

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURES

I. Details of the Listed Entity

1	Corporate Identity Number (CIN) of the Listed Entity	L92490MH2007PLC344765
2	Name of the Listed Entity	DEN Networks Limited (DEN)
3	Year of incorporation	July 10, 2007
4	Registered Office Address	Unit No.116, First Floor, C Wing Bldg. No.2 Kailas Industrial Complex L.B.S Marg Park Site, Vikhroli (W) Mumbai - 400079
5	Corporate Address	236, Okhla Industrial Area, Phase III, New Delhi - 110020
6	E-mail	investorrelations@denonline.in
7	Telephone	+91-22-25170178
8	Website	www.dennetworks.com
9	Financial year for which reporting is being done	1 st April 2024 to 31 st March 2025
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) National Stock Exchange of India Limited (NSE)
11	Paid-up Capital (in ₹)	4,77,22,38,450
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	
	Name of the Person	Ms. Hema Kumari - Company Secretary & Compliance Officer
	Telephone	+91-11- 40522200
	Email address	hema.kumari@denonline.in
13	Reporting Boundary	Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together). Standalone basis
14	Name of assessment or assurance provider	Not Applicable
15	Type of assessment or assurance obtained	Not Applicable

II. Product/Services

16	Details of business activities (accounting for 90% of the Turnover)	S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the Entity
		1.	Cable Service Provider (Information and Communication)	The Company provides Cable TV services to its customers directly or through business partners Local Cable Operators (LCOs)	100

17	Products/Services sold by the entity (accounting for 90% of the entity's Turnover)	S. No.	Product/Service	NIC Code	% of Total Turnover contributed
		1.	Activities of the Cable Operators	61103	100

III. Operations

18	Number of locations where plants and/ or operations/ offices of the entity are situated:	Location	Number of plants	No. of Offices	Total
		National	0	163	163
		International	0	0	0

19	Market served by the entity	Locations	Number
	a. No. of Locations	National (No. of States)	13
		International (No. of Countries)	0
	b. What is the contribution of exports as a percentage of the total turnover of the entity?	Nil	
	c. A brief on types of customers	DEN provides digital cable TV services through a Business-to-Business (B2B) model. The Company partners with Local Cable Operators (LCOs) across India, utilizing their networks to deliver cable TV services to subscribers.	

IV. Employees

20. Details as at the end of Financial Year:						
S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
a. Employees and workers (including differently abled)						
Employees						
1	Permanent (D)	452	434	96	18	4
2	Other than Permanent (E)	571	554	97	17	3
3	Total Employees (D+E)	1023	988	97	35	3
Workers						
4	Permanent (F)	0	0	NA	0	NA
5	Other than Permanent (G)	45	42	93	3	7
6	Total Workers (F+G)	45	42	93	3	7
b. Differently abled employees and workers						
Differently abled Employees						
1	Permanent (D)	0	0	NA	0	NA
2	Other than Permanent (E)	0	0	NA	0	NA
3	Total Differently abled Employees (D+E)	0	0	NA	0	NA
Differently abled Workers						
4	Permanent (F)	0	0	NA	0	NA
5	Other than Permanent (G)	0	0	NA	0	NA
6	Total Differently abled Workers (F+G)	0	0	NA	0	NA

21. Participation/Inclusion/Representation of women			
	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	8	2	25
Key Managerial Personnel	3	1	33.3

22. Turnover rate for permanent employees and workers									
	FY 2024-25			FY 2023-24			FY 2022-23		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.9	40.0	15.02	20.79	48.15	22.24	17.28	26.67	17.85
Permanent Workers	NA	NA	NA	NA	NA	NA	NA	NA	NA

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

23. (a) Names of holding / subsidiary / associate companies / joint ventures				
S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding / subsidiary / associate / joint venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/ No)
1	Srishti Den Networks Limited	Subsidiary	51	The BRSR prepared above is for DEN standalone entity
2	Den Saya Channel Network Limited	Subsidiary	51	
3	Futuristic Media and Entertainment Limited	Subsidiary	100	
4	Den Enjoy Cable Networks Private Limited	Subsidiary	59.33	
5	Eminent Cable Network Private Limited	Subsidiary	56	
6	Den Enjoy Navaratan Network Private Limited	Subsidiary	51	
7	Den Kashi Cable Network Limited	Subsidiary	51	
8	Mahavir Den Entertainment Private Limited	Subsidiary	51	
9	Den Broadband Limited	Subsidiary	100	
10	Libra Cable Network Limited	Subsidiary	51	
11	Den Budaun Cable Network Private Limited	Subsidiary	56.88	
12	Rose Entertainment Private Limited	Subsidiary	51	
13	Mansion Cable Network Private Limited	Subsidiary	66	
14	VBS Digital Distribution Network Limited	Subsidiary	51	
15	Meerut Cable Network Private Limited	Subsidiary	51	
16	Den Ambey Cable Networks Private Limited	Subsidiary	61	
17	Den F K Cable TV Network Private Limited	Subsidiary	51	
18	Den Fateh Marketing Private Limited	Subsidiary	51	
19	Den Rajkot City Communication Private Limited	Subsidiary	51	
20	Den Malayalam Telenet Private Limited	Subsidiary	51	
21	Den Discovery Digital Networks Private Limited	Subsidiary	51	
22	Mahadev Den Cable Network Limited	Subsidiary	51	
23	Drashti Cable Network Limited	Subsidiary	82.85	
24	Den Nashik City Cable Network Private Limited	Subsidiary	51	
25	Den Premium Multilink Cable Network Private Limited	Subsidiary	51	
26	Den ADN Network Private Limited	Subsidiary	51	
27	Den Satellite Network Private Limited*	Associate	50	

Representing aggregate % of shareholding held by the Company and / or its subsidiaries

*Den Satellite Network Private Limited has shareholding in the following companies :

1. Den New Broad Communication Private Limited
2. Konark IP Dossiers Private Limited
3. DEN ABC Cable Network Ambarnath Private Limited

Below companies Amalgamated with Futuristic Media and Entertainment Limited. The appointed date of the Scheme of Amalgamation was January 01, 2025.

S. No.	Name of the Company
1.	Galaxy Den Media & Entertainment Private Limited
2.	Den Supreme Satellite Vision Private Limited
3.	Den-Manoranjana Satellite Private Limited
4.	Radiant Satellite (India) Private Limited
5.	Den Satellite Cable TV Network Limited
6.	Kishna Den Cable Networks Private Limited
7.	Den Mod Max Cable Network Private Limited
8.	Bhadohi Den Entertainment Private Limited

VI. CSR Details

24	i. Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No):	Yes
	ii. Turnover (₹ in million)	9,891.45
	iii. Net worth (₹ in million)	37,306.95

VII. Transparency and Disclosures Compliances
25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct ("NGRBC"):

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)	If Yes, then provide web-link for grievance redress policy	FY 2024-25			FY 2023-24		
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	DEN actively engages with the community through its Corporate Social Responsibility (CSR) initiatives. To ensure open communication, the Company has provided a email address on its website: wecare@denonline.in , allowing community members to share their concerns or grievances. In addition to email, community member can also reach out to the Company via phone or letter to address their concern grievances or feedback. For more information on the Company's Corporate Social Responsibility Policy, please visit https://dennetworks.com/upload/code_conduct/csr_policy_1.pdf	0	0	-	0	0	-
Investors (other than shareholders)	Yes	To facilitate investor/shareholder communication, the Company has designated a specific email ID: investorrelations@denonline.in , where concerns or complaints can be raised.	13	0	-	0	0	-
Shareholders	Yes	These matters are handled by the Company through its Registrar and Transfer Agent (RTA), KFin Technologies Limited, who can be contacted directly at einward.ris@kfintech.com .						

