

**Date:** August 22, 2024

To,

**Listing Department  
National Stock Exchange of India Limited**  
Exchange Plaza, C-1, G Block, Bandra Kurla Complex,  
Bandra (East), Mumbai - 400 051.  
**Symbol: SYRMA**

**Department of Corporate Service  
BSE Limited**  
Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai - 400 001.  
**Scrip Code: 543573**

**Subject: Business Responsibility and Sustainability Report for the Financial Year 2023-24**

**Dear Sir/ Madam,**

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR) for Financial Year 2023-24.

Kindly note that the BRSR for the Financial Year 2023-24 also forms part of the Annual Report 2023-24 and has been submitted to the Stock Exchanges as part of the Annual Report.

You are requested to take the above information on record.

Thanking You.

Yours sincerely,

**For Syrma SGS Technology Limited**

**Komal Malik**  
**Company Secretary & Compliance Officer**  
**Membership No: F6430**  
**Place: Gurgaon**

Encl: As above.



# Business Responsibility and Sustainability Report

## SECTION A:

### GENERAL DISCLOSURES

#### I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L30007MH2004PLC148165
2.	Name of the Listed Entity	Syrma SGS Technology Limited
3.	Year of incorporation	2004
4.	Registered office address	Unit No. 601, 6 <sup>th</sup> Floor, Floral Deck Plaza, MIDC Andheri (East), Mumbai, Maharashtra, India - 400093
5.	Corporate address	Plot No B 27, Phase II, Zone B, MEPZ-SEZ, Tambaram, Chennai, Tamil Nadu, India - 600045
6.	E-mail	<a href="mailto:compliance@syrmasgs.com">compliance@syrmasgs.com</a>
7.	Telephone	(+91) 4471728600
8.	Website	<a href="https://syrmasgs.com/">https://syrmasgs.com/</a>
9.	Financial year for which reporting is being done	2023-2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited ('NSE') and BSE Limited ('BSE')
11.	Paid-up Capital	Rs. 177,58,50,810
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mrs.Komal Malik, Company Secretary and Compliance Officer (CS & CO) <a href="mailto:compliance@syrmasgs.com">compliance@syrmasgs.com</a> (+91) 1244628800
13.	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Consolidated Basis
<b>Additional Info (Optional)</b>		
14.	Name of assurance provider	Not Applicable for this financial year
<b>Additional Info (Optional)</b>		
15.	Type of assurance obtained	Not applicable for this financial year

#### Additional Info (Optional)

#### II. Products/services

##### 16 Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacturing	Computer, electronic, Communication and scientific measuring & control equipment	100

#### Additional Info (Optional)

ESG computation is done for the Indian factories with the exception of Johari Digital Healthcare Limited

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Manufacture of Printed Circuits Board Assembly (PCBA), loading of components onto printed circuit boards; PCBA Box Builds	26104	90.8%
2.	Manufacture of electronic capacitors, resistors, chokes, coils, transformers (electronic) and similar components	26101	8.9%
3.	Manufacture of other electronic components n.e.c	26109	0.2%

**Additional Info (Optional)****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	17	8	25
International	1	2	3

**Additional Information (Optional)**

National Plants - Tamil Nadu (5), Haryana (6), Himachal Pradesh (2), Karnataka (1), Uttar Pradesh (1), Rajasthan (1), Maharashtra (1)

National Offices - Mumbai (2), Delhi (1), Bangalore (1), Chennai (1), Gurgaon (2), Jodhpur (1) International Plant - Germany International Offices - USA, Germany

**19. Markets served by the entity:****a Number of locations**

Locations	Number
National (No. of States)	28
International (No. of Countries)	46

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

26% (\*on Consolidated basis)

**c A brief on types of customers**

Our company serves National and International B2B customers in the industrial, consumer electronics, healthcare, automotive, computer, medical, and railways business segments.

**IV. Employees****20. Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)
<b>Employees</b>								
1.	Permanent (D)	1146.0	916.0	79.93	230.0	20.07	0.0	0
2.	Other than Permanent (E)	110.0	110.0	82.727	19.0	17.273	0.0	0
3.	<b>Total employees (D + E)</b>	<b>1256</b>	<b>1007</b>	<b>80.175</b>	<b>249</b>	<b>19.825</b>	<b>0</b>	<b>0</b>
<b>Workers</b>								
4.	Permanent (D)	175.0	109.0	62.286	66.0	37.714	0.0	0
5.	Other than Permanent (G)	7263.0	3630.0	49.979	3633.0	50.021	0.0	0
6.	<b>Total workers (F + G)</b>	<b>7438</b>	<b>3739</b>	<b>50.269</b>	<b>3699</b>	<b>49.731</b>	<b>0</b>	<b>0</b>

**b Differently abled Employees and workers:**

S. No.	Particulars	Total (A)	Male		Female		Other	
			No. (B)	%(B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)
<b>Differently Abled Employees</b>								
1.	Permanent (D)	0.0	0.0	0.0	0.0	0.0	0.0	0.0
2.	Other than Permanent (E)	0.0	0.0	0.0	0.0	0.0	0.0	0.0
3.	<b>Total differently abled employees (D+ E)</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>	<b>0</b>
<b>Differently Abled Workers</b>								
4.	Permanent (D)	0.0	0.0	0	0.0	0	0.0	0
5.	Other than Permanent (G)	4.0	1.0	25	3.0	75	0.0	0
6.	<b>Total differently abled workers (F + G)</b>	<b>4</b>	<b>1</b>	<b>25</b>	<b>3</b>	<b>75</b>	<b>0</b>	<b>0</b>

**21. Participation/Inclusion/Representation of women**

Position	Total (A)	No. and percentage of females	
		No. (B)	%(B/A)
Board of Directors	9	1	11.111
Key Management Personnel	3	1	33.333

**22. Turnover rate for permanent employees and workers**

Particulars	FY 2023-24 (Turnover rate in current FY)				FY 2022-23 (Turnover rate in previous FY)				FY 2021-22 (Turnover rate in the year prior to the previous FY)			
	Male	Female	Other	Total	Male	Female	Other	Total	Male	Female	Other	Total
	Permanent Employee	21.6	34.5	0	24.2	19.9	25.44	0	20.87	17.17	25.66	0
Permanent Workers	18.2	9.7	0	15.1	18.0	16.0	0	17.14	19.09	15.19	0	17.46

**Additional Information (Optional)**

Previous years' numbers are changed as per SEBI guideline.

