



Ref: CE/NSEBSE/BRSR/22072026

22nd July, 2026

To,

Listing Department, National Stock Exchange of India Limited, Exchange Plaza, Bandra Kurla Complex, Bandra (East), Mumbai – 400 051	Department of Corporate Services – Listing, BSE Limited P. J. Towers, Dalal Street, Mumbai – 400 001
---	--

Re: Scrip Symbol: CENTUM/ Scrip Code: 517544

Dear Sir/ Madam,

Sub: Business Responsibility and Sustainability Reporting

Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report for Financial Year (FY) 2025-26, which also forms part of the Annual Report for FY 2025-26, submitted to the Exchanges dated 22nd July, 2026.

Thanking you,

Yours faithfully,
For **Centum Electronics Limited**

Indu H S
Company Secretary & Compliance Officer
Encl: as above

Centum Electronics Limited

44, KHB Industrial Area, Yelahanka New Town, Bangalore - 560 064, Karnataka, India

Tel +91-(0)80-4143-6000 Fax +91-(0)80-4143-6005 Website www.centumelectronics.com

E-mail info@centumelectronics.com CIN - L85110KA1993PLC013869

Annexure - 7

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORTING – FY 2025-26

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L85110KA1993PLC013869
2	Name of the Listed Entity	Centum Electronics Limited
3	Year of incorporation	1993
4	Registered office address	No. 44, KHB Industrial Area, Yelahanka New Town, Bangalore – 560 064
5	Corporate address	No. 44, KHB Industrial Area, Yelahanka New Town, Bangalore – 560 064
6	E-mail	investors@centumelectronics.com
7	Telephone	080 4143 6000
8	Website	www.centumelectronics.com
9	Financial year for which reporting is being done	2025-26
10	Name of the Stock Exchange(s) where shares are listed	a. BSE Limited b. National Stock Exchange of India Limited
11	Paid-up Capital	₹ 147 million
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Telephone: 080 4143 6000 email id : investors@centumelectronics.com
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
14	Whether the company has undertaken reasonable assurance of the BRSR Core?	Not Applicable
15	Name of Assurance Provider	Not Applicable
16	Type of Assurance obtained	Not Applicable

II. Products/services

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

Description of Main Activity	Description of Business Activity	% of Turnover of the entity
Electronic System Design and Manufacturing	Design services, Manufacture of Systems and Subsystems, Contract Manufacturing	100

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

Sr.No.	Product/Service	NIC Code	% of total turnover contributed
1	Systems and Subsystems	26109	27.20
2	Contract Manufacturing	26104	72.80

III. Operations**19. Number of locations where plants and/or operations/offices of the entity are situated:**

Location	Number of plants	Number of offices	Total
National	2	2	4
International	-	-	-

20. Markets served by the entity:**a. Number of locations:**

Location	Number
National (No. of States)	14
International (No. of Countries)	20

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

57.20 %

c. A brief on types of customers:

The Company offers a broad range of products and services across different industry segments. It has domain expertise in Electronics Design & Manufacturing Solutions and offers entire spectrum of design services and manufacturing of systems, subsystems for mission critical products in Defense, Space, Aerospace, Industrial & Energy, Transportation & Automotive and Healthcare sectors. The Company has been helping customers turn their ideas into products. The Company's customers primarily include government agencies, defense organizations, aerospace companies, and industrial enterprises. The Company also serves as a trusted partner for Original Equipment Manufacturers (OEMs) seeking custom electronic solutions tailored to their specific requirements.

IV. Employees**21. Details as at the end of Financial Year:****a. Employees and Workers:**

Sr No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
EMPLOYEES						
1	Permanent (D)	641	498	78	143	22
2	Other than Permanent (E)			-		
3	Total employees (D + E)	641	498	78	143	22
WORKERS						
4	Permanent (F)	872	640	73	232	27
5	Other than Permanent (G)			-		
6	Total workers (F + G)	872	640	73	232	27

b. Differently abled Employees and Workers:

None

c. Participation/Inclusion/Representation of women:

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8	2	25
Key Management Personnel	4	1	25

22. Turnover rate for permanent employees and workers:

Particulars	2025-26			2024-25			2023-24		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.90	24.22	21.65	40.91	36.91	39.96	30.85	20.81	28.51
Permanent Workers	38.36	30.80	36.35	33.99	31.94	33.45	40.83	41.15	40.92

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

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

Sr 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	Centum Electronics UK Limited	Subsidiary	100	No

Notes:

1. Pursuant to the amalgamation of Centum T&S Private Limited, a wholly owned subsidiary, with Centum Electronics Limited, effective October 29, 2025, with an appointed date of April 1, 2024, the disclosures in this Report have been prepared considering the amalgamated entity. Accordingly, previous year figures have been restated, wherever applicable, to reflect the impact of the amalgamation from the appointed date and to align the disclosures with the current reporting structure.
2. The Company has investments in Centum Electronics UK Limited, a wholly owned subsidiary, which in turn has invested in Centum T&S Group Société Anonyme (S.A.). During FY 2025-26, Centum T&S Group Société Anonyme (S.A.) and certain of its underlying overseas subsidiaries filed for Redressement Judiciaire proceedings under the applicable local laws.

VI. CSR Details

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes

- a. Turnover (in ₹) – FY 24-25 : 7,760.93 million
- b. Net worth (in ₹) – FY 24-25 : 5,584.59 million

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:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)*	2025-26			2024-25		
		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	-	-	-	-	-	-
Investors (other than shareholders)	Yes	-	-	-	-	-	-
Shareholders	Yes	175	-	-	199	-	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes	-	-	-	-	-	-
Value Chain Partners	Yes	-	-	-	-	-	-

* The Company's grievance redressal mechanism is available at <https://www.centumelectronics.com/investor-relations/policies/>

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

The Company demonstrates a robust approach to risk management. The Company's Risk Management Committee periodically evaluates significant risk exposures including the environmental, social and governance (ESG) aspects emphasizing sustainability and responsible corporate citizenship. The risk management framework encompasses thorough processes and systems to identify and report risks effectively. Corrective actions for the identified risks are implemented to mitigate any potential adverse impacts that could arise. The Company is committed to sustainable business practices and stakeholder value.

