

September 1, 2022

**BSE Limited**

Floor 25, Phiroze Jeejeebhoy Towers,  
Dalal Street, Mumbai — 400 001

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report (BRSR) for FY 2021-22**

Please find enclosed herewith the Business Responsibility and Sustainability Report (BRSR), which was submitted earlier as a part of our Annual Report for FY 2021-22.

Thanking you

MUTHUKUMARASAMY  
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MUTHUKRISHNA  
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MUTHUKUMARASAMY  
MUTHUKRISHNAN  
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M. Muthukumarasamy  
Company Secretary

# Business Responsibility & Sustainability Report

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L52599TN1961PLC028758
2. Name of the Listed Entity	Redington (India) Limited
3. Year of incorporation	1961
4. Registered office address	Redington House, Centre Point, Plot No. 11 (SP), Thiru.Vi.Ka Industrial Estate, Guindy, Chennai - 600 032
5. Corporate address	Redington House, Centre Point, Plot No. 11 (SP), Thiru.Vi.Ka Industrial Estate, Guindy, Chennai - 600 032
6. E mail ID	<a href="mailto:investors@redington.co.in">investors@redington.co.in</a>
7. Telephone	+91 44 4224 3353
8. Website	<a href="http://www.redingtongroup.com">www.redingtongroup.com</a>
9. Financial year for which reporting is being done	2021-22
10. Name of the Stock Exchange(s) where shares are listed	1. Bombay Stock Exchange 2. National Stock Exchange of India
11. Paid-up Capital	INR 156.3 Crores
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	1. SV Krishnan, Whole-time Director and Global Chief Financial Officer <a href="mailto:krishnan.sv@redington.co.in">krishnan.sv@redington.co.in</a> 9381053540 2. Muthukumarasamy, Compliance officer <a href="mailto:mmkumar@redington.co.in">mmkumar@redington.co.in</a> 9380572282
13. Reporting boundary - Are the disclosures under this report made on a standalone or consolidated financial statements, taken together)	The disclosures under this report are made on a consolidated basis, unless otherwise specified.

### II. Products/services

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

S.No.	Description Main Activity	Description Business Activity	% Turnover of the entity
1	Distribution of technology products	Wholesale distribution of machinery, equipment, and supplies. [Wholesale of computers, computer peripheral equipment, software, electronic and telecommunications equipment and parts]	97.1%

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

S.No.	Product/Service	NIC Code	% of total Turnover contributed
1	Whole-sale distribution of Machinery, Equipment, Supplies and Software	465	97.1%

### III. Operation

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

Location	Number of plants	Number of offices	Total
National	0	45	45
International	0	Sales offices- 38 Service centres-40	78

17. Markets served by the entity

#### a. No. of locations -

Locations	Number
National (No. of states)	28
International (No. of countries)	37

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

Percentage of exports in total turnover is Thirteen-point Seven percentage (13.7%), all of which pertain to exports from international group entities. There were no exports from our Indian entities during the year.

#### c. A brief on types of customers:

We are in the business of distribution and hence our channel partners are our customers.

We have ~34,000 channel partners across countries. Our channel partners consist of Sub Distributors, Retailers, Large Format Retailers, Multi Brand Retailers, Branded Stores, Resellers, Corporate Resellers, Value Added Resellers, System Integrators, Independent Software Vendors (ISVs) and E-Commerce Players.

### IV. Employees

18. Details as at the end of Financial Year:

#### a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
1.	Permanent	4025	3138	78%	887	22%
2.	Other than permanent	-	-	-	-	-
3.	Total Employees	4025	3138	78%	887	22%

**b. Differently abled Employees and workers:** Redington is an equal opportunity employer. We are committed to designing and upgrading to offices that accommodate all employee needs.

#### c. Participation/Inclusion/Representation of women -

The board composition details of Redington (India) Limited are detailed below (Indian data as on March 31, 2022)

Particulars	Total (A)	No. and percentage of Females Column2	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	5	0	-

Note: \*Managing Director & Whole-time Director are considered in the capacity of both Board of Directors & Key Managerial Personnel.