**V. Holding, Subsidiary and Associate Companies (including joint ventures)**
**23. Names of holding / subsidiary / associate companies / joint ventures**

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate Company/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	SGS Tekniks Manufacturing Private Limited	Subsidiary	100	Yes
2.	Perfect ID India Private Limited	Subsidiary	100	Yes
3.	Syrma SGS Technology and Engineering Services Limited	Subsidiary	100	Yes
4.	Syrma SGS Design and Manufacturing Private Limited	Subsidiary	100	Yes
5.	Syrma SGS Electronics Private Limited	Subsidiary	100	Yes
6.	Syrma SGS Technology Inc. (USA)#	Subsidiary	100	Yes
7.	Syrma Semicon Private Limited	Subsidiary	100	Yes
8.	Syrma Strategic Electronics Private Limited	Subsidiary	100	Yes
9.	Syrma Mobility Private Limited	Subsidiary	100	Yes
10.	Johari Digital Healthcare Limited	Subsidiary	51	No
11.	Johari Digital Healthcare Inc*	Subsidiary	51	No
12.	SGS Infosystems Private Limited*	Subsidiary	100	Yes
13.	SGS Solutions GmbH*	Subsidiary	66	No

**Additional Information (Optional)**

\*Step down Subsidiary

Johari Digital Healthcare Inc is subsidiary of Johari Digital Healthcare Limited.

SGS Infosystems Private Limited is wholly owned subsidiary of SGS Tekniks Manufacturing Private Limited. SGS Solutions GmbH is subsidiary of SGS Tekniks Manufacturing Private Limited.

# Foreign Subsidiary

**VI. CSR Details****24. (i) Whether CSR is applicable as per section 135 of Companies Act 2013: (Yes/No)**

Yes

**(ii) Turnover (in Rs.)** 20,55,58,70,000

**(iii) Net worth (in Rs.)** 15,42,89,30,000

**Additional Information (Optional)**

The above figure are on consolidated basis for FY 2023.

**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**

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 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	0	0	NA	0	0	NA
Investors (Other than shareholder)	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	6	0	NA	0	0	NA
Shareholders	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	0	0	NA	0	0	NA
Employees and Workers	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	0	0	NA	0	0	NA
Customers	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	0	0	NA	0	0	NA
Value Chain Partners	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	0	0	NA	0	0	NA
Others (please specify here)	Yes	Whistleblower Policy: <a href="https://syrmassgs.com/corporate-governance/">https://syrmassgs.com/corporate-governance/</a>	0	0	NA	0	0	NA

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	GHG Emissions	Opportunity	Carbon footprint assessment done for Scope 1 & 2, initiatives for GHG reduction in place. Baselineing of Scope 3 is in process.	Initiatives such as sourcing Green Energy, Energy Conservation measures in place for reduction of emission intensity.	Positive
2	E-Waste Management	Opportunity	E waste tracking and disposal to authorized agencies in place. Exploring ways to recycle part of the ewaste generated.	Waste management procedure in place	Positive
3	Energy Management	Opportunity	Energy measurement & tracking in place and is used for improving efficiency.	Energy Saving initiatives. CNG Procurement under process, ISO 50001 certificate received	Positive
4	Civil Disturbances & Social Unrest	Risk	Civil Disturbances & Social Unrest protection in place	HED policy in place	Positive
5	Raw Material Sourcing	Risk	Supply Chain constraints.	Alternate Supplier Sources	Positive
6	Natural Disasters	Risk	Emergency response procedures in place.	Emergency response & Business continuity plan in place	Positive

## SECTION B:

## MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
<b>Policy and management processes</b>										
1.	a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)					Yes				
	b. Has the policy been approved by the Board? (Yes/No)					Yes				
		P1								
		P2								
		P3								
		P4								
	c. Web Link of the Policies, if available	P5				<a href="https://syrmasgs.com/corporate-governance/">https://syrmasgs.com/corporate-governance/</a>				
		P6								
		P7								
		P8								
		P9								
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, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	P1								
		P2				Syrma SGS conforms to the standards -				
		P3				i) ANSI/ES D S20.20,				
		P4				ii) IATF 16949,				
		P5				iii) ISO 9001, iv) ISO 14001,				
		P6				v) ISO 13485,				
		P7				vi) ISO 45001,				
		P8				vii) EN 9100, viii), ISMS 27000 / 27701,				
		P9				ix) ESD 20:20,				
						x) IEC 61340- 5-1, (X) ISO 50001 with exception to selective manufacturing units.				
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.					Yes				
<b>Additional Information (Optional)</b>										
The company has established mid-term ESG targets and implemented a monitoring tool to track progress. A dedicated committee, under the leadership of the Managing Director, has been formed to oversee the execution and advancement of these targets. The company has registered for SBTi.										
6.	Performance of the entity against the specific commitments, goals and targets along- with reasons in case the same are not met.					Yes				
<b>Additional Information (Optional)</b>										
The company has a tool to monitor and track progress. The company has registered for SBTi.										









Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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**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)**

We place sustainability at the core of our business strategy, by employing a holistic approach that integrates ESG (Environmental, Social and Governance) programmes across all operational areas. Our commitment to corporate governance excellence ensures regulatory compliance and fosters transparency and effective communication.

While Syrma SGS aim is to achieve net zero on a long term, our short term ESG Goals are as follows:

ESG Targets	Linked to SDG
Sign up for SBTi goal in the next 12 months, by FY 25	
Reduce GHG emissions intensity by 25% (5% yoy) in the next 5 years by FY28	
Increase energy consumption from renewable sources to 50% (10% yoy) by FY 28	
Baselining of Scope 3 emissions by FY 24	
Increase sustainable sourcing to 50% by FY28 (10% yoy)	
Maintain diversity ratio (women employment) of > 50%	
Conduct product life cycle assessment for top 2 products by FY24	
Conduct regular ESG training to cover 80% of entire work force	

**Additional Information (Optional)**

The company has registered for SBTi.

The company has been working on sourcing green power and will be concluded soon

The company has started working on baselining Scope 3.

The company has been making efforts to improve the diversity index.

