enabling Farming community Climate Resilient through check dams and Horticulture in Rajasthan . >Mode of implementation / Manner of Execution - Through implementing agency-> Rotary Foundation (India)	2325	70%
3	Eradicating hunger, poverty and malnutrition- Sri Ram Mandir Ayodhya Annadan Seva >Mode of implementation / Manner of Execution - Through implementing agency- Hare Krishna Movement Vrindavan	10,000	70%

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

Essential Indicators

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

Paramount Communications Limited has established standard operating processes to consider all customer complaints and comments from various channels. Customers may get in touch with us via a variety of methods, such as a single helpline number, email addresses, and online service requests on the company website. Customer complaints, suggestions, and questions are received via these centralized consumer response centres.

- a. Paramount Communications, Inc., Helpline number 011-45618800, Email- Investors@paramountcables.com.
- b. to make an online service request- visit https://paramountcables.com/
- 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
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	-

33



3 Number of consumer complaints in respect of the following:

34

	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	NIL	NIL	NA	NIL	NIL	NA
Advertising	NIL	NIL	NA	NIL	NIL	NA
Cyber-security	NIL	NIL	NA	NIL	NIL	NA
Delivery of Products	10	NIL	All Compliant are resolved on time.	4	NIL	All Compliant are resolved on time
Quality of Products	4	NIL	All Compliant are resolved on time	8	NIL	All Complaint are resolved on time.
Restrictive Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Unfair Trade Practices	NIL	NIL	NA	NIL	NIL	NA
Other	NA	NA	NA	NA	NA	NA

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

	Number	Reasons for recall
Voluntary recalls		Nil
Forced recalls		

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

Yes, The Company has an Information Technology Security Policy, Risk management and Vigil Mechanism Policy to safeguards the unlikely incidents at the early stage.

- 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 NIL
- 7 Provide the following information relating to data breaches:
 - a. Number of instances of data breaches
 - **b.** Percentage of data breaches involving personally identifiable information of customers
 - c. Impact, if any, of the data breachesThere was no negative impact as such as there was no Financial or data loss observed

Leadership Indicators

- 1 Channels / Platforms where information on products and services of the entity can be accessed (provide web link, if available). All information on Company's product and service details are available at https://paramountcables.com/ in addition paramount Parivar Apps for Android are available for the entity, Electricians, retailers, distributors, and consumers for both business-to-business and consumer-to-business interaction
- 2 Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

Relevant technical and usage information and data are given on product label as required under local regulations, additionally company holds seminars and provides training on its goods and services to dealers, distributors, and customers.

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

The mechanisms in place to notify customers of any risk of disruption or discontinuance of essential services are through media inputs and websites, if relevant.

4 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. 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) Yes

Yes, the company takes feedback from its customers at regular intervals.