19. Turnover rate for permanent employees and workers (Percentage)

Permanent Employees	FY 21-22			FY 20-21			FY 19-20		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
India	14.8	15.1	14.8	13.6	10.4	12.8	21.9	30.7	24.1
Overseas	16.3	22.2	17.4	14.5	19	15.4	17.2	23.5	18.4

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

20. (a) Names of holding / subsidiary / associate companies / joint ventures

#### a. Direct subsidiaries

S. No.	Name of the Company	Country of incorporation	Ownership/Beneficial interest %	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	ProConnect Supply Chain Solutions Limited	India	100	Yes
2	Redington International Mauritius Limited	Mauritius	100	Yes
3	Redington Distribution Pte Ltd	Singapore	100	Yes
4	Redserv Global Solutions Limited	India	100	Yes

**b. Step-down subsidiaries**

S.No.	Name of the Company	Country of Incorporation	Beneficial interest of the Group %	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Redington Gulf FZE	Dubai, UAE	100	Yes
2.	Redington Egypt Ltd. (Limited Liability Company)	Cairo, Egypt	100	Yes
3.	Redington Gulf & Co. LLC	Muscat, Oman	100	Yes
4.	Redington Kenya Limited	Nairobi, Kenya	100	Yes
5.	Cadensworth FZE	Dubai, UAE	100	Yes
6.	Redington Middle East LLC	Dubai, UAE	100	Yes
7.	Ensure Services Arabia LLC	Riyadh, Saudi Arabia	100	Yes
8.	Redington Qatar WLL	Doha, Qatar	100	Yes
9.	Ensure Services Bahrain S.P.C.	Manama, Kingdom of Bahrain	100	Yes
10.	Redington Qatar Distribution WLL	Doha, Qatar	100	Yes
11.	Redington Limited	Accra, Ghana	100	Yes
12.	Redington Kenya (EPZ) Limited	Nairobi, Kenya	100	Yes
13.	Redington Uganda Limited	Kampala, Uganda	100	Yes
14.	Cadensworth United Arab Emirates (LLC)	Dubai, UAE	100	Yes
15.	Redington Tanzania Limited	Dar e saalam, Tanzania	100	Yes
16.	Redington Morocco Ltd.	Casablanca, Morocco	100	Yes
17.	Redington South Africa (Pty) Ltd. (formerly known as Ensure IT services (Pty) Ltd.)	Johannesburg, South Africa	100	Yes
18.	Redington Gulf FZE Co	Erbil, Iraq	100	Yes
19.	Redington Turkey Holdings S.A.R.L. ('RTHS')	Luxembourg City, Grand Duchy of Luxembourg	100	Yes
20.	Arena Bilgisayar Sanayi ve Ticaret A.S.	Istanbul, Turkey	49.4	Yes
21.	Arena International FZE	Dubai, UAE	49.4	Yes
22.	Redington Bangladesh Limited	Bangladesh	100	Yes
23.	Redington SL Private Limited	Sri Lanka	100	Yes
24.	Redington Rwanda Ltd.	Kigali, Rwanda	100	Yes
25.	Redington Kazakhstan LLP	Almaty, Kazakhstan	100	Yes
26.	Ensure Gulf FZE	Dubai, UAE	100	Yes
27.	Redington South Africa Distribution (PTY) Ltd. (formerly Ensure Technical Services (PTY) Ltd.)	KwaZulu-Natal, South Africa	100	Yes
28.	Ensure Middle East Trading LLC	Dubai, UAE	100	Yes
29.	Ensure Services Uganda Limited	Kampala, Uganda	100	Yes
30.	Ensure Technical Services Tanzania Limited	Dar e saalam, Tanzania	100	Yes
31.	Ensure Ghana Limited	Accra, Ghana	100	Yes
32.	Proconnect Supply Chain Logistics LLC	Dubai, UAE	100	Yes
33.	Ensure Technical Services Morocco Limited (Sarl)	Casablanca, Morocco	100	Yes
34.	Redington Senegal Limited S.A.R.L.	Dakar, Senegal	100	Yes
35.	Redington Saudi Arabia Distribution Company	Riyadh, Saudi Arabia	100	Yes
36.	PayNet Odeme Hizmetleri A.S.	Istanbul, Turkey	49.4	Yes
37.	CDW International Trading FZCO	Dubai, UAE	100	Yes
38.	RNDC Alliance West Africa Limited	Lagos, Nigeria	100	Yes
39.	Redington Turkey Teknoloji A.Ş. (formerly known as Linkplus Bilgisayar Sistemleri Sanayi ve Ticaret A.S.)	Istanbul, Turkey	100	Yes

