

Date: June 22, 2024

To
Department of Corporate Services
BSE Limited
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai, MH - 400001

To
Listing Department
National Stock Exchange of India Limited
C-1, G-Block, Bandra-Kurla Complex
Bandra (E), Mumbai, MH - 400051

Scrip Code: 542652 Scrip Symbol: Polycab
ISIN: INE455K01017

Dear Sir(s) / Madam(s),

Sub: Submission of Business Responsibility and Sustainability Report for Financial Year 2023-24.

Pursuant to Regulation 34(f)(2) of the Securities Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year (FY) 2023-24, which also forms part of the Integrated Annual Report for FY 2023-24.

This is for the information of the exchange and the members.

Kindly take the same on your record.

Thanking you
Yours Faithfully

For **Polycab India Limited**

Manita Carmen A. Gonsalves

Company Secretary and Vice President-Legal
Membership No.: A18321
Address: #29, The Ruby, 21st Floor, Senapati Bapat Marg,
Tulsi Pipe Road, Dadar (West), Mumbai, MH-400028

POLYCAB INDIA LIMITED

Registered Office:
Unit 4, Plot No 105, Halol Vadodara Road Village
Nurpura, Taluka Halol, Panchmahal, Panch
Mahals,
Gujarat 389 350
Tel: 2676- 227600 / 227700

Corporate Office:
Polycab India Limited
CIN: L31300GJ1996PLC114183
#29, The Ruby, 21st Floor, Senapati Bapat Marg,
Tulsi Pipe Road, Dadar (West), Mumbai 400 028

Tel: +91 22 2432 7070-74
Email: shares@polycab.com Web: www.polycab.com



Business Responsibility and Sustainability Report

Section A – General Disclosures

I. Details of the listed entity:

Sr. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Company	L31300GJ1996PLC114183
2.	Name of the Listed Entity	Polycab India Limited (the Company/Polycab)
3.	Year of Incorporation	1996
4.	Registered Office Address	Unit No. 4, Plot No. 105, Halol Vadodara Road, Village Nurpura, Taluka Halol, Panchmahal, Gujarat – 389350
5.	Corporate Address	Polycab India Limited #29, "The Ruby", 21 st Floor, Senapati Bapat Marg, Tulsi Pipe Road, Dadar West, Mumbai – 400 028
6.	E-mail	shares@polycab.com
7.	Telephone	022-6735-1400
8.	Website	www.polycab.com
9.	Financial Year for which reporting is done	FY 2023-24
10.	Name of the Stock Exchange(s) where shares are listed	– National Stock Exchange of India Limited (NSE) – BSE Limited (BSE)
11.	Paid-up Capital	₹1,502.36 Million
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Manita Carmen A. Gonsalves Company Secretary & Vice President – Legal Telephone No.: 022-6735-1400 e-mail id: shares@polycab.com
13.	Reporting boundary	The disclosures made in this report are on a standalone basis.
14.	Name of assurance provider	KPMG Assurance and Consulting Services LLP
15.	Type of assurance obtained	Reasonable Assurance – BRSR Core

II. Products/Services

16. Details of Business Activities (accounting for 90% of the turnover)

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover
1.	Wires and Cables	Manufacturing of wires and cables	89%
2.	FMEG	Manufacturing of fans, lighting and luminaries, switchgear, switches, and small domestic appliances.	6%

17. Products/Services sold by the entity

Sr. No.	Product/Service	NIC Code	% of Turnover contributed
1.	Wires and Cables	2732	89%
2.	FMEG	2710/2740/2750	6%

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	28 – Manufacturing Facilities 29 – Warehouses and Depots	1 – Corporate Office 3 – Regional Offices 9 – Branch Offices	70
International	-	-	-

19. Markets served by the entity

a. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	79 Countries

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

During the year 2023-24, the Company's export business stood at ₹17,485 million, contributing to 10% of the overall revenue. The Company continued to be one of the largest exporters of cables in India, exporting to 79 countries across the globe. Demand in the Americas, Australia, and Middle East regions gave the maximum traction to sales. The global thrust on renewable energy has played an important role in our growing export story. Transitioning to clean energy requires an overhaul of existing systems and this requires laying down fresh cables for power transmission. Through Project Leap, we prioritised new product development, market expansion and securing approvals. Our commitment to delivering quality products and services globally positions us in for sustained success in the export market. Our goal is to become the preferred provider of cable and wiring solutions internationally, offering superior products, excellent service, and expanding our distribution network.

c. A brief on types of customers

Polycab is India's largest and most versatile manufacturer of Wires and Cables, and a prominent player in the Fast-Moving Electrical Goods (FMEG) space. Our extensive portfolio of quality products caters to the needs of our institutional and retail customers in different industries. They are used across industries like Infrastructure, Oil & Gas, Transport, Power, Telecom, Real Estate, Defence, Chemicals, Metals, Technology, Manufacturing, Renewables, Non-metals, Cement, Agriculture, Data Centers and Consumer Durables and other original equipment manufacturers operating in the above segments. Our strong distribution network comprises of about 3,800+ dealers and distributors, together with our 2,05,000+ retail outlets, gives us a strong competitive advantage. Our EPC division has completed a range of government and private projects including refinery works, rural and urban electrification and extra high voltage cable laying etc. Polycab is also one of the largest exporters of cables in India, serving customers across Renewables, Oil & Gas, Infrastructure and many other sectors globally. We work with many retail partners to help them grow sustainably alongside us. We have a long-standing relationship with our customers that is based on trust and mutual interest. We continue to work with all our partners including MSME family-owned businesses to large business houses to foster mutual growth and success.

IV. Employees

20. Details as at 31 March 2024

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent (D)	2,965	2,777	93.66%	188	6.34%
2.	Other than Permanent (E)	1,701	1,662	97.71%	39	2.29%
3.	Total employees (D + E)	4,666	4,439	95.14%	227	4.86%
Workers						
4.	Permanent (F)	1,878	1,877	99.95%	1	0.05%
5.	Other than Permanent (G)	9,195	8,940	97.23%	255	2.77%
6.	Total workers (F + G)	11,073	10,817	97.69%	256	2.31%



Business Responsibility & Sustainability Report

b. Differently abled employees and workers

Sr. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently Abled Employees						
1.	Permanent (D)	2	2	100.00%	0	0.00%
2.	Other than Permanent (E)	1	1	100.00%	0	0.00%
3.	Total differently abled employees (D + E)	3	3	100.00%	-	0.00%
Differently Abled Workers						
4.	Permanent (F)	2	2	100.00%	0	0.00%
5.	Other than Permanent (G)	1	1	100.00%	0	0.00%
6.	Total workers (F + G)	3	3	100.00%	-	0.00%

21. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. & % of Females	
		Number (B)	% (B/A)
Board of Directors	10	2	20%
Key Management Personnel (KMP)*	1	1	100%

* Excluding BOD

22. Turnover rate for permanent employees and workers

Particulars	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	22%	24%	22%	17%	38%	18%	17%	20%	17%
Permanent Workers	3%	0%	3%	3%	0%	3%	12%	0%	12%

At Polycab, we calculate attrition as a ratio of 'total number of exited employees in the financial year' to 'average of average number of employees in each month of the financial year'

We continually undertake various initiatives and interventions focused on developing the right environment for talent development and retention. We undertake regular employee engagement programs, mentorship initiatives, induction training for effective onboarding and refresher trainings to help improve retention rates.

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures (As at March 31, 2024)

Sr. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held in listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Polycab Australia Pty Limited	Subsidiary	100.00%	No
2.	Polycab Electricals and Electronics Private Limited	Subsidiary	100.00%	No
3.	Polycab Support Force Private Limited	Subsidiary	100.00%	No
4.	Polycab USA LLC	Subsidiary	100.00%	No
5.	Steel Matrix Private Limited	Subsidiary	100.00%	No
6.	Uniglobus Electricals and Electronics Private Limited	Subsidiary	100.00%	No
7.	Dowells Cables Accessories Private Limited	Subsidiary	60.00%	No
8.	Tirupati Reels Private Limited	Subsidiary	55.00%	No
9.	Techno Electromech Private Limited	Joint Venture	50.00%	No

VI. CSR Details

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

(ii) Turnover: ₹ 180,509 million

(iii) Net worth: ₹ 81,444 million

VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes Refer link	0	0	-	0	0	
Investors (other than shareholders)	Yes Refer link	0	0	-	0	0	
Shareholders	Yes Refer link	56	0	-	250	0	
Employees and workers	Yes Refer link	0	0	-	0	0	
Customers	Yes Refer link	3,64,206	369	0.10% pending less than 2 days	3,37,022	861	0.26% pending & 99.74% resolved
Distributors (Value Chain Partners)	Yes Refer link	0	0	-	1	0	-
Other (please specify)	-	-	-	-	-	-	-

Notes:

- Communities – Polycab collaborates with communities through its social welfare foundation, partnering with experts in relevant fields by enlisting NGOs and consultants for certain projects, programs, and activities. The company provides them with the opportunity to voice concerns, provide feedback on ongoing projects, captures and addresses the views, issues and grievances, if any. To get involved, community members can reach out by contacting the dedicated email address: speakup@polycab.com. Further, grievance mechanism is communicated at the CSR implementation sites through visual displays, banners, discussion with the requestors and beneficiaries. The Company also conducts impact evaluation and assessments of the CSR projects undertaken, during which community queries are addressed and the grievance mechanism is propagated.
- Shareholders – The Company has an Investor Relations department, Secretarial Department and Stakeholders Relationship Committee to manage shareholder relations. It has effective systems and processes in place to ensure prompt redressal of investor grievances. Details of investor complaints received by the Company are filed on a quarterly basis with the Stock Exchanges where the Company's shares are listed, and with the SEBI on a half-yearly basis. Investors and shareholders have direct access to the Company Secretary and Compliance Officer via a dedicated email ids: investor.relations@polycab.com and shares@polycab.com.
- Employees and Workers – The Company through its 'Whistle-Blower Policy', Investigation Policy, Disciplinary Action Policy, Prevention of Sexual Harassment Policy, Polycab Code of Conduct seeks to address employee concerns and complaints or any other grievances. The Company promulgates 'Zero fear' Policy and 'Zero fear of Retaliation' Policy. It allows not only employees and workers but also other stakeholders to report grievances. It also ensures that complainants are protected with full anonymity and any anti-retaliation or victimisation practices.
- Customers – The Company's core focus is on customer-centricity. The Company provides various avenues to customers for providing feedback and raising their grievances. Polycab has setup a dedicated customer care service that resolves customer grievances and quality and product related complaints via different mechanisms including toll free tele-calling and email: customercare@polycab.com. The Company collates the information provided by its customers and utilises the inputs to innovate and provide better products.
 - Web Base Servitium CRM Portal (<https://care.polycab.com/>)
 - Mobile App (<https://play.google.com/store/apps/details?id=com.servitiumcrm.technician>)
 - Whats app Chatbot - 7304485540
- Value Chain Partners – Value Chain Partners, including suppliers, service providers, vendors, customers, traders, agents, consultants, contractors, dealers, distributors, institutional customers, business associates, and joint venture partners, along with their employees, agents, and representatives, are all subject to the Company's Supplier Code of Conduct. Within this framework, value chain partners have the option to raise concerns either through the Whistle-Blower Policy or customer care. The Company has devised incentives to value chain partners for achieving key performance indicators relating to ESG.



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

Various material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to the Company's business are as indicated below:

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Climate Change and Energy	Opportunity	<ul style="list-style-type: none"> Polycab offers a wide range of eco-friendly solar energy solutions in domestic and international markets, showcasing our dedication to sustainability. Our innovative power cables, rubber cables, and electron-beam irradiated cables meet the rising global demand for sustainable products, driven by increasing consumer awareness of environmental issues. Through technology, we empower customers and collaborate to combat climate change while promoting energy efficiency. This shift to renewable energy aligns with our commitment to environmental consciousness and green initiatives, ensuring the long-term sustainability of our business. Embracing renewables not only helps mitigate climate change but also delivers long-term cost savings to Polycab. We integrate various alternative energy sources, like wind-solar hybrid systems and innovative power purchase contracts, to boost renewable energy consumption in our operations. This positions us as a customer-focused provider of solar solutions, actively addressing urgent environmental challenges 	NA	Positive
2.	Climate Action/Climate Change	Risk	<ul style="list-style-type: none"> Physical risks due to climate change can cause disruptions for business operations. Climate change related transition risks can shift the market dynamics for certain sectors affecting the asset value. Increased regulatory requirements may result in higher compliance requirements. 	<ul style="list-style-type: none"> Polycab incorporates various alternative energy sources, such as wind-solar hybrid systems and innovative power purchase contracts, to enhance renewable energy consumption in its operations. We are proactively addressing climate risks by investing in resilient infrastructure, adapting to market shifts, setting internal targets and staying ahead of regulatory changes. 	Negative
3.	Health and safety	Risk	<ul style="list-style-type: none"> Occupational Health and Safety is of paramount importance to Polycab, given the potential risks associated with our labour-intensive manufacturing operations. Machinery breakdowns and human negligence can lead to health issues and injuries, posing a substantial risk. Providing a safe and healthy work environment whilst fostering confidence and trust among our employees and workforce is a priority. We proactively identify health and safety concerns and implement measures to minimise risks to life and property. Safeguarding the well-being and safety of our employees and workforce is at the core of our organisational values. 	<ul style="list-style-type: none"> At Polycab, we prioritise fostering a culture of zero harm through the integration of lean safety principles like the '5S - Sort, Set in order, Shine, Standardise, and Sustain' into our operations. Regular cross-unit safety audits and reviews ensure continuous safety improvement. Our major manufacturing facilities in Halol and Daman adhere to ISO 45001 standards and best practices in operational health and safety. Polycab provides regular health and safety training to all our employees and workers, nurturing a safety culture and creating safe working environments and considered internal targets for safety related parameters. 	Negative
4.	Innovation	Opportunity	<ul style="list-style-type: none"> Innovation and R&D are crucial for Polycab's growth. By investing in research, we stay ahead of market trends, enhance product performance, and explore new business avenues. This approach helps us maintain a competitive edge, drive growth, and adapt to evolving customer needs. To meet emerging industry trends and consumer preferences for low-carbon sustainable products, we are increasing investment in energy-efficient and environmentally friendly products. Our R&D focuses on delivering high-performance sustainable offerings. We have also tied up with 4 international research houses for R&D on polymers. Polycab analyses market requirements for sustainable products and uses R&D to achieve product differentiation. This strengthens our ability to offer unique value propositions to consumers, distributors, and institutional customers. 	NA	Positive
5.	Water Management	Risk	<ul style="list-style-type: none"> Water availability and quality are crucial for Polycab's operations. Water scarcity risks disruptions, supply chain challenges, rising costs, and health/safety issues for employees and communities. Competing for water resources with local communities jeopardises our social license to operate. Water management is a key material issue, especially in water-stressed areas. Water related issues leads to regulatory actions impacting production capacities. Responsible water stewardship through optimisation, minimising wastage, exploring alternatives, and collaborating with stakeholders is essential to mitigate risks and ensure operational continuity while maintaining our social license. 	<ul style="list-style-type: none"> We are committed to sustainable water management, especially in water-stressed operational areas. Initiatives implemented include water recycling, rainwater harvesting across plants, exploring alternatives, and optimising consumption to reduce freshwater footprint. 	Negative