8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr J. S. Gujral, Managing Director
9.	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details. Yes or No?	Yes Mr Jasbir Singh Gujral, Managing Director heads the ESG committee is the decision maker and Mr PVN Rao, Chief Sustainability Officer is responsible for all sustainability related issues, solutions and process implementation.

**Additional Information (Optional)**

The ESG Committee Members are - Mr Jasbir Singh Gujral, MD; Mr R. Nagaraj, President- OPS(North); Mr N.G. Sreedharan, President – OPS (South); Mr P V N Rao, Chief Sustainability Officer; Mr O K Mishra, GM – HED North; Mr E S Sathyanarayanan, VP- HED South; Mr Sanjeev Kher, Head Strategic Supply Chain, Ms Komal Malik, CS & Compliance Office



10. Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Company's evolving framework on reporting related performances enables it to take timely Actions.									Performance review and follow ups are done on routine basis or/and as per the requirement on case- to-case basis.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-Compliances	Yes, the Company complies with all the currently applicable regulations.									Yes								

S. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	No	No	No	No	No	Yes	No	No	No
	If yes, provide name of the agency	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	No	No	No	No	No	No	No	No	No
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	No	No	No	No	No	No	No	No	No
The entity does not have the financial or/human and technical resources available for the task(Yes/No)	No	No	No	No	No	No	No	No	No
It is planned to be done in the next financial year (Yes/ No)	No	No	No	No	No	No	No	No	No
Any other reason (please specify)	NA	NA	NA	NA	NA	NA	NA	NA	NA

**Additional Information (Optional)**

Not applicable

**SECTION C:**

**PRINCIPLE WISE PERFORMANCE DISCLOSURE**

**P1:**

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

**Essential Indicator**

**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	1	During the year, the Board of Directors, KMPs and Management Team were actively engaged in various programmes/trainings pertaining to business, regulatory, ESG, safety, etc.	100
Key Managerial Personnel			
Employees other than BoD and KMPs	90	AWARENESS PROGRAM ON CYBER CRIME, AWARENESS PROGRAM ON WOMEN'S & CHILD SAFETY, Awareness Training HIRA,Aspect & Impact Study, Awareness Training on EHS Awareness -EMS 14001 & OHSAS 18001(ISO 45001), Awareness Training on first aid to all first aider, Awareness Training on Personal Safety during operation of Soldering, Process, Operation, Varnishi ng Behavior Based safety Awareness BP & Diabetics Awareness, Chemical Handling Training, Cyber Crime Awearness, Deworming, Electrical Safety, Emergency preparedness & response, ENT Care, EOHS, Epoxy Handling Personal Hygiene, ESD Refresh Training, ESD,GENERAL SAFETY, ESI & PF Awareness ETI Basecode Awareness, FIRE FIGHTING, Fire Fighting & Mock Drill FIRST AID, General Health Awareness Hazard Identification & Reporting Procedure, Hazard Identification Training, Importance of Safety Industrial Hygiene Training, ISO 14K & 45 K Standard Awareness, ISO 45001 Occupational Health & Safety, Kaizen Machine Safety Awareness, Machine safety Training, Material and Chemical Handling, Meal planning Awareness Mental Health Awareness, Mock Drill on electrical shock, Mockdrill/Fire fighting, MSDS Awareness, Personal Hygiene, Policy Awareness, POSH Awearnwess, PPE Awareness, Preventive Maintenance, SAFETY Safety Awareness, Stress Management Training, Training / Mock Drill on Chemical Spill, Training on Kaizen Suggestion, Poka- Yoke & 5S Training on KPI, Training on MSDS, Chemical Handling & its Storage and Disposal of Hazardous chemical , TRAINING ON OCP, PPE's, & IMS Policy Usage of PPE's, Warehouse Safety Workpermit for LOTO Training, Workplace Ergonomics, Company Policy, Human Rights Policy, Code of Conduct policy, Company Vision, Mission & values	100
Workers	210		

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):

Monetary					
Details	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine Settlement Compounding fee	No material fines/penalties/ compounding fees/settlement amount were paid in proceeding by the Company or by the directors/KMPs during the current Financial Year.	NA	0.0	NA	No

Non-Monetary				
Details	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	Not Applicable	NA	NA	No
Punishment	Not Applicable	NA	NA	No

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

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

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

Yes

Web link of the corresponding policy <https://www.syrmasgs.com/investor-relations/codes-and-policies/>

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

Particulars	FY 2023-24	FY 2022-23
	(Current Financial Year)	(Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

#### Additional Information (Optional)

Nil.

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

Complaints	FY 2023-24		FY 2022-23	
	(Current Financial Year)		(Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	None	0	None
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	None	0	None

**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, as there were no case of corruption and conflicts of interest which were reported during the year.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	178	116

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

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.1	0.1
	b. Number of trading houses where purchases are made from	2	2
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0.1	0.1
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	0	0
	b. Number of dealers / distributors to whom sales are made	0	0
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	0	0
Share of the RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.03	0.41
	b. Sales (Sales to related parties / Total Sales)	1.65	0.49
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0	0
	d. Investments ( Investments in related parties / Total Investments made)	0	0

**Additional Information (Optional)**

We purchase material from trading houses only in the case of emergencies. RPT details on consolidation basis

The Company operates in B2B model and does not have any dealers or distributors.

**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
1	Awareness on ESG	59

**Additional Information (Optional)**

The company had conducted a vendor meet with partners and the ESG goals were shared, expectations set and asked partners to be part of sustainability journey by the company.

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

Yes, The Company has a detailed 'Code of Conduct for its Directors and Senior Management', which provides for avoidance and managing the instances that can lead to a potential conflict of interest.

The code is available on the website: <https://www.syrmasgs.com/investor-relations/codes-and-policies/>

P2:

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

## Essential Indicator

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D – million INR	50	12.5	EV chargers, batteries, motor controllers and various other technologies
Capex – million INR	15	16.5	Provision of STP, fire suppression system, fume exhaust system

### Additional Information (Optional)

The above are prudent approximate workings in absolute numbers, in INR crores.

2. **Sustainable Sourcing**

- a. **Does the entity have procedures in place for sustainable sourcing?**

Yes

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

63%

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

A. **Plastics (including packaging):** Since Syrma SGS Technology Limited is services company (B2B business), we manufacture as per customer design and the company has no control on the end of life of the products sold to customers. However, company uses reusable packaging materials (pallets, boxes, trays etc) wherever possible.