Sr 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	Rising demand from AI and data center sectors, along with geopolitical dependencies on critical materials particularly rare-earth supplies from China are contributing to potential supply constraints and availability risks	R	Demand - Supply imbalances driven by increased demand from AI and data center segments, coupled with geopolitical dependencies on critical materials, may disrupt component availability, leading to potential revenue loss, extended lead times, cost pressures, and delays in execution of new programs.	Strengthening supply chain resilience through strategic sourcing, supplier diversification, forward procurement planning, and enhanced visibility and governance mechanisms.	Negative: Potential margin pressure, revenue impact, and working capital intensification due to higher inventory and sourcing costs.

Sr 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)
2	Competitive hiring environment (flexibility, compensation, WFH), limited employer brand visibility, and attrition in critical roles	R	Intense competition for talent and attrition in key roles may result in loss of critical knowledge, disruption in customer continuity, and execution challenges affecting delivery and quality.	Strengthening hiring strategies, focused retention for critical roles, structured knowledge transfer mechanisms, and robust succession planning.	Negative: Potential impact on productivity, delivery timelines, quality outcomes, and increased hiring and training costs.
3	Sustainability and Energy Management	O	Integrate sustainability and energy efficiency considerations into operational excellence initiatives, manufacturing practices and facility management while leveraging digital and technology-driven solutions.	Customers, investors, regulators and other stakeholders increasingly expect responsible business practices and environmentally conscious operations. Sustainability leadership can strengthen competitiveness and stakeholder trust.	Positive: Continuous identification of energy-saving opportunities, deployment of efficient technologies, employee engagement and monitoring of sustainability performance.
4	Human Capital Development	O & R	Develop a future-ready workforce through capability building, employee engagement, leadership development and skill enhancement initiatives.	A skilled and motivated workforce is critical to driving innovation, operational excellence and long-term business growth.	Positive: Structured learning initiatives, talent retention strategies, succession planning and employee well-being programs.
5	Innovation and Responsible Growth	O	Embed ESG considerations into business planning, innovation initiatives and long-term growth strategies.	Sustainable innovation creates opportunities to address evolving customer expectations while improving resilience and long-term value creation.	Positive: Investment in technology, continuous process improvement and integration of ESG considerations into strategic decision-making.

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Particulars	P1	P2	P3	P4	P5	P 6	P7	P8	P9
	Ethics & Transparency	Product Responsibility	Human Resources	Responsiveness to Stakeholders	Respect for Human Rights	Environment restoration	Public Policy Advocacy	Inclusive Growth	Customer Engagement
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	No	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	All policies are not required to be approved by the Board of Directors. The approval of the Board has been taken on mandatory policies. However, all the policies are approved by the Chairman & Managing Director of the Company.								
c. Web Link of the Policies, if available	www.centumelectronics.com								
2. Whether the entity has translated the policy into procedures. (Yes/No)	Yes, the Company has translated the policies into procedures wherever applicable. The same are assimilated in the procedures and practices in all areas of activity that the Company undertakes. Formal communication is sent to internal stakeholders and the external stakeholders are communicated to the extent as may be applicable.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Due diligence is carried on in the process of dealing with the various value chain partners.								
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.	• ISO Certificate for Quality Management System (ISO 9001:2015). • ISO Certificate for Occupational Health and safety management System (ISO 45001:2018). • ISO Certificate for Environment Management System (ISO 14001:2015). • ISO Certificate for Information Security Management System (ISO/IEC 27001:2013). • ISO Certificate for Medical Standard (ISO 13485:2003). • ISO Certificate for Automotive Standard (ISO 16949:2009). • ESD association 20-20 certified. • IRIS Railway Certification. • IPC certified for IPC-A-610 Class III & II application specialist. • NABL Accreditation - ISO/IEC 17025:2017. • SAMAR (System for Advance Manufacturing Assessment and Rating) Maturity Level 5 Certification.								

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.

The Company has identified key parameters and implemented an effective mechanism for continuous monitoring. Periodic assessments are conducted by independent third-party service providers and are certified.

6. Performance of the entity against the specific commitments, goals and targets along- with reasons in case the same are not met.

P1	Ethics & Transparency	- Code of Conduct for Board of Directors and Senior Management - Policy for Determination of materiality of events for disclosure to Stock Exchanges - Code of Practices and Procedures for Fair Disclosure of UPSI - Whistle Blower Policy - Company's core values
The Company adheres to fair and transparent conduct by adopting best practices and standards of ethical behavior.		
P2	Product Responsibility	Quality Policy, Information Security Policy
Proper mechanisms are in place for conducting life cycle assessments of products. Product labeling complies with all regulatory and customer requirements.		
P3	Human Resources	- Code of Conduct - HR Policies (including Prevention of Sexual Harassment Policy) - HR Handbook
Employees are provided opportunities to demonstrate their skills and capabilities. The Company's code of conduct applies to all employees, ensuring high ethical standards with utmost transparency and accountability. The Company also has a policy for addressing sexual harassment in the workplace, which applies to all stakeholders.		
P4	Responsiveness to Stakeholders	- Corporate Social Responsibility Policy - Code of Conduct
The Company regularly engages with stakeholders to discuss environmental, social, and governance issues.		
P5	Respect for Human Rights	- Code of conduct - Whistle Blower Policy - HR Policies - Prevention of Sexual Harassment Policy
The Human Resource department communicates labor laws and other policies to all employees.		
P6	Environment Restoration	- Environment Policy - Quality Policy - Energy Management Policy - ESG Policy
All steps are taken to ensure sustainable manufacturing.		
P7	Public Policy Advocacy	Considering the business activities of the Company and the nature of its business, the Board has not felt the need to formulate certain policies.
P8	Inclusive Growth	- Corporate Social Responsibility Policy - HR Policies
The Company's CSR policy is formulated with a focus on the holistic development of the community and the environment. The CSR initiatives aim to uplift and support the underprivileged.		
P9	Customer Engagement	- Code of Conduct - Quality policy - Information Security Policy
The Company regularly interacts with key customers, and annual customer satisfaction surveys are conducted.		