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Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6.	Waste Management	Risk	<ul style="list-style-type: none"> Being a manufacturing companies, proper waste handling and disposal are crucial to protect the environment, ensure safety, and avoid penalties. Inappropriate waste management practices can result in fines, litigation risks, and operational disruptions due to non-compliance. 	<ul style="list-style-type: none"> Polycab has established appropriate waste management processes for proper collection, segregation, and safe disposal of waste. We collaborate with vendors approved and authorised by the Central Pollution Control Board and State Pollution Control Boards to ensure the safe disposal of hazardous waste Responsible waste management is a priority, aligning with our commitment to environmental protection and regulatory compliance. Our robust processes enable efficient waste handling, minimising the risk of legal fines or litigation associated with improper disposal practices. 	Negative
7.	Diversity and Inclusion	Opportunity	<ul style="list-style-type: none"> Polycab is firmly committed to fostering diversity and inclusion within its workforce, recognising the manifold benefits they offer. In line with this vision, Polycab has set specific targets to drive its diversity and inclusion initiatives. At the heart of Polycab's commitment to diversity and inclusion lies its 'Equal Opportunity Policy', which serves as a cornerstone for promoting non-discrimination across all facets of employment. Through this policy, Polycab ensures fairness and equality in recruitment, promotion, transfer, training, wages, and working conditions, fostering an environment where every employee can thrive. 	NA	Positive
8.	Responsible Supply Chain	Risk	<ul style="list-style-type: none"> Polycab acknowledges the increasing demand from investors, customers, and regulators to address ESG risks in supply chains. Neglecting sustainable supply chain practices exposes companies to risks like labour disruptions, health and safety incidents, human rights issues, and raw material shortages. Our supply chain includes both local and global suppliers, with a significant portion of raw materials sourced internationally. Sustainable sourcing of these materials is crucial for ensuring continuous supply and future business growth. 	<ul style="list-style-type: none"> Polycab recognises the importance of integrating ESG considerations into its supply chain to mitigate risks effectively. We have significantly improved our supply chain management by diversifying suppliers and implementing sustainable sourcing practices. Polycab has developed enduring relationships with key raw material suppliers, many of whom adhere to sustainability best practices. Before entering into long-term contracts, we conduct thorough due diligence on potential suppliers and logistics partners. 	Positive/ Negative

Sr. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Labour Management	Risk	<ul style="list-style-type: none"> As a manufacturing organisation, compliance with labour management and labour laws is critical. Human rights represent a risk for Polycab due to its labour-intensive operations. Potential occurrences of human rights violations or failure to comply with statutory regulations can result in adverse financial and reputational consequences. Mechanism for labour management has been established by having all the checks and measures in place. 	<ul style="list-style-type: none"> Polycab has implemented a dedicated software platform to ensure compliance with all relevant labour rules and regulations. Additionally, the "equal opportunity policy" guarantees that every employee has the right to work in an environment that upholds the dignity, self-worth, and fundamental human rights of all individuals. Polycab is committed to preventing human rights violations, promoting a culture of diversity and inclusion, and empowering stakeholders. By prioritising human rights, Polycab aims to establish a safe, fair, and ethical work environment in line with global best practices. 	Positive/ Negative
10.	Product Stewardship	Opportunity	<ul style="list-style-type: none"> Product stewardship is central to Polycab's responsible practices, ensuring minimal environmental impact across the product life cycle. We continuously enhance product design and processes to promote safe, efficient, and sustainable use, reducing environmental footprint. Polycab products follow European Union (EU) directives, restriction of hazardous substances (RoHS), and registration, evaluation, authorisation, and restriction of chemicals (REACH) compliance. For instance, Polycab Green Wire utilises recyclable materials, lowers carbon emissions, and meets stringent European sustainability standards. Our various products, including Brush Less Direct Current (BLDC) fans, offer energy-efficient cooling solutions for homes and businesses, prioritising comfort and eco-friendliness. Additionally, our premium products which include Polysield's Residual Current Circuit Breaker (RCCB) and Miniature Circuit Breaker (MCB) minimise fire risks and boast exceptional energy efficiency, aligning with international standards. Product stewardship is a key opportunity for Polycab to showcase its commitment to responsible and sustainable practices, enhancing customer trust and market differentiation. Polycab offers a wide range of eco-friendly solar energy solutions in domestic and international markets. 	NA	Positive
11.	Employee training and development	Opportunity	<ul style="list-style-type: none"> Ensuring consistent quality in our operations requires ongoing training and skill enhancement for our employees and workers. We provide job-specific and personal development training to nurture their abilities. Additionally, a tailored leadership development program identifies relevant growth opportunities aligned with our strategic goals. We launched iLearn initiative to develop the skills of our employees and workers, job specific and personal development training is provided. 	NA	Positive





Business Responsibility & Sustainability Report

Section B – Management & Process Disclosures

Policy and Management Processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/principles cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	<ul style="list-style-type: none"> Anti-Bribery Policy Conflict of Interest Policy 	<ul style="list-style-type: none"> Quality Policy 	<ul style="list-style-type: none"> Code of Conduct Whistle Blower Policy Human Rights Policy Organisation Health, Safety & Environment Policy (OHSE Policy) Policy for Prevention of Fraud Investigation Policy Disciplinary Action Policy 	<ul style="list-style-type: none"> CSR Policy Whistle Blower Policy 	<ul style="list-style-type: none"> Human Rights Policy Equal Opportunity Policy POSH Policy 	<ul style="list-style-type: none"> Organisation Health, Safety & Environment Policy (OHSE Policy) Supplier Code of Conduct 	<ul style="list-style-type: none"> Equal Opportunity Policy CSR Policy 	<ul style="list-style-type: none"> Code of Conduct Quality Policy Data Protection & Privacy Policy Whistle Blower Policy 	<ul style="list-style-type: none"> Cyber Security Crisis Management Policy Information Security Policy

b. Has the policy been approved by the Board? (Yes/No)
 The policies/procedures are approved by the functional heads, and few of them have been adopted by the Board/ Board Committees

c. Web Link of the Policies, if available
 Policies are available on the website of the Company i.e., <https://polycab.com/investors/corporate-governance/>, Policies which are internal to the Company are available on the intranet of the Company.

2. Whether the entity has translated the policy into procedures. (Yes/No)
 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, Trusted standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle

- ISO 9001: 2015 (QMS) covers all production locations of Polycab.
- ISO 14001: 2015 (EMS) covers the major production locations of Polycab.
- ISO 45001: 2018 (OHMS) covers all the major production locations of Polycab.
- ISO 50001: 2018 (EnMS) covers the major production locations of Polycab.
- ISO 17025: 2017
- IATF 16949: 2016
- British Approval Service for Cables (BASEC)

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.
 We believe that our commitment to environmental sustainability enhances resilience of our business, the quality of service we provide and value creation for our diverse groups of stakeholders, both internal and external. To create a tangible difference for our communities & environment and to support our sustainability strategy, we have internally set targets across critical areas such as climate change, water stewardship, waste and circular economy, responsible supply chain, diversity & inclusion, employee training and CSR.

6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.
 To meet these targets effectively, we have implemented robust management systems and are monitoring progress to ensure alignment with the roadmap. Through these strategic initiatives, Polycab remains committed to driving sustainability across its operations while advancing its environmental and social impact goals. Our commitment to sustainability extends beyond our operations to our value chain partners as well. Our comprehensive sustainability strategy is closely aligned with the United Nations Sustainable Development Goals (UNSDGs) to contribute meaningfully to global change. The company will continue to enhance the strategy and roadmap, striving to update our goals and streamline processes for greater efficiency.

Governance, Leadership and Oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)
 Polycab's commitment to sustainability is deeply rooted in our mission to promote sustainable living. Our products are designed to meet our customers' evolving needs whilst minimising our environmental footprint. We firmly believe that sustainability is not just ethical but also essential for long-term success. Over recent decades, significant changes have occurred in the natural ecosystem, atmosphere, communities, governments, and businesses, necessitating immediate climate action. As a conscientious entity, we are resolutely dedicated to contributing to this imperative cause through our proactive measures.

Our sustainability strategy serves as a roadmap, guiding us in integrating sustainability across our operations which is essential for building resilience in the business, transforming culture and for long-term value creation of all our stakeholders. To actualise this vision, we have outlined a series of time-bound internal goals spanning key areas like environmental conservation, waste reduction, Water management, equity, diversity, and inclusion. These goals rest on three foundational pillars: ensuring planetary health, enhancing human well-being, and fostering a more inclusive and equitable society. Along with that various initiatives have been taken in the past year to reduce our GHG emissions and overall environmental impact.

We have strategically enhanced our commitment by launching comprehensive ESG awareness programs, revamping policies and procedures, propagating principles of ESG, focusing on human rights, formalising grievance redressal systems and promoting safe and fair working conditions. These initiatives are designed to educate and engage our value chain partners on the importance of sustainable practices and the role they play in promoting environmental stewardship, social responsibility, and ethical governance. Additionally, we have implemented rigorous health and safety protocols alongside human rights assessments across our value chain. We have also begun health, safety, and environmental checks for our partners. We now include a review of their sustainability efforts when they engage with us. We regularly communicate with our partners through surveys to understand their priority areas and align the same with ours.

This approach not only helps in identifying and mitigating potential risks but also ensures that our partners adhere to our high standards of operational excellence and ethical compliance. These measures are integral to our ongoing efforts to foster a responsible and sustainable business ecosystem that aligns with our core values and enhances our long-term corporate reputation and profitability.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).
 The Board of Directors
 (For additional information – Refer page 110-111)

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.
 The Board of Directors Board Level Committee: Corporate Social Responsibility and ESG Committee
 (For additional information – Refer page 110-111)

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 Also indicate Frequency (Annually/Half yearly/Quarterly/Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee Frequency (Annually/Half yearly/Quarterly/Any other – please specify)					Yes				
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee Frequency (Annually/Half yearly/Quarterly/Any other – please specify)					Annually/Periodically				

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.
 Yes

Independent Assessment/Evaluation of our policies	P1	P2	P3	P4	P5	P6	P7	P8	P9

12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:
 Yes, independent assessment of our policies is carried out by MMJC Consultancy LLP.

Not Applicable



Business Responsibility & Sustainability Report

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	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors & Key Managerial Personnel	20	<ul style="list-style-type: none"> Polycab organised orientation sessions covering a wide range of subjects. These include the principles of the National Guidelines on Responsible Business Conduct (NGRBC), factory tours, updates on legislative and regulatory developments, and meetings with institutional investors. During the financial year 2023-24, the directors and KMP of the Company were familiarised on the whistle policy, company code of conduct, ethics and anti-bribery policy, environment awareness, diversity and inclusion, talent retention and engagement, risk management and mitigation, cybersecurity and information systems, innovation and strategic thinking, health and safety, CSR strategy initiatives of the company, and the ESG framework. They also received prevention of sexual harassment (POSH) training. In addition to the above, the directors of the Company attended an 'ESG Strategy & BRSR compliance' session, where the Company's ESG goals and initiatives were discussed/reviewed. 	100% BoD presentation
Employees other than BoD and KMPs	353	<ul style="list-style-type: none"> Polycab believes that investing in human capital training enables the Company to create a highly skilled, effective and efficient workforce. Continuous learning and development for our employees sets the tone for enhancing sustainability within organisation. Employees are encouraged consistently to improve their skillsets, competencies, and knowledge. During the financial year 2023-24, employees of the Company were familiarised on occupational health and safety & wellness, environment awareness, communication & interpersonal skills, enhancing IT skills, IT security and data privacy, compliances, Code of Conduct, Ethics and Anti-Bribery, HR policies, practices, and codes, ethical and social behaviour, team building and other human rights related aspects. They also received prevention of sexual harassment (POSH) training. 	100%
Workers	697	<ul style="list-style-type: none"> Trainings are conducted on topics such as ethics, health and safety, quality system, HR policies and practices, environment, fire drills and safety, prevention of sexual harassment, importance of safety (PPE) tools and safety kits, readiness for accidents and preventive reporting of dangerous occurrences. 	100%

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):

There have been no instances of any material (monetary and non-monetary) 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 FY 2023-24.

3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed.

Not Applicable

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

Yes. Polycab is dedicated to upholding the highest ethical standards and conducting business fairly. In line with that, the Company has developed an "Anti-Bribery Policy" in accordance with the legal and regulatory laws governing bribery and corruption in India. The Anti-Bribery policy ensures a business environment that is free of corruption through reporting and redressal mechanisms. It serves as a guidance document for everyone associated with Polycab. It also provides direction to deal with any improper solicitation bribery and other corrupt activities and issues that may arise while doing business. Zero-tolerance for any violations of this policy is enforced, leading to thorough investigations and disciplinary measures. The Anti-Bribery Policy extends to all permanent and temporary staff, subsidiaries, joint venture partners, associate companies, and third-party entities affiliated with the Company.

To follow the policy, we strive to understand bribery & corruption and its forms, identify related risks, and recognise compliance requirements. We use system tools to help with compliance, report concerns in an organised way, carry out investigations, and ensure independent audits, assurance, and due diligence to build a strong governance structure.

The Company's "Code of Conduct" also covers aspects relating to anti-corruption and anti-bribery. Further, according to the Company's 'Supplier Code of Conduct' (SCoC), all suppliers and service providers must follow the Company's Anti-Bribery policy and conduct their business in an ethical and fair manner.

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

There were no instances of any disciplinary action taken by any law enforcement agency for the charges of bribery/corruption against Directors/ KMPs/ employees/ workers.

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

There were no complaints received in relation to issues of conflict of interest of the Directors and KMPs during the reporting period FY 2023-24.

