

ANNEXURE-8

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company	L20101WB1982PLC034435		
2.	Name of the Company	Century Plyboards (India) Ltd. [CPIL]		
3.	Registered Address	P-15/1, Taratala Road, Kolkata- 700 088		
4.	Website	www.centuryply.com		
5.	E-mail ID	investors@centuryply.com		
6.	Financial Year reported	2020-21		
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Sl.	Product	Industrial Activity Code (NIC Code)
		1.	Plywood & Veneer; MDF	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 4 international locations.		
	(b) Number of National locations	CPIL has its registered office in Kolkata. It has manufacturing facilities at 7 locations in India (including one under its Subsidiary) and 2 Container Freight Stations at Kolkata. There are 28 marketing offices across the country supported by 43 depots/ warehouses (including 9 regional distribution centres).		
10.	Markets served by the Company Local/State/ National/International	CPIL operates across India and also exports its products to Indonesia, Singapore, Thailand, Mexico, Venezuela, UAE, Israel, Vietnam, USA, Puerto Rico and other countries.		

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital (INR) (As on 31.03.2021)	222172990
2.	Total Turnover (INR) (FY 2020-21)	2,113.48 crore
3.	Total profit after taxes (INR) (FY 2020-21)	192.07 crore
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.75 % of profit after tax for FY 2020-21
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, etc. ➤ Environmental Sustainability & Animal Welfare Ensuring environmental sustainability, ecological balance, animal welfare and conservation of natural resources. ➤ Disaster Relief Providing aid during natural calamities like cyclone and covid-19 pandemic.

SECTION C: OTHER DETAILS

1.	Subsidiary Company/ Companies	As on 31st March, 2021, CPIL has eleven subsidiaries and three step-down subsidiaries. Out of these, three subsidiaries and two step-down subsidiaries are situated outside India.
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)	CPIL engages in diverse BR initiatives throughout the year and also 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	CPIL engages with various stakeholders like suppliers, distributors, employees, government and other entities in the value chain. 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 its stakeholders participate in the BR initiatives of the Company.

SECTION D: BUSINESS RESPONSIBILITY INFORMATION

1.	Details of Director/ Directors responsible for BR (a) Details of the Director/ Directors responsible for implementation of the BR policy/ policies (b) Details of the BR head	<table><tr><th>Sl.</th><th>Particulars</th><th>Details</th></tr><tr><td>1</td><td>DIN</td><td>00246132</td></tr><tr><td>2</td><td>Name</td><td>Sri Sanjay Agarwal</td></tr><tr><td>3</td><td>Designation</td><td>CEO and Managing Director</td></tr><tr><td>4</td><td>Telephone number</td><td>033 39403950</td></tr><tr><td>5</td><td>e-mail id</td><td>investors@centuryply.com</td></tr></table>	Sl.	Particulars	Details	1	DIN	00246132	2	Name	Sri Sanjay Agarwal	3	Designation	CEO and Managing Director	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	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:																		
		<table><tr><td>Principle 1 :</td><td>Ethics, Transparency and Accountability Businesses should conduct and govern themselves with Ethics, Transparency and Accountability [P1]</td></tr><tr><td>Principle 2 :</td><td>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]</td></tr><tr><td>Principle 3 :</td><td>Employees' Well-being Businesses should promote the wellbeing of all employees [P3]</td></tr><tr><td>Principle 4 :</td><td>Stakeholders' Engagement Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized [P4]</td></tr><tr><td>Principle 5 :</td><td>Human Rights Businesses should respect and promote human rights [P5]</td></tr><tr><td>Principle 6 :</td><td>Environment Business should respect, protect, and make efforts to restore the environment [P6]</td></tr><tr><td>Principle 7 :</td><td>Responsible Policy Advocacy Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner [P7]</td></tr></table>	Principle 1 :	Ethics, Transparency and Accountability Businesses should conduct and govern themselves with Ethics, Transparency and Accountability [P1]	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]	Principle 3 :	Employees' Well-being Businesses should promote the wellbeing of all employees [P3]	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]	Principle 5 :	Human Rights Businesses should respect and promote human rights [P5]	Principle 6 :	Environment Business should respect, protect, and make efforts to restore the environment [P6]	Principle 7 :	Responsible Policy Advocacy Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner [P7]				
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		Principle 8 :	Inclusive Growth and Equitable Development Businesses should support inclusive growth and equitable development [P8]
		Principle 9 :	Customer Value Businesses should engage with and provide value to their customers and consumers in a responsible manner [P9]