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	At Centum Electronics, we view sustainability as a business imperative and a shared responsibility towards our stakeholders, communities, and the environment. Our commitment to Environmental, Social, and Governance (ESG) principles continues to guide our decisions, investments, and long-term growth strategy. During the year, our efforts towards responsible operations and efficient resource management were recognized through prestigious industry accolades. We were honored with the Energy Efficient Unit Award at the National Energy Management Awards organized by the Confederation of Indian Industry (CII), acknowledging our achievements in energy efficiency and sustainable operations. We were also proud recipients of the SEEM Platinum Awards for excellence in sustainability and energy management in the corporate sector, reinforcing our commitment to continuously improving our environmental performance and operational excellence. Beyond our operational initiatives, we strive to create a positive and lasting impact on society through focused CSR activities. During the year, our CSR efforts supported organizations working across healthcare, education, sports, community development, environmental stewardship, and social inclusion. Through these partnerships, we have endeavoured to support initiatives that improve access to education, healthcare, nutrition, environmental awareness, sports development, and opportunities for persons with disabilities and underserved communities. We believe that sustainable growth can only be achieved when business success is accompanied by social progress and responsible stewardship of resources. Equally important is our unwavering commitment to strong corporate governance, ethical conduct, transparency, accountability, and compliance, which continue to form the foundation of stakeholder trust in Centum Electronics. As we look ahead, we remain committed to embedding ESG considerations into our business strategy, fostering innovation, strengthening stakeholder relationships, and creating enduring value for all. We are confident that through collective effort, responsible leadership, and a long-term perspective, Centum Electronics will continue to contribute meaningfully to a more sustainable and inclusive future.
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Mallavarapu Venkata Apparao, Chairman & Managing Director
9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No).	No director has been specifically nominated. The Corporate Social Responsibility (CSR) Committee of the Board drive the social responsibility initiatives. Further, the relevant policies are administered by the Departmental Heads who report to the Management of the Company.

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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Board reviews each policy and assesses performance as required by relevant regulations. The Senior Management and Board Committees conduct periodic internal reviews of charters and policies. External assessments are conducted as needed.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances									
	Details of External assessment:								
	Policies and procedures of the organization are subject to audits/reviews during ISO 9001, ISO 14001, ISO 45001 , ISO 27001 Audits.								
Subject for Review	Frequency (Annually/Half yearly/Quarterly/Any other - please specify)								
Performance against above policies and follow up action	The Company integrates business responsibility into its core operations. Significant time, effort, and investments are continually dedicated to this area, particularly concerning the products we manufacture. The Board of Directors conducts quarterly or annual reviews as needed.								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances									
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.	The Company's policies and procedures are subject to internal scrutiny by the management and Internal Auditors for the purposes of ensuring operating effectiveness of the policies and critical evaluation of the same.								
	The Statutory Auditors also refer to these policies, to the extent, relevant and applicable to assess the Entity Level Controls and Governance aspects. However, there has not been any specific review or assessment or evaluation by an external agency.								

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
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)	Note on P7: Centum Electronics Limited actively participates in various industry forums to discuss relevant topics and share opinions. The Company engages in public good initiatives independently as well as in collaboration with trade bodies and industry colleagues as needed. It is believed that there is no requirement for a specific policy for this purpose.								

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.

Essential Indicators

- Percentage coverage by training and awareness programmes on any of the Principles during the financial year:**

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% of persons in respective category covered by the awareness programmes
Board of Directors (BOD) and Key Managerial Personnel (KMP)	6	The Board of Directors receives periodic updates on business, statutory, and governance matters. Strategic presentations on company strategy, performance, and growth plans are regularly delivered to the Directors. Performance reviews, strategy updates, and key regulatory developments are presented at quarterly board meetings and the annual Board strategy meeting.	100
Employees other than BOD and KMPs	6	Training covers a variety of essential skills including interviewing techniques, email etiquette, POSH (Prevention of Sexual Harassment), emotional intelligence, MS Excel proficiency, and guidance for first-time managers.	100
Workers	6	Training covers Kaizen, ESD, POSH (Prevention of Sexual Harassment), 5S, EHS (Environmental Health and Safety), and QMS (Quality Management System).	100

- Details of fines / penalties / punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 and as disclosed on the entity's website):**

No penalties or fines were reported.

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

Nil

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

The Centum Code of Conduct applies to all employees of the Company. It includes a clear policy on gifts and corporate hospitality, prohibiting employees from giving or receiving gifts from suppliers, vendors, or partners. Gifts received by employees, if any, are to be handed over to the HR department, which will distribute them through a random selection system during monthly employee meetings. The Code of Conduct is available on the Company's website at www.centumelectronics.com.

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

Nil

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

Directors disclose their interests at the beginning of the year. Any changes to these disclosures are noted by the Board. Both the Board of Directors and senior management are subject to the provisions of the code of conduct.

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

Nil

8. Number of days of accounts payables:

Particulars	2025-26	2024-25
Number of days of accounts payables	142	124

9. Openness of business:

Parameter	Metrics	2025-26	2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	3.70%	3.68%
	b. Number of trading houses where purchases are made	90	81
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	80.94%	86.58%
Concentration of Sales	a. Sales to dealer / distributors as % of total sales	-	-
	b. Number of dealers / distributors to whom sales are made	-	-
	c. Sales to top 10 dealers / distributors as % of total sales to dealer / distributors	-	-
Share of RPTs in	a. Purchases (Purchases with related parties/Total Purchases)	1.45%	3.30%
	b. Sales (Sales to related parties/Total Sales)	2%	4%
	c. Loans & advances given to related parties/Total loans & advances	-	21.57%
	d. Investments in related parties/Total Investments made	100%	100%

Leadership Indicators

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

Centum conducts awareness and training programs for its value chain partners based on business needs, stakeholder feedback, and regulatory requirements, covering various topics.

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.

The Company has a Code of Conduct for its Board Members and Senior Management that defines Conflict of Interest and outlines procedures for its avoidance. This Code of Conduct is available on the Company's website.

PRINCIPLE 2

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

Essential Indicators

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

Centum is proudly engaged in design & development of subsystems and systems and indigenization of various products for Defense, Space and Aerospace segments. These subsystems and systems are being used by various defense & space agencies to serve the Nation. This is in line with the Make in India and Atmanirbhar Bharat policies of Government of India.

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

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

The Company has well-established procedures for sustainable sourcing, with approximately 80% of our inputs being sustainably sourced.

Sourcing is conducted systematically. Initially, the compatibility of potential sources with our requirements is carefully evaluated. Subsequently, sources undergo thorough evaluation using supplier evaluation criteria, including policies such as the Conflict Minerals Policy.

Based on the supplier evaluation rating, decisions are made to engage with specific sources. Initial samples from new suppliers are evaluated before they are added to the Approved Vendor List (AVL). Supplies from newly qualified vendors are gradually increased in a phased manner.