S.No.	Name of the Company	Country of incorporation	Beneficial interest of the Group %	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
40.	Ensure Middle East Technology Solutions LLC	Abu Dhabi, UAE	100	Yes
41.	Proconnect Saudi LLC	Riyadh, Saudi Arabia	100	Yes
42.	Redserv Business Solutions Private Limited	Chennai, India	100	Yes
43.	Redington Distribution Company	Cairo, Egypt	100	Yes
44.	Citrus Consulting Services FZ LLC	Dubai, UAE	100	Yes
45.	Arena Mobile İletisim Hizmetleri ve Turketici Elektronigi Sanayi ve Ticaret A.S.	Istanbul, Turkey	49.4	Yes
46.	Online Elektronik Ticaret Hizmetleri A.S.	Istanbul, Turkey	49.4	Yes
47.	Paynet (Kibris) Odeme Hizmetleri Limited	Gazimagusa, Cyprus	49.4	Yes
48.	Redington Cote d'Ivoire SARL	Abidjan, Cote d'Ivoire	100	Yes
49.	Africa Joint Technical	Tripoli, Libya	100	Yes
50.	Redington Angola Ltd.	Luanda, Angola	100	Yes
51.	Redington Saudi for Trading	Riyadh, Saudi Arabia	100	Yes
52.	Brightstar Telekomünikasyon ve Dagitim Ltd. Sti	Istanbul, Turkey	49.4	Yes
53.	MPX İletisim ve Servis Limited Sirketi	Istanbul, Turkey	49.4	Yes
54.	Redington Gulf FZE Jordan	Amman, Jordan	49	Yes
55.	Redington Bahrain W.L.L	Manama, Bahrain	49	Yes

**VI. CSR Details**

- 21. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover (in ₹): ₹ 27,506.5 Crores
- (iii) Net worth (in ₹): ₹ 2,548.8 Crores

Redington (India) Limited's standalone network and turnover is taken considering applicability of Section 135 of the Act

**VII. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link)	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		No. 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	All stakeholders can register their concerns at <a href="https://redingtongroup.com/contact-us/">https://redingtongroup.com/contact-us/</a>	Nil	Nil		Nil	Nil	
Customers	Customers can register their grievances through multiple channels such as account managers, regional heads.	Nil	Nil		Nil	Nil	
Value Chain Partners	Suppliers can provide feedback either through the website or through supplier helpdesk, business contacts & other meeting forums.	Nil	Nil		Nil	Nil	
Investors	Analysts & Investors provide feedback through investor conferences & rating reports.	Nil	Nil		Nil	Nil	
Shareholders	Investors can register their feedback/grievance through writing to <a href="mailto:investors@redington.co.in">investors@redington.co.in</a> More details are available in <a href="https://redingtongroup.com/investor-contacts/">https://redingtongroup.com/investor-contacts/</a>	Nil	Nil		Nil	Nil	

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link)	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		No. 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
Employees and workers	Employees & Workers may make a protected disclosure to the appointed Ombudsperson to raise their concerns. Employees can also raise their issues through the Amber- a technical tool designed to seek employees' reviews and concerns. <a href="https://redingtongroup.com/wp-content/uploads/2018/05/DetailsofVigilMechanismestablishedbytheCompany.pdf">https://redingtongroup.com/wp-content/uploads/2018/05/DetailsofVigilMechanismestablishedbytheCompany.pdf</a>	1	Nil	There was one sexual harassment complaint received and the same was duly investigated and actioned upon	Nil	Nil	

23. 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.	Cyber Security Risk owing to advent of digital & increasing attack surface	Opportunity & Risk	<p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>Increased revenue potential on account of high demand for cybersecurity related offerings, a practice we have established presence in</li> <li>Margin expansion due to existing potential to upsell cyber security solutions to enterprise clients</li> </ul> <p><b>Risks:</b></p> <ul style="list-style-type: none"> <li>Reputation &amp; Legal risks in the event of a data breach</li> </ul>	<p>We have a strong risk control &amp; management team who is constantly monitoring developments in Cybersecurity threats and evaluating organisational preparedness</p> <p>We have instituted a separate privacy &amp; information risk team within our technology team who work with various stakeholders to make them aware of cyber security risks, prepare them for mitigation in the event of an attack &amp; report to senior management on developments on a periodic basis</p>	<p><b>Positive:</b></p> <p>Increased ability to serve demand for cyber security solutions</p>
2.	Managing Work place environment, Safety & Wellbeing of employees returning to work	Opportunity	<p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>Addressing employee concerns on return to work can give us an opportunity to provide best-in-class employee experience, thereby helping with attracting &amp; retaining good talent</li> </ul>	NA	<p><b>Positive:</b></p> <p>Improved employee experience &amp; productivity</p>
3.	Business continuity owing to Climate change, Pandemic & Other Disruption	Opportunity & Risk	<p><b>Opportunity:</b></p> <ul style="list-style-type: none"> <li>Operational savings from moving to more efficient sources of energy</li> </ul> <p><b>Risk:</b></p> <ul style="list-style-type: none"> <li>Climate change &amp; Pandemic risk have the potential to disrupt business as usual due to their impact on ability to execute strategic, physical &amp; employee related plans</li> </ul>	Interventions to combat climate risk & related results are presented in the Environment section of the annual report	<p><b>Positive:</b></p> <p>Opportunity to capitalise on Client &amp; Investor Interests on ESG performance</p>