Details of compliance

Sl.	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 CEO and Managing Director.								
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 CEO and Managing Director through the Functional Heads of the Departments/ Unit Heads of the Company, oversees the implementation of the policy across the organisation.								
6	Indicate the link for the policy to be viewed online?	http://www.centuryply.com/investor/codes&policies/business-responsibility-policy.pdf								
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 overall BR performance of the Company is reviewed by the BR Head annually while the varied aspects of BR performance of each department/unit are assessed by the respective department/ unit heads on a regular basis.
Publishing of Business Responsibility or a Sustainability Report, its frequency and hyperlink.	The Company publishes its BR Report on an annual basis as a part of its Annual Report. The Report can also be accessed on the Company's website at https://www.centuryply.com/investor-information/Business-Responsibility-Statement-31.3.2020.pdf

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 has adopted and implemented various policies and codes thereby setting the foundation for good corporate governance at the core of all its business transactions and processes. 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, thereby leading 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, promptly and directly, concerns about

unethical behaviour, actual or suspected fraud or any irregularity in the Company practices or violation of its codes and policies.

Your Company is also cognizant of its responsibility towards protecting and maintaining the confidentiality and disclosure of price sensitive information in accordance with the Securities and Exchange Board of India (Prohibition of Insider Trading) Regulations, 2015. In this regard, the Company has developed its Code of Practices and Procedures for Fair Disclosure of Unpublished Price Sensitive Information which not only conforms to the regulatory requirements but also instils a sense of responsibility among the designated persons for protecting and maintaining confidentiality.

The Company is equally committed to the prevention, deterrence and detection of bribery and other corrupt business practices. With this intent, it has approved and adopted an 'Anti-Bribery and Anti-Corruption Policy' ("ABAC Policy"). The purpose of this Policy is to ensure that our Company sets up adequate procedures to prevent the Company's involvement in any activity relating to bribery, facilitation payments, or corruption, even where the involvement may be unintentional. It requires employees, directors, officers of the Company and third parties subject to this ABAC Policy to recognize questionable transactions, behaviour or conduct, and to take steps to record, comply and follow procedures set in place to deal with such behaviour or conduct.

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 its subsidiaries across all levels and grades. Our Organisation has requisite measures in place to address any concerns pertaining to ethics, bribery, and corruption. These are also communicated to our key associates like vendors, suppliers and contractors and they are asked to practice 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	Opening	Received	Resolved	Complaints Resolved (%)
		Consumer Complaints	97	1713	1748	96.57%
		Investor Complaints	0	4	4	100%
		Vendor Complaints	Nil	Nil	--	--
		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 wood panel 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), Borer and Termite proof panels, Germ-

free laminate, Antifungal decorative veneer, providing maximum value and satisfaction to our customers. During outbreak of Covid-19 pandemic and with safety of its stakeholders in mind, the Company, on a war footing basis, developed Virokill technology which is an antiviral chemical based on a nano-engineered highly activated nanoparticle and applied the same to most of its products, thereby ensuring protection against the SARS-COV-2 corona virus. The Company went ahead and developed 'Fire-Wall' technology for its plywood, thereby making it fire retardant. CenturyPly now enriched with Firewall technology is certified as the best in class by Indian Standards (IS 5509), American Society for Testing Material (ASTM E84) and British Standard. (BS476 Part 7) when measured against critical parameters like flammability, spread ability, penetration, smoke developed index.

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)	Introduction of 'Virokill' technology in most of its products which ruptures and kills 99.99% microbes, bacteria, fungus or virus coming in contact with it.
		(b)	Introduction of 'Firewall' technology in plywood offering best-in-class product when measured against critical parameters like flammability, spread ability, penetration, smoke developed index.
		(c)	MDF & Particle Board
			Apart from the above, the Company continues with its environment friendly products like 'Zykron' and 'Starke'
2.	Details in respect of resource use (energy, water, raw material etc.)		Emphasis is laid by the Company on researching, developing and producing new technologies. It closely works with its suppliers and vendors to reduce any hazardous environmental impacts in the sourcing stage.
	a) Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain		Various initiatives continue to be undertaken by the Company for optimal utilisation of resources/ energy:
	b) Reduction during usage by consumers (energy, water) has been achieved since the previous year	(a)	Increased focussed on manufacture of MDF Board and Particle Board which uses residuals of hardwood and softwood as its primary raw, thereby reducing usage of wooden logs.

