

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

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1.	Corporate Identity Number (CIN) of the Company	L20101WB1982PLC034435		
2.	Name of the Company	Century Plyboards (India) Ltd.		
3.	Registered Address	6, Lyons Range, 1st Floor, Kolkata- 700 001		
4.	Website	www.centuryply.com		
5.	E-mail ID	investors@centuryply.com		
6.	Financial Year reported	2016-17		
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Sl No.	Product	Industrial Activity Code (NIC CODE)
		1.	Plywood & Veneer	1621
		2.	Laminate	1709
		3.	Logistics	5210
8.	Three key products/services that the Company manufactures/ provides	<ul style="list-style-type: none"> ➤ Plywood ➤ Laminates ➤ Container Freight Station Services 		
9.	Total number of locations where business activity is undertaken by the Company.			
	(a) Number of International locations	CPIL through its subsidiaries has operations in Myanmar, Laos and Singapore.		
	(b) Number of National locations	CPIL has its Registered Office in Kolkata and its manufacturing units are located at Bishnupur in West Bengal, Gummidipoondi in Tamil Nadu, Taraori in Haryana, Kamrup in Assam, Bhachau in Gujarat, Hoshiarpur in Punjab. The Company's container freight stations are located at Khidderpore in West Bengal. It also has regional offices at Kolkata, Delhi, Mumbai, Bangalore and Ahmedabad and branch offices across the country.		
10	Markets served by the Company Local/State/National/International	CPIL operates across India and also exports its products to USA, Europe, Singapore, Hongkong, Vietnam, China, Nepal, Bangladesh and other countries.		

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital (INR) (As on 31.03.2017)	Rs. 222172990/-
2.	Total Turnover (INR) (FY 2016-17)	1920.33 crs.
3.	Total profit after taxes (INR) (FY 2016-17)	185.56 crs.
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.67 % of profit after tax for FY 2016-17
5.	List of CSR activities in which expenditure has been incurred:-	<p>The major areas as listed under Schedule – VII to the Companies Act, 2013 where CSR expenditure has been incurred:</p> <ul style="list-style-type: none"> ➤ Education Promoting education, including special education and employment enhancing vocational skills especially among children, women, elderly and the differently-abled and livelihood enhancement projects. ➤ Healthcare Eradicating hunger, poverty and malnutrition; promoting health care including preventive health care and sanitation, disaster response, maintenance of hospitals, participation in ‘Swachh Bharat’ mission of the Central Government, etc. ➤ Environmental Sustainability & Animal Welfare Ensuring environmental sustainability, ecological balance, animal welfare and conservation of natural resources. ➤ Protection of National Heritage Protection and preservation of art and architecture of India; restoration of buildings and sites of historic importance.

SECTION C: OTHER DETAILS

1.	Subsidiary Company/ Companies	CPIL has nine subsidiaries and two step-down subsidiaries. Out of these, two subsidiaries and both step-down subsidiaries are situated outside India.
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2.	Participation of Subsidiary Company/ Companies in the Business Responsibility (BR) initiatives of the Parent Company? If yes, then indicate the number of such subsidiary company(s)	Various BR initiatives are undertaken throughout the year and CPIL encourages its subsidiaries to participate in its BR initiatives. The subsidiaries also define their initiatives based on their specific context whilst following the principles adopted by the Parent Company.
3.	Participation and percentage of participation of other entity/ entities (e.g. suppliers and distributors, among others) that the Company does business with, in the BR initiatives of the Company	The Business Responsibility policies are applicable to the management and all the employees of the Company. The Company encourages adoption of BR initiatives by its business partners as well. Based on discussions with the suppliers and distributors of the Company, currently less than 30% of other entities participate in the BR initiatives of the Company.