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

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)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	Whistle blower Policy, Code of Conduct and Ethics and Anti-Corruption Policy (available on our intranet)	Policy on Responsible Sourcing (available on our intranet)	HR Policies are available in our Intranet	CSR Policy and Code of Ethics Policy	Promotion of Human rights is covered as part of our Code of Conduct and Ethics Policy	CSR Policy; E-Waste Policy and Code of Conduct and Ethics Policy	Code of Conduct and Ethics Policy on Responsible Sourcing (available on our intranet)	CSR Policy and Sustainability Policy (available on our intranet)	Privacy Policy
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
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	The Company has adopted the codes mentioned in the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business' as an integral part of its business practices. Further, we are also compliant with the following (i) Corporate governance voluntary guidelines 2009 issued by Ministry of Corporate Affairs Government of India (ii) CSR disclosures, Companies Act 2013 (iii) UN Guiding Principles on Business & Human Rights (iv) OECD Principles of Corporate Governance								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The company is committed to implement a comprehensive ESG framework which will be integrated into all business functions. Accordingly, the company has established a Board Level Committee for ESG and is in the process of taking necessary steps for setting up goals, tasks and performance review mechanisms.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We have been reducing our energy consumption significantly over the years. We have also been efficiently managing our E-Waste as per our E-Waste Plan. Further, please refer to the ESG section of the annual report.								
<b>Governance, leadership and oversight</b>									
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)	Please refer to Message to shareholders by the MD								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	Mr. S.V. Krishnan, Whole Time Director and Chief Financial Officer 044 - 42243200 <a href="mailto:krishnan.sv@redington.co.in">krishnan.sv@redington.co.in</a>								
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, To nurture ESG journey of the Company, we have enhanced the scope of CSR Committee and accordingly rechristened the Committee as Corporate Social Responsibility (CSR) and ESG Committee.								

10. Details of Review of NGRBCs by the Company

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee. Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any Non-compliances	Yes, we comply with all applicable laws								
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. However, as part of larger ESG initiatives, the Company intends to implement an comprehensive ESG policy which will include review procedure & frequency.								
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated: Not applicable	Not applicable								

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.

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	Percentage of persons in respective category covered by the awareness programmes
Board of Directors	1	Code of Business Conduct- Ethics programme	100% (Executive Directors only)
KMP	2	1. Code of Business Conduct	100%
Employees other than BOD and KMP	India- 5	1. Prevention of Sexual Harassment	100%
		2. Code of Business Conduct	
		3. Foreign Corrupt Practices Act	
		4. General Data Protection Regulation	
5. Orientation on Insider trading			
	MEA- (2514 Learning Man-Days, across 22 countries)	1. Leadership skills 2. Compliance requirements	100%
	Turkey- 2 Arena-23	1. Health and Safety 2. Customer Focused Services	100%
	ProConnect-3	Leadership Training	100%

All employees in the respective category are covered under the training programmes.

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):

**NIL**

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

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- Our Code of Conduct and Ethics complies with the legal requirements of applicable laws and regulations, including anti-bribery, anti-corruption and ethical handling of conflicts of interest. Anti-corruption policy and other standards of conduct are available in our intranet- <http://hrd.redington.co.in/hr/Policies.aspx?Mid=2&Sid=12>

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

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

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

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

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

The company is in the process of identifying specific interventions to improve environmental & social impact. We will publish the R&D and Capex schedule for those initiatives as part of BRSR in FY 23.

2. a) Does the entity have procedures in place for sustainable sourcing? Yes, the same is available in our intranet.

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

Our top vendors contributing to ~90% of our business, have an effective sustainable sourcing policy and the same can be accessed from their respective websites.

