BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1.	Corporate Identity Number (CIN) of the Company	L20101WB1982PLC034435
2.	Name of the Company	Century Plyboards (India) Ltd. [CPIL]
3.	Registered Address	6, Lyons Range, 1st Floor, Kolkata- 700 001
4.	Website	www.centuryply.com
5.	E-mail ID	investors@centuryply.com
6.	Financial Year reported	2017-18
7.	Sector(s) that the Company is engaged in (industrial activity code-wise)	Sl. | Product | Industrial Activity Code (NIC Code) 1. | Plywood & Veneer | 1621 2. | Laminate | 1709 3. | Logistics | 5210
8.	Three key products/ services that the Company manufactures/ provides	• Plywood • Laminates • Container Freight Station Services
9.	Total number of locations where business activity is undertaken by the Company.	
	(a) Number of International locations	CPIL through its subsidiaries, has operations in 3 international locations.
	(b) Number of National locations	CPIL has its registered office in Kolkata. It has 7 manufacturing locations in India (including one under its Subsidiary) and 2 Container Freight Stations. There are 30 marketing offices across the country supported by 35 depots/ warehouses (including 9 regional distribution centres).
10.	Markets served by the Company Local/ State/ National/ International	CPIL operates across India and also exports its products to Singapore, Indonesia, Thailand, Mexico, USA, UAE, Israel, Canada, Venezuela and other countries.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1.	Paid up Capital (INR) (As on 31.03.2018)	₹22,21,72,990/-
2.	Total Turnover (INR) (FY 2017-18)	₹2,002.04 crore
3.	Total profit after taxes (INR) (FY 2017-18)	₹156.64 crore
4.	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	2.64 % of profit after tax for FY 2017-18

5.	List of CSR activities in which expenditure has been incurred:-	The major areas as listed under Schedule – VII to the Companies Act, 2013 where CSR expenditure has been incurred: • **Education** Promoting education, including special education and employment enhancing vocational skills especially among children, women, elderly and the differently-abled and livelihood enhancement projects. • **Healthcare** Eradicating hunger, poverty and malnutrition; promoting health care including preventive health care and sanitation, disaster response, maintenance of hospitals, etc. • **Environmental Sustainability & Animal Welfare** Ensuring environmental sustainability, ecological balance, animal welfare and conservation of natural resources. • **Protection of National Heritage** Protection and preservation of art and architecture of India; restoration of buildings and sites of historic importance.

SECTION C: OTHER DETAILS

1.	Subsidiary Company/ Companies	As on 31st March, 2018, CPIL has nine subsidiaries and three step-down subsidiaries. Out of these, two subsidiaries and three step-down subsidiaries are situated outside India.
2.	Participation of Subsidiary Company/ Companies in the Business Responsibility (BR) initiatives of the Parent Company? If yes, then indicate the number of such subsidiary company(s)	CPIL engages in diverse BR initiatives throughout the year and also encourages its subsidiaries to participate in its BR initiatives. The subsidiaries also define their initiatives based on their specific context whilst following the principles adopted by the Parent Company.
3.	Participation and percentage of participation of other entity/ entities (e.g. suppliers and distributors, among others) that the Company does business with, in the BR initiatives of the Company	CPIL engages with various stakeholders like suppliers, distributors, employees, government and other entities in the value chain. The Company encourages adoption of BR initiatives by its business partners as well. Based on discussions with the suppliers and distributors of the Company, currently less than 30% of its stakeholders participate in the BR initiatives of the Company.

SECTION D: BUSINESS RESPONSIBILITY INFORMATION

1. Details of Director/ Directors responsible for BR

   (a) Details of the Director/ Directors responsible for implementation of the BR policy/ policies

   (b) Details of the BR head

Sl.	Particulars	Details
1	DIN	00246132
2	Name	Sri Sanjay Agarwal
3	Designation	CEO & Managing Director
4	Telephone number	033 39403950
5	E-mail ID	investors@centuryply.com

2.	Principle-wise (as per NVGs) BR Policy/ policies	The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as follows: **Principle 1 : Ethics, Transparency and Accountability** Businesses should conduct and govern themselves with Ethics, Transparency and Accountability [P1] **Principle 2 : Sustainability of Products & Services across Life-cycle** Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle [P2] **Principle 3 : Employees' Well-being** Businesses should promote the wellbeing of all employees [P3] **Principle 4 : Stakeholders' Engagement** Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised [P4] **Principle 5 : Human Rights** Businesses should respect and promote human rights [P5] **Principle 6 : Environment** Business should respect, protect, and make efforts to restore the environment [P6] **Principle 7 : Responsible Policy Advocacy** Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner [P7] **Principle 8 : Inclusive Growth and Equitable Development** Businesses should support inclusive growth and equitable development [P8] **Principle 9 : Customer Value** Businesses should engage with and provide value to their customers and consumers in a responsible manner [P9]