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

Not applicable

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables	66	53

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	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.16%	0.20%
	b. Number of trading houses where purchases are made from	4	5
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100%	100%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	77.32%	81.85%
	b. Number of dealers / distributors to whom sales are made	3,790	4,523
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	26.90%	25.60%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	1.8%	1.4%
	b. Sales (Sales to related parties / Total Sales)	3.3%	0.6%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	98.8%	85.4%
	d. Investments (Investments in related parties / Total Investments made)*	NIL	NIL

* For loans and advances and Investments, transactions undertaken with related parties during the year have been considered.

An independent assurance has been carried out by KPMG Assurance and Consulting Services LLP on the FY 2024 indicators in the above table.



Business Responsibility & Sustainability Report

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
One program with multiple suppliers	Trainings conducted by Polycab on: <ul style="list-style-type: none"> • Business Sustainability • ESG Awareness • ESG Reporting • Supplier Code of Conduct envisaging human rights 	91.7% of entire purchase turnover

Recognising the integral role of value chain partners in the ecosystem, the Company encourages them to exhibit responsible corporate citizenship and uphold sustainable practices. The Company has facilitated discussions and capacity building/awareness sessions for its key value chain partners to educate and increase knowledge on key areas like human rights, labour practices and sustainability.

The Company has developed a 'Supplier Code of Conduct' to encourage fair & socially responsible business practices and ensure compliance with applicable laws, rules, and regulations concerning business integrity, human rights, labour practices, and environmental stewardship across its supply chain. It's also implementing a process to confirm suppliers' acceptance and adherence to the 'Supplier Code of Conduct'.

2. Does the entity have processes in place to avoid/ manage conflict of interest involving members of the Board/KMPs? (Yes/No) If yes, provide details of the same.

Yes, Polycab's Code of Conduct requires the Directors, senior management and employees to avoid situations in which their personal interests could be in conflict with the interests of the Company. The Company reinforces its 'Conflict of Interest' ('Col') Policy aimed at detecting any real or potential conflicts that may involve Polycab, its Directors, and staff during business dealings. To address, reduce, and avert these conflicts, the Company has put in place organisational and administrative structures, complemented by escalation processes.

Col Policy provides direction for dealing with situations that are in conflict with the best interest of the Company. Employees and Vendors are required to disclose in writing or through the HR system / Vendor creation forms actual, potential or perceived Col in the format prescribed by the Company. Stakeholders are encouraged immediately upon becoming aware of COI event relating to other stakeholders that have not been disclosed by the relevant stakeholders must inform the compliance officer at speakup@polycab.com.

Process for disclosure and evaluation of conflicts:

- Conflict of Interest Disclosures shall be provided by contemplated candidates through application form, existing employees through HRMS, vendors (existing or contemplated) in the vendor creation form, dealers / distributors through dealer registration form and other third parties through written disclosures during their initial interaction with the Company or as and when they develop conflicting interests.
- The disclosures received from the employees / third parties shall be evaluated by Human Resource Head and / or Procurement Head in consultation with respective Business / Function Heads as the case may be.
- Post evaluation, the reported conflicts, findings and recommendations by the HR Head & Procurement Head is placed before the Compliance Officer for approval.
- Compliance Officer shall review and either approve, reject, or provide recommended actions for the disclosed conflict of interest

Governance systems and tools have been established to provide guidance and ensure adherence to the 'Conflict-of-Interest Policy.' By utilising internal mechanisms, the process involves structured reporting of concerns, investigations, audits, assurances, and due diligence, resulting in comprehensive end-to-end issue management.

Further, the Directors of the Company are required to disclose to the Board, on an annual basis, whether they, directly or indirectly or on behalf of third parties, have material interest in any transaction or matter directly affecting the Company. Furthermore, if any such conflicts arise, the Directors abstain from participating in discussions or decision-making regarding agenda items at Board or Committee Meetings in which they have a personal or perceived interest.

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.

Particulars	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	26.83%	77%	Polycab is continually harnessing R&D capabilities to develop innovative input materials, providing superior performance and fire-resistant features to improve the safety of products. Polycab continues to develop cutting-edge, energy-efficient products, such as BLDC fans and green wires, to promote sustainability and reduce its carbon footprint.
Capex	0.34%	31%	

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

The Company has integrated sustainability in the procurement process through its 'Supplier Code of Conduct Policy', establishing the standards required from all the suppliers who do business with us. We have aligned our vendor onboarding process to integrate ESG factors, prioritising suppliers with sustainable practices.

Polycab manufactures products that are RoHS and REACH compliant, thus, reducing use of restricted raw materials. Raw materials are predominantly sourced from reputable suppliers who are well known for their commitment to sustainability and have mature ESG practices. Our Supplier outreach program assists MSMEs and smaller suppliers in their ESG journey. Polycab is also compliant with ISO 50001:2018, ISO 45001:2018, ISO 14001:2015, and ISO 9001:2015. However, our journey doesn't end here, we are continuously making efforts to further enhance sustainability within our supply chain.

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

As of April 2024, an impressive 83.7% of our input material has been sourced sustainably. This underlines our commitment to sustainability not just in our own operations but with our value chain partners as well.

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

Polycab has established procedures and systems for handling the waste, including the identification, collection, segregation, and disposal of both hazardous and non-hazardous waste. The Company disposes hazardous waste from its manufacturing facilities through vendors authorised by the Central Pollution Control Board (CPCB).

Polycab is committed to enhancing its strategies on identification, assessment, and safe management of product disposal processes.

Polycab has intensified its focus on circular design philosophy that aims to minimise waste and reduce environmental impacts whilst managing product lifecycle for its main products on cradle-to-cradle design approach wherein the input materials is repurposed or recycled indefinitely.

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.

Yes, Extended Producer Responsibility (EPR) applies to Polycab. We are actively working on broadening our waste collection strategy to align with the guidelines. Our focus is to maintain efficient and effective waste management and simultaneously raise awareness about the importance of responsible waste disposal practices. We are optimistic about the positive impact these initiatives will have on our environmental stewardship efforts.



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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										
	Total (A)	Health Insurance		Life/Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	2,777	2,777	100%	2,777	100%	NA	NA	0	0%	0	0%
Female	188	188	100%	188	100%	188	100%	NA	NA	188	100%
Total	2,965	2,965	100%	2,965	100%	188	100%	0	0%	0	0%
Other than Permanent Employees											
Male	1,662	1,662	100%	1,662	100%	NA	NA	0	0%	0	0%
Female	39	39	100%	39	100%	39	100%	NA	NA	39	100%
Total	1,701	1,701	100%	1,701	100%	39	100%	0	0%	0	0%

Note: NA – Not Applicable. We provide 100% coverage for Day Care facilities but there have been no beneficiaries in FY 2023-24.

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

Category	% of employees covered										
	Total (A)	Health Insurance		Life/Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	1,877	1,877	100%	1,877	100%	NA	NA	0	0%	0	0%
Female	1	1	100%	1	100%	1	100%	NA	NA	0	0%
Total	1,878	1,878	100%	1,878	100%	1	100%	0	0%	0	0%
Other than Permanent Workers											
Male	8,940	8,940	100%	8,940	100%	NA	NA	0	0%	0	0%
Female	255	255	100%	255	100%	255	100%	NA	NA	0	0%
Total	9,195	9,195	100%	9,195	100%	255	100%	0	0%	0	0%

Note: NA – Not Applicable

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.05%	0.03%

An independent assurance has been carried out by KPMG Assurance and Consulting Services LLP on the FY 2024 indicators in the above table.

2. Details of retirement benefits for current 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						
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI						

Others – Please Specify	NIL	NIL
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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. Ongoing efforts include enhancing infrastructure to improve accessibility in workspaces, restrooms, common areas, and circulation zones at all locations for differently abled individuals.

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

Yes, the Company has a 'Equal Opportunities Policy' which emphasises on equal & inclusive treatment along with zero tolerance for discrimination.

"Respect" is a core value at Polycab, where we celebrate individuals for their unique qualities and prioritise their well-being, while also acknowledging and appreciating their efforts and contributions. We nurture an inclusive culture that embraces diversity and does not discriminate based on race, gender, religion, ethnicity, colour, age, disability, marital status, pregnancy, political opinion, social origin or others. The Company is committed to ensuring that all employees, job applicants, and workers are treated fairly in an environment free from discrimination based on the above mentioned criteria.

The guiding principles of the policy include promoting equal opportunity and non-discrimination that guarantees a continuous improvement in the abilities and skills of professionals. It also demonstrates equitable treatment that promotes the personal and professional progress of employees across various fields.

The policy promotes inclusion, diversity, and gender equality in compliance with the law and in alignment with the UNSDGs. Equal working conditions are encouraged under the policy.

Polycab is dedicated to being an equal opportunity workplace with gender-neutral compensation policies and norms. Additionally, we actively promote diversity and inclusion through training programs/ awareness, support networks, and community initiatives by defining roles and responsibilities of all the stakeholders in the company.

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

Benefits	Permanent Employees		Permanent Workers	
	Return to Work rate in %	Retention rate in %	Return to Work rate in %	Retention rate in %
Male	NA	NA	NA	NA
Female	87.50%	50.00%	NA	NA
Total	87.50%	50.00%	NA	NA

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.

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, Polycab has an established grievances redressal mechanism in place. The Company upholds transparency by promoting open dialogue between employees and their managers, irrespective of their employment status. This commitment to transparency and ethical conduct is reinforced through various policies accessible on the Polycab Intranet, including the 'Code of Conduct', 'Whistleblower Policy', 'Human Rights Policy', 'Disciplinary Action Policy', 'OHSE Policy', and 'Policy for Prevention of Fraud'. These policies serve as channels for employees, workers, suppliers, customers, and other stakeholders to report any inappropriate or illegal practices. Polycab's open-door practices encourage an amicable and fair resolution of grievances.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	



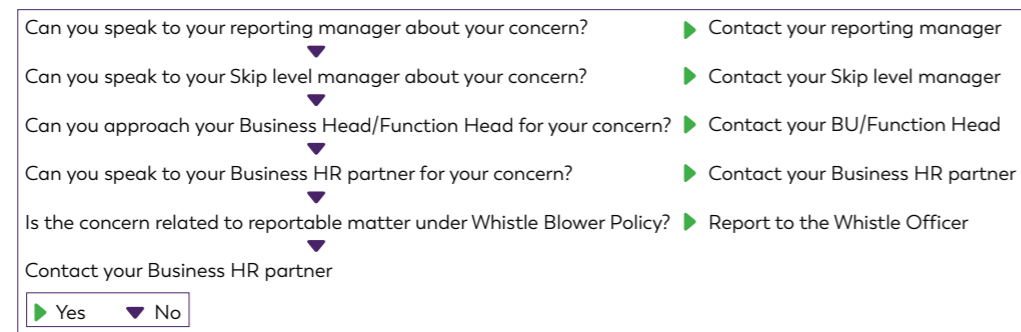
Business Responsibility & Sustainability Report

Particulars	Yes/No (If Yes, then give details of the mechanism in brief)
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Multiple communication lines are available for employees and workers to voice their concerns, including:

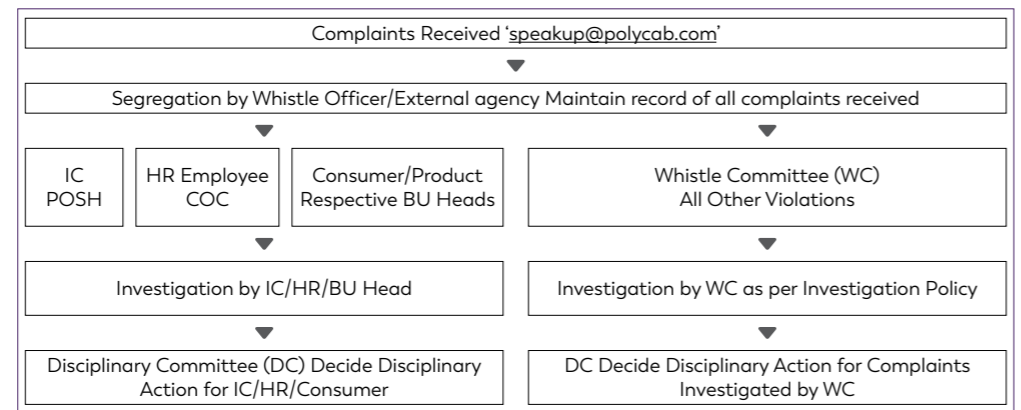
- email at speakup@polycab.com
- In case of letters (protected disclosure) submitted by hand-delivery, courier or by post addressed to the Chairman of the Audit Committee at address T. P. Ostwal & Associates LLP, Chartered Accountants Suite # 1306-1307, Lodha Supremus, Opp. Kamla Mills Compound, Senapati Bapat Marg, Lower Parel, Mumbai – 400013.

The Speak-Up decision tree has been demonstrated below:



Complaints are managed and resolved by designated authorities, such as the Business Unit Head, Chief Human Resource Officer, Internal Complaint Committee, and Whistle Officer, ensuring fair treatment for complainants as per the policies. Furthermore, the Company is committed to providing a safe and conducive work environment for all employees and workers.

The grievance resolution process is as follows:



- The Stakeholders are encouraged and aided to raise genuine concerns about possible improprieties in the business conduct to the Whistle Officer/Committee of the Company as per the procedure laid down in the Whistle Blower Policy.
- Based on nature of case, the investigation authority takes immediate steps to stop the violation or conflict, protect parties involved and begin the investigation. The investigation for most cases is completed within 90 days. The proceedings of the case are kept confidential to protect the Company's interest and respect the rights of stakeholders.
- The whistle officer categorises complaints (minor, HR, consumer, harassment, serious misconduct). The whistle committee then assesses the complaint's nature and severity to determine disciplinary action.
- After the investigation, the Company's Disciplinary Committee will take appropriate steps based on the severity of the misconduct as laid down in Disciplinary Action Policy.

In addition to this process, Polycab continuously reviews and updates its grievance redressal mechanism to ensure effectiveness and fairness, and regularly conducts training and awareness programs for employees on these policies and procedures.

The Company promulgates the base principles of 'Zero Fear of retaliation', wherein grievances are encouraged, tracked and redressed with transparency and uniformity.

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

Polycab does not have any employees or worker unions or associations. However, in line with the Policy on Respect for Human Rights, the Company recognises right to freedom of association.

8. Details of training given to employees and workers:

Category	FY 2023-24*					FY 2022-23				
	Total (A)	On Health and safety measures		On Skill Upgradation		Total (D)	On Health and safety measures		On Skill Upgradation	
	No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)	
Employees										
Male	5,775	4,800	83%	2,327	40%	3,455	570	16%	1,903	55%
Female	282	199	71%	83	29%	192	79	41%	156	81%
Total	6,057	4,999	83%	2,410	40%	3,647	649	18%	2,059	56%
Workers										
Male	14,844	14,844	100%	3,288	22%	8,785	3,168	36%	2,514	29%
Female	313	313	100%	192	61%	207	24	12%	30	14%
Total	15,157	15,157	100%	3,480	23%	8,992	3,192	35%	2,544	28%

* In FY 2023-2024, the total count includes all employees and workers associated with Polycab throughout the year. Meanwhile, the data for FY 2022-2023 reflects the training details of employees and workers as of 31 March 2023.