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)	Company is in the process of creating a comprehensive ESG framework which will also address plastic waste disposal.
b) E-waste	<ul style="list-style-type: none"> <li>Redington (India) Limited avails the warehousing and logistics services of ProConnect Supply Chain Solutions Limited by designating them as Drop Points for collection of e-wastes. The Company has placed collection bins along with appropriate indication at the warehouses of ProConnect.</li> <li>The warehouses which are designated as Drop points have presence in almost all of the states.</li> <li>The E-waste collected at the said drop points would be accumulated at centralized collection centre which will in turn be taken by the recyclers for appropriate disposal.</li> <li>The Company has two authorized PRO cum Recyclers to ensure compliance with the E-Waste (Management) Rules, 2016.</li> </ul>
c) Hazardous waste	Hazardous substances involved in the HP Indigo and 3D Printing business are handled in accordance with Law.
d) Other waste	Not applicable

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

Yes, the Company has got EPR Authorization and the waste collection plan is in accordance with the EPR plan submitted to the Pollution Control Board.

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

1. Details of measures taken for the well-being of employees:

Category	Total A	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number(C)	% (C/A)	Number (D)	% (D/A)	Numb(E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent Employees</b>											
Male	1236	1236	100%	1236	100%	NA	NA	1236	100%		
Female	427	427	100%	427	100%	427	100%	NA	NA	Nil	
<b>Total</b>	<b>1663</b>	<b>1663</b>	<b>100%</b>	<b>1663</b>	<b>100%</b>	<b>427</b>	<b>100%</b>	<b>1236</b>	<b>100%</b>		

\*Numbers pertain to Redington (India) Limited

2. Details of measures for the well-being of workers: The Company does not have workers on its rolls and hence, not applicable.

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

Benefits	FY 2021-22			FY 2020-21		
	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	100%	NA	Yes	100%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	100%	NA	Yes	100%	NA	Yes

100% of all eligible employees as per respective legislations in different geographies are covered for all retirement benefits.

**4. Accessibility of workplaces**

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard- Yes. Our India offices are compliant with Rights of Persons with Disabilities Act, 2016. Our international offices are designed considering accessibility & are compliant with local regulations in this regard.

**5. 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.**

Redington is committed to being an equal opportunity employer and ensures an inclusive culture for all our employees, contractors, and partners. In this regard, the Company is compliant with the Rights of Persons with Disabilities Act, 2016 in India. Further, our group companies are also compliant with the legal provisions effective in their respective Country of operation. The Company has a zero tolerance approach on any kind of discrimination and the same has been emphasised by our Code of Business Conduct and our Whistle Blower Policy.

**6. 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*
<b>India</b>				
Male	-	-	NA	NA
Female	100%	79%	NA	NA
<b>Total</b>	<b>100%</b>	<b>79%</b>	<b>NA</b>	<b>NA</b>
<b>Overseas</b>				
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</b>	<b>NA</b>	<b>NA</b>

\*Retention rate determines who returned to work after parental leave ended and were still employed 12 months later.

**7. 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.**

Applicable to all employees:

The Company's Policy on Prevention of Sexual Harassment at Workplace (POSH) and Whistleblower Policy have been hosted on the Company's intranet. Any concerns raised will be addressed in accordance with the procedures laid down in the policy. An Internal Complaints Committee has been constituted with due compliance with the POSH Act, 2013 to oversee the effective implementation of the policy and in redressal of grievances raised regarding POSH related issues. All employees are mandated to undergo the e-Module and e-Assessment on POSH compliances, available in the Company's intranet. Awareness Sessions on POSH were conducted during the year, highlighting on the responsibilities of the employees to ensure a discrimination-free workplace. Details of Vigil mechanism established by the company is also available on our website-<https://redingtongroup.com/wpcontent/uploads/2018/05/DetailsofVigilMechanismestablishedbytheCompany.pdf>.

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

The Company recognizes the right to freedom of association and encourages associates to connect and discuss ideas and raise issues through readily available internal tools and platforms. Such internal tools and platforms are available for all employees to share their opinion, views, and ideas across all managerial levels and across the organization. Presently, the Company does not have any employee association.

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

Categories	FY 2021-22					FY 2020-21				
	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.D	No.E	% (E/D)	No.F
<b>Redington (India) Limited</b>										
Male	1236	1236	100%	1236	100%	1163	1163	100%	1163	100%
Female	427	427	100%	427	100%	382	382	100%	382	100%
<b>Total</b>	<b>1663</b>	<b>1663</b>	<b>100%</b>	<b>1663</b>	<b>100%</b>	<b>1545</b>	<b>1545</b>	<b>100%</b>	<b>1545</b>	<b>100%</b>
<b>Subsidiaries</b>										
Male	1902	1902	100%	1902	100%	1751	1751	100%	1751	100%
Female	460	460	100%	460	100%	431	431	100%	431	100%
<b>Total</b>	<b>2362</b>	<b>2362</b>	<b>100%</b>	<b>2362</b>	<b>100%</b>	<b>2182</b>	<b>2182</b>	<b>100%</b>	<b>2182</b>	<b>100%</b>