Centum is dedicated to maintaining a socially responsible supply chain, particularly focusing on Conflict Minerals. Centum, supported by its customers and suppliers, addresses this global challenge by taking proactive measures to ensure responsible minerals sourcing.

3. **Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste.**

Centum Electronics Limited implements a Life Cycle Assessment (LCA) process for its products. The company has a well-established waste management system that includes collection, segregation, storage, and disposal of hazardous and non-hazardous waste. Waste generated is reused, recycled, or disposed of through authorized vendors and recyclers.

Specific waste management practices include:

- (a) Plastics (including packaging) – Disposed through approved Plastics Recycler.
- (b) E-waste – Disposed through approved E-waste recycler.
- (c) Hazardous waste – Disposed through approved hazardous waste incinerators.
- (d) Other waste – Disposed through authorized vendors.

Centum also recycles waste water through treatment plants for internal operations, following procedures aligned with State Government guidelines for the collection, storage, and disposal of hazardous and non-hazardous waste.

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

Not Applicable

Leadership Indicators

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?

NIC Code	Name of Product / Service	% of Total turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
26109, 26104	Design, manufacture and supply of electronic modules, sub systems, Printed Circuit Board Assembly (PCBA) Integration, Box Build and repairs, screening of electronic components and module for Space, Avionics and Defense applications, Plastic moulded components and assemblies	100%	Gate to Gate	No	No

2. 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.

None of our products cause significant social or environmental concerns.

3. 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	
	2025-26	2024-25
Solder Dross	66	57

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Not applicable

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

Not applicable

PRINCIPLE 3

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

Essential Indicators**1. a. Details of measures for the well-being of employees:**

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Workers		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent Employees											
Male	498	498	100	498	100	-	-	-	-	-	-
Female	143	143	100	143	100	6	4.20	N.A.	N.A	-	-
Total	641	641	100	641	100	6	0.94	-	-	-	-
Other Permanent Employees											
Male											
Female						-					
Total											

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

Category	Total (A)	% of workers covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Workers		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	640	140	21.88	640	100	-	-	-	-	-	-
Female	232	55	23.71	232	100	4	1.72	N.A	N.A	-	-
Total	872	195	22.36	872	100	4	0.46	-	-	-	-
Other Permanent workers											
Male											
Female						-					
Total											

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

Particulars	2025-26	2024-25
Cost incurred on wellbeing measures as a % of total revenue of the company	0.59	0.77

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

Benefits	2025-26			2024-25		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	YES	100	100	YES
Gratuity	100	100	YES	100	100	YES
ESI	-	79	YES	-	78	YES
Others – please specify	-			-		

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.

Most offices/workplaces are well-equipped for accessibility by differently abled individuals. Currently, there are no differently abled employees or workers.

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.

The Company's hiring policy ensures there is no discrimination against persons with disabilities.

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

Particulars	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	N.A.	N.A.	N.A.	N.A.
Female	86%	86%	100%	100%

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

Particulars	Yes/No
Permanent Workers	Yes
Other than Permanent Workers	Yes
Permanent Employees	Yes
Other than Permanent Employees	Yes

The Human Resource Manager serves as the single point of contact for addressing all grievances related to employees and workers.

In compliance with Section 177(9) of the Companies Act 2013 and Regulation 22 of Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, the Company has established a vigil mechanism for directors and employees to report concerns, which is detailed in the Policy available on the Company's website at www.centumelectronics.com.

The Company has also formulated a Policy on Prevention of Sexual Harassment at Workplace to prevent, prohibit, and address incidents of sexual harassment. An Internal Complaints Committee has been established to handle any complaints received. The Company conducts regular sensitization sessions across the organization on the Policy and the provisions of the Sexual Harassment of Women at Workplace (Prevention, Prohibition, and Redressal) Act, 2013.

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

None

8. Details of training given to employees and workers:

Category	2025-26					2024-25				
	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	498	498	100	249	50	463	463	100	217	46.87
Female	143	143	100	72	50.35	134	134	100	68	50.75
Total	641	641	100	321	50.08	597	597	100	285	47.74
WORKERS										
Male	640	640	100	640	100	632	632	100	632	100
Female	232	232	100	232	100	229	229	100	229	100
Total	872	872	100	872	100	861	861	100	861	100

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

Category	2025-26			2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
EMPLOYEES						
Male	498	498	100	463	463	100
Female	143	143	100	134	134	100
Total	641	641	100	597	597	100
WORKERS						
Male	640	640	100	632	632	100
Female	232	232	100	229	229	100
Total	872	872	100	861	861	100

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?

Centum Electronics Limited is certified under ISO 45001:2018 for its Occupational Health and Safety Management System (OHSMS). The company has implemented and maintains this system across all activities, products, and services, adhering to ISO 45001:2018 standards. This system includes mechanisms for managing occupational health, safety, and environmental concerns through the formulation of EOHS (Environmental, Occupational Health,

and Safety) policies and objectives, compliance with applicable legal and other requirements, and the management of unacceptable risks.

The scope of the Occupational Health, Safety, and Environmental Management System is clearly defined and implemented at all Centum locations in accordance with ISO/OHSMS 45001:2018 standards.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Centum Electronics has established a risk assessment process known as Hazard Identification and Risk Assessment (HIRA). Regular safety walks are conducted at the company's plants to identify and mitigate incidents that could cause harm to people or property. This approach includes documenting identified risks, hazards, their causes, associated consequences, and recommendations for containment.

The company employs a participative and consultative approach involving all stakeholders, including employees, associates, and contract workers. This inclusive participation enhances understanding of processes and facilitates the identification of workplace hazards. By addressing these risks promptly, Centum aims to prevent injuries, protect assets, and ensure sustainability across all organizational activities and processes.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Centum Electronics utilizes a Shop Floor Management (SFM) tool to foster a safety culture within the company. The SFM online portal enables employees to report health or safety hazards and risks that could lead to unsafe conditions.

d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)

Employees and workers have access to non-occupational medical and healthcare services. Centum Electronics has partnered with well-established hospitals to handle incidents, accidents, or medical emergencies. Employees undergo annual health check-ups, receive healthcare advice, and are provided with medical insurance facilities.

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

Safety Incident/Number	Category	2025-26	2024-25
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	-	-
	Workers	-	-
Total recordable work-related injuries	Employees	-	-
	Workers	-	-
No. of fatalities	Employees	-	-
	Workers	-	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	-	-
	Workers	-	-

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

Centum Electronics is dedicated to providing healthy and safe working conditions:

- The Health and Safety Committee ensures the establishment, implementation, maintenance, and continual improvement of processes to eliminate hazards and minimize risks.