9. Details of performance and career development reviews of employees and workers

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	2,777	2,777	100%	3,455	3,455	100%
Female	188	188	100%	192	192	100%
Total	2,965	2,965	100%	3,647	3,647	100%
Workers						
Male	1,877	1,877	100%	8,785	8,785	100%
Female	1	1	100%	207	207	100%
Total	1,878	1,878	100%	8,992	8,992	100%

Only Permanent Employees and Workers have been considered.

10. Health and Safety management system:

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

Yes, Polycab recognises the importance of identifying work-related hazards to ensure the safety of its personnel. The Company's manufacturing facilities are ISO 45001:2018 compliant, demonstrating commitment to occupational health and safety. In addition, Polycab has implemented an occupational health and safety management system at all its locations.

Operational Review are conducted at all the locations. Further, mental wellbeing campaigns and Safety sessions are also conducted to improve the overall wellbeing of employees and workers. An improvement plan for Health & Safety is developed, which includes monthly safety themes, targets and action plans to enhance practices. Various entertainment programmes, fire and safety drills, demonstrations, competitions and sports events are organised with the motto of educating the employees and workers on aspects relating to health and safety.

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

Yes, Polycab's 'Occupational Health, Safety, and Environment (OHSE) Policy' aims to achieve excellence and leadership in health, safety, and environmental protection through continuous improvement in its management system. Hazard identification is crucial to mitigate risks to as low as reasonably possible for routine processes and a Permit to Work system ensures safety for non-routine tasks.



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The Company is committed to having safe and healthy operations around the world to protect the life and health of its employees and the community surrounding its operations, to protect its assets, to ensure business continuity and to engender public trust. On a routine basis, the Company ensures that health, safety & environmental required tests, inspections and monitoring of devices, equipment, process systems, and facility systems are conducted per the required frequencies and procedures. We also ensure that results are assessed for potential risks and, if necessary, a remedial plan and schedule are developed. On non-routine basis, the Company ensures appropriate health, safety & environmental risk assessments, studies, classifications, and clearances are completed by appropriately trained or qualified persons before commissioning. We also ensure appropriate measures, including engineering and administrative controls, have been incorporated in the design and construction of facilities and operating systems to meet legal requirements and protect employees, the community and the environment from physical, health and environmental hazards.

The Company has prioritised HSE Risk Mitigation to establish a strong safety system across all its facilities. This framework includes continual risk identification, assessment, and mitigation processes, with active participation from the workforce. Polycab plants implement Hazard Identification and Risk Assessment (HIRA) protocols to identify hazards, assess risks, and establish controls for diligent HSE operations. Procedures are in place for incident investigation, on-site emergency plans, communication and consultation procedures, monitoring and performance management procedures, operational control procedures, job safety analysis, risk assessment and the Permit to Work procedure. Measures such as hazard spotting tours, suggestion schemes, daily briefings, and periodic HSE committee meetings involve employees and workers. HSE requirements are integrated at the design stage for all new investments, and compliance during the construction phase is ensured through project HSE management systems. In the operation phase, established HSE management systems, with designated roles and responsibilities for competent resources, ensure compliance at Polycab units, warehouses, offices, and plants.

Polycab conducts monthly HSE audits to identify latent risks and ensure compliance with standards. The company promotes a safety-first culture through behavioral change programs, employee training, and investment in technology and human capital. Our commitment to providing a safe and healthy workplace is recognised through national awards and certifications.

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

Yes, at Polycab, workers have internal channels like the Safety Committee meetings (which constitutes of 50% of worker representation) to report work-related hazards. Employees are empowered to pause and excuse themselves from unsafe situations. They receive training to recognise hazards.

Joint inspections by factory managers and workers are conducted regularly on the shop floor. Corrective and preventive measures are then taken to mitigate identified risks. To promote transparency and openness, employees are encouraged to discuss safety-related issues in forums like periodic HSE Committee meetings and Departmental Open Forums.

The Company expects every worker who becomes aware of, or suspects, any unsafe working conditions or other safety issues, to report the situation to their immediate superior or factory manager or respective site safety leader or occupier immediately. Adequate measures are taken to mitigate any work related hazards promptly.

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

Yes, our workers / employees' health and well-being are our top priority. We are committed to fostering a workplace environment that encourages our employees and workers to be the healthiest and happiest versions of themselves. Employees and workers have access to medical and healthcare services apart from which they also have access to non-occupational medical and healthcare service and are also covered under the company's health insurance policy.

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

Safety Incidents/Numbers	Category	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.08	0.13
Total recordable work-related injuries	Employees	0	0
	Workers	2	2
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

An independent assurance has been carried out by KPMG Assurance and Consulting Services LLP on the FY 2024 indicators in the above table.

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

Polycab places paramount importance on the safety and well-being of its employees and workers. Polycab's robust safety management system includes processes for identifying, mitigating, and eliminating risks, along with contingency plans for emergencies. Statistical information and analysis of safety-related incidents and near-miss events are prominently displayed on the shop floor, fostering transparency and accountability across the organisation.

Additionally, the Company holds safety awareness campaigns, internal and external training sessions, and ensures the implementation of visual controls like signs and 'Do's and Don'ts'. The company's commitment to safety is aligned with the International Standard for Occupational Health and Safety (ISO 45001), ensuring trust and operational efficiency.

To cultivate a culture of zero harm, lean safety principles such as the '5S - Sort, Set in order, Shine, Standardise, and Sustain' are integrated into operations. Employees actively participate in decision-making processes to drive health and safety initiatives. Continuous safety improvement is ensured through regular cross-unit safety audits and reviews, with events like National Safety Week, National Fire Week, and Road Safety Week reinforcing safety awareness through various activities like fire drills and hazard hunts.

In line with the Organisation Health Safety & Environment Policy (OHSE), Polycab prioritises worker safety and health through continuous improvement. All its employees and workers whether temporary or permanent are trained on health and safety related aspects and are expected to adhere to the safety and security procedures, as well as applicable laws and regulations.

The Company undertakes various fundamental measures such as:

Fire Safety Measures:

- Installation of fire hydrants and fire extinguishers to address the major contingency of fire.
- Conducting regular fire and safety drills.

Machine and Equipment Safety:

- Installation of machine guards, guard rails, and fencing.
- Regular equipment inspections to identify and address safety hazards.
- Machine cleaning, inspection, lubrication, and tightening during the shift handover

Emergency Preparedness:

- Displaying emergency exit signages with location indicators.
- Providing hazard training for employees and implementing ISO 45001 standards.

General Safety Measures:

- Ensuring the use of Personal Protective Equipment (PPE) according to the PPE matrix.
- Visual management controls like signages, posters, and banners
- Maintaining adequate lighting as per IS standards.

Polycab continues to strengthen its safety processes, adopting globally recognised best practices to ensure facilities are designed, constructed, operated, and maintained in an inherently safe manner.



Business Responsibility & Sustainability Report

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

No complaints were made on working conditions and health and safety conditions by employees and workers during safety committee meetings.

14. Assessments for the year

Type	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	100%

The majority of our manufacturing locations are covered under the ISO 45001/2018: Occupational Health and Safety Management Systems. Complying with safe working condition is an essential aspect of EHS management systems. In addition, our units undergo periodic Environment, Health & Safety audits at all divisions to verify compliance with Standards.

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.

Risks are identified on the job and corrective and preventive measures are implemented based on workers concerns, machine manuals, hazardous raw materials, process reviews and audit findings. In-depth investigations are carried out into all accidents to identify root causes and prevent recurrence, with findings and measures presented to the Management Committee and the Board. Lessons learned from accidents are disseminated across the organisation periodically for horizontal deployment, along with obtaining formal compliance. Internal audits are regularly conducted at Manufacturing Units within Polycab, to ensure compliance with health and safety standards.

In line with the company's safety commitment, Polycab's health and safety team conducts exercises to identify actual, potential and perceived safety related incidences, hazards, occupational health issues, environmental impact and associated risks for all processes, handling, systems, machines and premises within the company's operations. Root cause analyses are performed, and aspect-impact and risk-opportunity registers are maintained for all processes, reviewed periodically to identify, and mitigate risks while capitalising on opportunities. Corrective actions suggested based on root cause analysis are disseminated across our manufacturing locations for implementation. Continuous improvement efforts including regular training sessions, safety drills, and fostering a culture of safety awareness among workers and employees for overall well-being.

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)

Yes, Polycab provides comprehensive support for its employees (A), Workers (B), and their families in case of unfortunate events:

Group Life Insurance: All employees and workers are covered under group life insurance to provide financial support to their families in the event of the death.

Demise Policy: The company has a dedicated Demise Policy to support the families of employees in the event of their untimely demise while working for Polycab. Polycab ensures that all employees are aware of the benefits and procedures under the Demise Policy, providing clarity and support during challenging circumstances.

Additional Support: In addition to group life insurance, Polycab may offer additional benefits or support to assist the aggrieved family during such difficult times.

The above comprehensive approach underscores Polycab's commitment to the well-being and security of its employees and their loved ones.

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

The Company ensures that statutory dues are deducted and deposited by its value chain partners through various measures. One such measure involves meticulous oversight of labour contractors. Each month, the labour contractor submits a Service Charge Release Letter along with their compliance certificate and document to the Unit HR. The Unit HR verifies the compliance document, ensuring that all statutory dues have been deducted as required by law. Once verified, both the Service Charge Release Letter and compliance document are forwarded to the Accounts department. This rigorous process guarantees the timely release of held service charges, thereby maintaining smooth operations, and ensuring compliance with statutory regulations.

Compliance by Suppliers: The Company sources most of its material from renowned suppliers who have their own diligent compliance checks and we trust them to fulfil statutory obligations and make timely payments. We engage with our suppliers during onboarding, requiring them to declare compliance with statutory dues. The Company emphasises the importance of timely payment of dues. The Company's finance department verifies GST payments from our supply chain partners using the GST portal every quarter. Any non-compliance is escalated to the relevant purchase manager for action. The Suppliers Code of Conduct requires the stakeholders to adhere strictly to statutory and regulatory requirements concerning labour and deficiencies thereunder are linked with deductions and termination of agreement.

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

There were no cases of the employees/workers having suffered high consequence work-related injury/ill-health/fatalities, needing rehabilitation or placement in suitable employment.

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. Polycab extends its support to retiring employees through insightful sessions, enabling them to share their experiences and providing assistance with financial planning, if required.

We recognise the value of employees even after retirement, offering opportunities for advisory roles or retainerships, leveraging their wealth of experience to contribute effectively to our organisational objectives.

5. Details on assessment of value chain partners:

The Company has implemented a Supplier Code of Conduct for Business Partners, mandating a safe and healthy workplace and compliance with local Occupational Health and Safety laws and regulations, possessing all necessary permits, licenses, and permissions from relevant authorities.

The Company conducts internal evaluations of its suppliers based on their environmental impact, social responsibility, and corporate governance practices, including factors such as carbon footprint, labour standards, diversity and inclusion policies, and ethical business conduct. During the current financial year, the Company conducted evaluation of over 80% of our input material suppliers (in value), which are reputable international companies, based on their publicly available sustainability reports. The majority of our suppliers are well known for their commitment to sustainability and have mature ESG practices.

The Company has also initiated various informal and formal awareness programs for its value chain partners and are in the process of initiating assessments of its business associates, , dealers, distributors, influencers amongst its customers to assess Environment, Health, Safety, and Human Rights risks in value chain. Additionally, the Company is proactively providing trainings and seeking confirmations from its suppliers and customers to ensure ESG compliance across its supply chain.

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.

No significant impact/risks have been observed.



Business Responsibility & Sustainability Report

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.

Polycab has a robust stakeholder engagement strategy aimed at identifying key stakeholder groups crucial to our operations. We prioritise meeting the needs and expectations of diverse stakeholders to drive mutual value creation.

The stakeholder identification process involves determining stakeholders who influence our business and vice versa, including employees, shareholders, channel partners, influencers, consumers, government agencies, regulatory bodies, environment, communities, and vendors. We believe in actively listening, connecting, and partnering with these stakeholders to mitigate risks, enhance credibility, and build trust. We engage both internal and external stakeholders through surveys, interviews, and consultations to understand their expectations and concerns related to our operations and sustainability practices.

Polycab believes in maintaining an ongoing dialogue with its stakeholders to keep track of their evolving needs and expectations through regular surveys, feedback forms, meetings, and other channels. The company engages with each stakeholder group, outlining objectives, strategies, and activities to align with their interests and concerns.