DETAILS OF COMPLIANCE

Sl.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for.... ?	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national/ international standards? If yes, specify? (50 words)	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The policies are based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business' released by the Ministry of Corporate Affairs. They also conform to the spirit of international standards such as ISO 9001, ISO, ILO, and OSHA.								

4	Has the policy being approved by the Board?	Y	Y	Y	Y	Y	Y	Y	Y	Y
	Is yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	The policies have been approved by the Board at its meeting held on 10th May, 2016 and signed by the CEO & Managing Director.								
5	Does the Company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The CEO & Managing Director through the Functional Heads of the Departments/ Unit Heads of the Company, overseas the implementation of the policy across the organisation.								
6	Indicate the link for the policy to be viewed online?	*http://www.centuryply.com/investor/codes&policies/business-responsibility-policy.pdf*								
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The policies have been communicated to all the internal and external stakeholders. The same is also made available both on the Company's website as well as intranet.								
8	Does the Company have in-house structure to implement the policy/ policies.	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y
		The BR policy is evaluated internally.								

3.	Governance related to Business Responsibility	
	Frequency with which the Board of Directors, Committee of the Board or CEO meet to assess the Company's BR performance.	The overall BR performance of the Company is reviewed by the BR Head annually while the varied aspects of BR performance of each department/unit are assessed by the respective department/ unit heads on a regular basis.
	Publishing of Business Responsibility or a Sustainability Report, its frequency and hyperlink.	The Company publishes its BR Report on an annual basis as a part of its Annual Report. The Report can also be accessed on the Company's website at *http://www.centuryply.com/investor/investor-information/business-responsibility-report-2017.pdf.*

SECTION E: PRINCIPLE-WISE PERFORMANCE

PRINCIPLE 1: ETHICS, TRANSPARENCY AND ACCOUNTABILITY

Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

A company's governance practices have a direct bearing on its sustainable growth. Ethics and transparency are fundamental pillars which underline our business activities. As a responsible and leading organization, the Company does its business with utmost integrity and adheres to best governance practices. The Company has always traversed the ethical growth path guided

by a principled leadership team, robust governance mechanisms and transparent accounting platforms. This has helped us to boost shareholder trust, gain competitive advantage as well as remain responsible towards all our stakeholders. The Company's Code of Conduct for Directors and Senior Management Executives serves as a guiding tool and ensures that principles get translated into consistent practice, thereby leading the Company towards high standards of business conduct. A Whistle Blower Policy/ Vigil Mechanism is also in place which provides a channel to the employees and Directors to report to the management, promptly and directly, concerns about unethical behaviour, actual or suspected fraud or any irregularity in the Company practices or violation of its codes and policies.

Information with reference to BRR framework:

1.	Coverage of the policy relating to ethics, bribery and corruption over the Company and its Group/Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others	The policy serves as a roadmap to all employees of the Company and subsidiaries across all levels and grades. Our Organisation has requisite measures in place to address any concerns pertaining to ethics, bribery, and corruption. These are also communicated to our key associates like vendors, suppliers and contractors and they to practice them in conduct of their businesses.
2.	Stakeholder complaints received in the past financial year and percentage of complaints satisfactorily resolved by the management.	

Stakeholder Complaints	Received	Resolved	Complaints Resolved (%)
Consumer Complaints	1873	1838	98.13%
Investor Complaints	8	8	100%
Vendor Complaints	Nil	–	–

The Company has a structured mechanism in place for all its stakeholders to freely share their concerns and grievances with the Company.