B. **E-Waste:** Company disposes the ewaste to authorised waste collectors/ recyclers as a part of policy.

C. **Hazardous waste:** Hazardous waste gets disposed of through pollution board certified vendors.

D. **other waste:** Our endeavor is to reduce quantity of all types of waste by using sustainable methods up to the extent possible and continue to manage the disposal of the waste through certified vendors.

### Additional Information (Optional)

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.**

Since Syrma SGS Technology Limited is services company (B2B business), we manufacture as per customer design and the company has no control on the end of life of the products sold to customers. However, company uses reusable packaging materials (pallets, boxes, trays etc) wherever possible.

## Leadership Indicators

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

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

It's a part of company's ESG goal and is planned for subsequent years

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

Waste Type	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	120.71	0	0			
E-Waste	15.88	0	0			
Hazardous Waste	0	0	6.29			
Other Waste	419.72	212.65	5.14			

#### Additional Information (Optional)

The waste generated in the process is sold to authorized waste collectors/recyclers on regular basis.

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not applicable

#### Additional Information (Optional)

Not applicable, as our company manufactures products according to customer requirements and does not sell them directly to consumers.

**P3:**

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

### Essential Indicator

1. Well-being of employees and workers:

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No.(B)	% (B/A)	No.(C)	% (C/A)	No.(D)	% (D/A)	No.(E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent employees</b>											
Male	916.0	861.0	93.996	916.0	100	0	0	916.0	100	161.0	17.576
Female	230.0	200.0	86.957	230.0	100	100	100	0.0	0	90.0	39.13
Other	0.0	0.0	0	0.0	0	0	0	0.0	0	0.0	0
<b>Total</b>	<b>1146.0</b>	<b>1061.0</b>	<b>92.583</b>	<b>1146.0</b>	<b>100</b>	<b>100</b>	<b>100</b>	<b>916.0</b>	<b>79.93</b>	<b>251.0</b>	<b>21.902</b>
<b>Other than Permanent employees</b>											
Male	91.0	43.0	47.253	91.0	100	0.0	0	91.0	100	19.0	20.879
Female	19.0	5.0	26.316	19.0	100	19.0	100	0.0	0	19.0	100
Other	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0
<b>Total</b>	<b>110.0</b>	<b>48.0</b>	<b>100</b>	<b>110.0</b>	<b>100</b>	<b>19.0</b>	<b>17.273</b>	<b>91.0</b>	<b>82.727</b>	<b>38.0</b>	<b>34.545</b>

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No.(B)	% (B/A)	No.(C)	% (C/A)	No.(D)	% (D/A)	No.(E)	% (E/A)	No. (F)	% (F/A)
<b>Permanent workers</b>											
Male	109.0	15.0	13.761	109.0	100	0.0	0	109.0	100	13.0	11.927
Female	66.0	11.0	16.667	66.0	100	66.0	100	0.0	0	29.0	43.939
Other	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0
<b>Total</b>	<b>175.0</b>	<b>26.0</b>	<b>14.857</b>	<b>175.0</b>	<b>100</b>	<b>66.0</b>	<b>37.714</b>	<b>109.0</b>	<b>62.286</b>	<b>42.0</b>	<b>24</b>
<b>Other than Permanent workers</b>											
Male	3630.0	12.0	0.331	3630.0	100	0.0	0	3106.0	85.565	1139.0	31.377
Female	3633.0	0.0	0	3633.0	100	3194.0	87.916	0.0	0	1156.0	31.819
Other	0.0	0.0	0	0.0	0	0.0	0	0.0	0	0.0	0
<b>Total</b>	<b>7263.0</b>	<b>12.0</b>	<b>100</b>	<b>7263.0</b>	<b>100</b>	<b>3194.0</b>	<b>43.976</b>	<b>3106.0</b>	<b>42.765</b>	<b>2295.0</b>	<b>31.599</b>

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Cost incurred on wellbeing measures as a % of total revenue of the company	0.25%	0.35%

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

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	99.92	89.94	Yes	100	100	Yes
Gratuity	99.92	89.94	Yes	100	100	Yes
ESI	12.1	88.94	Yes	17.5	92	Yes
Others – please specify	0	0				

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

Yes our premises and offices are accessible to differently abled employees and workers.

## 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

Web Link of the Policy :- <https://www.syrmasgs.com/investor-relations/codes-and-policies>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	97.00%	100.00%	67.00%	0.00%
Female	43.00%	78.00%	100.00%	40.00%
Other	0.00%	0.00%	0.00%	0.00%
Total	89.00%	85.00%	75.00%	40.00%

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes
Other than Permanent Workers	Yes
Permanent Employees	Yes
Other than Permanent Employees	Yes

**Additional Information (Optional)**

The Company has a HED policy manual. Where we have grievance handling procedure. To provide a mechanism for employees to raise a grievance arising from their employment and at workplace. This policy will ensure that such grievances are dealt with promptly, fairly in accordance with other related policies of the organisation. All grievances shall be received through either through phone, mail or letter.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association( s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association( s) or Union (D)	% (D / C)
Total Permanent Employees	1146.0	0.0	0	895	0	0
Male	916.0	0.0	0	732	0	0
Female	230.0	0.0	0	163	0	0
Other	0.0	0.0	0	0	0	0
Total Permanent Workers	175.0	0.0	0	157	0	0
Male	109.0	0.0	0	90	0	0
Female	66.0	0.0	0	67	0	0
Other	0.0	0.0	0	0	0	0



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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	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)
<b>Employees</b>										
Male	1007.0	189.0	18.769	242.0	24.032	818	590	72.127	540	66.015
Female	249.0	74.0	29.719	77.0	30.924	177	164	92.655	161	90.96
Other	0.0	0.0	0	0.0	0	0	0	0	0	0
<b>Total</b>	<b>1256.0</b>	<b>263.0</b>	<b>20.939</b>	<b>319.0</b>	<b>25.398</b>	<b>995</b>	<b>754</b>	<b>75.779</b>	<b>701</b>	<b>70.452</b>
<b>Workers</b>										
Male	3739.0	645.0	17.251	1680.0	44.932	3407	1812	53.185	1561	45.817
Female	3699.0	668.0	18.059	945.0	25.547	3714	1118	30.102	2464	66.344
Other	0.0	0.0	0	0.0	0	0	0	0	0	0
<b>Total</b>	<b>7438.0</b>	<b>1313.0</b>	<b>17.653</b>	<b>2625.0</b>	<b>35.292</b>	<b>0</b>	<b>2930</b>	<b>Infinity</b>	<b>4025</b>	<b>56.523</b>