SECTION D: BUSINESS RESPONSIBILITY INFORMATION

1.	<p>Details of Director/ Directors responsible for BR</p> <p>(a) Details of the Director/ Directors responsible for implementation of the BR policy/ policies</p> <p>(b) Details of the BR head</p>	<table border="1" style="margin-left: auto; margin-right: auto;"> <thead> <tr> <th style="text-align: center;">No.</th> <th style="text-align: center;">Particulars</th> <th style="text-align: center;">Details</th> </tr> </thead> <tbody> <tr> <td style="text-align: center;">1</td> <td>DIN Number (if applicable)</td> <td>00246132</td> </tr> <tr> <td style="text-align: center;">2</td> <td>Name</td> <td>Shri Sanjay Agarwal</td> </tr> <tr> <td style="text-align: center;">3</td> <td>Designation</td> <td>Managing Director and CEO</td> </tr> <tr> <td style="text-align: center;">4</td> <td>Telephone number</td> <td>033 39403950</td> </tr> <tr> <td style="text-align: center;">5</td> <td>e-mail id</td> <td>investors@centuryply.com</td> </tr> </tbody> </table>	No.	Particulars	Details	1	DIN Number (if applicable)	00246132	2	Name	Shri Sanjay Agarwal	3	Designation	Managing Director and CEO	4	Telephone number	033 39403950	5	e-mail id	investors@centuryply.com
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5	e-mail id	investors@centuryply.com																		
2.	Principle-wise (as per NVGs) BR Policy/policies	<p>The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as follows:</p> <p>Principle 1 : Ethics, Transparency and Accountability Businesses should conduct and govern themselves with Ethics, with Ethics, Transparency and Accountability [P1]</p> <p>Principle 2 : Sustainability of Products & Services across Life-cycle Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle [P2]</p> <p>Principle 3 : Employees' Well-being Businesses should promote the wellbeing of all employees [P3]</p>																		

		<p>Principle 4 : Stakeholders' Engagement Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized [P4]</p> <p>Principle 5 : Human Rights Businesses should respect and promote human rights [P5]</p> <p>Principle 6 : Environment Business should respect, protect, and make efforts to restore the environment [P6]</p> <p>Principle 7 : Responsible Policy Advocacy Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner [P7]</p> <p>Principle 8 : Inclusive Growth and Equitable Development Businesses should support inclusive growth and equitable development [P8]</p> <p>Principle 9 : Customer Value Businesses should engage with and provide value to their customers and consumers in a responsible manner [P9]</p>
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2. Details of compliance

Sl. No.	Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
1	Do you have a policy/ policies for... ?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The policies are based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business' released by the Ministry of Corporate Affairs. They also conform to the spirit of international standards such as ISO 9001 , ISO, ILO, and OSHA.								
4	Has the policy being approved by the Board? Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The policies have been approved by the Board at its meeting held on 10th May, 2016 and signed by the Managing Director and CEO.								
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The Managing Director and CEO through the Functional Heads of the Departments/ Unit Heads of the Company, overseas the implementation of the policy across the organisation.								

6	Indicate the link for the policy to be viewed online?	http://www.centuryply.com/about-us									
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y	The policies have been communicated to all the internal and external stakeholders. The same is also made available both on the Company's website as well as intranet.
8	Does the company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y	
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y	
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y	The BR policy is evaluated internally.

3. Governance related to Business Responsibility

Frequency with which the Board of Directors, Committee of the Board or CEO meet to assess the Company's BR performance.	The BR Head reviews the BR performance of the Company on annual basis. The Departmental/ Unit heads regularly assess various aspects of BR performance of their respective departments/ units.
Publishing of Business Responsibility or a Sustainability Report, its frequency and hyperlink.	The Company has published its first BR Report for the FY 2016-17 and the same forms a part of this Annual Report. The Report can also be accessed at http://www.centuryply.com/files/download/cpil-business-responsibility-policy .

SECTION E: PRINCIPLE-WISE PERFORMANCE

Principle 1: Ethics, Transparency and Accountability- Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

A company's governance practices have a direct bearing on its sustainable growth. Ethics and transparency are fundamental pillars which underline our business activities. As a responsible and leading organization, the Company does its business with utmost integrity and adheres to best governance practices. The Company has always traversed the ethical growth path guided by a principled leadership team, robust governance mechanisms and transparent accounting platforms. This has helped us to boost shareholder trust, gain competitive advantage as well as remain responsible towards all our stakeholders. The Company's Code of Conduct for Directors and Senior Management Executives serves as a guiding tool and ensures that principles get translated into consistent practice, lead the Company towards high standards of business conduct. A Whistle Blower Policy/ Vigil Mechanism is also in place which provides a channel to the employees and Directors to report to the management concerns about unethical behavior, actual or suspected fraud or violation of the codes of conduct or policies.