Employees and workers	Yes	<p>DEN has implemented a robust vigilance system, providing employees with a dedicated platform to voice their concerns or complaints. The details can be accessed at:</p> <p>https://dennetworks.com/upload/code_conduct/Whistle%20Blower%20Policy-DEN.pdf</p> <p>Additionally, DEN has an Equal Employment Opportunity Policy and Prevention of Sexual Harassment Policy (POSH Policy), which is accessible internally to all employees.</p> <p>The Equal Employment Opportunity Policy can be accessed at:</p> <p>https://dennetworks.com/upload/code_conduct/Equal%20Employment%20Opportunity%20Policy.pdf</p>	0	0	-	0	0	-
Customers	Yes	<p>For customer support, DEN operates a specialized customer service center focused on addressing and resolving customer complaints. Customers can reach out through a toll-free number or email. More details are available at:</p> <p>Web-link: https://dennetworks.com/consumer-corner</p>	17,479	0	The complaints received are linked to issues such as no signals, hardware related etc.	28,234	0	The complaints received are linked to issues such as no signals, hardware related etc.
Value Chain Partners	Yes	<p>DEN encourages its Value Chain partners to raise grievances or concerns through a designated contact person within the supply chain team. They can also communicate issues via a toll-free number or email. Further information is available at:</p> <p>Web-link: https://dennetworks.com/corporate</p>	0	0	-	0	0	-

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

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Energy Management	Opportunity	Effective energy use is a key enabler of sustainable growth across sectors. By optimizing energy consumption, businesses can enhance operational performance and long-term value creation.	DEN has adopted a range of initiatives to optimize energy usage, such as switching off unused devices, replacing conventional bulbs with LED lighting across offices, and introducing electric inverters as alternatives to diesel generators at select locations.	Positive
2.	Waste Management & Circular Economy	Risk and Opportunity	The Environment Protection Act of 1986 mandates responsible waste handling. Non-compliance can lead to penalties and reputational risks. On the flip side, adopting circular economy practices can reduce costs and resource dependency.	DEN follows safe disposal procedures for end-of-life and faulty equipment through certified e-waste handlers, adhering to all regulatory requirements. The Company also emphasizes reuse by refurbishing Set Top Boxes (STBs) for future deployment.	Negative and Positive
3.	Employee well-being, health and safety	Risk	Employee wellness directly impacts productivity and customer satisfaction. Neglecting health and safety can disrupt operations and damage workplace morale.	We prioritize employee wellness by fostering a supportive environment. Initiatives include mental health awareness, safety training, readily available first-aid kits etc.	Negative
4.	Human Rights	Risk	Ensuring respect for human rights throughout operations and supply chains is critical. Violations can cause regulatory issues and reputational harm.	DEN complies with all human rights laws, prohibits child and forced labour, ensures non-discrimination, and guarantees minimum wage adherence. The HR department manages and resolves any grievances related to human rights violations.	Negative
5.	Responsible Supply Chain	Risk and Opportunity	Rising stakeholder expectations necessitate a sustainable supply chain that mitigates ESG risks and encourages responsible growth.	DEN plans to conduct ESG assessments across its supply chain, focusing on environmental, social, and governance criteria, to identify and address risks early.	Negative and Positive
6.	Data Privacy and Security	Risk	As a technology-driven organization, safeguarding data is essential to protect customers, infrastructure, and internal systems from cyber threats.	DEN has developed a comprehensive risk management protocol involving threat identification, mitigation planning, and continuous monitoring. Regular employee training sessions help raise awareness of cybersecurity best practices.	Negative
7.	Governance and Accountability	Risk	Strong governance is foundational to stakeholder trust. Weaknesses in governance practices can undermine confidence and affect the Company's long-term viability.	DEN operates under a well-defined governance framework, ensuring clarity in leadership roles and responsibilities to uphold accountability at all levels.	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes										
1	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b. Has the policy been approved by the Board? (Yes/ No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	c. Web Link of the Policies, if available	The Policies are available on: (1) Website of the Company - https://dennetworks.com/corporate-announcement#corporate-governance and (2) Intranet portal for internal access.								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes, our policies cover our business partners where applicable.								
4	Name of the national and international codes/ certifications/ labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	DEN has established policies that align with various statutes, guidelines, rules, and policies issued by the Government of India. The Company also integrates industry best practices and adheres to relevant national and international standards, as applicable. To ensure service quality and safety, vital business equipment such as Set-Top Boxes (STBs) undergoes certification by the Bureau of Indian Standards (BIS). This certification underscores DEN's commitment to delivering high-quality and secure products to its customers.								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	Sustainability has been a core focus of DEN's operations since its inception. The Company is dedicated to creating shared value for all stakeholders while protecting natural resources to drive long-term sustainable growth. As part of this commitment, DEN has conducted a materiality assessment to identify key environmental, social and governance (ESG) topics that significantly impact stakeholders and the business. The Company has set specific ESG targets and goals to enhance its sustainability performance and drive continuous improvement.								
6	Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.									
Governance, Leadership and Oversight										
7	Statement by director responsible for the Business Responsibility report, highlighting ESG related challenges, targets and achievements:									
	<p>At DEN, sustainability is not just a guiding principle—it is the backbone of our operations. Through our Business Responsibility and Sustainability Reporting (BRSR), we maintain transparency and keep our stakeholders informed about our sustainability efforts.</p> <p>The growing challenges of climate change highlight the urgent need to safeguard our planet for future generations. In response, we are in proces of developing a comprehensive ESG strategy and governance framework to embed sustainability into every aspect of our business, from service design to supply chain management. We have launched various initiatives to reduce our environmental footprint, promote diversity, inclusion and employee well-being, and uphold the highest ethical standards.</p> <p>With a strong focus on responsible resource consumption, we are taking proactive steps to lower our carbon footprint. Our energy-efficient programs across offices are designed to reduce Scope 2 emissions, while our commitment to the circular economy helps us minimize reliance on virgin materials and cut GHG emissions. A key part of this effort includes refurbishing and repackaging set-top boxes, extending their lifecycle and maximizing value for our customers.</p> <p>At DEN, we are dedicated to fostering a diverse, inclusive and healthy workplace where employees feel valued and supported. We prioritize continuous learning, career development and competitive compensation, ensuring we attract and retain top talent.</p> <p>Beyond our internal operations, we actively support the upliftment of marginalized and vulnerable communities through our CSR initiatives tailored to their specific needs, empowering them to become self-reliant.</p> <p>Our unwavering commitment to service excellence drives us to uphold the highest quality standards and ensure timely delivery for our customers.</p> <p>At DEN, we look beyond short-term gains—our vision is to create lasting value for our shareholders, employees, customers, suppliers, and the wider community. By reinforcing environmental responsibility, social impact, and transparent governance, we remain committed in our journey toward sustainable growth. Sustainability is not a destination for us; it is an ongoing commitment to making a meaningful impact across all facets of our operations.</p>									