PRINCIPLE 2: SUSTAINABILITY OF PRODUCTS & SERVICES ACROSS LIFE-CYCLE

Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle

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

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

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

Information with reference to BRR framework:

1.	Three products/ services whose design has incorporated social or environmental concerns, risks and/or opportunities.	(a) Zykron (b) Starke (c) MDF & Particle Board
2.	Details in respect of resource use (energy, water, raw material etc.) a) Reduction during sourcing/ production/ distribution achieved since the previous year throughout the value chain b) Reduction during usage by consumers (energy, water) has been achieved since the previous year	Emphasis is laid by the Company on researching, developing and producing new technologies. It closely works with its suppliers and vendors to reduce any hazardous environmental impacts in the sourcing stage. Various initiatives have been undertaken by the Company for optimal utilisation of resources/ energy: (a) The new age product Zykron is a Fibre cement composite board wherein cellulose fibre is reinforced with cement thereby reducing the usage of wood-based raw-materials (b) Starke PVC board is made out of PVC and Calcium carbonate along with other performance enhancing additives, provides a promising and quality alternate to pure wood based product. (c) MDF Board uses residuals of hardwood and softwood as its primary raw material while Particle Board uses wood chips, sawmill shavings, or even sawdust as its raw material, thereby reducing usage of wooden on logs. (d) Installation of Energy meters at all locations for optimum power utilisation (e) Installation of variable frequency drives to operate ID fan at reduced speed to avoid heat loss and save power. (f) Installation of sky light sheet which enables switching- off of the lighting system during day time. (g) Adoption of improved technology for producing anti-bacterial and anti-fungal laminates and plywood. (h) Installation of solar roof-top panels on factory sheds for generation of power thereby substantially reducing dependence on fossil fuels and emission of carbon dioxide.
3.	Procedures in place for sustainable sourcing (including transportation) and percentage of your inputs sourced sustainably	The Company focusses on integrating sustainability in the procurement process for its products. An effective inter-department communication mechanism embedded in the SAP system enables the purchases department to act according to production and sales forecasts for the forthcoming periods to ensure optimum raw material procurement. The Company uses substantial quantity of plantation timber and agro-forestry materials, both of which are sustainable sources of raw materials. The Company has also started procuring face veneer instead of raw timber logs from Myanmar and Laos through its overseas Subsidiaries, thereby ensuring raw material sustainability, optimising transportation and reducing related environmental impacts. As on date, the Company is sourcing approximately 15% of its timber logs and veneer from other Countries. It is now looking for other alternative species of plywood like Beech from Europe, MLH (Mixed Light Hardwood) from Solomon Islands and Papua (New Guinea). By providing subsidised saplings unconditionally, the Company is encouraging farmers around its manufacturing locations to plant eucalyptus and other trees around their field. This, in future, may turn out to be a huge source of sustainable supply of raw material the Company besides adding to the green cover. Higher tonnage trucks/ containers are deployed for transportation to save on fossil fuel.

4.	Steps taken to procure goods and services from local & small producers, including communities surrounding the place of work and initiatives taken to improve their capacity and capability	The Company has embedded sustainability throughout its procurement supply chain. We procure much of our machinery, spare-parts, consumables and packing materials from medium and small scale manufacturers/ suppliers, preferably located close to our manufacturing units wherever possible. The Company also sources its supplies from various self-help groups. Awareness sessions are conducted for its suppliers on social and environmental issues. Suppliers are provided with managerial and technical assistance to train them on practices and procedures that will ensure improvement in productivity, quality, cost-reduction, delivery and safety.
5.	Mechanism and percentage of recycling of products and waste	Conversion of logs into veneer and thereafter to plywood is accompanied by incidental waste in some form or the other. The Company uses most of its wood based wastes as raw material for particle board. Through process technology and operational control measures, the Company endeavours to minimise the generation of product or process waste. Advanced technology is being used to join waste wood veneers together to make it usable as raw material, thereby minimising wastage. The waste-water generated is treated and used for greenbelt development, thereby ensuring zero effluent discharge. It is the Company's ongoing endeavour to have a mechanism to recycle our products and limit the waste arising out of production. Our objective is to reduce the waste and to minimize the need of raw materials to produce a brand new product. Presently more than 10% of the product wastes are either recycled or put to secondary use.

PRINCIPLE 3: EMPLOYEES' WELL-BEING

Businesses should promote the well-being of all employees

The Company gives paramount importance to the well-being of its employees since it believes that employee well-being is indispensable in the achievement of a profitable growth for the Company. It takes adequate measure to ensure the health and safety of its employees. The Company has migrated from an era of industrial relations to employee relations. The Company believes that the power of its people is propelling its progressive growth. Their knowledge, experience and passion to perform are fundamental to building the organisation further. Hence, the Company provides its employees with opportunities that encourage them to excel and ensures a conducive work environment that promotes well-being.