Information with reference to BRR framework:

1.	Coverage of the policy relating to ethics, bribery and corruption over the company and its Group/Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others	The policy serves as a roadmap to all employees of the Company and subsidiaries across all levels and grades. The guidelines are communicated to our key associates like vendors, suppliers and contractors and they are encouraged to apply them in conduct of their businesses.			
2.	Stakeholder complaints received in the past financial year and percentage of complaints satisfactorily resolved by the management.	Stakeholder Complaints	Received	Resolved	Complaints Resolved (%)
		Consumer Complaints	1495	1472	98.46%
		Investor Complaints	9	9	100%
		Vendor Complaints	0	0	--
		The Company has a structured mechanism in place for all its stakeholders to freely share their concerns and grievances with the Company.			

Principle 2: Sustainability of Products & Services across Life-cycle
Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

Wood is a major source of raw material for the plywood industry. Availability of wood remains a critical challenge and is a serious sustainability concern, especially in a country with limited natural resources and acute income inequities. Raw material linkage plays vital role in plywood industry, as timber logs procurement depends on available expanses of global forests. Environmental policies of local governments influence quantity of tree logs that can be used for industrial purpose. Over the years, the Company has managed to cater to raw material scarcity well in time and in a sustainable manner.

The Company is committed to conduct its business in an environmentally responsible manner. This policy is rooted in the Company’s core values of quality, reliability and trust guided by the best practices and is driven by our aspiration for excellence in the overall performance of our business. Our approach is to add value in such a manner that not only are our products affordable and accessible, but our practices are also sustainable and equitable. The Company has been the pioneer in Boiling Water Resistant (BWR) Decorative Veneer, Powder-proof PF Plywood and the revolutionary Non-leachable Fire Safe Plywood, providing maximum value and satisfaction to our customers.

The Company also strives to raise consumers’ awareness through proper product labelling and marketing communications. The Company endeavours to embed the principles of sustainability, as far as practicable, into the various stages of product or service life-cycle. The environmental custodianship and Corporate Citizenship are an integral part of the Company’s goal to achieve ecological development along with people development. The Company recognises the responsibility to assess and minimize the ecological impact of our business activities and protecting the ecosystem.

Information with reference to BRR framework:

1.	Three products / services whose design has incorporated social or environmental concerns, risks and/or opportunities.	(a) Zy kron (b) Starke (c) MDF & Particle Board
2.	<p>Details in respect of resource use (energy, water, raw material etc.)</p> <p>a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain</p> <p>b) Reduction during usage by consumers (energy, water) has been achieved since the previous year</p>	<p>The Company focuses on researching, developing and producing new technologies. It closely works with its suppliers and vendors to reduce the environmental impacts in the sourcing stage.</p> <p>The Company has taken various initiatives for optimum usage of resources/ energy:</p> <p>(a) The new age product Zy kron is a Fibre cement composite board wherein cellulose fibre is reinforced with cement thereby reducing the usage of wood-based raw-materials</p> <p>(b) Starke PVC board is made out of PVC and Calcium</p>