8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The Board of Directors holds the highest authority in overseeing and implementing Business Responsibility policies at DEN.
9	Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	<p>The Corporate Social Responsibility (CSR) Committee is entrusted with driving sustainability-related initiatives and making key decisions in this domain.</p> <p>Composition of CSR Committee:</p> <ol style="list-style-type: none"> 1. Mr. Rajendra Dwarkadas Hingwala – Chairman 2. Mr. Sameer Manchanda – Member 3. Ms. Naina Krishna Murthy – Member <p>In addition to the CSR Committee, DEN has five Board Committees, each dedicated to addressing the needs of different stakeholder groups and ensuring the effective implementation of key initiatives.</p> <p>Details about the committee's composition can be found on our website:</p> <p>https://dennetworks.com/upload/shareholderpdf/Composition%20of%20various%20committees%20of%20board%20of%20directors.pdf</p>

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes, at DEN, performance against policies is regularly reviewed by the Board of Directors, Board Committees and Department Heads, wherever required.									Periodically / on a need basis.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Compliance with all statutory requirements is closely monitored and assessed by the Board of Directors, Board Committees and Department Heads to ensure full adherence. DEN remains committed to complying with all applicable laws and regulations.									Periodically / on a need basis.								

11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Implementation of policies is closely monitored by the Board of Directors, Board Committees and Department Heads, ensuring effective oversight and governance.								

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable.

DEN has established robust corporate governance practices, recognising the importance of conducting business ethically and responsibly while addressing the needs of all stakeholders. We are dedicated to adhering to relevant laws, regulations, and the highest ethical standards, as outlined in the Company's Code of Conduct (CoC). Additionally, we prioritise partnerships based on principles of human dignity, integrity, honesty and transparency. Our Vigil Mechanism and Whistle-blower policy provides avenues for reporting any concerns or complaints confidentially and securely, ensuring trust and confidence to whistle blower.


ESSENTIAL INDICATORS
1. Percentage coverage by training and awareness programmes on any of the Principles during the financial year:

Segment	Total number of training & awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	DEN conducts familiarization programs for its Board of Directors, covering key aspects of Business Responsibility & Sustainability Reporting (BRSR). These sessions include topics such as corporate governance, complaint management, corporate social responsibility initiatives, regulatory compliance and industry updates.	100
Key Managerial Personnel	6	Key Managerial Personnel (KMPs) participate in various of training and awareness sessions covering topics such as the principles of BRSR, Code of Conduct, information security, anti-bribery and anti-corruption practices and the prevention of sexual harassment.	100
Employees other than BoDs and KMPs	5	1) Code of Conduct 2) Information Security Awareness 3) Anti Bribery and Anti-Corruption 4) Prevention of Sexual Harassment 5) Disaster Management and fire safety	100
Workers	0	NA	NA

2. Details of fines / penalties / punishment / award / compounding fees / settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year:

Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine	Not Applicable	Not Applicable	NIL	Not Applicable	Not Applicable
Settlement	Not Applicable	Not Applicable	NIL	Not Applicable	Not Applicable
Compounding fee	Not Applicable	Not Applicable	NIL	Not Applicable	Not Applicable
Note: It does not include penalties by regulators in the ordinary course of business					
Non-Monetary					
Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable
Punishment	Not Applicable	Not Applicable	Not Applicable	Not Applicable	Not Applicable

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

DEN has adopted an Anti-Bribery and Anti-Corruption (ABAC) demonstrating its commitment to maintaining the highest moral and ethical standards and zero tolerance for any form of bribery or corruption. ABAC topics are covered as part of employee training on the Code of Conduct.

The ABAC policy can be accessed at: <https://dennetworks.com/corporate-announcement#corporate-governance>

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

	FY 2024-25	FY 2023-24
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

	FY 2024-25		FY 2023-24	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	1	After receipt of the complaint, the matter was inter-alia independently investigated by a firm of Chartered Accountants. The independent investigation report found no merit in the complaint. The said report was placed before the Audit Committee and the complaint was closed post review by the Audit Committee.

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

Not Applicable

8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured):

	FY 2024-25	FY 2023-24
Number of days of accounts payables	150	134

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers and related parties along-with loans and advances & investments, with related parties:

Parameter	Metrics	FY 2024-25	FY 2023-24
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0	0
	b. Number of trading houses where purchases are made from	0	0
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	0	0
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	31.01%	36.02%
	b. Number of dealers / distributors to whom sales are made	11,742	14,187
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	3.07%	2.91%

Share of Related Party Transactions in	a. Purchases (Purchases with related parties / Total Purchases)	40.63%	29.40%
	b. Sales (Sales to related parties / Total Sales)	43.80%	37.01%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	57.20%	80.70%
	d. Investments (Investments in related parties / Total Investments made)	26.21%	28.15%

Note: Concentrate of Sales is calculated basis the Subscription and Activation revenues.

LEADERSHIP INDICATORS

1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
The Company consistently supports its value chain partners in promoting fair and ethical business practices within their organisations.		

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

DEN has implemented a comprehensive Code of Conduct designed to prevent and address conflicts of interest across all levels of the organization. This policy applies to employees, executives and board members, ensuring they refrain from any activities that could impact their performance or the Company's interests.

This Code outlines the obligation of directors to disclose any personal, financial or other interests that could, or appear to, conflict with their duties to the Company.

By integrating these practices into its governance framework, the Company aims to promote transparency and ensure that Board decisions are made in the best interests of the organisation and its stakeholders. Regular declaration of interest, compliance affirmations and continuous oversight enhance the robustness and effectiveness of this approach.

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

DEN primarily provides cable services and does not engage in product manufacturing. Our commitment lies in delivering dependable and trustworthy services to our subscribers, ensuring they receive top-notch customer care and prompt resolution of any issues. To reduce our environmental impact, we have implemented procedures to responsibly dispose of obsolete, defective and unusable products in compliance with governmental regulations. Additionally, we promote sustainability and a circular economy by recovering and refurbishing products, such as set-top boxes, through our local cable operators, who play a vital role in our service delivery.


ESSENTIAL INDICATORS

- Percentage of R&D and Capital Expenditure (CAPEX) investments in specific technologies to improve the environmental and social impacts of product and processes to total R&D and capex investments made by the entity, respectively.**

	FY 2024-25	FY 2023-24	Details of improvements in environmental and social impacts
Research & Development (R&D)	Nil	Nil	Not Applicable
Capital Expenditure (CAPEX)			

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

All vendors are required to comply with the Company's Code of ethics and business conduct (CBEC), which underscores the importance of sustainable practices, referencing key environmental, social and governance principles. Additionally, they must follow our ESG policy, which can be accessed at: https://dennetworks.com/upload/code_conduct/ESG%20policy.pdf

We perform comprehensive background checks on vendors and third parties to ensure that their reputation for honesty, quality and integrity in business meets our standards.

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

CBEC is an integral part of all contracts / purchase orders and all business partners are onboarded only after consenting to CBEC. During the FY 2024-25, all business partners had given their consent to abide by the provisions of CBEC.

- Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for :**

	Process to safely reclaim the product
a. Plastics (including packaging)	Not Applicable
b. E-Waste	DEN's business model is mainly focused on offering services and not manufacturing products. We have established a clear procedure for the safe disposal of end-of-life, defective and unusable products through certified e-scrappers, ensuring adherence to all government regulations regarding e-waste disposal. We also support sustainability by reusing set-top boxes to deliver services to our customers. These items are retrieved through LCOs and refurbished for continued use.
c. Hazardous Waste	At DEN, the main source for hazardous waste are batteries. For this, we have chosen a certified recycler for safe disposal.
d. Other Waste	Not Applicable

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

Not Applicable

LEADERSHIP INDICATORS

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

No, the Company is primarily into cable service distribution and hence, applicability of life-cycle approach to Company's core operation is rather limited. Going forward, we are exploring the possibility of conducting a LCA.

- If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not Applicable

- Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2024-25	FY 2023-24
Set Top Boxes (STBs) – Cleaned, Refurbished and Repacked	Not Applicable, As only Set Top Boxes (STBs) are provided to customers as a part of the Company's cables services through Local Cable Operators. The Company does not manufacture any products.	

- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled and safely disposed:

	FY 2024-25			FY 2023-24		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	NA	NA	NA	NA	NA	NA
E-waste	12.58	24.39	-	6.34	9.38	-
Hazardous waste	NA	NA	NA	NA	NA	NA
Other waste	NA	NA	NA	NA	NA	NA

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

Indicate Product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Set Top Boxes (STBs) – Cleaned, Refurbished and Repacked	11.66%

Note: Set Top Boxes (STBs) are provided to customers as a part of the Company's cables services through Local Cable Operators. These are collected back at the end of service or in case a maintenance is required.

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

DEN's people practices are designed to foster individual growth across all levels of the organisation. Our Human Resources team are dedicated to driving progress across our primary focus areas, including leadership development, performance enhancement and talent cultivation. DEN aims to attract and retain diverse, compassionate, team-oriented and innovative individuals. We have established Equal Employment Opportunity and Remuneration policies, both of which are directly aligned with our Code of Conduct.


ESSENTIAL INDICATORS
1. a. Details of measures for the well-being of employees:

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No. (D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	434	434	100	434	100	NA	-	434	100	0	0
Female	18	18	100	18	100	18	100	NA	-	0	0
Total	452	452	100	452	100	18	100	434	100	0	0
Other than Permanent Employees											
Male	554	554	100	554	100	NA	-	554	100	0	0
Female	17	17	100	17	100	17	100	NA	-	0	0
Total	571	571	100	571	100	17	100	554	100	0	0

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Workers											
Male	0	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0	0
Other than Permanent Workers											
Male	42	42	100	0	0	NA	-	0	0	0	0
Female	3	3	100	0	0	3	100	NA	-	0	0
Total	45	45	100	0	0	3	100	0	0	0	0

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

Category	FY 2024-25	FY 2023-24
Cost incurred on well-being measures as a % of total revenue of the Company	0.19%	0.16%

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

Benefits	FY 2024-25			FY 2023-24		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N / N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N / N.A.)
PF	100	Please see the note below	Yes	100	Please see the note below	Yes
Gratuity	100		NA	100		NA
ESI	100		Yes	100		Yes
Others	NA		-	NA		-

Note: The Company confirms that third-party contractors have PF and ESIC registration certificates before onboarding them to reinforce adherence to regulations and policies. PF and ESI deductions are made as per regulation and deposited into the workers' account before making any payment to the vendor, with documentation provided as proof.

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

Yes, DEN ensures that its offices are fully accessible for differently-abled employees by incorporating inclusive infrastructure and amenities. Features such as sensor-enabled entrances and taps, along with lifts equipped with dedicated support staff, are in place to facilitate ease of movement.

Additionally, at all locations, a support staff or receptionist is available to assist employees and workers whenever needed, reinforcing DEN's commitment to an inclusive and supportive workplace.

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

Yes, The Company has implemented an Equal Employment Opportunity policy, which is available on the website of the Company and can be accessed at https://dennetworks.com/upload/code_conduct/Equal%20Employment%20Opportunity%20Policy.pdf

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate (%)	Retention Rate (%)	Return to work rate (%)	Retention Rate (%)
Male	100	80	0	0
Female	100	NA	0	0
Total	100	80	0	0

Note: No Female employee availed maternity leave during the previous year.

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

	Yes/No	Details of the mechanism in brief
Permanent Workers	NA	Not Applicable
Other than Permanent Workers	Yes	At DEN, we are committed to providing a safe and positive work environment. Our Code of Conduct, Vigil Mechanism and Whistle-Blower Policy, Equal Employment Opportunity Policy, and Prevention of sexual Harassment Policy enables employees to voice their concerns without fear of reprisal, as their identities are kept confidential.
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2024-25			FY 2023-24		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees						
Male	434	0	0	449	0	0
Female	18	0	0	22	0	0
Total	452	0	0	471	0	0
Total Permanent Workers						
Male	NA	NA	NA	NA	NA	NA
Female	NA	NA	NA	NA	NA	NA
Total	NA	NA	NA	NA	NA	NA

8. Details of training given to employees and workers:

Category	FY 2024-25					FY 2023-24				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Male	434	300	69	0	0	449	310	69	202	45
Female	18	15	83	0	0	22	18	82	10	45
Total	452	315	70	0	0	471	328	70	212	45
Workers										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0

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

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
Employees						
Male	434	372	86	449	393	88
Female	18	13	72	22	18	82
Total	452	385	85	471	411	87
Workers						
Male	0	0	0	0	0	0
Female	0	0	0	0	0	0
Total	0	0	0	0	0	0

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No)	DEN is committed to ensuring a safe, healthy, and clean working environment that is ergonomically designed for its employees. To minimize health and safety risks, our technicians are provided with ladders, safety kits and safety shoes when they visit customer homes for installations or issue resolutions. We also have Standard Operating Procedures (SOPs) in place during their operational tasks. Our comprehensive health and safety audit checklist plays a crucial role in identifying and addressing potential hazards and risks, implementing appropriate mitigation measures. This checklist includes evaluations of emergency evacuation plans, CCTV monitoring, safe material handling, availability of first aid, fire alarm systems, and other safety parameters.
What is the coverage of such system?	The system covers all office locations and extends to our technicians who visit customer homes for installations or troubleshooting.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	At DEN, we function within a low-risk service industry, effectively minimizing significant work-related hazards and risks linked to our operations. We delegate tasks such as overhead network installations and wire laying at customer sites through contractual agreements.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	Yes, the Company has processes in place that allow workers to report work-related hazards and, where necessary, remove themselves from situations that pose a threat to their health or safety. Employees are encouraged to report any unsafe conditions, practices, or potential hazards to the Head of Human Resources or their respective supervisors. The Company maintains an open and responsive communication environment that ensures such concerns are addressed promptly and appropriately. Where required, immediate action is taken to mitigate the identified risks and safeguard the individual's well-being.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Y/ N)	Yes, DEN provides accident and medical insurance that covers healthcare needs unrelated to work.

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

Safety Incident/Number	Category	FY 2024-25	FY 2023-24
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	Nil	Nil
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	Nil	Nil
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

DEN takes proactive steps to promote a healthy work-life balance for its employees by implementing policies such as Environment Health & Safety (EHS), Prevention of Sexual Harassment (POSH), and Employee Welfare. These policies, along with established procedures, ensure safe practices and working conditions throughout the organization. The management, in partnership with various department, shares the responsibility of overseeing the execution of the occupational health and safety policy.