		<p>(b) Replacement of traditional glue spreader with latest full length glue spreader machines.</p> <p>(c) Reduction of idle running time of machines by installing timers</p> <p>(d) Installation of solar water heaters for saving energy.</p> <p>(e) Installation of STP plant, which has reduced consumption of precious ground water. The treated water is used for watering the greenery in the plant premises.</p> <p>(f) Expansion of solar roof-top panels on factory sheds for increasing generation of power, thereby substantially reducing dependence on fossil fuels and emission of carbon dioxide.</p> <p>(g) Adoption of improved technology for producing anti-bacterial, anti-fungal and anti-viral laminates and plywood.</p>
3.	Procedures in place for sustainable sourcing (including transportation) and percentage of your inputs sourced sustainably	<p>The Company focusses on integrating sustainability in the procurement process for its products. An effective inter-department communication mechanism embedded in the SAP system enables the purchase 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 also procures face veneer instead of raw timber logs, thereby ensuring raw material sustainability. As on date, the Company is sourcing approximately 15% of its timber logs and veneer from other Countries. The Company, through its Subsidiary, has also set up a veneer processing unit in Gabon to take advantage of availability of Okoume timber for meeting its face veneer requirements. It is already having similar backward integration in Myanmar and Laos for securing availability of raw material. By providing subsidised saplings unconditionally, the Company is encouraging farmers around its manufacturing locations to plant eucalyptus and other trees around their field. The Company is also promoting large-scale plantations of fast growing and short-rotation plant species in the vicinity of our manufacturing facilities, particularly in Punjab and Tamil Nadu. This, in future, may turn out to be a huge source of sustainable supply of raw material for the Company besides adding to the green cover and source of income for the farmers.</p> <p>The Company has strategically designed its distribution network in order to serve its dealers in the least possible time and transportation cost. This has resulted in better warehouse and inventory management. Further, the Company drives its distribution plan using an ERP (Enterprise Resource Planning) system to optimize freight cost. These initiatives on one hand benefits the Company in terms of time and cost of transportation and on the other hand support environment through reduction in fuel consumption and resultant carbon emission. Also, higher tonnage trucks/ containers are deployed for transportation to save on fossil fuel.</p>
4.	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>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 manufacturers/ 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 them on practices and procedures that will ensure improvement in productivity, quality, cost-reduction, delivery and safety. Besides this, much of the Company's production-line work-force is from communities surrounding its factories.</p>

5.	Mechanism and percentage of recycling of products and waste	<p>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. Conversion of logs into veneer and thereafter to plywood is accompanied by incidental waste in some form or the other. 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 Company also uses most of its wood based wastes as raw material for particle board. At places where it cannot be used as raw-material, these wood-wastes are consumed as fuel in the boilers for generation of heat.</p> <p>On the other hand, the waste-water generated is treated and used for greenbelt development, thereby ensuring zero effluent discharge.</p> <p>Therefore, almost all of the product wastes are either recycled or put to secondary use.</p>
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Principle 3: Employees' Well-being

Businesses should promote the well-being of all employees

The safety and well-being of the Company's employees is paramount and non-negotiable. The Company follows industry accredited best practices on health and safety across our operations, and conduct all our processes in a responsible manner to safeguard our employees. 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 conducive 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.

The Company understand that employees spend a big part of their waking hours in the workplace. Hence, the Company focus on creating a holistic work environment by promoting health and wellness at the workplace. Fitness and financial wellness sessions

are organised from time to time for the benefit of the employees. The Company also encourages and sponsors its employees and their family members to participate in marathons, so as to imbibe a discipline for fitness in them. The Company has schemes for providing ex-gratia financial assistance to its employees on the occasion of marriage and child-birth. In order to ensure adequate protection during the on-going pandemic, your Company has made appropriate sanitization arrangements across all its work-places, distributed preventive medicines and also provided Covid health insurance to its employees. Company has launched 'Centurion Buddy', a one-stop whatsapp based solution for addressing all employee related issues and queries in a time-bound manner.

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' and 'Centurion Star'.

Information with reference to BRR framework:

1	Total number of employees	6365		
2	Total number of employees hired on temporary/ contractual/ casual basis.	4348		
3	Number of permanent women employees.	369		
4	Number of permanent employees with disabilities	9		
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.	47%		
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	40%	
		Permanent Women Employees	16%	
		Casual/ Temporary/ Contractual Employees	17%	
		Employees with disabilities	55%	

Principle 4: Stakeholders' Engagement

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

Identifying the stakeholders and engaging with them through multiple channels in order to hear what they have to say about our products and services are essential parts of our sustainability plan. 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	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.	
		The main categories and their mode of engagements are:	
		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/ video conferencing
		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.
2	Identification of disadvantaged, vulnerable and marginalised Stakeholders	CPIL identifies disadvantaged, vulnerable and marginalized communities around its manufacturing facilities and continuously works towards their betterment by identifying their needs and expectations. It also identifies disadvantaged, vulnerable and marginalized stakeholders and continuously works towards their betterment.	
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 undertaken by the Company. The Company's vocational 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>Fair treatment and safeguarding the interests of the contract workforce is important for the Company. Contract labour is deployed at the manufacturing facilities and in other functions, in various non-core activities like housekeeping, canteen operations, warehouse operations and others. Each unit maintains suitable checks and balances to ensure that wage payments, statutory contributions, and other such obligations are met by the contractors. Further, safety training programs which are conducted for employees and workmen are also extended to contractual employees.</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>	