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

Key Stakeholder	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees (on-roll and contractual workforce)	No	<ul style="list-style-type: none"> Surveys and Feedback Employees connect initiative Goal setting Performance appraisal Continuous feedback process Townhall meetings Emails Webcasts Intranet portals Newsletters Circulars 	On-going, Quarterly, Annual	Polycab strives to enable its human capital to maximise its true potential as they are the backbone of our organisation; driving innovation, productivity and ultimately, our success. Key areas of interest: <ul style="list-style-type: none"> Rewards and recognition Wellness & Safety Career Development Diversity and equal opportunity Trainings and Skill Upgradation Performance management Employee relationships Policy and Process Changes Employee Benefits Leave announcements. Long Service Awards Organisational culture/ workplace, and grievances redressal Company's growth plans & performance Annual Budget / Operating Plan Business Reviews Celebrations and Annual Family Day

Key Stakeholder	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders/ investors and Analysts	No	<ul style="list-style-type: none"> Investor Presentations Investor Relations Webpage Annual General Meeting (AGM) Quarterly condensed financial Statements & Annual report Broker Conferences Press Releases Media briefings conducted quarterly/annually and on need basis Email Communications 	On-going, Quarterly, Annual	Polycab prioritises consistent value creation for its shareholders. Key areas of interest: <ul style="list-style-type: none"> Financial performance and dividends, Business updates Corporate Governance and Ethical practices ESG Disclosures Long-term viability and sustainable growth Timely disclosures and regulatory compliance Queries and feedback from investors to understand their requirements.
Channel partners, distributors, retailers and influencers	No	<ul style="list-style-type: none"> Surveys and feedback sessions Conferences Digital platforms Meetings Relationship building activities. 	Ongoing, Periodic	Channel partners play a pivotal role in expanding our market reach, amplifying our brand presence, and driving sales growth through their extensive networks and influence within target markets. Key areas of interest: <ul style="list-style-type: none"> Providing information regarding products and services Rewards, Recognition & Incentive schemes Technical knowledge exchange and other collaborations After sales services & grievance redressal Sharing long-term growth prospects Fair and transparent terms and conditions
End consumers	No	<ul style="list-style-type: none"> In-house and third-party Market research surveys and meetings Engagement through Website, social media and in-store promotions Brand campaigns conducted regularly, during festive seasons and sales promotions. Customer feedback Customer service helpline Other marketing activities 	Continuous engagement	The end consumer is the ultimate recipient of our products, making their satisfaction and loyalty paramount. Understanding their preferences, needs, and feedback is crucial for delivering value, driving repeat purchases, and building long-term brand advocacy. Key areas of interest: <ul style="list-style-type: none"> Affordability, accessibility, quality, reliability, and safety Information on innovative and sustainable/ environment friendly products Enhancing products health & Safety quotient Efficient complaints & grievances mechanism New product launches



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Key Stakeholder	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government agencies, regulatory bodies and local authorities	No	<ul style="list-style-type: none"> Disclosures and filings for compliance reporting Meetings with authorities for permissions/approvals Regulatory audits/ inspections 	Periodic and need basis	<p>Government and regulatory bodies are vital for ensuring compliance with laws and regulations, fostering transparency, and running business operations smoothly.</p> <p>Key areas of interest:</p> <ul style="list-style-type: none"> Compliance & Disclosures Tax payments. Policy advocacy Collaboration on national agendas, Adopting sustainable business practices
Communities and environment	Yes	<ul style="list-style-type: none"> CSR and ESG initiatives Meetings & Field visits Group discussions. Training & skill building sessions. Complaint and grievance redressal mechanism 	Continuous engagement	<p>As a responsible corporate citizen, engaging with the community is essential for addressing social concerns and contributing to positive societal & environmental impact. Key areas of interest:</p> <ul style="list-style-type: none"> CSR project planning and development according to the need of the community Empower vulnerable/marginalised groups through CSR activities. Socio-economic development including better education, health and sanitation Environment protection & conservation initiatives Monitoring and evaluation Grievance redressal (if any)
Vendors	No	<ul style="list-style-type: none"> Capacity building and sustainability awareness sessions for suppliers Supplier code of conduct policies and standards 	Continuous engagement	<p>Vendors are key partners in ensuring product quality, supply chain reliability, and operational efficiency. Key areas of interest:</p> <ul style="list-style-type: none"> Due-diligence during on-boarding Periodic assessments of services and costs Understand new market trends Long term business relations and growth ESG consideration (Sustainability, safety checks, human rights, compliances, ethical behavior)

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.

Polycab believes that by engaging with stakeholders on environment and social topics, we align our strategies with their expectations to foster sustainable business practices. The company has a system in place for two-way communication between stakeholders and the Board on economic, environmental and social topics.

The Board has delegated and defined responsibilities for each tier of the Structure through various Board Committees, Councils, Business/Function Heads and Working Groups. These delegates provide the gateway for a two-way communication between the Board and the stakeholders. The Board Committees perform tasks enlisted in their respective terms of reference and present to the Board at regular intervals. The Governance framework & Governance Policy provides the process and systems for stakeholder engagements with the Board & its Committees.

In addition, engagement with broader stakeholder community is undertaken by respective functions in consultation with the leadership team and overseen by the ESG & CSR Committee. The Board, through the CSR and ESG Committee, inter alia, reviews, monitors and provides strategic direction to the Company's CSR and sustainability practice. The scope of existing and new social value creation initiatives is worked out every year upon consultation with community representatives. The Board also engages with management to discuss long-term strategic issues, including growth strategies, innovation, sustainability and ESG initiatives.

The Business Head/Function Heads during the familiarisation programs and presentations to the Board/Board committees provide an insight into their interaction with their respective stakeholders.

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 input received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. The Company engaged with various stakeholders to identify and manage Polycab's material issues. We engage with our internal and external stakeholders on sustainability issues by way of surveys and training, encouraging employee participation and feedback. The input received from stakeholders on environmental and social topics are incorporated into standard operating processes, policies and initiatives. The Company conducts awareness sessions, knowledge sharing events and training programs on material ESG and sustainability topics for its stakeholders including employees, customers, and suppliers, amongst others. These sessions foster deliberations, evaluations, discussions and serve as basis for review/amendments to the various policies, codes and procedures adopted by the Company based on stakeholder inputs. ESG related aspects highlighted is prioritised based on their impact on stakeholders and business operations. The company is also committed to capacitating its value chain partners in building resilient and sustainable business enterprises.

The input that was received from stakeholders was incorporated during revamping our policies and procedures. Introducing ESG awareness programs for our stakeholders, assessments, and vendor evaluation during onboarding are a few examples of translating feedback into sustainability efforts.

Refer to "Our Stakeholders" and "Material Topics" section of the Integrated Report for further details.

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

Polycab has identified Communities and environment as its vulnerable/marginalised stakeholder group. Polycab demonstrates responsibility within the communities neighboring its plants, emphasising local procurement, community welfare, and the employment of local youth. Through a diverse range of CSR initiatives spanning healthcare, education, rural development, environment, employment generation and national heritage we aim to address the needs of vulnerable and marginalised communities.

Our dedication to improving community well-being and livelihoods is underscored by efforts such as organising healthcare camps, providing education support programs, and offering skill development opportunities like electricians training and training in dancing to establish their own livelihoods. We also offer apprentice opportunities specifically designed for individuals belonging to socially and economically disadvantaged backgrounds. By prioritising inclusive practices, we contribute to creating a more equitable and prosperous society.

Particularly in rural areas we focus on enhancing village infrastructure and building cattle sheds alongside provisions for animal husbandry and veterinary clinics aimed at bolstering agricultural practices. The village infrastructure encompasses construction of vital amenities such as toilet blocks, rainwater harvesting systems, and street lighting, all of which contribute to improved public health and safety.

Polycab diligently conducts identification needs exercise to undertake CSR activities which are approved by the Board. Polycab implements the initiatives through Polycab Social Welfare Foundation (PSWF) or any other implementation agency approved by the Board. Through the identifications needs exercise Polycab prioritises projects to contribute to enriching lives of vulnerable/marginalised communities.



Business Responsibility & Sustainability Report

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 Company:

Category	FY 2023-24*			FY 2022-23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	3,580	3,199	89%	2,565	2,565	100%
Other than permanent	2,477	1,790	72%	1,082	1,028	95%
Total	6,057	4,989	82%	3,647	3,593	99%
Workers						
Permanent	1,925	1,900	99%	1,920	1,920	100%
Other than permanent	13,232	13,232	100%	7,073	6,111	86%
Total	15,157	15,132	100%	8,993	8,049	90%

* In FY 2023-2024, the total count includes all employees and workers associated with Polycab throughout the year. Meanwhile, the data for FY 2022-2023 reflects the training details of employees and workers as of 31 March 2023.

2. Details of minimum wages paid to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	2,777	0	0%	2,777	100%	2,397	0	0%	2,397	100%
Female	188	0	0%	188	100%	168	0	0%	168	100%
Other than permanent										
Male	1,662	0	0%	1,662	100%	1,058	0	0%	1,058	100%
Female	39	0	0%	39	10%	24	0	0%	24	100%
Workers										
Permanent										
Male	1,877	0	0%	1,877	100%	1,919	1	0.05%	1,918	99.95%
Female	1	0	0%	1	100%	1	0	0%	1	100%
Other than permanent										
Male	8,940	4,958	55%	3,982	45%	6,866	2,888	42%	3,978	57.93%
Female	255	179	70%	76	30%	207	196	94%	11	6%

3. Details of remuneration/salary/wages

a. Median remuneration/wages:

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (Executive Directors)	5	2,48,59,872	-	-
Board of Directors (Independent Directors)	3	39,05,834	2	37,25,000
Key Managerial Personnel	-	-	1	57,41,800
Employees other than BoD & KMP	2,777	7,93,127	187	7,94,418
Workers	1,877	2,85,963	1	1,89,825

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	5.69%	5.43%

An independent assurance has been carried out by KPMG Assurance and Consulting Services LLP on the FY 2024 indicators in the above table.

Only Permanent Employees and Workers have been considered for the calculation.

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)

Polycab is committed to preventing human rights abuses and maintaining a safe and productive work environment. Polycab's Whistle Committee is entrusted the responsibility of addressing human rights impacts or issues caused or contributed to by the business. The Whistle Officer as a part of her role and responsibilities ensures adequate information is provided to the take necessary action required to address human rights issues and provide redressal to the whistleblower. The Compliance Officer is responsible for addressing issues relating to law enforcement. Each Policy is supported by a well defined standard operating procedure.

The Company has established its Governance Framework on five pillars viz. Governance Philosophy, Directives, Structure, Systems and Evaluation wherein the Philosophy being the foundation for designing the Directives, codes and policies, enumerates the responsibility of each tier of the Structure right from management team to persons associated with the Company and provides them Systems, standard operating process and trainings modules that set the platform for effective implementation, monitoring, communication and evaluation.

The company has implemented key policies such as the 'Human Rights Policy,' 'Equal Opportunity Policy,' and 'Prevention of Sexual Harassment Policy (POSH)' to protect the dignity of all individuals involved with the organisation, including employees, suppliers, and service providers. A range of issues, including sexual harassment, misuse of managerial authority, human trafficking, workplace safety, dignity protection, child and forced labour, equal opportunity, inclusion, anti-bullying, and harassment are addressed by Polycab's Whistle Officer/Whistle Committee/Internal Committee. The company adheres to a zero-tolerance policy regarding human rights violations. To ensure everyone understands these guidelines, Polycab holds training sessions on the implications of human rights issues. In case of a violation, stakeholders are encouraged to make protected disclosures through the email: speakup@polycab.com. Polycab continues to enhance and implement effective systems to ensure these policies are upheld and applied.

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

Polycab has established a clear internal mechanism to address human rights grievances efficiently under our 'Human Rights Policy,' openly available to all stakeholders, and applicable to all employees, directors, and officers, as well as for subsidiaries, joint ventures, and associated companies. This policy is rooted in the core principles of the United Nations' Universal Declaration of Human Rights and the ILO Declaration. It addresses a wide range of issues including sexual harassment, misuse of authority, human trafficking, workplace safety, dignity, child and forced labour, equality, anti-bullying, and harassment.

Polycab believes in taking feedback from its stakeholders and also has a redressal mechanism for dealing with the grievances. The feedback and grievances reported by the employees and stakeholders are confidential and secure. The grievance mechanism is provided to all stakeholders 24X7 to raise grievances and to report any breaches of policies and procedures in the company.

To ensure adherence to these standards, Polycab has implemented a Disciplinary Action Policy, which is accessible to all employees and details the steps to address serious misconduct. This policy is managed by a disciplinary committee consisting of senior company officials who evaluate cases and determine necessary actions, with their decisions being final. Employees can report issues confidentially through email speakup@polycab.com.

Additionally, Polycab has set up robust policies such as the Whistle Blower Policy and the Sexual Harassment Redressal Policy to provide secure ways for stakeholders to express grievances at any time where complaints are handled by a designated Whistle Officer or committee.



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Polycab also promotes open communication within the organisation to tackle human rights concerns. We foster an environment which encourages employees to voice their concerns and participate in the ongoing improvement of human rights practices within the company.

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

There have been no complaints related to sexual harassment, discrimination at workplace, child labour, forced labour/ involuntary labour, wages or any other human rights related issues during FY 2023-24 by employees / workers. However, complaints relating to misconduct, insubordination and violation of code of conduct have been duly addressed.

7. Complaints filed under the sexual harassment of women at workplace (Prevention, Prohibition and redressal) Act 2013 in the following format.

There have been no complaints reported under the Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH), in FY 2023-24 and 2022-23.

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

Polycab works on the principle of 'Zero fear of retaliation' which is demonstrated and propagated by all its stakeholders.

Polycab is committed to a workplace free of harassment, including sexual harassment at the workplace, and has zero tolerance for such unacceptable conduct. We have a well-defined process to address Code of Conduct violations, Human Rights, discrimination, harassment, and POSH related complaints. All cases are handled in a confidential manner by designated committee members who have been appointed and trained to manage complaints in accordance with our policies and grievance redressal mechanism. We regularly educate and raise awareness about these policies and processes to ensure their effectiveness.

Our Whistleblower Policy ensures the confidentiality of complaints, allowing anonymity, if desired. The whistleblower will not be at risk of losing her/ his job or business or adverse impact or suffer loss in any other manner like transfer, rejection, termination, demotion, refusal of promotion, or the like including any direct or indirect use of authority to obstruct the Whistle-Blower's right to continue to perform his/her duties/functions including making further Protected Disclosures, as a result of reporting under this Policy. A complainant may file a written complaint under Protected Disclosure to the Chairman of the Audit committee.

Similarly, our POSH Policy includes an Internal committee with a female member for additional support to victims, advising parties to avoid communication during investigations. We're committed to preventing retaliation, harassment, or reprisals against complainants or witnesses, maintaining confidentiality when necessary.

Polycab has an Internal Committee dedicated to promptly addressing cases of sexual harassment. The Internal Committee is constituted by the management and consists of a presiding officer, minimum of two employee members committed to the cause of women or who have experience in social work or have legal knowledge, and a member from an NGO/lawyer/any external body. The committee is responsible to inquire into every formal written complaint of sexual harassment, make appropriate recommendations and remedial measures to respond to any substantiated allegations of sexual harassment, discourage and prevent employment-related sexual harassment. The Internal Committee will thereafter provide advice or extend support as requested and will conduct inquiry to resolve the matter. It ensures confidentiality is maintained for all complaints and the complainant is protected against any form of victimisation and discrimination.

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

Yes. The business agreements, purchase orders and contracts with our suppliers include our [Supplier Code of Conduct \(SCoC\)](#). The SCoC is applicable to all our suppliers. 'Supplier' here includes suppliers, service providers, vendors, traders, agents, consultants, contractors, dealer, distributors, business associates and joint venture partners, third parties including their employees, agents and other representatives, who have a business relationship with and provide, sell, seek to sell, any kinds of goods or services to the Company or any of its subsidiaries, affiliates or divisions.

All Suppliers are expected to meet the requirements of this Code and comply with laws and international standards covering environmental, social, and governance aspects, such as working conditions, anti-harassment, and labour practices. Polycab prioritises social and environmental factors in supplier evaluation, ensuring adherence to ESG standards. We have initiated supplier awareness programs and the formal acceptance of the SCoC to ensure compliance.