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	1007.0	944.0	93.744	818	630	77.017
Female	249.0	233.0	93.574	177	154	87.006
Other	0.0	0.0	0	0	0	0
<b>Total</b>	<b>1256.0</b>	<b>1177.0</b>	<b>93.71</b>	<b>995</b>	<b>784</b>	<b>78.794</b>
<b>Workers</b>						
Male	3739.0	101.0	2.701	3407	977	28.676
Female	3699.0	56.0	1.514	3714	2787	75.04
Other	0.0	0.0	0	0	0	0
<b>Total</b>	<b>7438.0</b>	<b>157.0</b>	<b>2.111</b>	<b>7121</b>	<b>3764</b>	<b>52.858</b>

## 10. Health and safety management system:

- a Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No).  
If yes, the coverage such system?  
Yes  
The coverage of the system is 100%
- b What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?  
We have obtained ISO 14001:2015 & ISO 45001:2018 (OH&SMS) certifications and strictly followed for all the processes.
- c Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)  
Yes
- d Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)  
Yes

**11. Details of safety related incidents, in the following format: \*Including in the contract workforce**

Safety Incident/Number	Category*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.1	0
	Workers	2.0	0
Total recordable work- related injuries	Employees	0.0	0
	Workers	2.0	0
No. of fatalities	Employees	0.0	0
	Workers	0.0	0
High consequence work- related injury or ill-health (excluding fatalities)	Employees	0.0	0
	Workers	0.0	0

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

1. The organization has conducted ISO 14001:2015 & ISO 45001:2018 (OH&SMS) assessments at all the plants.
2. Regular safety walks and mock Fire Drills are conducted at the plants by the Safety Officer at a regular frequency even in night shift. We do annual safety audits also.
3. The organization has established first aid centers across plants as well as trained first aiders , trained fire fighters, Doctor on panel & Nursing Staff.
4. The organization also conducts health checkups for its employees and workers while onboarding and health camps/ check ups are also organized at a plant level periodically.
5. Organised Yoga capms & Health / hygiene awareness for all employees.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	Nil	20	0	Nil
Health & Safety	0	0	Nil	3	0	Nil

**14. Assessments for the year:**

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

**Additional Information (Optional)**

All plants are certified under ISO 45001 & ISO 14001.

**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.**

Two minor(First Aid) incidents in assessed year. Preventive actions taken. Constantly updating and assessing the risk management system of the company.

## 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).

For both category, company have coverage of life insurance.

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

No statutory dues being paid or deducted.

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

Indicate input material	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	0.0	0	0.0	0
Workers	2.0	0	0.0	0

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

### Additional Information (Optional)

For people who retire at the age of 60 yrs, if the Management retains him / her, there will be a compulsory cooling off period of six months before a consulting contract can be awarded by the Management.

5. Details on assessment of value chain partners:

Issue	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	72% of non-catalogue part suppliers
Working Conditions	72% of non-catalogue part suppliers

### Additional Information (Optional)

We assess only the non catalogue part suppliers of whom 72% have ISO 45001 certification.

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.

The company has made ISO 45001 & ISO 14001 certification mandatory for all the value chain partners.



**P4: Businesses should respect the interests of and be responsive to all its stakeholders**

**Essential Indicator**

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

Key Stakeholders are identified as all the individuals, organisations and institutions who are connected with the Company and have material influence on the Company or how they are materially influenced by the Company’s corporate decisions and the results of those decisions.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Communities	No	On site community meetings	Periodic	CSR Initiatives
Investors (other than Shareholders)	No	Investor Calls / Investor Conferences / Investor In-Person Meetings, Emails	Periodic	Performance Updates
Shareholders	No	Annual General Meeting, Emails	Annual	Performance Updates
Employees and Workers	No	Townhall Meets, Workshops, Trainings, Awareness Sessions	Annual	Employees Engagement, Team Bonding, Employee Health & Safety
Customers	No	Email, sms, advertisement, website, social media, participation in exhibitions	Periodic	Offers, Intent of Business
Value Chain Partners	No	Participation in Exhibitions & Industrial forums, Vendor meet, Emails	Annual, Periodic	Process refresh, engagement

**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.**

The Company’s management regularly interacts with key stakeholders i.e communities, investors, customers, suppliers, employees etc. The Company has Risk Management Committee, Stakeholder Relationship Committee and CSR Committee that updates the progress of actions in respect to economic, environmental, and social topics to the Board and takes inputs on a regular basis.

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

Communities: Basis the requirements of community, our CSR team through implementation agency provided free legal support to victims of abuse belonging to underprivileged community from urban and peri-urban areas of society.

Access to Nutrition and Healthcare -Communities: Recognizing the need for nutrition in the village communities the company supported in providing nutritious meal to approx. 6000 children in Government and Government aided School

P5:

Businesses should respect and promote human rights

## Essential Indicator

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	1146.0	703.0	61.344	818	630	100
Non- Permanent	110.0	110.	100	0	0	100
<b>Total Employees</b>	<b>1256</b>	<b>813</b>	<b>64.729</b>	<b>995</b>	<b>784</b>	<b>100</b>
<b>Workers</b>						
Permanent	175.0	99.0	56.571	157	157	100
Non- Permanent	7263.0	4655.0	64.092	6964	6964	100
<b>Total Workers</b>	<b>7438</b>	<b>4754</b>	<b>63.915</b>	<b>7121</b>	<b>7121</b>	<b>100</b>