- A Safety Walk-through Audit program aligns with the EOHS (Environmental, Occupational Health, and Safety) policy to ensure safe and healthy working conditions.
- EHS (Environmental Health and Safety) awareness is promoted through training and communication initiatives.
- Trained Emergency Response Teams (ERT), firefighters, and First Aid teams are available during all shifts.
- Regular evacuation mock drills are conducted as scheduled to raise awareness and readiness in case of emergencies.
- The company utilizes an online portal (SFM) for incident management, facilitating hazard identification and containment in the workplace or plant areas to prevent injuries or property damage.

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

Centum Electronics prioritizes the health, safety, and well-being of its employees through the establishment, implementation, maintenance, and continuous improvement of processes and practices. This commitment ensures a healthy and safe working environment for all employees.

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices Working Conditions	Centum Electronics conducts internal EHS audits covering 100% of the plant area to assess health and safety practices. Annually, the company undergoes external assessments by certifying bodies to verify compliance with the ISO 45001:2018 standard for Occupational Health and Safety Management Systems (EOHS).

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.

Centum Electronics has established processes to address non-conformities and incidents by implementing corrective actions such as engineering controls, automation, and safety guards as necessary. Changes to documented procedures are recorded and standardized in relevant operational procedures to prevent recurrence of incidents.

Safety systems implemented include:

- Safety sensors interlock for cutting/trimming machines.
- Online monitoring and SMS alerts for temperature in chemical storage rooms.
- Automatic changeover of chemicals in cleaning machines.
- Permit-to-Work system.
- Hazard identification and risk assessment.
- Aspect and impact identification.
- Process Safety Information.
- Pre-Start-up Safety Review.

With a substantial onsite workforce, Centum prioritizes safe and organized building evacuations, conducting bi-annual mock drills. All incidents are thoroughly investigated according to company safety guidelines, with findings communicated across departments to prevent similar incidents. Employees and workers are encouraged to report unsafe acts and conditions to eliminate potential hazards.

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).**

The mentioned instances are not applicable as there have been no such incidents.

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

The Company engages exclusively with suppliers and value chain partners who adhere to statutory requirements. Regular due diligence is conducted to ensure that all applicable statutory dues are deducted and deposited by our partners.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:**

None

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)**

None

5. **Details on assessment of value chain partners:**

The Company engages exclusively with value chain partners who comply with statutory requirements, including health and safety practices and safe working conditions.

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.**

All incidents are thoroughly investigated according to company safety guidelines for incident reporting and investigation. Findings are communicated across all departments to prevent similar incidents from occurring.

PRINCIPLE 4

Businesses should respect the interests of and be responsive to all its stakeholders

Essential Indicators

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

The Company has identified internal and external stakeholder groups, including employees, suppliers, contractors, customers, investors, lending institutions, regulatory and statutory authorities. Well-established grievance redressal mechanisms are in place for these stakeholder groups.

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 & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	N	Email, Other	O	- Addressing Customer feedback - Addressing Customer grievances - Providing information regarding products and services
Investors/ Shareholders	N	Email, Newspaper, Website, Press releases, Investors calls, and Other	O	- Business update; - Financial Performance - Statutory Communications
Employees	N	Email, Notice Board, Employee satisfaction survey, Communication blogs and Other	O	- Employee Productivity - Talent management - Learning and development
Regulatory and Statutory Authorities	N	Email, Engagement with industry, government and regulatory bodies and Other	O	Regulatory compliance
Suppliers	N	Email, Other	O	Keep track of orders placed
Communities	Y	Community Meetings	O	Community Engagement Meetings

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.

It is an ongoing process where the leadership team engages with various stakeholders across different platforms. The outcomes of these interactions are regularly presented to the Board. Additionally, the CSR activities, their implementation schedule, and their impact are also reported to the Board.

- 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, the Company consults its stakeholders when identifying its CSR programs. Following consultations with authorities and local communities, the Company partnered with Akshaya Patra, Narayana Hrudayalaya, Mathru Blind School, proVISION ASIA, Joy of Giving and other communities.

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

Through its CSR initiatives, the Company provides essential support to vulnerable and marginalized communities. This includes supporting specially abled individuals and successfully diagnosing and treating patients from economically challenged groups.

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

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	2025-26			2024-25		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	641	641	100	597	597	100
Other than permanent	-	-	-	-	-	-
Total Employees	641	641	100	597	597	100
Workers						
Permanent	872	872	100	861	861	100
Other than permanent	-	-	-	-	-	-
Total Workers	872	872	100	861	861	100

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

Category	2025-26					2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Permanent Employees										
Male	498	-	-	498	100	463	-	-	463	100
Female	143	-	-	143	100	134	-	-	134	100
Others	-	-	-	-	-	-	-	-	-	-
Other than permanent										
Male										
Female										
Others										
Permanent Workers										
Male	640	-	-	640	100	632	-	-	632	100
Female	232	-	-	232	100	229	-	-	229	100
Others	-	-	-	-		-	-	-	-	-
Other than permanent										
Male										
Female										
Others										

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

a. Median remuneration / wages:

(In ₹)

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	5,80,685	3	6,50,000
Key Managerial Personnel	3	2,75,71,484	1	16,88,159
Employees other than BoD and KMP	495	11,34,636	142	7,10,904
Workers	640	2,36,376	232	2,36,376

b. Gross wages paid to females:

Particulars	2025-26	2024-25
Gross wages paid to females (Gross wages paid to females as % of total wages)	17.53	17.12

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

Complaints related to human rights issues are handled by the Human Resource Department or the respective department heads, who take appropriate actions according to the Company's policies. The Head of Human Resources (HR) is the authorized personnel responsible for overseeing human rights functions within the Company.

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

The Company is committed to providing an enabling working environment for its employees and workers. Its policies and practices regarding the protection of human rights, such as the prohibition of child labor, ensuring personal hygiene, and implementing safety and welfare measures, apply across the Company and its group, including contractors.

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

No complaints related to human rights issues were reported by employees and workers during FY 2025-26 and FY 2024-25.

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

Particulars	2025-26	2024-25
i) Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	-	-
ii) Complaints on POSH as a % of female employees / workers		
iii) Complaints on POSH upheld		

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

Concerns regarding discrimination and harassment, if any, will be handled confidentially.

