July 11, 2026

To,
National Stock Exchange of India Limited
Symbol – SYMPHONY

To,
BSE Limited
Security Code - 517385

Sub.: Business Responsibility and Sustainability Report for the financial year 2025-26

Dear Sir/ Madam,

Further to our intimation dated July 11, 2026, regarding submission of the Notice of the 39th Annual General Meeting and the Integrated Annual Report for the financial year 2025-26, and pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, we hereby submit the Business Responsibility and Sustainability Report (BRSR), forming part of the Integrated Annual Report for FY 2025-26.

This is for the purpose of dissemination of information widely to the Members of the Company.

Thanking You,

Yours Truly,
For Symphony Limited

Mayur Chimanbhai Barvadiya
Digitally signed by Mayur Chimanbhai Barvadiya
Date: 2026.07.11 14:19:06 +05'30'

Mayur Barvadiya
Company Secretary and Head – Legal (VP)

Encl.: As above

Annexure - 5 to the Board's Report

Business Responsibility and Sustainability Report

[See Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015]

Dear Valued Stakeholders,

Every year brings with it a new set of expectations, challenges, and opportunities. Yet, what remains unchanged is our commitment at the Company to build a business that is guided not just by performance, but by purpose. FY 2025–26 has been another step forward in this journey of balancing growth with responsibility, ambition with accountability, and innovation with impact.

Within our organization, we continue to foster a workplace culture grounded in safety, ethics, respect, and equal opportunity, guided by the belief that empowered people are central to long-term value creation. I am pleased to share that women now represent 43% of our Board, up from 33% in the previous year, while the share of gross wages paid to women also moved upward, a modest but encouraging step in our journey towards a more equitable workplace. This philosophy extends beyond our organisation into our broader ecosystem, where we remain focused on shared learning, capability building, and responsible conduct.

During the year, we strengthened ESG and sustainability awareness training initiatives across both employees and value chain partners. These programmes played an important role in reinforcing shared understanding, building capability, and embedding responsible practices more deeply across our ecosystem.

Climate accountability and value chain emissions have been a particular area of progress. We expanded our greenhouse gas accounting framework to include a comprehensive Scope 3 assessment covering all relevant categories material to our business model. As part of this journey, we initiated engagement with OEM partners and suppliers to strengthen primary data availability over time, an effort that will progressively enhance the accuracy, completeness, and transparency of our emissions inventory in future reporting cycles.

We also advanced our Life Cycle Assessment (LCA) capability, completing 14 product LCAs during the year. These assessments provided deeper visibility into environmental impacts across the product lifecycle and reaffirmed that the consumer use phase remains the most significant hotspot. In response, we have already accelerated focused product innovation efforts aimed at reducing energy consumption during usage, directly addressing the largest component of our lifecycle footprint.

Our commitment to circularity is becoming visible in our material choices: the share of reprocessed, non-virgin content in our raw materials rose markedly from 10% to 26% during the year. We also strengthened responsible sourcing, with material sourced directly from MSMEs and small producers increasing from 51% to 73%, and material sourced directly from within India rising from 91% to 96.6%, deepening our roots in local and inclusive supply chains.

Our environmental stewardship continues to translate into tangible on-ground outcomes. Through our "Symphony Gram Vans" plantation initiative across Asana and Antarnes villages in North Gujarat, we have planted and sustained 22,491 saplings. Together with green-cover development at Thol and our corporate headquarters, this has contributed to an estimated reduction of 1715.06 tonnes of CO_2 equivalent, a reminder that climate action is most powerful when it is measurable and close to community.

On the social front, our CSR programmes reached over 29,000 beneficiaries during the year, with a strong focus on vulnerable and marginalized groups. This spanned preventive healthcare, education including special education for differently abled children, care for the elderly, and environmental sustainability and this year we were glad to add the promotion of sports to our community efforts, widening the ways in which we contribute to inclusive and shared progress.

Our products remain central to our sustainability story. Designed with energy efficiency at their core, they significantly reduce electricity consumption during use, enabling more sustainable cooling solutions and contributing meaningfully to lower environmental impact at scale. Equally important is the trust our customers place in us. Through a sharper focus on responsive service and timely resolution, we achieved a 67% reduction in customer complaints during the year.