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C / A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>	1146.0	7.0	0.611	1139.0	99.389			0		0
Male	916.0	1.0	0.109	915.0	99.891	732	61	8.333	671	91.667
Female	230.0	6.0	2.609	224.0	97.391	163	6	3.681	157	96.319
Other	0.0	0.0	0	0.0	0	0	0	0	0	0
<b>Other than Permanent</b>	110.0	1.0	0.909	109.0	99.091			0		0
Male	91.0	1.0	1.099	90.0	98.901	86		0	80	93.023
Female	19.0	0.0	0	19.0	100	14		0	13	92.857
Other	0.0	0.0	0	0.0	0	0		0	0	0
<b>Workers</b>										
<b>Permanent</b>	175.0	0.0	0	175.0	100			0		0
Male	109.0	0.0	0	109.0	100	90		0	80	88.889
Female	66.0	0.0	0	66.0	100	67		0	60	89.552
Other	0.0	0.0	0	0.0	0	0		0	0	0
<b>Other than Permanent</b>	7263.0	3423.0	47.129	3840.0	52.871			0		0
Male	3630.0	1419.0	39.091	2211.0	60.909	3317		0	1420	42.81
Female	3633.0	2004.0	55.161	1629.0	44.839	3647		0	2905	79.655
Other	0.0	0.0	0	0.0	0	0		0	0	0

### 3. Details of remuneration/salary/wages

#### a Median remuneration / wages:

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	9	1310000	1	1310000
Key Managerial Personnel	3	15084206	1	1006863
Employees other than BoD and KMP	1007	762623	249	459166
Workers	3739	159057	3699	130805

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	30.96%	30.10%

#### Additional Information (Optional)

1. For BoD, the remuneration includes sitting fees and commission. 2. For KMP, the remuneration considered is including ESOP perks. 3. The above table is considered on average standalone figures.

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

Yes, the company has a policy to deal with human rights issues.

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

Guidance on human rights issues is covered as a part of its HED manual and policies. The Company has a Whistle Blower, Human Rights and Protection Policy that allows and encourages its stakeholders to raise concerns about the violations against the Code of Conduct.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of the year	Remarks	Filed during the year	Pending resolution at the end of the year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

Particulars	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

Syrma SGS is an equal opportunity employer. No aspect of employment with us including our hiring decisions, retention, promotion or termination will be influenced in any manner by race, color, religion, sex, age, national origin, marital status, sexual orientation, disability, veteran or citizenship status or any other protected class.

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

Yes

**10. Assessments for the year:**

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

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

No such corrective actions required for the year.

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

There are no any complaints / grievances, so no need any modification as such.

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

Respecting human rights is a fundamental part of Syrma SGS's responsibility as a company and is vital to operate our business sustainably. Syrma SGS is committed to respect fundamental human rights in our operations, our value chain, and in the communities where we operate. We seek to avoid complicity in human rights abuses and to use our influence to promote the fulfilment of human rights.

**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?**

Yes our premises and offices are accessible to differently abled visitors.


**P6: Businesses should respect and make efforts to protect and restore the environment**
**Essential Indicator****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

<b>Parameter</b>	<b>FY 2023-24 (Current Financial Year)</b>	<b>FY 2022-23 (Previous Financial Year)</b>	<b>Unit of reporting</b>
<b>For renewable sources</b>			
Total electricity consumption (A)	478919	0	MJ
Total fuel consumption (B)	0	0	MJ
Energy consumption through other sources (C)	0	0	MJ
<b>Total energy consumed from renewable sources (A+B+C)</b>	<b>478919</b>	<b>0</b>	<b>MJ</b>
<b>From non-renewable sources</b>			
Total electricity consumption (D)	71021816	53373697	MJ
Total fuel consumption (E)	3677421	668303	MJ
Energy consumption through other sources (F)	0	0	MJ

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Unit of reporting
<b>Total energy consumed from nonrenewable sources (D+E+F)</b>	<b>74699237</b>	<b>54042000</b>	
<b>Total energy consumed (A+B+C+D+E+F)</b>	<b>75178156</b>	<b>54042000</b>	
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	252,599	270,000	MJ/ INR Million
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.0524	0.0579	NA
Energy intensity in terms of physical output			NA
Energy intensity (optional) – the relevant metric may be selected by the entity			NA

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

Yes/No

No

2. **Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.**

No.

Syrma SGS does not have any facility or site at any area identified under Performance, Achieve and Trade (PAT) scheme of the Government of India.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Unit
<b>Water withdrawal by source (in kilolitres)</b>			
i) Surface water	0	0	KL
ii) Ground water	26496	20647	KL
iii) Third party water	30409	24181	KL
iv) Seawater / desalinated water	0	0	KL
v) Others	0	0	KL
<b>Total volume of water withdrawal (in kilolitres) (i+ ii + iii + iv + v)</b>	<b>56905</b>	<b>44828</b>	KL
Total volume of water consumption (in kilolitres)	56905	44828	KL
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	191.2	91.6	KL/ INR Million
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	0.00004	0.00005	NA
Water intensity in terms of physical output			NA
Water intensity (optional) – the relevant metric may be selected by the entity			NA

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

Yes/No

No

**Additional Information (Optional)**

The water is mainly used for domestic consumption and the same is circulated through STP.



Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Specify the level of treatment for with treatment discharge
<b>Water discharge by destination and level of treatment (in kilolitres)</b>			
(i) To Surface water	0		
No treatment	0		
With treatment	4652.3	0	Tertiary treatment
(ii) To Groundwater	0		
No treatment	0		
With treatment	0		
(iii) To Seawater	0		
No treatment	0		
With treatment	0		
(iv) Sent to third-parties	0		
No treatment	0		
With treatment	0		
(v) Others	0		
No treatment	0		
With treatment	1858.9	1935.8	Tertiary treatment
<b>Total water discharged (in kilolitres)</b>	<b>0</b>	<b>0</b>	

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/No**

No

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

Yes, Water is treated either through captive sewage treatment plants or common sewage treatment plant.

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

Parameter	Please specify the unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	µg/m <sup>3</sup>	21.59	24.57
SOx	µg/m <sup>3</sup>	9.73	9.69
Particulate Matter	µg/m <sup>3</sup>	41.66	33.4
Persistent organic pollutants (POPs)		0	
Volatile organic compounds (VOC)	µg/m <sup>3</sup>	1	1
Hazardous air pollutants (HAP)			
Others – please specify			

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

**Yes/No**

No

**Additional Information (Optional)**

Syrma SGS Technology Limited has been successfully monitoring ambient air quality parameters as per the State Pollution Control Board's (SPCB) / Central Pollution Control Board's (CPCB) criteria at all plants. All parameters remained within norms of SPCBs / CPCBs.