The Company ensures that principles of natural justice are observed throughout the investigation and decision-making process.

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

Centum ensures that all agreements with stakeholders include clauses pertaining to human rights, such as the prohibition of child labor, requirements for personal hygiene, and provisions for safety and welfare measures for workers.

10. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	100%
Discrimination at workplace	
Wages	
Others - please specify	

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 action was required.

Leadership Indicators**1. Details of a business process being modified / introduced as a result of addressing human rights grievances / complaints.**

The Company has not received any grievance / complaints regarding human rights.

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

The Company did not conduct any specific human rights due diligence during FY 2025-26. However, human rights diligence is integrated into other audits conducted by the Company.

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?

Yes

4. Details on assessment of value chain partners:

The Company engages exclusively with value chain partners who comply with all statutory requirements under applicable statutes.

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 actions were required during FY 2025-26.

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

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

Parameter	Units	2025-26	2024-25
From Renewable Sources			
Total electricity consumption (A)	GJ	29,874.00	25,707.60
Total fuel consumption (B)	GJ	-	-
Energy consumption through other sources (C)	GJ	-	-
Total energy consumed from renewable sources (A+B+C)	GJ	29,874.00	25,707.60
From non-renewable sources			
Total electricity consumption (D)	GJ	1,890.00	3,125.14
Total fuel consumption (E)	GJ	526.00	625.22
Energy consumption through other sources (F)	GJ	-	-
Total energy consumed from non-renewable sources (D+E+F)	GJ	2,416.00	3,750.36
Total energy consumed (A+B+C+D+E+F)	GJ	32,290.00	29,457.96
Energy intensity per rupee of turnover (Total energy consumption/Revenue from operations)	GJ/₹	0.00000332	0.00000380
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	GJ/₹	0.00006750	0.00007842
(Total energy consumed / Revenue from operations adjusted for PPP)			
Energy intensity in terms of physical Output	GJ	0.03285852	0.02808143

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

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)

No

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, in the following format:

Parameter	2025-26	2024-25
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	50,579	40,470
(iii) Third party water	1,708	963
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	52,287	41,433
Total volume of water consumption (in kiloliters)	52,287	41,433
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.000005	0.000005
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	0.000109	0.000108
(Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output	0.053208	0.039496

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

4. Provide the following details related to water discharged:

Parameter	2025-26	2024-25
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water	7,430	6,969
- No treatment	-	-
- With treatment - please specify level of treatment	7,430	6,969
(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	72	90
- No treatment	72	90
- With treatment - please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
Total water discharged (in kiloliters)	7,502	7,059

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

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

Centum Electronics recognizes the significance of water conservation and operates a Sewage Treatment Plant (STP) and a recirculation plant. The re-treated water from these facilities is utilized for maintaining the in-house landscape, thereby reducing our dependence on freshwater consumption.

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

Parameter	Please specify unit	2025-26	2024-25
NOx	Mg/nm3	536.15	752.66
SOx	Mg/nm3	202.27	317.17
Particulate matter (PM)	Mg/nm3	786.41	843.50
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	PPM	VOC monitoring values are within defined limit	VOC monitoring values are within defined limit
Hazardous air pollutants (HAP)	-	-	-

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.

In order to conduct a monthly assessment of the source emissions, National Accreditation Board for testing and calibration laboratories (NABL) and Ministry of Environment and Forests (MOEF) approved external laboratories are engaged.

Yes, Assessment done by National Analytical Laboratories & Research Center Bengaluru.

7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) & its intensity, in the following format:

Parameter	Unit	2025-26	2024-25
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	1,373	1,936
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	328	745
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	tCo₂e / ₹	0.00000017	0.00000034
(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)			
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	tCo ₂ e / ₹	0.00000355	0.00000714
(Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)			
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCo ₂ e	0.00173096	0.00255572

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

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

Yes, Centum has implemented various projects aimed at reducing GHG emissions:

- The company's green (wind + solar) energy consumption accounted for approximately 90% of its overall consumption in FY 2025-26.
- Energy Savers controls have been installed for all split air conditioners to minimize power consumption.
- Sensor-based automatic on/off operations have been implemented to reduce nitrogen gas consumption in machines, thereby lowering Scope-1 emissions.
- Process solder waste is recovered and reused in wave machines.
- Installation of Variable Frequency Drives (VFDs), timers, and automatic control systems has been undertaken to reduce power consumption and CO2 emissions.
- Continuous monitoring is conducted to detect and prevent any leakage of nitrogen and helium gases, further reducing Scope-1 emissions.

9. Provide details related to waste management by the entity, in the following format:

Parameter	2025-26	2024-25
Total Waste generated (in metric tonnes)		
Plastic waste (A)	13.88	18.67
E-waste (B)	6.48	6.30
Bio-medical waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	1.76	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any (G) (Spent solvents, lead bearing residues, contaminated cotton rags, oil-soaked cotton waste, empty barrels, waste residues containing oil)	25.55	19.27
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) Corrugated cotton box, Paper, Metal waste, Aluminium etc.	70.03	68.32
Total (A+B + C + D + E + F + G + H)	117.70	112.56
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00000001	0.00000001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	0.00000031	0.00000023
Waste intensity in terms of physical output	0.00011219	0.00011453

Parameter	2025-26	2024-25
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	10.84	3.20
(ii) Re-used	3.11	3.20
(iii) Other recovery operations	2.16	-
Total	16.11	6.40
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	23.39	17.28
(ii) Landfilling	-	-
(iii) Other disposal operations	-	-
Total	23.39	17.28

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

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.

Centum Electronics is dedicated to minimizing waste generation by focusing on behavioral aspects. We ensure that all waste generated from our activities follows the 3R (Reduce, Recover, Reuse) approach to minimize hazardous waste generation. Any unrecovered waste is collected, segregated, and disposed of by authorized recyclers and vendors.

The company has established processes for waste management in each department. Hazardous waste is segregated, stored, and transported in compliance with applicable regulatory requirements and industry best practices. It is disposed of in an environmentally sound manner through authorized vendors for recycling, as mandated by regulations.

Non-hazardous waste includes paper, cardboard, scrap metal, and e-waste. Our strategic goal is to eliminate or reduce waste generation and divert waste from disposal through reuse and recycling wherever feasible.

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:

Not Applicable

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

No new construction occurred, therefore no environmental assessment of projects undertaken by us.