Governance continues to be the foundation of how we operate, quietly shaping discipline, consistency, and trust across everything we do. It is reflected in the way our Board and leadership engage with long-term priorities, how decisions are made with accountability, and how risk and responsibility are embedded into execution. This is further strengthened through structured policies, robust internal systems, and a strong culture of ethical conduct across the organisation.

As we look ahead, we will continue to integrate sustainability more deeply across our operations, collaborate more closely across our ecosystem, and pursue innovation that aligns growth with long-term responsibility.

To our shareholders, customers, employees, partners, and communities; thank you for your continued trust. It is this collective belief that allows us to move forward with clarity, confidence, and purpose, building a business that is resilient, responsible, and future-ready, creating enduring value for all stakeholders.

Achal Bakeri
Chairman and Managing Director, Symphony Limited

SECTION A – GENERAL DISCLOSURES

I. Details of the listed entity

I-1.	Corporate Identity Number (CIN) of the listed entity	L32201GJ1988PLC010331
I-2.	Name of the listed entity	SYMPHONY LIMITED
I-3.	Year of incorporation	1988
I-4.	Registered office address	Symphony House, Third Floor, FP12-TP50, Off. S.G. Highway, Bodakdev, Ahmedabad - 380 059, Gujarat, India
I-5.	Corporate address	
I-6.	E-mail	**investors@symphonylimited.com**
I-7.	Telephone	+91-79-66211111
I-8.	Website	**www.symphonylimited.com**
I-9.	Financial year for which reporting is being done	April 01, 2025 to March 31, 2026
I-10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
I-11.	Paid-up Capital	₹13.73 Crores
I-12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Mayur Barvadiya Company Secretary & Head - Legal Tel: +91-79-66211111 Email: **investors@symphonylimited.com**
I-13.	Reporting boundary	Disclosures in this Report are made on a standalone basis, unless otherwise specified under any particular disclosure.
I-14.	Name of assurance provider	M/s. Dhirubhai Shah & Co LLP
I-15.	Type of assurance obtained	Reasonable Assurance for BRSR Core KPIs

II. Products/services

II-16. Details of business activities (accounting for 90% of the turnover):

Sr. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Trading / Manufacturing	Air coolers, Tower Fans, Water heaters and spares	100

Symphony Limited follows an asset-light and capital-efficient business model. The Company's core activities comprise product research, design, development, brand management, quality oversight, marketing, trading, distribution and sale of air coolers, tower fans, water heaters and related spares. Manufacturing is undertaken through strategic arrangements with third-party contract manufacturers, while the Company retains responsibility for product design, specifications, quality assurance, supplier evaluation and oversight. This model enables the Company to remain capital-light while maintaining focus on innovation, product reliability, customer experience, supply chain efficiency and responsible sourcing practices.

II-17. 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	Air Coolers, other appliances and spares	46529	100

III. Operations

III-18. Number of locations where plants and/or operations/offices of the entity are situated

Location	Number of Plants	Number of Offices/ CFA Locations	Total
National	1	34	35
International	4	1	5

The Company has seven overseas subsidiaries, including step-down subsidiaries. In India, the Company has 34 locations, out of which the BRSR disclosures cover the owned locations, including the Symphony Corporate office in Ahmedabad and the lab, assembly and storage facility located at Thol, Gujarat, while the remaining 32 locations are operated by Carrying and Forwarding Agent (CFA) partners.

III-19. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	27 States and 6 Union Territories
International (No. of Countries)	60+

b. What is the contribution of exports as a percentage of the total turnover of the entity? 11%

c. A brief on types of customers

The Company serves a diversified customer base across household, commercial and industrial segments. In the household segment, the Company addresses everyday cooling and comfort needs through products that combine performance, affordability, energy efficiency and ease of use. In the commercial and industrial segments, customers require solutions capable of serving larger spaces, higher air delivery requirements and more demanding operating environments. Across these segments, the Company's value proposition is anchored in reliable performance, accessible price points, superior product quality and a compelling cost-of-ownership advantage.