**10. Details of performance and career development reviews of employees and worker:**

Category	FY 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
	Total A	No. B	% (B/A)	Total C	No. D	% (D/C)
<b>Redington (India) Limited</b>						
Male	1236	1236	100%	1163	1163	100%
Female	427	427	100%	382	382	100%
<b>Total</b>	<b>1663</b>	<b>1663</b>	<b>100%</b>	<b>1545</b>	<b>1545</b>	<b>100%</b>
<b>Subsidiaries</b>						
Male	1902	1902	100%	1751	1751	100%
Female	460	460	100%	431	431	100%
<b>Total</b>	<b>2362</b>	<b>2362</b>	<b>100%</b>	<b>2182</b>	<b>2182</b>	<b>100%</b>

\*PMS is considered as Performance evaluation.

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

- Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No)- Redington considers its employees as its biggest asset. We have implemented numerous interventions during the year specifically on occupational health related topics relating to emotional well-being, mental health, ergonomics & other occupational health hazards.
- What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? Work related physical hazards are addressed as part of the construction assessment, moving in assessment & routine maintenance. Other work related hazards are compiled based on regular employee surveys on employee experience.
- Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. Yes. Workers can report their concerns through an incident management portal in the intranet.
- Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? Yes, all employees are covered as part of group medical insurance covering a wide gamut of medical & health care issues.

**12.** Details of safety related incidents: No such incidents took place during this financial year.

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

**Measures:**

At Redington, we endeavour to provide a conducive working environment. Strong control measures have been put in place to ensure employee health and safety. Each floor has an Emergency Response Team (ERT) and would be easily accessible in case of emergency requirements. Apart from that, the following facilities are also available

- CCTV surveillance,
- 24/7 security,
- Fire extinguishers placed at all places,
- Sanitizers provided to all employees and kept at all common places
- Security drill

**14.** Number of Complaints on working conditions/health and safety made by employees- No such complaints raised by employees during the year

**15.** Assessments of plants for the year- Not applicable. Company does not have plants in any location.

**16.** 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- We are in the process of forming an Occupational Health & Safety Committee for all of our office locations which will be responsible for reviewing assessments of health & safety practices and working conditions on a yearly basis. Currently worker concerns are raised through incident management system & addressed on a case to case basis.

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

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

The Company duly recognizes the business eco-system in which the Company operates. Efforts are taken to consider all its stakeholders in its business value chain significant and to ensure that the interests of all stakeholders are protected. As part of the Company's Corporate Social Responsibility initiatives, disadvantaged, vulnerable and marginalized sections of the society have been identified as beneficiaries and activities were undertaken to uplift them. The Company has taken cognizance of its responsibility to maximize the positive impact and minimize and mitigate the adverse impact of its products, operations, and practices on all its stakeholders.

They are identified by evaluating the impact of actions of the business on the stakeholders and vice versa.