To enhance workplace safety, the Company has introduced several measures, including:

- Air purification system on the floor
- Providing ABC fire extinguishers on every floor
- Utilizing CO2-type extinguishers and insulated rubber mats near electrical panels
- Conducting pest control measures bi-monthly
- Ensuring proper earthing systems in office buildings
- Mandating the use of personal protective equipment (PPE) such as safety shoes and helmets for technicians
- Installing smoke detectors and fire alarm panels throughout the workplace
- Equipping offices with CCTV cameras

- Monitoring the workforce and their families to proactively manage potential emergencies.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

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

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risks / concerns arising from assessments of health & safety practices and working conditions.

No incidents requiring corrective action occurred during the period.

LEADERSHIP INDICATORS
1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).

For Employees- Yes, term insurance and accidental policy covering compensation related to death are provided for employees

For Workers- Yes, All statutory benefits, as applicable, are provided.

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

Before onboarding vendors, the Company verifies all statutory requirements, including Provident Fund (PF) and Employee State Insurance Corporation (ESIC). It ensures that taxes are properly deducted and deposited with government authorities. Additionally, documentation proving compliance from value chain partners is collected prior to processing any payments.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2024-25	FY 2023-24	FY 2024-25	FY 2023-24
Employees	Nil			
Workers				

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).

Yes, all the support services are offered based on business needs as well as the skills and competencies of the employees.

5. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Health and safety practices	Nil
Working Conditions	Nil

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

Not Applicable

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

DEN actively engages with stakeholders to gain insights into their needs, concerns and expectations. This collaborative approach enables us to make informed decisions that help us create long-term sustainable value for our stakeholders. Our stakeholders include customers, employees, regulators, suppliers, shareholders and the broader community. Building and retaining trust, staying accountable and facilitating effective and transparent communication with our stakeholders is central to our growth strategy. By engaging through various channels, we strengthen relationships and enhance resilience to meet our goals effectively.


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

At DEN, we take a structured approach to identifying and engaging with our stakeholders, both internal and external, by assessing their influence and interest in our business. This allows us to prioritize engagement efforts and foster meaningful interactions with each group.

Our internal stakeholders, including employees and management, are integral to our operations. Their active participation and dedication drive our success.

Beyond our organization, our external stakeholders—such as investors, customers, suppliers, communities and government & regulatory authorities—play a crucial role in shaping our business. Their feedback, perspectives and support are instrumental in our growth and decision-making.

To ensure effective engagement, we tailor our approach to align with the needs and expectations of each stakeholder group. By incorporating their interests into our strategy, we aim to build trust, transparency and long-term relationships that contribute to our company's sustainable success.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	E-mails, engagement programmes, meetings, townhalls, training sessions, seminars/webinars, rewards & recognition, grievance redressal mechanisms, website and internal portals	Ongoing, Need-based	Engaging with employees promotes one-ness and encourages them to voice their opinions, fostering open discussions around Company policies, goals, strategic planning and sustainability initiatives. Employee interaction facilitates teamwork across different levels of the organisation, promotes learning and career development and ultimately leads to improved efficiency and output. The main focus of these interactions is on employee engagement, training, grievance redressal, feedback, consultations, safety and wellbeing.

Customers	No	Website, Reports, Customer care webpage/helpline number, E-mail, Meetings	Ongoing, Need-based	Understanding customers' requirements, expectations, and grievances is crucial for building sustainable relationships and delivering optimal services. By actively listening to customers, the Company can identify areas for improvement, address their concerns promptly and tailor offerings to meet customer needs in better way. This customer-centric approach fosters loyalty, enhances satisfaction and ultimately contributes to the long-term success of the business.
Shareholders/ Investors	No	Stock Exchanges intimations, Investor Presentations, Newspapers, Websites, intermediaries, Notice Boards, Annual Reports, Letters, E-mails, SMS, NSE Electronic Application Processing System (NEAPS), BSE Listing Centre, SEBI Complaints Redress System (SCORES), Depositories, online dispute resolution portal (ODR) Annual General Meetings/Postal Ballot/ General Meetings.	Quarterly, Half-yearly, Need-based, Real time	We keep shareholder investors informed about the organisation's performance so they can make informed decisions about DEN. This ensures transparency with both existing and potential investors.
Suppliers	No	Meetings, Visits / Audit visits, E-mail	Ongoing, Need-based	Supplier interaction is important for the continuous growth of the business and the quality of materials and services.
Communities	Yes	Corporate Social Responsibility (CSR) activities, Website	Ongoing	Our CSR policy focuses on developmental initiatives related to rural transformation, health, education, art, heritage & culture, environment, disaster response, promotion of sports, community well-being and other areas as needed. Details of CSR programmes are shared over website.
Government & Regulators	No	Written communication, website / portal, Email, Filings, Meetings, Industry Forums Associations	Need based including calendar-based compliances - quarterly, half-yearly, annually etc.	We stay connected and engage with regulators to ensure compliance, Advocacy and seek approvals where necessary.

LEADERSHIP INDICATORS

- 1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.**

DEN values active engagement with both internal and external stakeholders, including employees, customers, investors, shareholders, suppliers, communities and regulatory authorities. By maintaining continuous communication, we gain valuable insights into their expectations and concerns. Each department head acts as a point of contact, ensuring a structured approach to gathering stakeholder input. Stakeholder consultation plays a critical role in shaping our decision-making process, especially when launching sustainability initiatives or setting strategic targets.

- 2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.**

Yes. To build stakeholder trust, we proactively share updates on our economic, social and environmental impact through various

communication channels. Additionally, the Board of Directors regularly interacts with department heads whenever required to discuss key issues, ensuring that stakeholder concerns are addressed effectively. Stakeholder involvement is fundamental in identifying material issues, helping us tackle key environmental and social challenges. For example, recognizing the challenges faced by our local cable operators, we developed a dedicated app to improve their industry knowledge and service delivery. We leverage a blend of in-person and digital communication to prioritize critical stakeholder concerns, shaping our sustainability strategy for the upcoming year.

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

DEN's offices are situated in commercial establishments, but we recognize our corporate social responsibility (CSR) commitments in the broader communities where we operate. Our CSR efforts focus on empowering vulnerable and marginalized groups, aligning with our vision of using industry to drive social impact. Our CSR policy guides our contributions towards social and economic development, prioritizing areas such as rural transformation, healthcare, education, arts, heritage, culture, environmental conservation, disaster response, sports promotion, and community development.

For the FY 2024-25, our primary focus was on healthcare, particularly preventive healthcare and sustainable livelihood programme to support vulnerable and marginalized communities, ensuring they receive the necessary resources for better well-being and quality of life.

PRINCIPLE 5: Businesses should respect and promote human rights.

DEN is dedicated to upholding human rights throughout its operations and value chain. This commitment encompasses preventing discrimination, ensuring fair labour practices and respecting the rights to privacy and freedom of expression. We are staunch advocates of human rights and propagate awareness of the provisions of our human rights policy across our employees and value chain partners. This enables us to embed respect for human rights deep within the organisation and as well as our key stakeholders.