		<p>carbonate along with other performance enhancing additives, provides a promising and quality alternate to pure wood based product.</p> <p>(c) MDF Board use residuals of hardwood and softwood as its primary raw material while Particle Board uses wood chips, sawmill shavings, or even sawdust as its raw material, thereby reducing usage of wooden on logs.</p> <p>(d) Installation of Energy meters at all locations for optimum power utilisation</p> <p>(e) Installation of variable frequency drives to operate ID fan at reduced speed to avoid heat loss and save power.</p> <p>(f) Installation of sky light sheet which enables switching-off of the lighting system during day time.</p> <p>(g) Adoption of improved technology for producing anti-bacterial and anti-fungal laminates and plywood.</p>
3.	<p>Procedures in place for sustainable sourcing (including transportation) and percentage of your inputs sourced sustainably</p>	<p>The Company endeavours to integrate sustainability in the procurement process for its products. An effective inter-department communication mechanism embedded in the SAP system enables the purchases department to act according to production and sales forecasts for the forthcoming periods to ensure optimum raw material procurement.</p> <p>The Company uses substantial quantity of plantation timber and agro-forestry materials, both of which are sustainable sources of raw materials. The Company has also started procuring face veneer instead of raw timber logs from Myanmar and Laos through its overseas Subsidiaries, thereby ensuring raw material sustainability, optimising transportation and reducing related environmental impacts. As on date, the Company is sourcing 5% of its veneer from Myanmar and Laos. It is now looking for other alternative species of plywood like Beech from Europe, MLH (Mixed Light Hardwood) from Solomon Islands and Papua (New Guinea). Higher tonnage trucks/containers are deployed for transportation to save on fossil fuel.</p>
4.	<p>Steps taken to procure goods and services from local & small producers, including communities surrounding the place of work and initiatives taken to improve their capacity and capability</p>	<p>The Company has embedded sustainability throughout its procurement supply chain. We procure much of our machinery, spare-parts, consumables and packing materials from medium and small scale manufactures/ suppliers, preferably located close to our manufacturing units wherever possible. The Company also sources its supplies from various self-help groups. Awareness sessions are conducted for its suppliers on social and environmental issues. Suppliers are provided with managerial and technical assistance to train</p>

		them on practices and procedures that will ensure improvement in productivity, quality, cost-reduction, delivery and safety.
5.	Mechanism and percentage of recycling of products and waste	Conversion of logs into veneer and thereafter to plywood is accompanied by incidental waste in some form or the other. The Company uses most of its wood based wastes either as raw material for particle board or as fuel for running its boilers. Through process technology and operational control measures, the Company endeavours to minimise the generation of product or process waste. Advanced technology is being used to join waste wood veneers together to make it usable as raw material, thereby minimising wastage. The waste-water generated is treated and used for greenbelt development, thereby ensuring zero effluent discharge. It is the Company's ongoing endeavour to have a mechanism to recycle our products and limit the waste arising out of production. Our objective is to reduce the waste and to minimize the need of raw materials to produce a brand new product. Presently more than 10% of the product wastes are either recycled or put to secondary use.

Principle 2: Employees' Well-being
Businesses should promote the wellbeing of all employees

The Company focuses on ensuring the well-being of all its employees, their safety and health. It considers employee well-being as imperative ingredient to achieve a profitable growth. The Company has migrated from an era of industrial relations to employee relations. The Company believes that the power of its people is propelling its progressive growth. Their knowledge, experience and passion to perform are fundamental to building the organisation further. Hence, the Company provides its employees with opportunities that encourage them to excel and ensures a work environment that promotes well-being.

Our workforce is a fine blend of talent from different age groups, genders, castes, domains, religions, cultural backgrounds etc. We nurture talent by providing them the right mix of challenges and opportunities, learning platforms and leading positions, safe workplace and egalitarian work culture along with professional growth and personal development. Diversity and merit are the two enablers of ensuring equality of opportunity for our workforce, at the time of recruitment and during the course of employment. Bias, discrimination and harassment have no room at our workplace.

Recognition and recreation are crucial to motivate the employees to perform to the best of their potential. We have specific modules to reward talent. Some of these means and modules of employee recognition and recreation include:

1. Special celebration to accord due recognition to the retiring employee
2. Long-service award to recognize the loyalty and commitment of employees
3. Family picnics to foster warm and friendly relations.
4. Birthday celebrations.