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

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

1. Special celebration to accord due recognition to the retiring employee
2. Long-service award to recognize the loyalty and commitment of employees
3. Family picnics to foster warm and friendly relations.
4. Birthday celebrations.
5. Talent hunt initiatives in the form of 'Centurion Idol'
6. Performance recognition through initiatives like 'Sarvada Sarvottam Ambassadors', 'Champions' and 'Star Performers'.

Information with reference to BRR framework:

1.	Total number of employees	7116
2.	Total number of employees hired on temporary/ contractual/ casual basis.	3579

<table>
<tr><td>3.</td><td>Number of permanent women employees.</td><td colspan="3">375</td></tr>
<tr><td>4.</td><td>Number of permanent employees with disabilities</td><td colspan="3">6</td></tr>
<tr><td>5.</td><td>Employee associations recognised by the management.</td><td colspan="3">The Company respects the rights of employees to free association and union representation. The Company has various employee unions and associations at various sites, which encourage the employees to participate freely in constructive dialogue with the management.</td></tr>
<tr><td>6.</td><td>Percentage of permanent employees who are members of recognised employee association.</td><td colspan="3">33%</td></tr>
<tr><td>7.</td><td>Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.</td><td>Category</td><td>No. of complaints filed during the financial year</td><td>No. of complaints pending as on end of the financial year</td></tr>
<tr><td></td><td></td><td>Child labour/ forced labour/ involuntary labour</td><td>Nil</td><td>Nil</td></tr>
<tr><td></td><td></td><td>Sexual harassment</td><td>Nil</td><td>Nil</td></tr>
<tr><td></td><td></td><td>Discriminatory employment</td><td>Nil</td><td>Nil</td></tr>
<tr><td></td><td></td><td colspan="3">The Company has also constituted an Internal Complaints Committee where employees can register their complaints against sexual harassment.</td></tr>
<tr><td>8.</td><td>Percentage of under mentioned employees who were given safety & skill up-gradation training in the last year?</td><td colspan="2">Permanent Employees</td><td>14%</td></tr>
<tr><td></td><td></td><td colspan="2">Permanent Women Employees</td><td>8%</td></tr>
<tr><td></td><td></td><td colspan="2">Casual/ Temporary/ Contractual Employees</td><td>4%</td></tr>
<tr><td></td><td></td><td colspan="2">Employees with disabilities</td><td>17%</td></tr>
</table>

PRINCIPLE 4: STAKEHOLDERS' ENGAGEMENT

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

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

Information with reference to BRR framework:

<table>
<tr><td>1.</td><td>Mapping of internal and external stakeholders</td><td>The Company has mapped its internal and external stakeholders. It uses both formal and informal mechanisms to engage with various stakeholders to understand their concerns and expectations. CPIL has always acknowledged the vital contribution of all in building a sustainable business and has accorded importance to their voices and concerns.

The main categories and their mode of engagements are:

<table><tr><td>Investors and shareholders</td><td>General meetings, annual report and Investor meets</td></tr><tr><td>Employees</td><td>Meetings, newsletters, intranet portal, employee satisfaction survey and trainings</td></tr><tr><td>Suppliers and dealers</td><td>Site visits and personal/ telephonic interactions</td></tr><tr><td>Retailers and Customers</td><td>Customer meets, customer satisfaction survey and web-based interactive portals</td></tr><tr><td>Government and regulatory authorities</td><td>Industry bodies/ forums</td></tr><tr><td>Trade unions</td><td>Union meetings</td></tr><tr><td>Media</td><td>Press releases, media events and announcements.</td></tr><tr><td>Local communities</td><td>Personal visits</td></tr></table></td></tr>
<tr><td>2.</td><td>Identification of disadvantaged, vulnerable and marginalised Stakeholders</td><td>CPIL identifies disadvantaged, vulnerable and marginalized communities around its manufacturing facilities and continuously works towards their betterment by identifying their needs and expectations. It also identifies disadvantaged, vulnerable and marginalized stakeholders and continuously works towards their betterment.</td></tr>
<tr><td>3.</td><td>Are there any special initiatives taken by the Company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.</td><td>CPIL makes conscious efforts for the communities residing in proximity of its manufacturing units so as to enable them improve their standard of living. Development and deployment of need-based community programmes in the areas of health, education, skill development, sanitation, livelihood etc. constitute a prominent part of Corporate Social Responsibility (CSR) initiatives undertaken by the Company. The Company's vocational training centre imparts carpentry training to local youth, thereby making them self-dependent.