ESSENTIAL INDICATORS
1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity:

Category	FY 2024-25			FY 2023-24		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	452	452	100	471	471	100
Other than permanent	571	571	100	614	614	100
Total Employees	1023	1023	100	1085	1085	100
Workers						
Permanent	0	0	0	0	0	0
Other than permanent	45	45	100	49	49	100
Total Workers	45	45	100	49	49	100

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

Category	FY 2024-25					FY 2023-24				
	Total (A)	Equal to Mini- mum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent										
Male	434	0	0	434	100	449	0	0	449	100
Female	18	0	0	18	100	22	0	0	22	100
Total	452	0	0	452	100	471	0	0	471	100
Other than Permanent										
Male	554	0	0	554	100	593	0	0	593	100
Female	17	0	0	17	100	21	0	0	21	100
Total	571	0	0	571	100	614	0	0	614	100
Workers										
Permanent										
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0
Total	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	42	42	100%	0	0	46	46	100	0	0
Female	3	3	100%	0	0	3	3	100	0	0
Total	45	45	100%	0	0	49	49	100	0	0

3. Details of remuneration/salary/wages
a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/salary/ wages of respective category (in ₹)	Number	Median remuneration/salary/ wages of respective category (in ₹)
Board of Directors (BoD)*	6	-	2	-
Key Managerial Personnel	2	3,09,12,988	1	28,36,932
Employees other than BoD and KMP	432	6,67,990	17	5,83,364
Workers	NA	-	NA	-

*All Directors are non-executive and only sitting fees was paid to Non-Executive Directors.

b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2024-25	FY 2023-24
Gross wages paid to females as % of total wages	3.29	3.70

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

Yes, At DEN has established a dedicated framework to address human rights impacts and grievances arising from its business operations. The Regional Human Resource Department serves as the primary point of contact for employees to report concerns and seek resolution at a regional level. If an employee is not satisfied with the resolution provided, they have the right to escalate the matter to the Company's HR Head for further review.

Beyond internal HR channels, employees also have the option to approach the Chairman of the Audit Committee to report any human rights violations or other workplace grievances. This additional escalation mechanism ensures a higher level of accountability in addressing such issues.

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

To uphold ethical business practices and workplace integrity, DEN has implemented a comprehensive set of policies, including the Vigil Mechanism and Whistle-Blower Policy, Equal Employment Opportunity Policy, Code of Conduct and Policy on the Prevention of Sexual Harassment (POSH). These systems are designed to handle complaints related to policy breaches, ethical violations and legal non-compliance, including human rights concerns.

Each reported issue undergoes a fair and transparent investigation, ensuring that all parties involved have an opportunity to present their evidence and perspectives. Additionally, DEN's active HR department ensures swift grievance redressal while continuously improving human rights protection by setting targets, adopting industry best practices and regularly reviewing performance.

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

	FY 2024-25			FY 2023-24		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	-	0	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour / Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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

	FY 2024-25	FY 2023-24
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

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

DEN is committed to ensuring a safe and respectful workplace by implementing policies that uphold employee protection and ethical conduct. In compliance with the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013, DEN has established a comprehensive policy to safeguard employees from sexual harassment, fostering a secure and inclusive environment.

The Company has Vigil Mechanism and Whistle-blower Policy in place, enabling employees to confidentially report violations of laws, regulations, or the Code of Conduct without fear of retaliation. Protective measures are in place to protect complainants, witnesses and those assisting investigations from any form of reprisal. Any act of retaliation is met with strict disciplinary action, reinforcing a culture of accountability trust and fairness.

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

Yes. At DEN, human rights are a fundamental aspect of our business agreements and contracts. We actively promote human rights protection and require our suppliers, contractors and business partners to uphold policies that prohibit discrimination and harassment. Our redressal mechanisms and operational practices are designed to align with human rights laws and policies, ensuring ethical standards are upheld across our value chain.

10. Assessments for the year:

Yes. At DEN, we ensure that all our offices comply with the following aspects of human rights as a part of our commitment to adherence to company policies and procedures.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	We maintain 100% compliance with the regulatory requirements related to Human rights issues.
Forced/Involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others	

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

No corrective measures were required during the reporting period.

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

Not Applicable because no human rights-related grievances and complaints were received this year.

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

DEN has not conducted a specific Human Rights Due Diligence process. However, the Company ensures that all employees strictly adhere to its Code of Conduct and comply with established ethical standards. Employees are encouraged to report any instances of human rights violations, discrimination or misconduct to the relevant authority or their department head without hesitation.

3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?

DEN is committed to creating an inclusive and accessible workplace. In alignment with the Rights of Persons with Disabilities Act, 2016, its premises are designed to accommodate differently-abled visitors. Features such as lifts, sensor taps and other accessibility enhancements, along with dedicated support staff, ensure a welcoming environment for all individuals, regardless of their physical ability.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Child Labour	DEN is committed to maintaining ethical and sustainable practices throughout its entire value chain and expects its partners to uphold these standards by adhering to its Code of Conduct. This Code establishes clear guidelines and the Company enforces a zero-tolerance policy for any violations. If a partner fails to comply, DEN reserves the right to terminate the contract.
Forced/involuntary Labour	
Sexual Harassment	
Discrimination at workplace	
Wages	
Others	While DEN does not currently conduct formal evaluations of its partners' compliance with the Code of Conduct, it continuously reviews its processes to ensure that ethical integrity and sustainability remain central to its operations, including its value chain partners.

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

No corrective measures were required during the reporting period.

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

We are committed to environmental stewardship by integrating sustainable practices into our activities and policies. Recognising our responsibility to minimise environmental impact and conserve natural resources, we focus on reducing greenhouse gas (GHG) emissions through energy efficiency, conserving water and minimising waste generation. In our sector, we prioritise energy-efficient infrastructure, responsible e-waste management and sustainable supply chain practices. Additionally, we actively promote environmental awareness and sustainability among our employees and stakeholders to amplify the positive impact of our responsible actions.


ESSENTIAL INDICATORS
1. Details of total energy consumption (in GJ) and energy intensity, in the following format:

Parameter	FY 2024-25	FY 2023-24
From renewable sources		
Total Electricity Consumption (A)	0	0
Total Fuel Consumption (B)	0	0
Energy Consumption through other sources (C)	0	0
Total Energy Consumed from renewable sources (A+B+C)	0	0
From non-renewable sources		
Total Electricity Consumption (D)	18,002.95	18,827.56
Total Fuel Consumption (E)	497.40	493.18
Energy Consumption through other sources (F)	0	0
Total Energy Consumed from non-renewable sources (D+E+F)	18,500.35	19,320.74
Total Energy Consumed (A+B+C+D+E+F)	18,500.35	19,320.74
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations) (GJ per million INR)	1.87	1.87
Energy Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption / Revenue from operations adjusted) (GJ per million USD)	38.64	42.72
Energy Intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

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

No independent assessment has been carried out.

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

Not Applicable

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

Parameter	FY 2024-25	FY 2023-24
Water withdrawal by source (in kilolitres)		
(i) Surface water	0	0
(ii) Groundwater	7,403.50	7,531.00
(iii) Third party water	6,980.48	7,342.94
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	14,383.98	14,873.94
Total volume of Water Consumption (in kilolitres)	14,383.98	14,873.94
Water Intensity per rupee of turnover (Revenue from operations) (kL per million INR)	1.45	1.44
Water Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (kL per million USD)	30.04	32.89
Water Intensity in terms of physical output	-	-
Water Intensity (optional) – the relevant metric may be selected by the entity	-	-

Note: Water consumption has been estimated using an empirical factor, as actual consumption data is not currently tracked for all the sites. The Company has track of ground water extraction at its Corporate office and the same have been subtracted from the estimated value to separately present in the table. This approach has resulted in the restatement of figures for the previous year.