5. Talent hunt initiatives in the form of 'Centurion Idol'
6. Performance recognition through initiatives like 'Sarvada Sarvottam Ambassadors', 'Champions', 'Star Performers' and 'i-lead'

Information with reference to BRR framework:

1	Total number of employees	6807		
2	Total number of employees hired on temporary/ contractual/ casual basis.	3019		
3	Number of permanent women employees.	384		
4	Number of permanent employees with disabilities	8		
5	Employee associations recognized by the management.	The Company respects the rights of employees to free association and union representation. The Company has various employee unions and associations at various sites, which encourage the employees to participate freely in constructive dialogue with the management.		
6	Percentage of permanent employees who are members of recognized employee association.	27%		
7	Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	Category	No of complaints filed during the financial year	No of complaints pending as on end of the financial year
		Child labour/ forced labour/ involuntary labour	Nil	Nil
		Sexual harassment	Nil	Nil
		Discriminatory employment	Nil	Nil
The Company has also constituted an Internal Complaints Committee where employees can register their complaints against sexual harassment.				
8	Percentage of under mentioned employees who were given safety & skill up-gradation training in the last year?	Permanent Employees	18%	
		Permanent Women Employees	9%	
		Casual/ Temporary/ Contractual Employees	3%	
		Employees with Disabilities	12%	

Principle 4 : Stakeholders' Engagement

Businesses should respect the interests of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

Your Company believes that the performance of business enterprises must be measured in terms of the value they create for society. Company’s stakeholders include shareholders and investors, employees, suppliers, dealers, stockists, retailers, customers, government and regulatory authorities, trade unions, media and local communities around its sites of operations. The Company values the support of its stakeholders and respects the interests and concerns they have towards it. The Company endeavours to identify, prioritise and address the needs and concerns of its stakeholders across businesses and units in a continuous, consistent and systematic manner through effective dialogues, identification of material concerns and their resolution in an equitable and transparent manner.

Information with reference to BRR framework:

1	Mapping of internal and external stakeholders	<p>The Company has mapped its internal and external stakeholders. It uses both formal and informal mechanisms to engage with various stakeholders to understand their concerns and expectations. CPIL has always acknowledged the vital contribution of all in building a sustainable business and has accorded importance to their voices and concerns.</p> <p>The main categories and their mode of engagements are:</p> <table border="1" data-bbox="703 976 1557 1485"> <tr> <td data-bbox="703 976 1002 1048">Investors and shareholders</td> <td data-bbox="1002 976 1557 1048">General meetings, annual report and Investor meets</td> </tr> <tr> <td data-bbox="703 1048 1002 1120">Employees</td> <td data-bbox="1002 1048 1557 1120">Meetings, newsletters, intranet portal, employee satisfaction survey and trainings</td> </tr> <tr> <td data-bbox="703 1120 1002 1191">Suppliers and dealers</td> <td data-bbox="1002 1120 1557 1191">Site visits and personal/ telephonic interactions</td> </tr> <tr> <td data-bbox="703 1191 1002 1263">Retailers and Customers</td> <td data-bbox="1002 1191 1557 1263">Customer meets, customer satisfaction survey and web-based interactive portals</td> </tr> <tr> <td data-bbox="703 1263 1002 1335">Government and regulatory authorities</td> <td data-bbox="1002 1263 1557 1335">Industry bodies/ forums</td> </tr> <tr> <td data-bbox="703 1335 1002 1375">Trade unions</td> <td data-bbox="1002 1335 1557 1375">union meetings</td> </tr> <tr> <td data-bbox="703 1375 1002 1447">Media</td> <td data-bbox="1002 1375 1557 1447">Press releases, media events and announcements.</td> </tr> <tr> <td data-bbox="703 1447 1002 1485">Local communities</td> <td data-bbox="1002 1447 1557 1485">Personal visits</td> </tr> </table>	Investors and shareholders	General meetings, annual report and Investor meets	Employees	Meetings, newsletters, intranet portal, employee satisfaction survey and trainings	Suppliers and dealers	Site visits and personal/ telephonic interactions	Retailers and Customers	Customer meets, customer satisfaction survey and web-based interactive portals	Government and regulatory authorities	Industry bodies/ forums	Trade unions	union meetings	Media	Press releases, media events and announcements.	Local communities	Personal visits
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2	Identification of disadvantaged, vulnerable and marginalised Stakeholders	<p>CPIL identifies disadvantaged, vulnerable and marginalized communities around its manufacturing facilities and continuously work towards their betterment by identifying their needs and expectations. It also identifies disadvantaged, vulnerable and marginalized stakeholders and continuously works towards their betterment.</p>																
3	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.	<p>CPIL makes conscious efforts for the communities residing in proximity of its manufacturing units so as to enable them improve their standard of living. Development and deployment of need-based community programmes in the areas of health, education, skill development, sanitation, livelihood etc. constitute a prominent part of Corporate Social Responsibility (CSR) initiatives. The Company’s vocational</p>																