**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 and marginalised group(y/N)	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
Investors	N	<ul style="list-style-type: none"> <li>Periodical reports;</li> <li>Virtual Meetings / Virtual Conferences / Virtual Roadshows with existing and potential investors;</li> <li>Quarterly Earnings Call;</li> <li>Investor Connect Programmes;</li> <li>Annual General Meeting</li> </ul>	Quarterly, Half yearly and annually	<ul style="list-style-type: none"> <li>Funding and capital investment</li> <li>Positive impact creation</li> <li>Reputation</li> <li>Answer their queries</li> <li>Understand their expectations</li> </ul>
Government/ Regulatory authorities	N	<ul style="list-style-type: none"> <li>Reporting / Filings;</li> <li>Submissions/Applications;</li> <li>Conclusion of Assessments;</li> <li>Representations in person</li> <li>Attending Workshops conducted by the authorities</li> </ul>	On periodical basis as provided under relevant legislations	<ul style="list-style-type: none"> <li>Compliance with regulations for smooth functioning of business operations</li> <li>Licensing and permissions</li> <li>Progressive policy development</li> </ul>
Vendors	N	<ul style="list-style-type: none"> <li>Vendor Partner Meets</li> <li>Vendor Review Meeting</li> <li>Mailers / Brochures</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>Operational advantage basis quality, technology, pricing etc.</li> <li>Sustainable supply chain</li> <li>Cost optimisation</li> </ul>
Customer	N	<ul style="list-style-type: none"> <li>Periodical Meets / Reviews Mailers / Brochures</li> <li>Personal Visits / Interviews</li> <li>Satisfaction Surveys</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>Revenue generation and growth</li> <li>Help in distribution of new products through demand</li> <li>Building of a strong brand</li> <li>Shape sustainable markets and green product demand</li> </ul>
Employees	N	<ul style="list-style-type: none"> <li>Town Hall Meeting</li> <li>Amber Employee feedback directly to CEO - Employees in India</li> <li>Team Engagement</li> <li>Celebrations during special occasion</li> <li>Engagement through Health Programs</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>Empowered and engaged workforce drives to achieving business targets and serve as a key for successful business</li> <li>Satisfied and motivated talent have higher productivity</li> <li>Right Talent gives a competitive advantage</li> </ul>
Local communities	Y	<ul style="list-style-type: none"> <li>Meeting with Associations / NGOs</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>Understand and respond to the unique needs and concerns of society. Work in partnership with government and civil society to help address some of the critical challenges faced by the country</li> </ul>
Bankers	N	<ul style="list-style-type: none"> <li>Periodical Meetings</li> <li>Periodical Reports</li> <li>Attending Workshops/Seminars conducted by AD Bankers</li> </ul>	Periodically	<ul style="list-style-type: none"> <li>Understand the banking compliance</li> <li>Maintaining rapport with our bankers</li> <li>Raising funds</li> <li>Placement of deposits</li> <li>Channel finance</li> </ul>

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

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity- 100 % of our employees are provided training on human rights through the E-Learning module available on our intranet.

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

Category	FY 2021-22				FY 2020-21					
	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>										
Male	3138	-	-	3138	100%	2914	-	-	2914	100%
Female	887	-	-	887	100%	813	-	-	813	100%

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)				
Key Managerial Personnel				
Employees other than BoD and KMP				
Workers				

Refer to Annexure E of Board's report.

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business?

Employees and Directors can make Protected Disclosure to Ombudsperson appointed by the Company. The company has process in place to redress grievances received by officials other than the ombudsman.

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

Employees and Directors can make Protected Disclosure to Ombudsperson appointed by the Company. The company has process in place to redress grievances received by officials other than ombudsman.

We have also implemented a software tool called Amber, for employees in India to give feedback and raise their concerns. All such feedbacks are taken upon and acted by the HR team and CEO's office.

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

	FY 2021-22			FY 2020-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	1	Nil	We received 1 complaint (POSH) and it was duly enquired and addressed.	Nil	Nil	Nil
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour/Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil

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

If complaint is received by any other person the same should be forwarded to the Ombudsperson for further appropriate action. Name of the Whistle Blower will not be disclosed to the Whistle Officer / Committee. The Ombudsperson/ Whistle Officer/ Committee shall after due enquiry takes appropriate legal course of action and make a detailed written record of the Protected Disclosure.

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

Yes, in essence we encourage our partners to respect and adhere by the human rights requirements.

**9. Assessments for the year – Independent assessments for Human Rights will be covered as part of the larger ESG framework that the Company is in the process of implementing.**

**10. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments-**  
Not applicable.

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

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

Parameter	FY 2021- 2022 Current Financial Year	FY- 2020 - 2021 Previous Financial Year
Total electricity consumption (A)	6,18,530.6 Units	6,56,034 Units
Total fuel consumption (B)	3,945.3 Lts	6024 Lts
Energy consumption through other slices (C)	-	-
<b>Total energy consumption (A+B+C)</b>	<b>₹ 84,61,473/-</b>	<b>₹83,16,217/-</b>

\*Details pertain to Indian Corporate office where 30% of our workforce is placed.

**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 the entity is not covered under the scheme.

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

Parameter	FY 2021-2022	FY 2020- 2021
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	Not Applicable	Not Applicable
(ii) Groundwater	Not Applicable	Not Applicable
(iii) Third party water	Yes	Yes
(iv) Seawater / desalinated water	Not Applicable	Not Applicable
(v) Others	Not Applicable	Not Applicable
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)		
Total volume of water consumption (in kilolitres)	1,836 Kilo Lts	1,452 Kilo Lts

\*Details pertain to Indian Corporate office where 30% of our workforce is placed.