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

Parameter	Please specify the unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	747	1329
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	14125	11713
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO <sub>2</sub> e / INR Million	49.9	65
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	NA	0	0
Total Scope 1 and Scope 2 emission intensity in terms of physical output	NA	0	0
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity	NA	0	0

\*Only tracking factories in India, excluding Johari Digital. The factories are located in Tamil Nadu (4), Haryana (6), Himachal Pradesh (2), Karnataka (1), and Uttar Pradesh (1)

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/No**

No

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

- Switchover to LED lights
- Switching to R124AGHG Type based Air Conditioners Solar roof top system
- Green energy sourcing EV vehicle sourcing
- CNG based energy sourcing

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Unit of reporting
<b>Total Waste generated (in metric tonnes)</b>			
Plastic waste (A)	121.67	100.53	MT
E-waste (B)	14.93	21.55	MT
Bio-medical waste (C)	14.69	0	MT
Construction and demolition waste (D)	105.09	0	MT
Battery waste (E)	0	0	MT
Radioactive waste (F)	0	0	MT
Other Hazardous waste. Please specify, if any. (G)	0	21.78	MT
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)=	533.93	295.38	MT
<b>Total (A + B + C + D + E + F + G + H)</b>	<b>790.31</b>	<b>439.24</b>	MT

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Unit of reporting
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.265	0	MT / INR Million
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0	0	MT
Waste intensity in terms of physical output	0	0	MT
Waste intensity (optional) – the relevant metric may be selected by the entity	0	0	MT

**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	138.05	0	MT
(ii) Re-used	4.75	0	MT
(iii) Other recovery operations	0	0	MT
<b>Total</b>	<b>142.8</b>	<b>0</b>	<b>MT</b>

**For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes Total Waste generated (in metric tonnes))**

Category of waste			
(i) Incineration	7.92	0	MT
(ii) Landfilling	5.5	0	MT
(iii) Other disposal operations	0	0	MT
<b>Total</b>	<b>13.42</b>	<b>0</b>	<b>MT</b>

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/No**

No

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

Waste management practices are managed in compliance to ISO 14001 standard. The company has got valid certification of ISO 14001.

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

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

Syrma SGS doesn't have any facility or office in or around ecologically sensitive area.

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

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

Not applicable as no Greenfield projects was undertaken in the reporting year

12. Is the entity compliant with the applicable environmental law/ regulations/guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

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

Yes it is compliant

**Leadership Indicators**

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent		
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

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

The company is in process of baselining the Scope 3 emissions.

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

The company doesn't have any office or facility in or around any ecologically sensitive area.

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, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	LED Lights	Energy-efficient LED lighting is installed on Plant 1, 2 and plant 3 in Chennai.	36% less power consumption. 1,93,934 Kwhr savings during FY 24
2.	VFD Air compressor	VFD air compressors are installed in plants 1,2 and plant 3 at 30% energy savings.	30% savings from the overall consumption, 1,36,009 Kwhr savings during FY 24
3.	Occupancy sensor	Occupancy sensors are installed in the visitor room, meeting rooms, dining area lights, and visitor / meeting room AC system. Pant 1 & 3	Unwanted usage of light and AC avoided due to this automatic off when people not in that area.
4.	Rainwater harvest	Rainwater harvesting and maintaining ground water levels reduce water pump power usage. Plant 1, 2 and 3.	Ground water level maintained and no need to purchase the water. Inhouse bore well water sufficient for all plants.

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
5.	Usage of LCD monitors	Usage of LCD monitors (energy-efficient) and laptops in place of CRT monitors. All plants.	More than 50% power cost reduced.
6.	Solar street light	Solar streetlights were installed in the outer area and roadside at the Bargur plants.	4,200 Kwhr savings during the FY 24
7.	STP for water treatment	STP used to reuse the treated water for the gardening at Bargur plant 1.	18.58 KL treated and used for gardening during FY 24
8.	Solar parking area light	Parking area markings provided with the solar lights.	No need to installed the additional electric power for the marking lights.
9.	Sensor urinals/ washbasins	Sensor taps installed in the urinals and wash basins to reduce the water consumption. Plant1 and 3.	Water consumption reduced around 50% compared with conventional taps.
10.	EV Vehicle	EV Vehicles for the company usage both four wheeler and two wheelers.	In progress
11.	Roof top solar panels	Plant 1 and plant 3 feasibility study completed and solar plant need to be installed.	In progress
12.	Dual Fuel Kit Installed in 320Kva, 500 KVA, - 2 Nos and 625 Kva DG Set	DG Set will run on 70% PNG & 30% on Diesel in Northern Plant (Bawal and Manesar 1)	Reduction in Carbon Footprints
13.	Replace old DG set with New DG set 650 Kva CPCB4	New DG set with a capacity of 650 Kva, compliant with CPCB4 (Central Pollution Control Board) emission norms. Ensured the selected DG set meets environmental and efficiency standards, reducing carbon footprint and operating costs in Gurgaon Plant	Achieved compliance with CPCB4 emission norms, contributing to environmental sustainability. Reduced operating costs due to improved fuel efficiency and lower maintenance requirements of the new DG set.
14.	Consider and install new DG set with CPCB 4	New DG set with a capacity of 500 Kva, compliant with CPCB4 (Central Pollution Control Board) emission norms. Ensured the selected DG set meets environmental and efficiency standards, reducing carbon footprint and operating costs in Noida plant	Achieved compliance with CPCB4 emission norms, contributing to environmental sustainability. Reduced operating costs due to improved fuel efficiency and lower maintenance requirements of the new DG set.
15.	30 KLD STP Plant	Installing in process in p STP Plan 30 KLD MBBR Type (Moving Bed Biofilm Reactor) is a biological process in which microorganisms or namatodes are use to decompose all the organic waste present in side water these cellular organisms consume waste & excrete a simple substance that can be easily filtered out in further stage.	Removing the suspended solids, pathogens and nutrients from wastewater results in improving waste water quality and helps protect the environment from contamination.
16.	CNG BASED POWER initiated from the third party	A 150 Kw CNG Based power connection has been initiated from third party (CAPARO POWER) in Bawal 2 plant	In process

#### 4. Does the entity have a business continuity and disaster management plan? Give details in100 words/ web link.

Company is having BCP (Business Continuity plan) whcih addresses Potential impacts including loss of facility access, equipment failure, and supply chain disruptions. The BCP includes a Disaster Management Plan and Risk Mitigation Plan, with risks regularly reviewed and updated. BCP includes maintaining up-to-date data on remote servers and annual reviews focusing on risk identification, analysis, control, and monitoring. Emergency preparedness is promoted through BCP tests, simulating real emergency conditions to ensure effectiveness.