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).

Yes, Centum Electronics complies with all applicable environmental laws, regulations, and guidelines in India.

Leadership Indicators

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

None of Company's facility/plant is located in areas of water stress.

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.

Not Applicable

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

Parameter	Unit	2025-26	2024-25
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)	MtCo ₂ e	30,912*	532.92*
Total Scope 3 emissions per rupee of turnover	MtCo ₂ e/₹	0.00000317	0.00000006

* During the year FY 26, Scope 3 reporting was further enhanced through expanded data collection. Accordingly, year-over-year data is not comparable.

We are actively working toward expanding our Scope 3 reporting to include all relevant categories, in line with our commitment to comprehensive climate accountability.

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

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.

Centum Electronics does not operate in or around ecologically sensitive areas that require environmental approvals or clearances.

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:

Sr. No.	Initiative Undertaken	Details of the Initiative	Outcome of the initiative
1	Renewable Energy Adoption	Procured renewable power through open-access solar and wind energy sources and maximized utilization of renewable energy across operations.	More than 90% of total energy consumption was met through renewable energy sources, reducing dependence on conventional energy and supporting decarbonization efforts.
2	Energy-Efficient Power Infrastructure	Upgraded conventional UPS systems to Modular UPS technology to improve power conversion efficiency and reduce energy losses.	Annual energy savings of 57,553 kWh, avoiding approximately 40 tCO ₂ e emissions per annum.
3	HVAC and Temperature Optimization	Installed temperature control and monitoring systems in office areas and optimized operating parameters and seasonal set points of the 245 TR chiller system.	Achieved annual energy savings of approximately 120,000 kWh through improved HVAC efficiency and optimized cooling operations.

Sr. No.	Initiative Undertaken	Details of the Initiative	Outcome of the initiative
4	Power Factor Optimization	Maintained optimum power factor through Automatic Power Factor Correction (APFC) panels for efficient power utilization.	Improved electrical efficiency, reduced system losses and enhanced power utilization.
5	Compressed Air and Cooling Efficiency Improvement	Eliminated air leakages in HVAC ducting and carried out motor alignment corrections to improve cooling system performance and operational efficiency.	Reduced energy consumption and improved cooling efficiency.
6	Smart Utility Monitoring and Control Systems	Established structured daily monitoring of critical utilities including HVAC systems, process chillers, air compressors and water distribution systems. Installed a smart control system for the 300 CFM compressor with automated fault detection and email alerts.	Enhanced operational reliability, enabled real-time monitoring of utility performance and water consumption, and facilitated timely corrective actions.
7	Water Conservation and Management	Installed sensor-based ON/OFF systems for DI water usage in cleaning machines, implemented automatic cooling tower bleed control based on predefined parameters, and reused RO reject water for domestic purposes.	Achieved 50% reduction in idle water consumption, 40% reduction in cooling tower water consumption, and eliminated freshwater withdrawal for domestic applications through reuse of treated reject water.
8	Water Quality and RO System Reliability	Implemented an iron removal plant upstream of the RO system to prevent membrane fouling caused by high iron content in incoming water.	Improved RO system performance, enhanced operational reliability and reduced maintenance requirements.
9	Nitrogen Consumption Optimization and GHG Emission Reduction	Installed an in-house nitrogen generation plant and an automatic humidity control system for store desiccators, enabling humidity regulation based on actual requirements rather than continuous nitrogen purging.	Reduced nitrogen consumption, improved process efficiency and lowered transportation related emissions by eliminating regular nitrogen tanker movement.
10	Waste Management and Circular Economy	Continued implementation of the Zero Waste to Landfill initiative. Hazardous waste was diverted for co-processing as Alternate Fuel and Raw Material (AFR) in cement kilns, while non-hazardous waste was handled through authorized recyclers.	Achieved zero waste to landfill through environmentally responsible disposal, recycling and resource recovery practices.
11	Preventive Maintenance and Reliability Enhancement	Conducted annual electrical maintenance shutdowns and thermography studies across electrical systems to proactively identify defects and inefficiencies.	Improved equipment reliability, enhanced safety and increased system efficiency through preventive maintenance.

Recognition of Sustainability Excellence

During FY 2025-26, the Company's commitment to energy efficiency and sustainable operations was recognized through the Energy Efficient Unit Award at the National Energy Management Awards organized by the Confederation of Indian Industry (CII) and the SEEM Platinum Award for Excellence in Sustainability and Energy Management, underscoring the effectiveness of its resource-efficiency and sustainability initiatives.

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

Centum has implemented a comprehensive Business Continuity Plan (BCP) to assess potential risks to the business posed by disaster situations. This plan is crucial for evaluating all possible incidents and their potential impact on the organization's ability to maintain normal business operations. The BCP process involves examining the likelihood of severe situations disrupting business operations and assessing the potential consequences of such events.

The Business Continuity Team comprises General Managers from all Business Units, as well as representatives from IT, Finance, IE, EHS, and other functional areas. Centum's BCP includes a mechanism to assess the criticality of all organizational business processes and determine the impact and consequences of service loss or a reduction in normal service levels.

The site-specific Business Continuity Plan contains information on threats to normal service levels and their impact on profitability and continued viability.

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.

There are no significant adverse environmental impacts arising from our value chain.

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

Centum engages exclusively with value chain partners who comply with all applicable statutes.

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

a. By the listed entity	Nil
b. By the top ten (in terms of value of purchases and sales, respectively) value chain partners	Nil

PRINCIPLE 7

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations : 12

Centum is a member of various industry and trade bodies, actively participating in industry events and stakeholder consultations. This involvement contributes to policy formulation by various regulatory bodies.

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.

Sr. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry (CII)	National
2	Electronic Industries Association of India (ELCINA)	National
3	Indo-French Chamber of Commerce and Industry	National
4	Indo-American Chamber of Commerce	National
5	India Electronics and Semiconductor Association (IESA)	National
6	Bangalore Chamber of Commerce	State
7	Software Technology Parks of India (STPI)	National
8	Federation of Karnataka Chambers of Commerce and Industry	State
9	Society of Indian Defence Manufacturer	National
10	Indian Space Association (ISPA)	National
11	Karnataka Employer Association	State
12	Electronic & Computer Software Export Promotion Council	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:

None

Leadership Indicators

Details of public policy positions advocated by the entity: Centum Electronics Limited actively participates in various industry forums to discuss relevant topics and share views and opinions. The company engages in activities for the public good, both independently and in collaboration with trade bodies and industry colleagues. Details of Centum's participation in various public platforms and industry body discussion forums are available on our Centum Electronics Limited's LinkedIn Page.