10. Assessments for the year

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Sexual Harassment	100%
Discrimination at workplace	100%
Wages	100%
Others	-

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

The Company conducted awareness programs aimed at educating all our workers, suppliers, and employees on societal issues. No complaints related to child labour, forced labour, involuntary labour, or discriminatory employment were received during the reporting year, and none are pending at the end of the reporting year.

To mitigate and avoid any potential risk which may arise, the company has robust policies in place. Our training programs ensure that employees are equipped with the necessary knowledge to identified risks and concerns effectively. Internal audits, assessments and ISO certifications help us remain vigilant in identifying and addressing any risks or concerns.

Leadership Indicators

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

While we have not received any specific complaints, the organisation acknowledges the importance of addressing Human Rights as is evident through the mandatory training on topics like Code of Conduct, respecting diversity, and inclusivity at workplace. Our Whistleblowing mechanism serves as a guide in dealing with improper behavior, and we have introduced appropriate channels to all our stakeholders enabling them to report any ongoing misconduct.

The Company has integrated sustainability in the procurement process through its 'Supplier Code of Conduct Policy', establishing the standards required from all the suppliers who do business with us. We have aligned our vendor onboarding process to integrate ESG factors, prioritising suppliers with exemplary human rights practices.

The Vendor Selection Process & Employee Selection Process includes environmental, social and governance criteria where we prioritise suppliers which publicly disclose performances and uphold human rights.

Our Human Rights Policy recognises protecting the dignity of all human beings and has been drafted as per fundamental principles illustrated in the United Nations Universal Declaration of Human Rights and the International Labour Organisation's Declaration on Fundamental Principles and Right at Work.



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2. Details of the scope and coverage of any Human rights due diligence conducted.

Most of Polycab's facilities are assessed with ISO 45001 which covers key requirements related to labour, working conditions and human rights. Our international clients conduct audits at our facilities and expect us to provide assurances regarding our compliance with human rights standards. These standards encompass various aspects including discrimination, child labour, forced labour, sexual harassment, workplace harassment, working hours, and minimum wages.

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 accordance with our commitment to inclusivity and accessibility, our head office is equipped with ramps at entry points and lobbies to accommodate individuals using wheelchairs. Ongoing efforts include enhancing our infrastructure to improve accessibility for differently-abled employees and visitors across all areas of our premises, including workspaces, restrooms, common areas, and circulation zones at all locations for differently abled individuals.

4. Details on assessment of value chain partners:

The Company has implemented a Supplier Code of Conduct for Business Partners, mandating all business partners to comply with local and national occupational labour laws and human rights laws and regulations, possessing all necessary permits, licenses, and permissions from relevant authorities. Suppliers are expected to treat all employees with respect and exhibit zero tolerance for unacceptable conduct such as sexual harassment, workplace discrimination, child labour, or forced/involuntary labour. They are also expected to provide their employees with safe and humane working conditions.

The Company conducts internal evaluations of its suppliers based on their environmental impact, social responsibility, and corporate governance practices, including factors such as carbon footprint, labour standards, diversity and inclusion policies, and ethical business conduct. During the current financial year, the Company conducted evaluation of over 80% of our input material suppliers (in value), which are reputable international companies, based on their publicly available sustainability reports. The majority of our suppliers are well known for their commitment to sustainability and have mature ESG practices.

The Company has also initiated various informal and formal awareness programs for its value chain partners and are in the process of initiating assessments of its business associates, dealers, distributors, influencers amongst its customers to assess Environment, Health, Safety, and Human Rights risks in value chain. Additionally, the Company is proactively providing trainings and seeking confirmations from its suppliers and customers to ensure ESG compliance across its supply chain.

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

No significant impact/risks have been observed.

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	FY 2022-23
From renewable sources		
Total electricity consumption (A)	1,26,522	1,24,136
Energy fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	1,26,522	1,24,136
From non-renewable sources		
Total electricity consumption (D)	7,89,124	6,20,211
Total fuel consumption (E)	3,16,559*	1,08,936
Energy consumption through other sources (F)	0	0
Total energy consumed from non - renewable sources (D+E+F)	11,05,683	7,29,147
Total energy consumed (A+B+C+D+E+F)	12,32,205	8,53,283
Energy intensity per rupee of turnover (GJ/₹ Crore) (Total energy consumed/Revenue from operations)	68.26	61.34
Energy intensity per rupee of turnover adjusted for Purchasing Price Parity (PPP)# (GJ/₹ Crore) (Total energy consumed/Revenue from operations adjusted For PPP)	1,562	1,403

* The increase is primarily attributed to the introduction of Low Sulphur Heavy Stock (LSHS) fuel.

The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

Energy intensity in terms of physical output is not calculated because the diverse products from the Wires & Cables and FMEG businesses have different measurement metrics.

Note: if any independent assessment/evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency:

Yes, the independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.

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.

Not applicable, as Polycab does not fall under PAT scheme of Government of India.



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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	2,30,834	7,52,685
(iii) Third party water	15,877	9,918
(iv) Seawater/desalinated water	0	0
(v) Others	17,280	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2,63,991	7,62,603
Total volume of water consumption (in kilolitres)	2,51,583	7,62,603
Water intensity per rupee of turnover (Total water consumption/Revenue from operations) (KL/₹ Crore)	13.94	55
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)[#] (KL/₹ Crore)	319	1,258
(Total Water Consumption/Revenue from Operations adjusted for PPP)		

[#] The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

Water intensity in terms of physical output is not calculated because the diverse products from the Wires & Cables and FMEG businesses have different measurement metrics.

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, the independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.

4. Provide the following details related for water discharge:

Parameter	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)	
(1) To Surface Water	
- No treatment	-
- With treatment – please specify level of treatment	-
(2) To Groundwater	
- No treatment	-
- With treatment – please specify level of treatment	-
(3) To Seawater	
- No treatment	-
- With treatment – please specify level of treatment	-
(4) Sent to third parties	
- No treatment	-
- With treatment – primary	5,309
(5) Others	
- No treatment	7,099
- With treatment – please specify level of treatment	-
Total water discharged (in kilolitres)	12,408

Since this was not an essential indicator for the year ended 31 March 2023, the information for said year was not maintained by the Company.

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, the independent assurance has been carried out by KPMG Assurance and Consulting Services LLP.

5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation.

Polycab follows a Zero Liquid Discharge (ZLD) mechanism and ensures compliance as per applicable regulatory laws. Only in-house primary treatment of effluent is carried out in the units after which the neutralisation effluent is sent to a common facility approved by State Pollution Control Board. Polycab continuously strives to implement sustainable practices to minimise environmental impact and promote responsible waste management throughout its operations.

6. Please provide details of air emissions (other than GHG emissions) by the entity

Parameter	Please specify unit	FY 2023-24	FY 2022-23*
NOx	PPM (Considering Highest emission values amongst all stacks)	28.3	23
Sox	PPM (Considering Highest emission values amongst all stacks)	29	18
Particulate matter (PM)	mg/m ³ (Considering Highest emission values amongst all stacks)	76.5	89
Persistent organic pollutants (POP)		-	-
Volatile organic compounds (VOC)		-	-
Hazardous air pollutants (HAP)		-	-
Others – please specify		-	-

* PY number have been restated due to change of methodology.

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. However, we undertake third party lab testing for each of these air emission parameters including NOx and SOx for all locations periodically to ensure the parameters are within permissible limits. We also submit the reports to the concerned authority.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	22,568*	6,528
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	1,56,937	1,23,181
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (MTCO₂e/₹ Crore) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric tonnes of CO ₂ equivalent	9.94	9.32
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)[#] (MTCO₂e/₹ Crore) (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	Metric tonnes of CO ₂ equivalent	228	213

* The increase is primarily attributed to the introduction of Low Sulphur Heavy Stock (LSHS) fuel.

[#] The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

Emission intensity in terms of physical output is not calculated because the diverse products from the Wires & Cables and FMEG businesses have different measurement metrics.

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, the independent assessment has been carried out by KPMG Assurance and Consulting Services LLP.



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

Polycab has set targets to reduce GHG Emissions. Accordingly, actions are being undertaken to reduce greenhouse gas emissions by investing in energy efficiency, increasing share of renewable energy and investing into new technologies. The entity has undertaken several initiatives to mitigate Greenhouse Gas emissions, underscoring its commitment to sustainability:

- Planned project for installation of 3.3 MW of solar power capacity in Daman and Halol, reflecting a proactive stance towards renewable energy adoption.
- Installed a 0.72 MW solar rooftop system in Daman, significantly contributing to the reduction of the company's carbon footprint.
- Polycab has also installed Energy Efficient Motors in new machines.
- Our BLDC fans combine energy efficiency, advanced technology, and convenient features to provide comfortable and eco-friendly cooling solution for residential and commercial spaces.
- Achieved reduction in overall energy consumption through the implementation of solar power, demonstrating a strategic focus on enhancing energy efficiency.
- Executed modifications to compressors in machinery, resulting in substantial energy savings of 1,075,000 kWh. This underscores the company's dedication to minimising both energy consumption and emissions.

9. Provide details related to waste management by the entity

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	4,937	63
E-waste (B)	0	1
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)	3,429	1,923
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	8,950	7,132
Total (A+B + C + D + E + F + G + H)	17,316	9,120
Waste intensity per rupee of turnover (Total waste generated/Revenue from operations) (MT/₹ Crore)	0.96	0.66
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)# (Total waste generated/Revenue from operations adjusted for PPP)	22	15
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	7,380	0
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	7,380	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	45	0
(ii) Landfilling	865	0
(iii) Other disposal operations	9,026	9,112
Total	9,936	9,112

The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published for the year 2022 by World Bank for India which is 22.88.

Waste intensity in terms of physical output is not calculated because the diverse products from the Wires & Cables and FMEG businesses have different measurement metrics.

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, the independent assessment has been carried out by KPMG Assurance and Consulting Services LLP

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.

Polycab is dedicated to reducing waste generation across the entire lifecycle of its products. The company has implemented robust systems and processes for waste management, segregation, collection, and disposal, ensuring both efficiency and environmental friendliness. At every stage, from production to end-of-life disposal, Polycab is committed to sustainable practices. The company carefully chooses disposal methods that align with environmental stewardship, working with authorised agencies to responsibly manage waste.

Polycab also offers a green wires portfolio that exclusively utilises lead-free, non-carcinogenic, and non-hazardous raw materials and is RoHS and REACH compliant. By prioritising waste reduction, responsible disposal, and the use of eco-friendly materials, Polycab demonstrates its dedication to protecting the environment and promoting sustainability in its operations.

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.

None of our operating locations are in/around ecologically sensitive areas.

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

The activities of the Company are reviewed as per applicable laws. The Company has not conducted any Environmental Impact Assessment during the year 2023-24.

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.

Yes.

Leadership Indicators

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

For each facility/plant located in areas of water stress, provide the following information:

- Name of the area:** Daman
- Nature of operations:** Production and manufacturing of wires



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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	19,923	21,686
(iii) Third party water	3,684	0
(iv) Seawater/desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	23,607	21,686
Total volume of water consumption (in kilolitres)	23,607	21,686
Water intensity per rupee of turnover (Water consumed/turnover) (KL/Crore)	1.31	1.56
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into 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		
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kiloliters)	-	-

Water intensity in terms of physical output is not calculated because the diverse products from the Wires & Cables and FMEG businesses have different measurement metrics.

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, the independent 'assurance has been carried out by KPMG Assurance and Consulting Services LLP.

2. With respect to the ecologically sensitive areas reported at Question 11 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities.

Not Applicable

3. 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:

The Company has undertaken a number of initiatives, and also deployed innovative technologies across its operations for improving resource efficiency and minimising environmental impact:

Sr. No.	Initiative undertaken	Details of the initiative (Web link, if any, may be provided along-with summary)
1.	Effluent Recycling Plants	<ol style="list-style-type: none"> Plans are chalked out and being executed for effluent recycling plants to reuse the industrial waste-water. These plants aim to recycle industrial wastewater, allowing for its reuse rather than discharging it into the environment. Achieving approximately 80% recovery of industrial wastewater implies a significant reduction in water extraction from natural resources. This not only conserves water but also minimises pollution of water bodies. By recycling wastewater, industries can reduce their reliance on freshwater sources by about 20-25%, which is a substantial conservation effort.
2.	Renewable Energy Harvesting (Solar & Windmills)	<ol style="list-style-type: none"> Utilising renewable energy sources like solar and windmills for energy needs is a sustainable approach that reduces dependence on fossil fuels. Polycab's implementation of energy harvesting through solar and windmills, with a capacity of up to 24MW, indicates a significant shift towards clean energy generation. This initiative not only reduces greenhouse gas emissions but also contributes to energy security and cost savings in the long term.

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

Polycab is strongly committed to maintaining a safe and secure operational environment. The company has implemented various business continuity and disaster management measures. The health and safety protocols and effective communication channels ensures the safety of employees and minimise the impact on operations due to external business risks. Insurance coverage is also in place to protect against damage to business assets or loss of materials during extreme weather events. Risk Management is incorporated in our operations and manufacturing is spread across multiple locations.

5. 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?

As of now, no significant impact/risks have been observed.

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

The Company has implemented a Supplier Code of Conduct for Business Partners which encourages the suppliers to reduce environmental impact through efficient use of resources and environmentally friendly technologies, as well as efforts such as minimising deforestation, minimising greenhouse gas emissions and waste, and using resources efficiently. It also mandates compliance with international, national, and local environmental laws and regulations.

The Company conducts internal evaluations of its suppliers based on their environmental impact, social responsibility, and corporate governance practices, including factors such as carbon footprint, labour standards, diversity and inclusion policies, and ethical business conduct. During the current financial year, the Company conducted evaluation of over 80% of our input material suppliers (in value), which are reputable international companies, based on their publicly available sustainability reports. The majority of our suppliers are well known for their commitment to sustainability and have mature ESG practices.

The Company has also initiated various informal and formal awareness programs for its value chain partners and are in the process of initiating assessments of its business associates, dealers, distributors, influencers amongst its customers to assess Environment, Health, Safety, and Human Rights risks in value chain. Additionally, the Company is proactively providing trainings and seeking confirmations from its suppliers and customers to ensure ESG compliance across its supply chain.



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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.