**P7:** Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

**Essential Indicator**

**1. Trade Affiliations**

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

8

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Electronic Industries Association Of India (ELCINA)	National
2.	Confederation of Indian Industry (CII)	National
3.	IPC ( <a href="https://www.ipc.org/">https://www.ipc.org/</a> )	International
4.	Indo-American Chamber of Commerce (AICC)	International
5.	Electronics and Computer Software Export Promotion Council (ESC)	National
6.	AIAG (selective mfg units)	International
7.	IESA	National
8.	MEITY	National

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

Name of Authority	Brief of the case	Corrective Action Taken
Nil	Nil	Nil

**Additional Information (Optional)**

Nil



**P8:** Businesses should promote inclusive growth and equitable development

**Essential Indicator**

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

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

**Additional Information (Optional)**

As per applicable laws, SIA is not applicable for any of the projects undertaken by the Company.

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Nil		Nil	Nil	Nil	Nil	Nil

**Additional Information (Optional)**

Nil

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

The Company has designated representative to visit the communities at stated interval/ as needed and their feedback/ suggestions are timely acknowledged and addressed.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	1.74	6
Directly from within India	22.58	49

**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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	29	18
Semi-Urban	0	0
Urban	59	68
Metropolitan	0	0

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

Details of negative social impact identified	Corrective action taken
NA	NA

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

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

**Additional Information (Optional)**

The Company has not undertaken any CSR projects in designated aspirational districts as identified by government bodies during the current Financial Year.

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

No

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

We are drafting a new procurement policy and preferential procurement from suppliers to support marginalized/vulnerable groups point is part of the that new policy

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

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

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
	Eradicating hunger, poverty and nutrition	6074	100
	Sponsorship of School fee	84	100
	Girls education programme	150	100
	Free legal support to victims of abuse belonging to weaker sections of society.	194	100



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

**Essential Indicator**

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

Our company SYRMA SGS operates under a B2B business model and does not have direct contact with end consumers. However, for other stakeholders, the company has implemented a robust system. For our esteemed customers, we provide a dedicated web link for communication. Additionally, at the plant level, we conduct customer surveys to gather feedback and improve our services

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

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

**Additional Information (Optional)**

Products of the company contain all relevant information required under applicable laws.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0.0	0.0		0	0	
Advertising	0.0	0.0		0	0	
Cyber- security	0.0	0.0		0	0	
Delivery of essential services	0.0	0.0		0	0	
Restrictive Trade Practices	0.0	0.0				
Unfair Trade Practices	0.0	0.0		0	0	
Other	0.0	0.0		0	0	

**Additional Information (Optional)**

No complaints



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

Type of recalls	Number	Reasons for recall
Voluntary recalls	800	cabinet damage
Forced recalls	0	-

**Additional Information (Optional)**

Power supply for EUREKA from Baddi plant

**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, [https://syrmatech-my.sharepoint.com/:b:/g/personal/suresh\\_m\\_syrmasgs\\_com/ETnA7-jgvH9EnERXaeV17esBnYDyNIEr37D7GW592w1T3g?e=V1vjqo](https://syrmatech-my.sharepoint.com/:b:/g/personal/suresh_m_syrmasgs_com/ETnA7-jgvH9EnERXaeV17esBnYDyNIEr37D7GW592w1T3g?e=V1vjqo)

**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

**7. Provide the following information relating to data breaches:****a Number of instances of data breaches**

Nil

**b Percentage of data breaches involving personally identifiable information of customers**

NIL

**c Impact, if any, of the data breaches**

NIL

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

S.No.	Customer	Web Link
1.	Pricol Ltd.	<a href="https://myapp.pricol.co.in/materials/">https://myapp.pricol.co.in/materials/</a>
2.	Uno Minda Ltd.	<a href="https://apznloy2n.accounts.ondemand.com/saml2/idp/sso/apznloy2n.accounts.ondemand.com">https://apznloy2n.accounts.ondemand.com/saml2/idp/sso/apznloy2n.accounts.ondemand.com</a>
3.	Havells India Ltd.	<a href="https://onlineportal.havells.com/irj/portal?spnego=disabled">https://onlineportal.havells.com/irj/portal?spnego=disabled</a>
4.	Motherson Marelli	<a href="https://mmpportal.mindeservices.com/LOGIN.aspx">https://mmpportal.mindeservices.com/LOGIN.aspx</a>
5.	Eureka Forbes Ltd.	<a href="http://euroams.eurekaforbes.co.in:9080/evp/">http://euroams.eurekaforbes.co.in:9080/evp/</a>
6.	Bajaj Electricals Ltd.	<a href="https://merchant.dice.tech/">https://merchant.dice.tech/</a>

**Additional Information (Optional)**

Please note that our company manufactures products according to customer requirements, and our web links are customized accordingly. Therefore, there are no general web links available for consumers

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

Our company manufactures products according to our end customers' requirements. We do not deal directly with consumers. The following information ensures that product marking and consumer requirements are fulfilled:

1. A user manual with installation steps and usage instructions is included in every product packaging box.
2. A safe handling sign is displayed on the packaging in accordance with legal guidelines.
3. An ESD (Electrostatic Discharge) safe sign is present on the product packaging.
4. The final packed pallet contains a detailed tracking label with serial numbers and quantities of all products in the pallet.

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

The proper Standard Operating Procedure (SOP) for the "Business Management System: Process Flow" is available with the Business Development department and implemented. This SOP includes processes for ongoing customer order fulfillment, production scheduling and dispatch, customer relationship development, and notifying customers of any risks of disruption in product delivery.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)**

Yes, the entity displays the following product information on its products:-

1. The user manual for installation steps and usage is included in every product packaging box.
2. A safe handling sign is on the packaging as per legal guidelines.
3. An ESD (Electrostatic Discharge) safe sign is on the packaging of the product.
4. The final packed pallet includes a detailed tracking label with the serial numbers and quantities of all products in the respective pallet.

**Note:** Our company does not conduct consumer surveys since the product is manufactured in our plant according to customer requirements. However, we do conduct customer satisfaction surveys at our plant locations.