	<p>training centre imparts carpentry training to local youth, thereby making them self-dependent.</p> <p>Direct engagement with small and marginal suppliers provides an avenue for sustainable livelihood generation and capacity building. MSME vendors are given preference wherever possible, for local procurements.</p> <p>CPIL's policies are designed to protect employees against any kind of discrimination based on caste, religion, geography, educational or social background, gender etc. Regular training at factory helps in the betterment and upliftment of workers.</p> <p>The Company constantly targets fake products and packaging manufacturers and label printers through raids in collaboration with local authorities and network of business associates as counterfeit products in the market pose a risk to customers as well.</p>
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Principle 5 : Human Rights

Businesses should respect and promote human rights

CPIL's culture demonstrates integrity and respect for human rights. The Company is committed to respect and protect the human rights of all individuals and strive to serve them with honesty, just management and fairness. The Company understands that human rights are inherent, universal, indivisible and inter-dependent in nature. The Company upholds the fundamental human rights in line with the legitimate role of business.

Information with reference to BRR framework:

1	Coverage of the Company's policy on human rights and its extension to the Group/ Joint Ventures/ Suppliers/ NGOs/Others	CPIL respects human rights and its code of conduct demonstrates its commitment towards the preservation of human rights across the value chain. The Company believes that a sustainable organisation rests on ethics and respect for human rights. CPIL's policy on human rights sets the Company's expectations of its Business Channel Partners, Investors and Contractors to adhere to principles of human rights. The Company,, within its sphere of influence, promote the awareness and realization of human rights across their value chain. The Company encourages its Business Partners to follow the policy and discourages dealings with those who violate human rights.
2	Stakeholder complaints received in the past financial year and percentage of complaints resolved satisfactorily by the management	No complaint was received pertaining to human rights violation during the reporting financial year.

Principle 6 : Environment

Business should respect, protect, and make efforts to restore the environment

The Company is committed to conduct its business in an environmentally responsible manner. This commitment is consistent with the corporate objectives of the company and is essential to sustainable development. It constantly endeavours to embed environmental sustainability right at the design and development stage. Despite using wooden logs as its primary raw material, the Company constantly endeavours to reduce over-consumption of resources and its related environmental impact. Optimal use of resources, reusing and recycling of waste has been embedded in its processes. Efforts to improve performances have resulted in considerable reduction in the use of energy and natural resources. There are several innovative technologies which have been implemented to reduce the energy consumption

Information with reference to BRR framework:

1	Coverage of the policy related to Principle 6 and its extension to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ others	The guidelines are communicated to our key associates like vendors, suppliers and contractors and they are encouraged to apply them in conduct of their businesses. We aim to propagate the principles of sustainability throughout our value chain and to all stakeholders.
2	Company's strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.	CPIL continuously strives to minimise the environmental impact of its operations through sustainable practices and responsible use of natural resources. We are continually investing in new technologies, implementing process improvements and innovating. The Company is working to control/reduce formaldehyde emission from plywood and HPL by improved glue formulation. The Company has also developed new resin manufacturing technology to avoid vacuum distillation at final stage to avoid liquid effluent discharge. Treated water is being used for steam generation in boiler, filling of ponds for storing logs, gardening/toilet flushing/ Fire water storage/ Road cleaning, etc. CPIL is regularly engaging in and encouraging its Business Partners to join its drive in expanding green cover through tree plantation activities in and around its manufacturing units and also at other places.
3	Identification and assessment of potential environmental risks	Identification and assessment of potential environmental risks is an ongoing process at CPIL. Sound environmental management systems practiced across our manufacturing units. Systems are in place to ensure continuous monitoring of potential environmental risks involved in its operations. For new and upcoming projects, potential environmental risks are identified while preparing Environment Impact Assessment (EIA) and Risk Assessment reports. Accordingly, identified potential environmental risks are addressed at the design stage and also mitigated through incorporation of robust environmental management plan. Environmental audits are carried out regularly which help in identifying potential risks and necessary corrective actions are taken to mitigate the same.