Direct engagement with small and marginal suppliers provides an avenue for sustainable livelihood generation and capacity building. MSME vendors are given preference wherever possible, for local procurements.

CPIL's policies are designed to protect employees against any kind of discrimination based on caste, religion, geography, educational or social background, gender etc. Regular training at factory helps in the betterment and upliftment of workers.

The Company constantly targets fake products and packaging manufacturers and label printers through raids in collaboration with local authorities and network of business associates as counterfeit products in the market pose a risk to customers as well.</td></tr>
</table>

PRINCIPLE 5 : HUMAN RIGHTS

Businesses should respect and promote human rights

The Company is an ardent believer in human rights which is evident from the organisation's culture which depicts integrity and respect for human rights. The Company is committed to respect and protect the human rights of all individuals and it strives to serve all individuals with honesty, just management and fairness. The Company understands that human rights are inherent, universal, indivisible and inter-dependent in nature. The Company upholds the fundamental human rights in line with the legitimate role of business.

Information with reference to BRR framework:

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

PRINCIPLE 6 : ENVIRONMENT

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

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

Information with reference to BRR framework:

1.	Coverage of the policy related to Principle 6 and its extension to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ others	The Company has spread the principles of environmental sustainability across its value chain. These guidelines are communicated to our key associates like vendors, suppliers and contractors and they are encouraged to apply them in conduct of their businesses. We aim to propagate the principles of sustainability throughout our value chain and to all stakeholders.
2.	Company's strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.	CPIL has adopted sustainable practices and responsible use of natural resources in order to minimise the environmental impact of its operations. New technologies, implementing process improvements and innovations have been our core areas of investment. The Company is working to control/reduce formaldehyde emission from plywood and HPL by improved glue formulation. The Company has also developed new resin manufacturing technology to avoid vacuum distillation at final stage to avoid liquid effluent discharge. Treated water is being used for filling of ponds for storing logs, gardening, toilet flushing, fire water storage, road cleaning, etc. The Company takes the green initiative sincerely and in order to implement the same, it has been actively engaging in tree plantation activities in and around its manufacturing units and also at other places. The Company also encourages its Business Partners to join its drive in expanding green cover.

3.	Identification and assessment of potential environmental risks	Identification and assessment of potential environmental risks is an ongoing process at CPIL. Sound environmental management systems are practiced across our manufacturing units. Systems are in place to ensure continuous monitoring of potential environmental risks involved in its operations. For new and upcoming projects, potential environmental risks are identified while preparing Environment Impact Assessment (EIA) and Risk Assessment reports. Accordingly, identified potential environmental risks are addressed at the design stage and also mitigated through incorporation of robust environmental management plan. Environmental audits are carried out regularly which help in identifying potential risks and necessary corrective actions are taken to mitigate the same.
4.	Company's initiatives/ projects related to Clean Development Mechanism and environmental compliance report filed	The Company has not applied for any projects under the Clean Development Mechanism. However, we strive for continual improvement in our products, services and processes, and in the value we provide to our customers, employees and the communities we serve. We embrace sustainability as a catalyst for business growth and innovation.
5.	Company's initiatives on clean technology, energy efficiency, renewable energy, etc.	The Company dedicatedly endeavours to reduce environmental impacts on our natural resources through implementation of best technology, reduction in use of energy, water conservation, minimization of air emissions, rainwater harvesting and solid waste recycling. Some of the steps taken in this directions are- • Energy meters installed at all location to monitor/ control for power optimum utilisation. • Installation of wet scrubbers for air pollution control installed in lamination plant. • Installation of electrical parameters for monitoring of different sections for power control. • Installation of energy efficient equipment, lighting fixtures and also using translucent roofing sheets to use solar light during day time. • Shift towards installation of LED lighting by phasing out conventional Tube Lights/Sodium/Mercury Halogen lights • Increased use of turbo vents for better air circulation without electrical energy • Roof-top solar photo voltaic projects are being installed, at all its manufacturing units for generation of power thereby substantially reducing dependence on fossil fuels and emission of carbon dioxide. • Screening and utilization of various bio materials obtainable from natural renewable sources is regularly being experimented to achieve reduction in the use of petroleum based chemicals, thereby reducing generation of industrial wastes and pollution.
6.	Reporting on the emissions/ waste generated by the Company as per the permissible limits given by CPCB/ SPCB	The Company has been successful in meeting the applicable environmental standards through use of efficient control equipment and robust procedures. The emissions/ waste generated by CPIL is not only within but in many cases, significantly lower than the permissible limits given by the State or Central Pollution Control Boards. The environmental monitoring reports are regularly submitted to CPCB/ SPCB by the Company.