The Company maintains several affiliations with trade and industry chambers and associations to foster collaboration, share industry insights, and contribute to policy advocacy efforts. Our interactions with relevant authorities are guided by core values of commitment, integrity, and transparency, ensuring a balance of diverse stakeholder interests. We are affiliated with 9 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.	The Federation of Indian Chambers of Commerce and Industry	National
2.	The Associated Chambers of Commerce and Industry of India	National
3.	Confederation of Indian Industry	National
4.	Federation of Indian Export Organisations	National
5.	Bombay Chamber of Commerce and Industry	National
6.	Indian Fan Manufacturers Association	National
7.	Fire & Security Association of India (FSAI)	National
8.	Consulting Electrical Engineers Association of Maharashtra (CEEAMA)	National
9.	National Federation of Engineers for Electrical Safety (NFE)	National

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

No corrective action has been taken/ or is needed regarding any issues related to anti-competitive conduct, as there have been no adverse orders from regulatory authorities.

Leadership Indicators

1. Details of public policy positions advocated by the entity:

Polycab engages with industry associations on a regular basis to assess and analyse the impact of proposed laws and regulations on the sector.

Principle 8: Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Not Applicable

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

Polycab India Limited established the Polycab Social Welfare Foundation (PSWF) in 2020 as a not-for-profit organisation dedicated to community development and fulfilling CSR commitments. PSWF addresses various social causes, including malnutrition, healthcare, education, women's empowerment, environment, skill development, disaster management, agriculture, animal husbandry, sanitation, national heritage, and culture. PSWF also partners with non-governmental organisations (NGOs) that visit communities, interact with the people, to address grievances and supports Polycab to create a positive impact amongst the local communities. CSR governance at Polycab employs a two-tier system, where the CSR and ESG committee recommends and monitors the CSR Annual Action Plan which is subject to annual approval and review by the Board of Directors. Effective mechanisms, including a dedicated email address (cs@polycab.com), are in place to address community queries and redress grievances concerning CSR projects, programs, and activities.

PSWF adopts a community-centric approach, placing community needs and priorities at the forefront of its interventions. Regular interactions between our CSR teams and implementing partners facilitate the identification and resolution of community issues, complaints, and grievances related to our interventions. PSWF has formalised the process of documenting these interactions to comply with BRSR, ensuring timely resolution of grievances. Notably, no grievances concerning program commitments were recorded; instead, requests for expanding existing programs predominated. Our CSR teams have duly acknowledged these concerns and incorporated relevant actions into plans for the upcoming year. During 2023-24, 66 such community engagements were held across all major states where CSR programmes are implemented.

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/small producers	9%	8%#
Directly from within India	48%	60%*

Figures for FY 2022-23 have been restated in accordance with the 'Input Material' definition as specified by BRSR Core.

* Pursuant to the new requirements of the BRSR Core, previous year figure has been restated to include all domestic purchases within India, rather than solely those sourced directly from within the district and neighboring districts.

An independent assurance has been carried out by KPMG Assurance and Consulting Services LLP on the FY 2024 indicators in the above table.

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
Rural	13.80%
Semi-urban	0.27%
Urban	42.46%
Metropolitan	43.47%

Pursuant to the new requirements of the BRSR Core, we have initiated tracking of this information from the current year.

An independent assurance has been carried out by KPMG Assurance and Consulting Services LLP on the FY 2024 indicators in the above table.



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Leadership Indicators

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

Not Applicable

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

Nil

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

Polycab is committed to responsible and sustainable procurement and supply chain practices. It provides equal opportunity to all its procurement partners and suppliers.

(b) From which marginalised/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

Our organisation does not hold any Intellectual Property Rights derived from Traditional Knowledge.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Not Applicable

6. Details of beneficiaries of CSR Projects

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	No. of beneficiaries from vulnerable and marginalised groups	% of beneficiaries from vulnerable and marginalised groups	Brief write-up
1.	Halol MMU	20,483	20,483	100%	A Mobile Medical Unit is running in 21 villages of Halol with the aim of "Serve the Underserved". It is operated by a Qualified Doctor, Nurse, and a driver. It operates regularly in 21 villages providing primary healthcare facilities to the tribal people who are not able to access healthcare in nearby regions and are not getting any basic health facility. The MMU covers all the villages twice a week and provides medications and treatment as per the detected illness/disease.
2.	Ghoghamba MMU	14,965	14,965	100%	After the success of Halol MMU, a second MMU was started facilitating 20 villages of Ghoghamba & Jambughoda Taluka with the same aim "Serve the Underserved". It is operated by a Qualified Doctor, Nurse, and a driver. The MMU operating as a health mobiliser works regularly covering all 20 villages twice in a week and providing basic healthcare facilities, medications, and treatment as per the detected disease.
3.	Girl Child Health Award	2,002	2,002	100%	As a fall-out of the OPD Findings of Halol MMU, the camps are conducted in the villages of Halol Taluka where people are re informed to take advantage of the Service arranged. If any health problem is detected further treatment is given. Camps like Eye Checkup Camps, ENT Camps, Skin Camps, etc. are held for tribal people. Malnutrition camps and follow-up treatment for aged 6yrs to 19 years are also conducted regularly to help fight malnutrition and get healthier.

Sr. No.	CSR Project	No. of persons benefited from CSR Projects	No. of beneficiaries from vulnerable and marginalised groups	% of beneficiaries from vulnerable and marginalised groups	Brief write-up
4.	Camps – Goghamba/Jambughoda	794	794	100%	Based on the OPD Findings of Ghoghamba MMU, the camps are conducted in Ghoghamba & Jambughoda Taluka where village people are informed to take advantage of the Service arranged, with the objective of providing treatment. Different types of camps like Ortho Camp, ENT Camp, Eye Checkup, etc. are conducted and as per the detected problems treatment is given.
5.	i Breast Camps & Follow-up Treatment	4,141	4,141	100%	iBreast Camp for Women of Halol Taluka was a project initiated by PSWF Team after understanding the fact that women are not aware about Breast Cancer, and they feel shy talking about it. Women are provided with facility of regular check-ups for Breast Cancer by Shri Halol Stree Samaj in collaboration with PSWF. If needed the women are also taken for the treatment at Goraj Muniseva Ashram, where at minimal cost, the treatment is provided. This expense is borne by PSWF. This year 10 women were found positive and after getting their permission they were taken for the treatment. Some of them are undergoing treatment by themselves.
6.	De Addiction Session	14	14	100%	Addiction is very rampant in the Tribal Belt of Halol Taluka. To address this, we have picked one Village on a Pilot Study basis. A Specialist on Deaddiction has been active with the Addicts of the Village, Juni Bhat. He began with Counselling Session, identifying the addicts & then their treatment distribution of nicotine patches, guidance to use the patches and family counselling. To take their minds off the Gutka, Padidki, Liquor Sports facility has been arranged. Matches are conducted so that they get engrossed in other activities. A follow-up session is also conducted to learn about the experience, applicability and learning of previous session. The project is still going on.
7.	Girl Child Health Awards	420	420	100%	This project is taken up for the girls of 6 to 12 years for promoting and maintaining their health and hygiene. It aims to encourage the good health of a girl child by giving them awards and gifts. Its purpose is to encourage parents of girls to look after their girl's health and hygiene. Those girls who have registered, health of these Girls is monitored by doctors for 6 months, evaluated on shared parameters followed by Award.
8.	PADSAD DEAF & Mute school - ADOPTED – Nashik	6	4	67%	Padsad Apang Upchar and Punarvasan Kendra was founded by Sucheta Tai in Nashik in 1991 with an aim to provide Educational & Vocational training to hearing impaired and children with special needs from the economically backward class of the society and make themselves independent. This year as per the appeal received from PADSAD, PSWF decided to provide hearing impaired children with hearing aids. 6 children were provided with a pair of hearing aids and were helped to "Listen to the World".
9.	Multi Specialty Hospital (Aurangabad)	330,000	231,000	70%	Under this project, PSWF supported Dr. Hedgewar Hospital, Aurangabad. The hospital is working towards the construction of Hospital for the medical students. There is a shortage of healthcare workers and to reduce this, a Medical College with a hospital is being constructed to provide society with dedicated healthcare workers. This project will be a great facility for the poor and needy patients. The hospital attached to this Medical College will be Dr. Hedgewar Hospital which is known for its services to poor and needy patients of the society and has already treated 10 million poor patients till date.
10.	TB Patients Nutrition Kits	456	456	100%	Under Prime Minister Narendra Modi's plan to eradicate T.B by 2025 across the nation, several programs have been initiated to support this initiative. One such initiative is known as "Community Support to T.B Patients" with an endeavor to make a healthy, strong and fit community. An appeal was received from Govt. Hospital of Godhra, to support this initiative by providing Nutritious Kit, prescribed by doctors. PSWF took an initiative to provide Protein Powder to T.B Patients for their healthy recovery from T.B. 152 patients will be provided with Protein Powder for a period of 3 months.



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11.	Manav Sewa	300	210	70%	Manav Sewa is a trust working for people who are suffering from temporary disability due to accident or illness or due to aging issues & also, provision for the rituals during the time of death. The trust provides equipment like walker, walking sticks, cycle, backrest, bed, stool, chair, etc. to the person who requires it for a temporary period after suffering from an accident or such cause. The equipment is provided on a depository basis and once the need is fulfilled the equipment is to be returned and the depository amount is paid back to the utiliser.
12.	ANP Care	10,534	-	-	ANP Care is a foundation that provides free dialysis to patients from the physically and economically disadvantaged sections of society who are suffering from diabetes and kidney-related ailments. ANP Care foundation currently has 10 Dialysis Machines installed, with each machine performing an average of 3 dialyses per day. Dialysis is performed on an average of 23-30 patients per day. The material cost of each dialysis is about Rs.1100. They have added another 8 machines, and the cost of additional dialysis has increased. PSWF is supporting ANP Care by providing monthly consumables required for these dialysis machines.
13.	4 C Health Programme Daman	235	206	88%	4C Health Programme Daman is a project which provides Nutrition Kits to patients of TB, Anaemia, Leprosy, Malnutrition & HIV. 4C denotes- Collaborative, Community Care through Corporate Social Responsibility. This Kit contains Nutritious Food like Flour, Pulses, Protein Powder, Chikki, Cooking Oil, etc. made on a monthly basis. This Kit is prescribed by Medical Practitioners.
14.	Tajpura	6,743	4,000	60%	Tajpura Hospital is a well-known Eye Hospital which serves Tribals & Others coming from not only Gujarat, but also from neighbouring States, like Rajasthan, Madhya Pradesh. The hospital provides treatment related eyes and provides free cataract operations. Around 200 to 230 cataract operations are conducted each day, completely free of cost. The patients are also given free meals while they are staying in the hospital, and also for one person who is assisting. This year PSWF has supported the hospital by providing a Operation Theatre for performing surgeries and operations. This will bring down the waiting list which at present is 2-3 months.
15.	Skill Development	59	59	100%	Advance Sewing Classes for Girls of Halol Taluka are operational in collaboration with Shri Halol Stree Samaj. Interested girls from different villages of Halol are enrolled in this course where they learn sewing from basic till advance. The girls are given training by qualified teachers and are provided with resources like sewing machines, sewing materials, etc. The girls on completion of the course are given certificates. It is a 6-month's Course. Presently 2 batches are running under which in Basic Course 29 girls are enrolled and under Advance Course 25 girls are enrolled. The girls have mastered in making shirts, pants, chaniyacholis, dresses, etc. and are now either stitching for own homes or for others - a small step towards self sufficiency.
16.	Computer Classes to students	42	42	100%	Computer classes are running in Halol Taluka for Girls in premises of Shri Halol Stree Samaj. Classes for Basic Computer and Diploma in Computer Application are functional where 12 girls in each course are enrolled and are given training. The girls on completion of the course are given certificates. MS Word, MS Excel, Smart Art, Grouping, etc. are taught to students which have helped girls to land up with jobs a small step towards self sufficiency.

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17.	Martial Arts training for Girls	41	10	25%	3 batches of Martial Arts Course are running in Halol Taluka for girls. This training equips them with the capability to handle adverse and challenging situations. This is a three-year Course leading to Black Belt. The objective of this course is to develop courage and confidence in girls to fight for themselves thereby instilling Self-Confidence. The course covers different Self-defense techniques like Kata, Kick practice, New Maigiri Kick, etc. This year 15 girls participated in All India Shitoryu Shotokan Open National Championship-2023 and have won Gold, Silver and Bronze Medals along with the Best Fighter Award. Overall, 42 girls are enrolled for this training course.
18.	Dance classes for Girls	34	7	21%	A classical dance class course - Bharat Natyam, is running in Halol. The dance class was initiated to make people aware about the cultural roots of India and to preserve the dance form. 3 batches are running where 30 girls are enrolled. It's a 5-year course leading to 'Visharad'. This year, the 3 rd year girls participated in Kala Mahakumbh Competition of Taluka Level and won 1 st & 3 rd rank. 5 girls also performed in the event- Panchmahotsav 2023 of Panchmahal District. an Annual Feature which a platform to showcase the Tribal Art & Culture.
19.	Skill Development in Village	143	143	100%	Under this project, several initiatives are taken up where women of villages are given trainings to acquire different skills. It begins with identifying their interest areas and then making a Self-Help Group. This year 2 initiatives were started - Agarbatti Making and Sanitary Napkins. The group of women were given training on how to make agarbatti and sanitary napkins by qualified personnel and were also provided with required resources. Several marketing and selling ideas were taught so that the final products could be sold in the market and the women can earn. The project has made women become independent and have developed entrepreneurial skills in them.
20.	Science Lab (STEM)	716	716	100%	Under this project, several schools of Halol and Ghoghamba/Jambughoda which needed Science Labs were provided with infrastructure facilities. As per the requests received from different schools, PSWF has taken this initiative to construct Science Labs for students to make the understanding of the subject easier. This approach is particularly beneficial in enhancing students' understanding of theoretical concepts and their practical applications in science, developing interests in students to focus on their "Inner Scientists".
21.	Smart Classes	102	102	100%	This project was taken up after understanding the need for smart class in this technology driven generation. With the help of audio-visuals, students can grasp faster and thereby learn faster & retain longer. Smart classes have built a positive environment for students and so the retention rate has increased. Attendance of both students & Teachers has improved. There is a higher degree of Engagement in Teachers. 2 schools are selected this year for Smart Class.
22.	Aanganwadis	105	38	37%	Aanganwadi is the Cradle for Learning- from where children start their journey of education. Thus it is necessary to provide children with a well-equipped Aanganwadi wherein Children learn and engage themselves. PSWF, on the basis of appeals, and in recommendation of ICDS received, have worked on the construction on new aanganwadis of renovation of existing aanganwadis. The infrastructural facilities are provided along with required resources like toys, books, digital facility etc. which makes it a better place to learn.
23.	Educational Kits	1,434	1,434	100%	Orphan students in Halol Taluka are struggling to get the basic amenities they need for school, like notebooks, pencils, school bags because they don't have adequate resources to buy. PSWF noticed this problem and has taken up the initiative to provide these students with educational kits which includes items required in school like bags, stationery materials, notebooks, etc.