4	Company's initiatives/ projects related to Clean Development Mechanism and environmental compliance report filed	The Company has not applied for any projects under the Clean Development Mechanism. However, we strive for continual improvement in our products, services and processes, and in the value we provide to our customers, employees and the communities we serve. We embrace sustainability as a catalyst for business growth and innovation..
5	Company's initiatives on clean technology, energy efficiency, renewable energy, etc.	<p>CPIL is committed to reduce environmental impacts on our natural resources through implementation of best technology, reduction in use of energy, water conservation, minimization of air emissions, rainwater harvesting and solid waste recycling. Some of the steps taken in this directions are-</p> <ul style="list-style-type: none"> • Use of wood wastages for running boilers • Energy meters installed at all location to monitor/ control for power optimum utilisation. • Installation of wet scrubbers for air pollution control installed in lamination plant. • Installation of electrical parameters for monitoring of different sections for power control. • Installation of energy efficient equipment, lighting fixtures and also using translucent roofing sheets to use solar light during day time. • shift towards installation of LED lighting by phasing out conventional Tube Lights/Sodium/Mercury Halogen lights • Increased use of turbo vents for better air circulation without electrical energy • Rooftop solar photo voltaic projects are being installed, wherever found viable • Screening and utilization of various bio materials obtainable from natural renewable sources is regularly being experimented to achieve reduction in the use of petroleum based chemicals, thereby reducing generation of industrial wastes and pollution.
6	Reporting on the emissions/ waste generated by the Company as per the permissible limits given by CPCB/ SPCB	Efficient control equipment and robust procedures helped the Company to meet the applicable environmental standards continuously. The emissions/ waste generated by CPIL is not only within but in many cases, significantly lower than the permissible limits given by the State or Central Pollution Control Boards. The environmental monitoring reports are regularly submitted to CPCB/ SPCB by the Company.
7	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	There are no pending or unresolved show cause/ legal notices from CPCB/ SPCB as on 31 st March, 2017.

Principle 7 : Responsible Policy Advocacy
Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

CPIL engages with industry bodies and associations to influence public and regulatory policy in a responsible manner. The Company has always strived to create a positive impact in the business eco-system and communities by practicing pro-active advocacy not for securing certain benefits for industry, but for advocating certain best practices for the benefit of society at large. The Company’s engagement with the relevant authorities is guided by the values of commitment, integrity, transparency and the need to balance interests of diverse stakeholders.

Information with reference to BRR framework:

1	Membership in any trade and chamber or association	CPIL has its representation in several business and industrial associations such as- (a) MCC Chamber of Commerce and Industry (b) Bharat Chamber of Commerce (c) Indian Chamber of Commerce (d) Federation of Indian Chambers of Commerce and Industry (e) Indian Plywood Manufacturers’ Research Association
2	Advocating/ lobbying through above associations for the advancement or improvement of public good	CPIL through various industry associations participates in advocating matters for advancement of the industry and public good. We actively participate in these forums on issues and policy matters that impact the interest of our stakeholders. We prefer to be part of the broader policy development process and do not practice lobbying on any specific issue, though, at times we had advocated on Economic Reforms and Sustainable Business Principles through them.

Principle 8 : Inclusive Growth and Equitable Development
Businesses should support inclusive growth and equitable development

Inclusive business for the Company means creating economic well-being through employment, skill improvement and access to markets for the community we operate in. The Company believes in creating opportunities for the people around its operations to enable a sustainable future and ensure inclusive growth. Its community development activities focus on areas that foster development and well-being of communities. CPIL’s CSR initiatives are aligned to aspects, such as healthcare, education, environment and disaster response.