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

The Company has not conducted any social impact assessments as it is currently not applicable. However, such assessments will be undertaken whenever necessary.

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

No projects requiring Rehabilitation and Resettlement (R&R) have been undertaken.

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

The Company is dedicated to fostering sustainable and inclusive development within the community. We engage with the community regularly, either directly or through implementing agencies. Grievances received, whether informally or formally through such forums, are carefully addressed, and resolutions are provided.

Our CSR projects are aimed at tackling concerns and challenges that impact the surrounding communities, including underprivileged groups within the community.

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

Particulars	2025-26	2024-25
Directly sourced from MSMEs/ small producers	12.84	16.49
Sourced directly from within the district and neighboring districts	11.06	17.74

* districts within the state are only considered

5. 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	% of Job creation 2025-26	% of Job creation 2024-25
Rural	-	-
Semi-urban	-	-
Urban	-	-
Metropolitan	100	100

Place categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan

Leadership Indicators

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

The Company has not conducted any social impact assessments as it is currently not applicable. However, such assessments will be conducted whenever necessary.

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

No CSR projects are undertaken in aspirational districts as identified by government bodies.

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

Centum does not have a preferential procurement policy that gives preference to purchases from suppliers belonging to marginalized or vulnerable groups. However, the Company sources products also from local and small producers after evaluating them based on necessary requirements. We actively engage with various vendors to develop and enhance their capabilities and capacities over time. Continuous feedback is provided to local suppliers to improve their performance in terms of quality and capacity.

(b) From which marginalized /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:

For the FY 2025-2026, 1 Patent is granted and 3 technical papers have been published. No commercial benefits for current & previous FY.

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:

None

6. Details of beneficiaries of CSR Projects:

Sr. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Eradicating hunger, poverty and malnutrition, promoting health care including preventive health care and sanitation.	11,276	100
2	Promoting education, including special education and employment enhancing vocation skills especially among children, women, elderly and the differently abled and livelihood enhancement projects.	284	73
3	Training to promote rural sports, nationally recognized sports, paralympic sports and Olympic sports	1	100

PRINCIPLE 9

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

Essential Indicators

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

Centum has a well-established process and procedure to receive customer inquiry, grievance, complaint, or feedback. Customers can contact the respective Program Manager, Quality Leads, or Sales Team.

Centum addresses customer complaints using the RCCA (Root Cause and Corrective Actions) approach within a stipulated timeline, depending on the type of complaint or feedback received. The company has a complaint redressal mechanism through which consumers can contact and lodge their grievances.

Additionally, our sales teams regularly engage with customers through emails and formal meetings. In case of any complaints, customers can raise them with the Company's Single Point of Contact (SPOC) or send their complaints via mail to the company.

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

Particulars	As a percentage to total turnover
Environmental and social parameters relevant to the product	
Safe and responsible usage	100%
Recycling and/or safe disposal	

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

Particulars	2025-26		Remarks	2024-25		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy		-			-	
Advertising						
Cyber-security						
Delivery of essential services						
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

None

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

Yes, Centum has implemented an Information Security Management System in accordance with ISO/IEC 27001:2013 for the scope of Design, Manufacturing, Integration, and Screening of PCB Assembly and Electronic Modules. The company

has established layered security measures for People, Process, and Technology, adopting the protect, detect, and respond method in its IT security process.

Various controls are in place within the IT security framework, including perimeter controls, internal controls, and access controls. Centum also conducts cybersecurity assessments, including Annual Vulnerability Assessments and Penetration Tests carried out by third-party cybersecurity partners. Additionally, internal ISMS audits are conducted every six months, with annual ISMS surveillance audits by the certification agency, annual IT General Controls (ITGC) audits by the statutory financial audit team, and customer audits on the Information Security Management System.

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

The Company continuously strengthens and upgrades its infrastructure while implementing various monitoring tools in accordance with cybersecurity and data privacy requirements for individuals and customers. The Company adopts stringent data privacy policies in line with global standards. Regular employee training on data privacy and cybersecurity best practices are provided.

Regular safety audits of products and services are taken up to ensure compliance with regulatory standards.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches.

To date, Centum has not reported any instances of data breaches. The company is committed to establishing, implementing, maintaining, and continually improving its information security management system related to the design and manufacturing of electronic products. This commitment ensures the confidentiality, integrity, and availability of information involved in its activities, supported by measurable objectives and compliance with applicable legal, statutory, regulatory, and contractual requirements.

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

Nil

c. Impact, if any, of the data breaches:

Not Applicable as there are no data breaches reported.

Leadership Indicators

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

The Company provides information about its products and services through its website, www.centumelectronics.com. Additionally, Centum actively participates in trade fairs and exhibitions related to electronics manufacturing.

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

The Company manufactures and supplies products according to customer specifications. There is ongoing interaction with customers throughout the project execution phase, and end users are educated accordingly. Information regarding product usage and end-use applications is provided in the respective product catalogs, instruction manuals, installation manuals, and user guides.

We continuously evaluate and improve our product safety measures based on customer feedback, industry best practices, and regulatory requirements. This includes updating product labeling, enhancing user manuals, and implementing new safety features or technologies.

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

Centum Electronics Limited is not directly involved in providing essential services as defined by The Essential Services Maintenance Act, 1981. However, the company maintains continuous communication with its customers to ensure the smooth operation of its activities.

4. 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.

The Company manufactures and supplies products according to customer specifications. The product information displayed complies with all relevant local laws and customer instructions. For exported products, information aligns with the requirements of respective countries' laws. Barcodes on products contain all necessary information.

The products are clearly labeled with relevant safety information, usage instructions, and precautions. This includes warning labels for potentially hazardous materials or components, as well as instructions for proper disposal or recycling.

5. Did your entity carry out any survey with regard 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).

Yes, Centum is a customer-centric organization where customer satisfaction is paramount. Feedback is solicited from customers starting from the design and manufacturing stages through to product delivery. Continuous engagement and support are provided to ensure customer satisfaction. Annual customer satisfaction surveys are conducted to gather feedback on various parameters including sales, project execution, delivery, documentation, quality, health and safety, and information security management systems. Customer scorecards are periodically reviewed to gauge service satisfaction.