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

No independent assessment has been carried out.

4. Provide the following details related to water discharged:

Parameter	FY 2024-25	FY 2023-24
Water discharge by destination and level of treatment (in kilolitres)		
i. To Surface water	The Company being in the service industry and considering the nature of its operations, there is no industrial water discharged and water consumption and discharge is limited to regular use in offices.	
- No treatment		
- With treatment – please specify level of treatment		
ii. To Groundwater		
- No treatment		
- With treatment – please specify level of treatment		
iii. To Seawater		
- No treatment		
- With treatment – please specify level of treatment		
iv. Sent to third parties		
- No treatment		
- With treatment – please specify level of treatment		
v. Others		
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)		

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

No independent assessment has been carried out.

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

Zero Liquid Discharge (ZLD) is not applicable for the services provided, as the Company does not have manufacturing or production units

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

Parameter	Unit	FY 2024-25	FY 2023-24
NOx	NA	The Company is working on setting up measures to be able to record and report data for this indicator.	
SOx	NA		
Particulate matter (PM)	NA		
Persistent organic pollutants (POP)	NA		
Volatile organic compounds (VOC)	NA		
Hazardous air pollutants (HAP)	NA		
Others	-		

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

No independent assessment has been carried out.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	36.42	36.13
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	tCO ₂ e	3,635.59	3,744.59
Total Scope 1 and Scope 2 Emissions	tCO ₂ e	3,672.01	3,780.72

Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e / million INR	0.37	0.37
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e / million USD	7.67	8.36
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-

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

No independent assessment has been carried out.

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

Den is committed to reducing GHG emissions across its operations and mitigating negative impacts on the environment and society. While the company currently does not have specific projects aimed at reducing GHG emissions, most emissions arise from electricity consumption.

Some of the key initiatives implemented in line with the foundational objectives include the following:

1. Reducing our carbon footprint by transitioning from diesel generators to electric generators.
2. Installing energy-efficient LED lighting in offices,
3. Minimising printer usage and digitising processes.
4. Promoting green electricity consumption through open access arrangements.

9. Provide details related to waste management by the entity :

We are actively taking initiatives to reduce waste generation and manage the waste produced responsibly. Solid waste generated from corporate offices is managed through collaborations with respective municipal corporations. The waste primarily consists of dry materials such as paper and plastic, with no hazardous or construction and demolition waste generated. E-waste, including desktops and other electronic equipment, is disposed of sustainably through a buy-back scheme and registered recycling vendors, in compliance with applicable laws. Additionally, any battery waste generated is also managed through the buy-back scheme, ensuring responsible disposal practices.

Parameter	FY 2024-25	FY 2023-24
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0
E-waste (B)	41.63	19.11
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	19.74	3.51
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any (G)	0	0
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	0	0
Total (A + B + C + D + E + F + G + H)	61.37	22.62
Waste Intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT per million INR)	0.0062	0.0022
Waste Intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.13	0.05
Waste Intensity in terms of physical output	-	-
Waste Intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		

Category of waste	FY 2024-25	FY 2023-24
(i) Recycled	61.37	22.62
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
Total	61.37	22.62
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste	FY 2024-25	FY 2023-24
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	-	-

Note: We are not accounting for the STBs that were refurbished and reused as we do not consider them as waste.

Please note that E-waste here consists of the STBs collected from customer and sent for recycling through authorised disposal partner at the end of their life. We have restated the numbers for previous year waste with the battery waste included.

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

No independent assessment has been carried out.

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

There are no hazardous or toxic chemicals used in the provisioning of the Company's services.

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

Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any
Not applicable. All offices are in urban or suburban areas located within commercial establishments and not in ecologically sensitive areas.		

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

Not Applicable

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

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Yes, the Company is compliant with the applicable environmental laws/ regulations/ guidelines in India.				

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

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

(i) **Name of the Area:** Phase-3, Okhla Industrial Area

(ii) **Nature of operations:** Cable distribution services

(iii) **Water withdrawal, consumption and discharge :**

Parameter	FY 2024-25	FY 2023-24
Water Withdrawal by source (in Kilolitres)		
(i) Surface water	NA	NA
(ii) Groundwater	7,403.50	7,531.00
(iii) Third party water	NA	NA
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
Total volume of water withdrawal (in kilolitres)	7,403.50	7,531.00
Total volume of water consumption (in kilolitres)	7,403.50	7,531.00
Water intensity per rupee of turnover (Water consumed / turnover)	0.74	0.73
Water intensity (optional)	-	-

Water discharge by destination and level of treatment (in kilolitres)	
i. Into Surface water	The Company being in the service industry and considering the nature of its operations, there is no industrial water discharged and water consumption and discharge is limited to regular use in offices.
- No treatment	
- With treatment – please specify level of treatment	
ii. Into Groundwater	
- No treatment	
- With treatment – please specify level of treatment	
iii. Into Seawater	
- No treatment	
- With treatment – please specify level of treatment	
iv. Sent to third parties	
- No treatment	
- With treatment – please specify level of treatment	
v. Others- Please specify/:	
- No treatment	
- With treatment – please specify level of treatment	
Total water discharged (in kilolitres)	

Note: Water withdrawal and consumption from municipal sources have not been disclosed here, as the owner of the leased office provides the same making it hard to track the actual consumption data. We have mentioned the water that we withdrew from ground in the mentioned location.

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

No independent assessment has been carried out.

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

Parameter	Unit	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)			
Total Scope 3 emissions per rupee of turnover		-	
Total Scope 3 emission intensity (optional)			

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

No, Currently we have not calculated scope 3 emissions hence, no independent assessment has been carried out.

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

Not applicable. The Company does not operate or maintain offices in or near ecologically sensitive areas.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Refurbishment of used STBs	DEN cleans, refurbishes and repacks previously used STBs through LCOs, contributing to a decrease in the consumption of new ones.	Approximately 11.66% of the total STBs distributed to customers in FY 2024-25 were refurbished units.

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

We follow a standardized procedure to ensure business continuity and effective incident management. Natural and man-made disasters—such as floods, earthquakes, pandemics, terrorism, and military conflicts—along with cybersecurity threats like ransomware, hacking, and data breaches, pose considerable risks to our operations. To address these, the Company has implemented a comprehensive Business Continuity and Disaster Management Plan to enable swift recovery.

To further safeguard our data and IT systems, we adhere to a Data Recovery Capability Standard that governs the design, operation and management of any device or technology handling our data. Our IT infrastructure includes two head-ends connected via IP links and daily backups of key systems such as CAS, SMS, and SAP, enabling recovery within 48–72 hours. A dedicated Disaster Recovery (DR) setup is also in progress to enhance system resilience.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

Not Applicable

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

Nil

8. How many Green Credits have been generated or procured:

- By the listed entity : Nil
- By the top ten (in terms of value of purchases and sales, respectively) value chain partners: The information is unavailable since value chain assessment has not been carried out.

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

Regulations play a key role in shaping our operations and offerings. DEN is committed to full compliance and actively engages with policymakers and industry associations to advocate for responsible public policy. We focus on areas like digitalization, sustainability, innovation and fair business practices to drive sectoral growth and positive change.