Principle 5 : Human Rights

Businesses should respect and promote human rights

The Company is an ardent believer in human rights which is evident from the organisation's culture which depicts integrity and respect for human rights. The Company is committed to

respect and protect the human rights of all individuals and it strives to serve all individuals 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 domain of influence, takes initiatives to promote awareness 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 Company has spread the principles of environmental sustainability across its value chain. These 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 has adopted sustainable practices and responsible use of natural resources in order to minimise the environmental impact of its operations. New technologies, implementing process improvements and innovations have been our core areas of investment. The Company is continuously working to control/reduce formaldehyde emission from plywood and HPL by improved glue formulation. The Company also works on its resin manufacturing technology to avoid vacuum distillation at final stage so as to minimise liquid effluent discharge. Treated water is being used for filling of ponds for storing logs, gardening, toilet flushing, fire water storage, road cleaning, etc. The Company has completed installation of roof-top solar photo voltaic panels at all its manufacturing units for generation of power thereby substantially reducing dependence on fossil fuels and emission of carbon dioxide. The Company is also promoting large-scale plantations of fast growing and short-rotation plant species in the vicinity of our manufacturing facilities by distributing free/ subsidised saplings. This helps to improve the green cover and mitigate the impact of global warming. The Company also encourages its Business Partners to join its drive in expanding green cover.

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 are 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>The Company dedicatedly endeavours 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 direction on regular basis are-</p> <ul style="list-style-type: none"> • 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 • Roof-top solar photo voltaic projects have been installed at all its manufacturing units for generation of power thereby substantially reducing dependence on fossil fuels and emission of carbon dioxide. • Exploring Concentrated Solar Thermal (CST) technologies for heating water or other thermic fluids by concentrating solar energy for process heat applications in industries by integrating it with an existing boiler/heating system. • 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	The Company has been successful in meeting the applicable environmental standards through use of efficient control equipment and robust procedures. 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 31st March, 2021.

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 Industries Research & Training Institute (f) The Bengal Chamber of Commerce and Industry (g) Association of Indian Panelboard Manufacturer (h) Indian Laminate Manufacturers 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 and environmental sustainability.

Information with reference to BRR framework:

1	Specified programmes/initiatives/ projects in pursuit of the policy related to Principle 8	CPIL's core business as well as its corporate social responsibility initiatives supports the principles of inclusive growth and equitable development. 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. 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. The Company's inclusive growth initiatives are focused towards achieving the following objectives: 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
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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 other Trusts, 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 (2020-21) is ₹5.28 crore. Details of the same have been provided in 'Annexure-7' of the Board's Report.
5	Steps taken to ensure that community development initiatives are successfully adopted by the community.	CPIL follows a participatory approach in the areas of intervention and encourages participation from communities for planning and implementation purposes. Surveys and focused meetings have been conducted by our businesses and manufacturing units continuously to engage with communities surrounding their operations in order 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. CPIL undertook programs for providing free of cost training to local people around the Company's works in tailoring and spoken English. The objective of these program is to provide skill development training to local people from economically weaker sections of the society and help to make them more employable.

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. The Company believes in implementing the customer feedback into product development and enhancing user experience.

Information with reference to BRR framework:

1	Percentage of customer complaints/ consumer cases pending as on the end of financial year	1810 customer complaints were received (including 97 pending from previous year) of which 1748 were successfully resolved. Only 62 complaints constituting 3.43% remained pending as on the end of the financial year. Subsequently, most of these complaints have also been resolved. Further, only 9 cases filed by customers/ consumers in various Consumer Courts/ Redressal Forum were pending as on 31st March, 2021.
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 products. During the year, the Company started bar-coding of its products, enabling its Customers to verify their genuineness.

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.	<p>During the year, the Company received a show-cause notice from The Advertising Standards Council of India (ASCI) on a complaint made by Consumer Education and Research Centre (CERC) in relation to the Company's 'Virokill' commercial. The Company had submitted its response to ASCI and has also obtained a stay-order from the court against any further action by ASCI in this regard.</p> <p>Apart from this, the Company does not have any stakeholder complaints with regard to unethical or unfair trade practices, irresponsible advertising and/or anti-competitive behaviour, which are pending as at 31st March, 2021.</p>
4	Consumer survey/ consumer satisfaction trends carried out by the Company	Consumer satisfaction is imperative for the success of business. The Company connects with consumer through 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. 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.

For and on behalf of the Board of Directors

Sajjan Bhajanka

(DIN: 00246043)

Chairman and Managing Director

Kolkata, 10th August, 2021