**4. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation- Zero liquid discharge is not currently in place.**

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

Parameter	Please specify unit	FY 2021- 2022 (Current Financial Year) in Open Area	FY 2020-2021 (Previous Financial Year) in Open Area	National Ambient Air Quality Standard
NOx	pg/m3	14	23	80
Sox	pg/m3	6.5	12.6	80
Particulate matter (PM2.5)	pg/m3	22.7	32.4	60
Particulate matter (PM10)	pg/m3	53.6	69.2	100
Ozone (O3)	pg/m3	20.2	34.1	180
Lead (Pb)	pg/m3	0.1	0.1	1
Carbon Monoxide (CO)	mg/m3	1.15	1.15	4
Ammonia (NH3)	pg/m3	17.5	22.5	400
Arsenic (As)	ng/m3	1	1	6
Nickel (Ni)	ng/m3	5	5	20
Benzene (C6H6)	pg/m3	1	1	5
Benzo(a)Pyrene	ng/m3	0.5	0.5	1
Persistent organic pollutants (POP)	N/A	N/A	N/A	
Volatile organic compounds (VOC)	N/A	N/A	N/A	
Hazardous air pollutants (HAP)	N/A	N/A	N/A	

\*Details pertain to Indian Corporate office where 30% of our workforce is placed.

**6. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format-** Our GHG emissions would mostly be from our logistics operations or through our office buildings. We are in the process of building a comprehensive ESG framework that will address initiatives to reduce Scope 1 & Scope 2 emissions. We will present this as part our ESG report in FY 23.

**7. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details-** We have identified some projects to reduce GHG. We are currently in the process of setting up resources to initiate & monitor these projects. We will be able to provide a more detailed project update as part of our ESG report in FY 23.

**8. Provide details related to waste management by the entity-** As a distributor of Technology products and a direct importer, we are aligned with our responsibility towards e-waste management. Our E-Waste management initiatives are in line with the E-Waste (Management) Rules, 2016 and are also available in our website- <https://redingtongroup.com/wp-content/uploads/2019/04/Redington-E-waste-awareness-program.pdf>.

**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-**

The Company ensures that there is a robust mechanism in place to identify products where the 'end of life' period have lapsed and ensures proper disposal of the same through recognized channels, as 'E-Waste'. Having been classified as an importer on record for select category of IT products, the Central Pollution Control Board (CPCB) has assigned collection targets for collection and disposal of e-waste thus generated basis the products imported and placed for sale in the market. The Company channelizes the e-waste generated to the authorized recyclers for proper disposal, in conformity with the E-Waste Management Rules, 2016.

**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-**

The company does not operate in/around ecologically sensitive areas.

**11. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year- EIA is not applicable for the company.**



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

Yes, the entity is duly compliant with all the applicable environmental laws.

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 taken action, if any
1.	Nil	Nil	Nil	Nil

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

1. a. Number of affiliations with trade and industry chambers/ associations- Four
- b. List the top 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	Associated Chamber of Commerce	India
2	Technology Distribution Association of India	India
3	Infotech Software Dealers Association	India
4	Madras Chamber of Commerce and Industry	Tamil Nadu

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- NIL

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

1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year- Not Applicable as per the relevant laws.
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- We have a separate column in our website where any member from the community can raise their grievances- <https://redingtongroup.com/india/contact-us/>
4. Percentage of input material (inputs to total inputs by value) sourced from suppliers-

Not applicable as the company is engaged in distribution business, it is not involved in production/manufacturing activities and hence there are no input materials involved.

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

1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback.  
We are committed to surpassing client expectations consistently. We have robust mechanisms to track and respond to customer complaints and feedback in the delivery of our services. There is a dedicated page in our website where the public including our customers can raise any complaints or give feedback. <https://redingtongroup.com/india/contact-us/>. Business Customers can also register their complaint through other channels such as account managers, regional heads etc.
2. Turnover of products and/ services as a percentage of turnover from all products/service that carry information about Environmental and social parameters relevant to the product, Safe and responsible usage, Recycling and / or safe disposal:  
The vendors with whom Redington is associated have policies in place to disclose all legally mandated information on the product covers/ labels, same can be accessed from all our vendor websites.

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

	FY 2021-22			FY 2020-21		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data Privacy	-	-	-	-	-	-
Advertising	-	-	-	-	-	-
Cyber security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-

4. Details of instances of product recalls on account of safety issues:  
This is not applicable as the company is only engaged in distribution of products and product recall requests are generally handled by the vendors themselves.
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 the below mentioned policies:
  - Virus and Malware Protection Policy
  - Cyber Security Policy
  - Network Security and VPN Usage 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-  
Since there are no complaints, there was no need for any corrective action. However, we always strive to ensure the best quality products are delivered to our customers and ensure all feedback from our stakeholders is considered in our business processes.