ESSENTIAL INDICATORS

1. a) **Number of affiliations with trade and industry chambers/ associations:**
One
- b) **List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to.**

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers / associations (State/National)
1	All India Digital Cable Federation (AIDCF)	National

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

During the reporting period, there were no adverse orders issued by regulatory authorities. DEN is firmly committed to ethical business conduct and upholds a zero-tolerance policy towards anti-competitive practices. The Company ensures strict adherence to all relevant laws and regulations that foster fair and open competition.

Name of authority	Brief of Case	Corrective action Taken
Nil		

LEADERSHIP INDICATORS

1. **Details of Public Policy positions advocated by the entity:**

S. No.	Public policy Advocated	Method resorted for such advocacy	Whether the information available in Public Domain? (Yes/No)	Frequency of review by Board (Annually/ Half yearly/ Quarterly/ Other please specify)	Web Link, if available
DEN is a member of AIDCF, which addresses grievances and policy-related issues relevant to the cable TV industry. The CEO of DEN currently serves on the Board of AIDCF.					

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development.

At DEN, sustainable growth is viewed as being achieved through the integration of equity, diversity, and inclusion across the workforce, supply chains and communities. The Company is dedicated to creating equal opportunities, fostering an inclusive culture and supporting initiatives in education, healthcare and infrastructure to drive meaningful and shared progress for all. Our aim is to contribute to building an empowered economy through these endeavors.


ESSENTIAL INDICATORS

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

Name and brief details of project	SIA notification no.	Date of notification	Whether conducted by independent external agency (Yes / No)	Resulted communicated in public domain (Yes/No)	Relevant Web Link
Not Applicable					

- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S. No.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amount Paid to PAFs in the FY (in INR)
The Company has not undertaken any projects during the year requiring R&R.						

- Describe the mechanisms to receive and redress grievances of the community.

DEN actively engages with various communities through participation in CSR events and programmes aimed at addressing community issues. The Company has established a structured procedure to address grievances and feedback from all stakeholders, including communities as well as a dedicated toll-free number and email address on the contact page on the website. Dedicated teams within the business manage all complaints and feedback to ensure a timely response.

- Percentage of input material (inputs to total inputs by value) sourced from suppliers:

	FY 2024-25	FY 2023-24
Directly sourced from MSMEs/ Small producers	15.31%	54.91 %
Directly from within India	99.99%	98.47 %

- Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.

Location	FY 2024-25 (%)	FY 2023-24 (%)
Rural	0	0
Semi-urban	0.18	0.30
Urban	14.11	13.47
Metropolitan	85.71	86.23

Note: On-roll employees' wages details have been considered.

LEADERSHIP INDICATORS

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

Not Applicable

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

S. No	State	Aspirational District	Amount Spent in (INR)
The Company has not initiated CSR projects in districts identified as aspirational by the government.			

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

We provide equal opportunity to local suppliers to create social impact in the geographies in which we operate.

- (b) From which marginalised/vulnerable groups do you procure?

Not Applicable

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

Not Applicable

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge.

No, The Company does not have any registered Intellectual Property based on traditional knowledge.

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

Not Applicable

6. Details of beneficiaries of CSR Projects.

S. No	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Sustainable Livelihoods Programme	12,900	100
2.	Preventive Healthcare Initiatives including Programme Partnerships	18,390	100

PRINCIPLE 9: Businesses should engage with and provide value to their consumers in responsible manner.

The Company is committed to responsible customer engagement, delivering high-quality services while ensuring data privacy and cybersecurity. It continues to invest in technology-driven capabilities to meet evolving customer needs. Built on mutual trust, customer relationships are supported through transparent communication and responsible handling of personal data, with feedback actively shaping business decisions.


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

Customers can register their complaints through the following channels:

- a) Customer Care Call Centre
 - b) Website
 - c) E-mail
- Complaints are managed according to established Standard Operating Procedures (SOPs) and Service Level Agreements (SLAs). Each complaint category has a specified SLA for resolution.
 - A closed-loop process is implemented to ensure customer satisfaction.
 - Each complaint or feedback is assigned a unique identification number. Complaints are addressed within a predefined turnaround time.

More details are available on- <https://dennetworks.com/consumer-corner>

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

Type	As a percentage to total turnover
Environment and Social parameters relevant to the product	The Company is in service industry and its services do not require to carry the mentioned information.
Safe and responsible usage	100*
Recycling and/or safe disposal	The Company is in service industry and its services do not require to carry the mentioned information.

* Basic instruction manuals with safety details are provided with with Set-Top Boxes (STB)

Number of consumer complaints in respect of the following:

	FY 2024-25			FY 2023-24		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	0	0	0	-
Advertising	0	0	0	0	0	-
Cyber-security	0	0	0	0	0	-
Delivery of essential services	17,479	0	The type of complaints received pertain to issues such as no signals, hardware related etc	28,234	0	The type of complaints received pertain to issues such as no signals, hardware related etc
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	0	0	-	0	0	-
Others	0	0	-	0	0	-

3. Details of instances of product recalls on account of safety issues:

	Number	Reason for recall
Voluntary recalls	NA	
Forced recalls		

4. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.

DEN has established a strong policy and framework to effectively manage cybersecurity and data privacy risks, ensuring the confidentiality, integrity and availability of information assets. This policy safeguards sensitive data, ensures compliance with legal requirements and builds customer trust. A detailed guideline on the Company's website outlines DEN's strategies for protecting confidential data, defending against cyber-attacks and implementing best practices for data security and privacy.

Weblink of the Framework / Policy- <https://dennetworks.com/privacy-policy>

5. Provide details of any corrective actions taken or underway on issues relating to advertising and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty / action taken by regulatory authorities on safety of products / services.

DEN has not encountered any significant issues related to advertising, cybersecurity, or customer data privacy, nor has it faced any regulatory actions concerning service safety. A range of strategies and policies has been implemented to mitigate these risks, including a comprehensive cybersecurity policy, an effective system for resolving customer complaints, and regular quality inspections of services. These measures are continuously monitored and improved to ensure responsible and sustainable corporate operations, resulting in no corrective actions currently necessary or underway.

Complaints have been received regarding the delivery of essential services, particularly concerning issues such as lost signals and hardware problems. In response to these concerns, customers are now proactively informed in advance of any potential interruptions or issues.

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

Nil

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

Nil

c. Impact, if any, of the data breaches

Nil

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

The Company offers a range of platforms, including Digital Cable TV Connection, DEN Broadband, through which customers and interested parties can access information about our products and services. Additional information is readily available on our website and through our call center.

To further engage with consumers, DEN conducts regular campaigns aimed at informing and educating them about our offerings. Additionally, customers are encouraged to visit the consumer corner section on our website, where they can find answers to frequently asked questions, reach out to customer support, and access other valuable resources.

Company's website at: <https://dennetworks.com/consumer-corner>

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

DEN has set up a dedicated customer care centre and helpline for consumers to report any service disruptions or discontinuations. Furthermore, we engage with our customers through multiple channels, including SMS, email and social media, to keep them updated on service-related matters.

In the event of potential risks of disruptions or discontinuations, the Company follows specific procedures, including the use of scrolling messages at the bottom of our channels to inform customers about such incidents.

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

The Company is committed to ensuring immediate compliance with all communication directives issued by regulatory and government authorities. To facilitate this, a dedicated customer support center has been established, featuring a helpline to assist clients with any service-related concerns or disruptions.



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