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24.	Schools (Classes)	944	920	98%	On the basis of appeals received from various schools of Halol and Ghoghamba/Jambughoda Taluka, PSWF learned about the deteriorated condition of schools. There were schools which needed new classrooms, toilet blocks, renovation of classrooms, prayer halls, canteen room, compound wall, etc. All these conditions some way or the other was affecting the performance of students. Thus, PSWF supported these schools by providing infrastructural facilities as per the requirement and also gave required resources.
25.	LEAAD in Schools	602	602	100%	Leadership Enrichment for Adolescent through Assessment & Development is a project to build leadership qualities in students of Schools, for expressing themselves or get over their inhibitions. Foundation for Capability (a NGO of Naman Associates) is an organisation with whose help this project was started in different Residential Schools (Aashramshalas). The students are given training through different activities which develops their potential and build leadership skills. Students of these Schools have started becoming more participative, overcoming their inhibitions.
26.	Education accessories	3,004	3,004	100%	Hari Aum Charitable trust with PSWF is working towards providing various facilities in schools to provide a better environment for students to study. The appeal received from them mentioned the requirements of different resources for students like sandals, medicines, bedsheets, water filters, etc. for maintaining health and sanitation of students. PSWF this year has provided items like Bedsheets, Patanjali Items and Solar Plants for supporting their initiative to help schools.
27.	Uniform for Sarvajani Girls High School	80	80	100%	Sarvajani Girls High School is located in Halol and children are from marginalised or belong from a underserved community. The school is operating in a one storey house for 9 th and 10 th std. students. Approximately 80 to 90 students are studying in that school. On receiving an Appeal from them, PSWF has provided with school uniforms. PSWF collaborated with Sewing Class Students, running at Shri Halol Stree Samaj and gave them this order to make 80 school uniforms. They were paid for this.
28.	Organic Farming & its Promotion	95	95	100%	The farmers who are using chemical fertilisers and pesticides to grow crops were facing issues like infertility of soil, reduced crop growth, insects eating crops, less production, and a general deterioration in the Quality of Soil. A very tried, proved, effective and economical alternative to Chemical Pesticide and Fertiliser is Vermicompost - an Organic Alternate. As they were in Dire Straits, it was not too difficult to convince them especially after pilot demonstration and it's effect on Crops. In this project of Organic Farming, Vermicompost is an initiative taken up by PSWF where the farmers of different villages were made aware of its benefits-of Organic/Natural Farming. This is also very well received as most of the raw material is all available on their Farm. The farmers are taught the process of Vermicompost, where they make fertilisers on their own and use them in their farms which provides a better yield and soil fertility is also improved. Farmers have benefitted by this project.
29.	Govt Schemes	3,590	3,590	100%	Government Scheme is a project under which the tribal or marginalised people of the villages are given the opportunity to enroll themselves in different Govt. Scheme and take benefits given by the government. There are several schemes which at the grass-roots, people are unaware. Different schemes like Ma Card Yojana, Election Card, Aadhar Card, KYC, etc. are introduced to people and are explained about the benefits of these schemes. They are provided with all the needed guidance and support to enroll themselves as beneficiaries of Govt. Schemes. Camps, are organised wherein people can register themselves under different Schemes.

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30.	Talent Development - Sports, Art n Craft, Tuitions, Career Counselling	471	471	100%	In Villages. Community Activities were rolled out for people to come together & celebrate - Navratri Celebration (Garba Competition), Diwali Celebration. During Navratri, in Shivrajpur High School, Navratri Celebration was held where students of nearby schools were also invited. People danced to the tunes of Garbas, Prizes for best dressed, best performance were awarded and gifts were distributed to all who participated. Diwali was celebrated in different villages of Halol & Ghoghamba/Jambughoda Taluka where different competitions like Mehendi Competition, Rangoli Competition and Hairstyle Competition were conducted. Resources like mehendi cones, colours, etc. were provided. Talent development is a vast big field. This year ifocus was on Sports. A Sports Coach identified sports talent in 5 Residential Schools & coached them the whole year round. Culmination was in participation in KhelMahakumbh. Students participated in different sports. Students also participated in Taluka Level Sports Competition and won medals. Science Tuition Class for Girls is an ongoing activity were girls who belong to poor background, are dropouts or orphans who are weak in Science subject are given coaching everyday. PSWF team includes a Science Teacher who provides coaching to these girls. 20 to 25 girls are given coaching. Facility for practicals is also provided.
31.	Project Pashu Arogya Saathi	401	401	100%	The project Pashu Arogya Sathi is a step towards animal welfare. It's an initiative for Cattle who are to be given First Aid Treatment, a treatment before a doctor can visit. Villages are involved in animal husbandry and so need to take care of these animals. 4 villages, having a high number of Cattle were taken as a Pilot Project. These were Two Volunteer from each Village were trained in a three days programme by Experts & Doctors from Aurangabad. Seeing the positive effect of this, was replicated in 4 other Villages this year. Volunteers of these 4 Villages were trained by qualified veterinary doctors and were given the responsibility of taking care of animals in their neighbourhood. They treat the village Cattle, giving them First aid. And train others who are interested. Awareness Sessions on Good Cattle Practices were also conducted by these Sathis.
32.	Skill Development	-	-	-	Young Volunteers Organisation works with various non-profit organisations to help the deprived communities and empower the socially marginalised by providing access to livelihood services and imparting skills leading to employment, health and education facilities. PSWF is supporting their activities and be a medium for better livelihood and development of marginalised people.
33.	Plant Conservation/ Environment	200	200	100%	This project was initiated to bring awareness in people to protect the environment. In Bhat village, 2,000 saplings of Jamun and Guava Trees were distributed & planted. Geo Tagging was done for each plant, wherever possible, in others simple tagging has been done for tracking. This is a significant step to forward our mission to promote environmental sustainability and ecological balance within our community.
34.	Waste management	340	300	89%	Under the Swachh Bharat Mission the decentralised solid waste management project is being carried out in Baska Village of Halol Taluka. PSWF took this initiative by collaborating with implementing agency Concept Biotech for this project & third-party Group Panchayat. PSWF aimed to inspire and educate the community to build, restore, preserve and improve the environment through active participation allowing prosperity for now and future generations. "Kachre Se Azadi" concept is working as a project for community development and is promoting eco-friendly concepts which are sustainable and in line for environment protection. Under this project door to door collection of waste is done. This is taken to a pre allotted site where the collected waste is then segregated, processed, recycled and new items like benches, bricks, tiles, chairs, etc are made. This project has proved to be very beneficial for village cleanliness and thereby to keep people healthy.



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35.	Pond Deepening	800	45	6%	An appeal has been received to support in pond deepening of pond located in Pratapura village of Waghodia Taluka. The objective of this activity is to deepen the existing Water bodies which will increase the storage capacity of water providing various benefits to neighbourhood areas-increasing water facility for longer period of time, taking two crops, rise in water level. PSWF supported this initiative by helping in excavation and deepening of the pond.
36.	Fort Garden Daman				An appeal was received from Collector of Daman stating the condition of Fort Garden at Daman, which mentioned that a lot of repairing/renovation work was required to rebuild the garden and make it accessible for public use. The infrastructure including pathways, benches, recreational areas, etc. showed signs of wear and tear and it was necessary to repair these areas. Also many things like playground equipment's, gathering spots for community, exercise stations, etc. were missing in the garden. PSWF stepped in to reform this Municipal Garden and develop it to make it a safe, vibrant and recreational spot for visitors. Several infrastructure facilities like Jogging Paths, Concrete Walls, Park for Children, Brickwork, etc. were provided to make this garden a better place.
37.	Public Digital Library_ Daman	35 per day	Foot fall		Damanwada Group Gram Panchayat had requested to establish a Digital Library in Public Library of Daman for the use of Public. Library itself is a great concept for learning and exploring new things and with advancing technologies, Digital Library is a great concept to learn with joy! Digital library or E-library will consist of equipment's like Tablet, Computers, Laptop and Scanner. People will be using this E-Library to learn new things in a new way. Audio-visuals will be the most effective platform for learning, especially for children. PSWF has provided equipment like 5- Tablets, Desktops, 1-Barcode Scanner Laptop for transforming the traditional library to a digital library.
38.	Hadala Library	30 per day	Foot fall		Hadala High School had requested to provide with an infrastructure facility for library in Hadala High School, Bhavnagar. The school has a site in the premises for library, but there is no help to construct it. The school had mentioned that there is no library in the nearby area, which affects the educational opportunities for all. Construction of this library has proved to be beneficial for approximately 400 students of nearby schools and villages and especially for students who are aiming for competitive exams and are willing to learn more. For this project, PSWF has supported by providing Electrification of Library, Furniture, Smart Boards and Digitalisation of Library which included repairing and fixing work of different equipment's, enhancing the benefits of library for children and people around.

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.

A robust system is in place for dealing with consumer feedback and complaints, incorporating a multichannel approach for accessibility. Consumers are provided multiple options to connect with the Company through email, telephone, website, social media, feedback forms, etc. In addition, the Company's Businesses have dedicated consumer response cells to respond to their queries and receive feedback on products to enable continuous improvement of its products and services. Customers can submit product-related grievances via

- Online emails Email ID: customercare@polycab.com
- Web Base Servitium CRM Portal: <https://care.polycab.com>
- Mobile app: <https://play.google.com/store/apps/details?id=com.servitiumcrm.technician>
- WhatsApp Chatbot (QR code through Chatbot to raise issues complaint registration, warrant registration)
- On line service request on Polycab web site : www.polycab.com
- Polycab Tollfree/Helpline number: 1800 267 0008
- Check complaint status: 7304485540

Upon receipt, our centralised CRM portal efficiently registers complaints and assigns unique registration numbers for tracking purposes. Our dedicated customer care executives promptly investigate and resolve issues, utilising online solutions or on-site assistance as needed, ensuring timely resolution. Throughout the process, customers are kept informed, and upon satisfactory resolution, representatives request the "HAPPY" code for closure, maintaining systematic documentation. We systematically analyse customer feedback to determine recurring trends and areas for improvement.

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

Particulars	As a percentage to the total turnover
Environmental and social parameters relevant to the product	79%
Safe and responsible usage	100%
Recycling and/or safe disposal	-

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practice						
Customer complaints	-	-	-	-	-	-
Other	3,64,206	369	0.10% pending for 2 days	3,37,022	861	0.26% pending & 99.74% resolved



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

Zero incidents of non-compliance with regulations and/or concerning the health and safety impacts of products and services within the reporting period, resulting in a fine or penalty, warning, voluntary codes.

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, we have extensive cyber security and data privacy policies, which are applicable to the entire organisation. We respect the privacy of all individuals including employees and consumers and their personal data. The company has implemented Data Protection and Privacy Policy to establish, implement, monitor, and continuously enhance our information security, with a strong focus on customer information privacy and data security. The Policy serves as the cornerstone of the company's information security program, designed to safeguard the company's IT infrastructure and information assets. This policy outlines the minimum-security measures deemed appropriate for securing information and supersedes all previous documents on the subject. We have developed specific learning modules on the Code of Conduct for Data Privacy, which are mandatory for all employees. The entire workforce has undergone training on Data Protection & Confidentiality, covering general privacy principles, practices, processes, and expected behaviours.

Alternative policies include Cyber Security Crisis Management Policy and Information Security Policy.

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.

Not applicable, as there were no reported instances of non-compliance or penalties/regulatory action levied in respect of issues pertaining to advertising, safety regulations, marketing standards, labelling, delivery of essential services, cybersecurity, data privacy breaches, or product recalls.

7. Information relating to data breaches:

- Number of instances of data breaches:** No instance of data breach occurred during the FY 2023-24
- Percentage of data breaches involving personally identifiable information of customer:** Not Applicable
- Impact, if any, of the data breaches:** Not Applicable

Leadership Indicators

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

Polycab's commitment to accessibility and transparency is evident through our strategic initiatives. Our corporate website's product section (<https://polycab.com/products>) provides stakeholders with comprehensive details, including catalogues and informative films. Additionally, the Company also publishes Integrated Annual Report, engages on social media platforms and releases media advertisements/publications. We've expanded our market presence through partnerships with major e-commerce platforms like Flipkart and Amazon. Our active engagement on social media platforms ensures stakeholders stay updated on new product launches and features. Additionally, our products receive regular reviews from both print and online media, reinforcing our dedication to accountability and excellence. Please find the relevant links below:

Facebook – <https://www.facebook.com/PolycabInd>

Instagram – <https://www.instagram.com/polycabindia>

Twitter – <https://twitter.com/PolycabIndia>

LinkedIn – <https://www.linkedin.com/company/13473490>

YouTube – <https://www.youtube.com/user/PolycabInd>

2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

As a responsible corporate citizen, it is crucial not only to conduct business with customers but also to educate them and raise awareness about what could benefit or harm them. Our commitment to customer education and safety encompasses various initiatives. We go beyond legal requirements by displaying comprehensive product information on our labels, ensuring customers have access to essential details. Detailed product manuals are provided, covering installation, usage, and maintenance procedures in depth. Additionally, online video tutorials offer practical guidance on safe handling practices, enhancing customer understanding and confidence.

To further promote safety, our packaging includes clear warning labels highlighting key precautions. We collaborate with our dealers to host workshops and training sessions on safe usage practices. Through these initiatives, we ensure that our customers are well-informed and equipped to use our products responsibly and safely, thus fostering trust and loyalty in our brand.

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

Polycab is not directly involved in providing essential services, as defined in 'The Essential Services Maintenance Act, 1981'. However, we supply products to customers who may be providers of essential services.

We maintain continuous communication with our customers to ensure smooth operations. Any risk of disruption is promptly communicated, as service levels are specified in contracts. In addition to regular communication, we actively engage with stakeholders through webinars and seminars to address potential risks and ensure mutual understanding of our commitment to service excellence. Customers can easily reach out to us through various channels, including our Customer Care hotline, email, WhatsApp, and the Polycab Mobile App, for swift resolution of any issues or concerns.

4. (a) 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.

Yes. Polycab displays product information on the product label as mandated by law and also to provide important information to consumers regarding safety, health, proper usage and appropriate precautions. All Polycab products carry details with regards to safe handling and usage. Moreover, on product packaging, the Company engraves markings relevant to 'recycling, fragile, umbrella, etc.' and relevant compliances such as RoHS, REACH, etc.

(b) 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. We monitor consumer sentiments to receive overall feedback on issue resolution and products/services. We also evaluate consumer experiences and have achieved 98% of Customer Satisfaction Ratio through customer calls and feedback forms.