Information with reference to BRR framework:

1	Specified programmes/initiatives/projects in pursuit of the policy related to Principle 8	CPIL supports the principles of inclusive growth and equitable development through not just its corporate social responsibility initiatives but through its core business as well.
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		<p>The Company believes in being an equal opportunity employer. Policies have even been framed for promoting an inclusive workplace, where the potential of our women employees is leveraged and every woman feels valued, heard and fully involved with the Company.</p> <p>We also work towards targeting fake and counterfeit products available in the market as these pose a serious risk to our customer's well-being as well.</p> <p>The Company's inclusive growth initiatives are focused towards achieving the following objectives:</p> <ol style="list-style-type: none"> 1. Ensuring the well-being of local communities 2. Building self-employment capabilities by imparting carpentry training 3. Empowering women 4. Creating access to healthcare 5. Conserving the environment 6. Promoting education
2	Modes through which programmes/projects undertaken (through in-house team/ own foundation/ external NGO/ government structures/any other organization)	Programmes pertaining to Principle 8 are carried out by the Company directly and/or through its own Company-promoted Charitable Trusts, other NGOS and non-profit organizations.
3	Impact assessments for initiatives undertaken	The Company internally performs an impact assessment of its initiatives at the end of each year to understand the efficacy of the program in terms of delivery of desired benefits to the community and to gain insights for improving the design and delivery of future initiatives.
4	Company's direct contribution to community development projects and the details of the projects undertaken.	CPIL's contribution towards community development projects carried under its CSR policy during the reporting period (2016-17) is Rs. 3.10 crore. Details of the same have been provided in Annexure VI of the Directors' Report.
5	Steps taken to ensure that community development initiatives are successfully adopted by the community.	<p>CPIL follows a participatory approach in the areas of intervention and encourages participation from communities for planning and implementation purposes. All our businesses and manufacturing units continuously engage with communities surrounding their operations through surveys and focused meetings. This is done to assess the needs, priorities and expectations of the local community. Initiatives are thus designed and delivered in a transparent manner in line with inputs from the community itself.</p> <p>This year a new Programme "Pragati Yojna -Century Ply Carpentry School" was initiated whereby the local youth are provided free of cost training in carpentry. The objective of the project is to provide skill development training to youth from economically weaker sections of the society and help to make them more employable.</p>

Principle 9 : Customer Value

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

The Company is committed to continuously exceed customer expectations. Customer satisfaction is the key to our growth and success in this line of business. The Company strives hard to provide better services and greatest value to its customers. Our customers have been our strong pillar of support and over the years of our existence have become our true brand ambassadors. This foundation is supported by our continuous efforts to provide the best quality product, accompanied by the best marketing and technical support.

Information with reference to BRR framework:

1	Percentage of customer complaints/ consumer cases pending as on the end of financial year	1483 customer complaints were received, of which 1461 were successfully resolved. Only 22 complaints constituting 1.48% remained pending as on the end of the financial year. Subsequently, most of these complaints have also been resolved. Further, only 5 cases filed by customers/ consumers in various Consumer Courts/ Redressal Forum were pending as on the 31 st March, 2017.
2	Display of product information on the product label, over and above what is mandated as per local laws	CPIL adheres to all legal statutes with respect to product labelling and display of product information. The Company also displays all the requisite information and safety guidance which are specific to its product.
3	Case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behaviour during the last five years and pending as on the end of financial year.	One case was filed against the Company on grounds of irresponsible advertising of its 'Sainik' brand of plywood. This was however decided in favour of the Company by The Advertising Standards Council of India and the complaint was dismissed.
4	Consumer survey/ consumer satisfaction trends carried out by the Company	Consumer satisfaction is important for business. The Company connects with consumer with multiple touch points. Feedback of the end-consumers is also obtained through the numerous dealers and architects empanelled with the Company to understand the product quality feedback. The Company's CFS Division also carries out shipping lines' survey. The Company also has a systematic process for resolution of all complaints and this helps in improving consumer delight.