7.	Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.	There are no pending or unresolved show cause/ legal notices from CPCB/ SPCB as on 31st March, 2018.

PRINCIPLE 7 : RESPONSIBLE POLICY ADVOCACY

Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

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

Information with reference to BRR framework:

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

PRINCIPLE 8 : INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Businesses should support inclusive growth and equitable development

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

Information with reference to BRR framework:

1.	Specified programmes/initiatives/ projects in pursuit of the policy related to Principle 8	CPIL's core business as well as its corporate social responsibility initiatives supports the principles of inclusive growth and equitable development. The Company believes in being an equal opportunity employer. Policies have even been framed for promoting an inclusive workplace, where the potential of our women employees is leveraged and every woman feels valued, heard and fully involved with the Company. We also work towards targeting fake and counterfeit products available in the market as these pose a serious risk to our customer's well-being as well. The Company's inclusive growth initiatives are focused towards achieving the following objectives: 1. Ensuring the well-being of local communities 2.Building self-employment capabilities by imparting carpentry training 3. Empowering women 4. Creating access to healthcare 5. Conserving the environment 6. Promoting education
2.	Modes through which programmes/ projects undertaken (through in-house team/ own foundation/ external NGO/ government structures/ any other organization)	Programmes pertaining to Principle 8 are carried out by the Company directly and/or through its own Company-promoted Charitable Trusts, other NGOS and non-profit organizations.
3.	Impact assessments for initiatives undertaken	The Company internally performs an impact assessment of its initiatives at the end of each year to understand the efficacy of the program in terms of delivery of desired benefits to the community and to gain insights for improving the design and delivery of future initiatives.
4.	Company's direct contribution to community development projects and the details of the projects undertaken.	CPIL's contribution towards community development projects carried under its CSR policy during the reporting period (2017-18) is ₹4.13 crore. Details of the same have been provided in 'Annexure-7' of the Directors' Report.
5.	Steps taken to ensure that community development initiatives are successfully adopted by the community.	CPIL follows a participatory approach in the areas of intervention and encourages participation from communities for planning and implementation purposes. Surveys and focused meetings have been conducted by our businesses and manufacturing units continuously to engage with communities surrounding their operations in order to assess the needs, priorities and expectations of the local community. Initiatives are thus designed and delivered in a transparent manner in line with inputs from the community itself. CPIL continued with its programme "Pragati Yojna -Century Ply Carpentry School" in the current year as well, whereby the local youth are provided free of cost training in carpentry. The objective of the project is to provide skill development training to youth from economically weaker sections of the society and help to make them more employable.

PRINCIPLE 9 : CUSTOMER VALUE

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

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

Information with reference to BRR framework:

1.	Percentage of customer complaints/ consumer cases pending as on the end of financial year	1873 customer complaints were received, of which 1838 were successfully resolved. Only 35 complaints constituting 1.87% remained pending as on the end of the financial year. Subsequently, most of these complaints have also been resolved. Further, only 5 cases filed by customers/ consumers in various Consumer Courts/ Redressal Forum were pending as on the 31st March, 2018.
2.	Display of product information on the product label, over and above what is mandated as per local laws	CPIL adheres to all legal statutes with respect to product labelling and display of product information. The Company also displays all the requisite information and safety guidance which are specific to its products.
3.	Case filed by any stakeholder against the Company regarding unfair trade practices, irresponsible advertising and/ or anti-competitive behaviour during the last five years and pending as on the end of financial year.	The Company does not have any stakeholder complaints with regard to unethical or unfair trade practices, irresponsible advertising and/or anti-competitive behaviour, which are pending as at 31st March, 2018.
4.	Consumer survey/ consumer satisfaction trends carried out by the Company	Consumer satisfaction is imperative for the success of business. The Company connects with consumer through multiple touch points. Feedback of the end-consumers is also obtained through the numerous dealers and architects empanelled with the Company to understand the product quality feedback. The Company's CFS Division also carries out shipping lines' survey. The Company also has a systematic process for resolution of all complaints and this helps in improving consumer delight.

For and on behalf of the Board of Directors

Sajjan Bhajanka
(DIN: 00246043)
Chairman & Managing Director

Kolkata, 24th July, 2018