Air coolers remain the core of the Company's business and continue to account for the majority of demand. However, its portfolio strategy is increasingly directed toward reducing reliance on a single seasonal demand cycle and building a broader comfort-solutions business. The addition of tower fans, kitchen cooling fans and personal cooling fans enables the Company to address lighter, more frequent and everyday cooling occasions, thereby extending brand relevance beyond peak summer consumption. The Company's re-entry into the water heaters category further broadens its presence into colder months, creating a more seasonally balanced portfolio and improving the opportunity to engage consumers across the year.

This transition is strategically important. The Company's historical strength has been built on leadership in air coolers and deep association with the Indian summer. The Company is now seeking to build on that foundation by expanding into adjacent comfort categories that are complementary to its brand, distribution network, consumer understanding and product-development capabilities. This approach is intended to widen the addressable market, improve demand resilience, increase channel productivity and reduce the concentration risk associated with excessive dependence on a single category or season.

The Company's products reach customers through a diversified, multi-channel distribution architecture comprising distributors, dealers, direct-to-consumer channels, e-commerce platforms, large-format retail stores and other retail outlets. This network enables the Company to maintain broad market access across India while also supporting its presence in select overseas geographies. The combination of portfolio expansion, channel diversification and brand-led market access positions the Company to evolve from a predominantly summer-led air cooler company into a more resilient, multi-season comfort solutions company.

IV. Employees

IV-20. Details as at the end of Financial Year

a. Employees and workers (including differently abled):

Sr. No.	Particulars	Total(A)	Male		Female	
			No(B)	%(B/A)	No(C)	%(C/A)
Employees						
1	Permanent (D)	479	462	96.45%	17	3.55%
2	Other than Permanent (E)	49	45	91.84%	4	8.16%
3	**Total employees (D + E)**	**528**	**507**	**96.02%**	**21**	**3.98%**
Workers						
1	Permanent (F)	-	-	-	-	-
2	Other than Permanent (G)	18	18	100.00%	-	-
3	**Total Workers (F + G)**	**18**	**18**	**100.00%**	**-**	**-**

The Company's workforce profile reflects its asset-light operating model, under which product research, design, development, quality assurance, sales, distribution, customer engagement and corporate functions are retained in-house, while manufacturing is undertaken through third-party partners. Accordingly, the Company does not maintain a large in-house manufacturing workforce. The Company recognizes diversity, equity and inclusion as integral to responsible human capital management and long-term organizational resilience. While the current gender mix is influenced by the nature of field-sales and distribution-led roles, women constitute approximately 10% of the workforce at the Company's corporate office.

b. Differently abled Employees and workers:

Nil. The Company is committed to fostering an inclusive and equitable workplace. While the Company currently does not have differently abled employees or workers on its rolls, it remains open to enhancing participation of differently abled individuals across suitable roles, subject to role requirements, workplace suitability and availability of relevant talent.

IV-21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No(B)	%(B/A)
Board of Directors	7	3	42.86%
Key Management Personnel	2	-	-

Women represent 42.86% of the Company's Board of Directors, reflecting meaningful gender diversity at the highest level of governance. Notably, 2 of the Company's 4 Independent Directors are women, underscoring diversity within the Board's independent oversight and decision-making framework. The Company recognizes the importance of strengthening diversity across leadership and management levels over time through merit-based succession planning, talent development and equal opportunity practices.

IV-22. Turnover rate for permanent employees and workers. (Disclose trends for the past 3 years)

	FY 2025-26 (Turnover rate in current FY)			FY 2024-25 (Turnover rate in previous FY)			FY 2023-24 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	22.32%	12.12%	21.97%	19.89%	25.00%	20.06%	15.64%	20.00%	15.78%
Permanent Workers	N.A. There are no permanent workers employed by the Company.								

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

V-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	IMPCO S. de R. L. de C.V., (IMPCO), México	Wholly Owned Subsidiary	100	No
2	Guangdong Symphony Keruilai Air Coolers Co. Ltd., China	Wholly Owned Subsidiary	100	No
3	Climate Holdings Pty Limited, Australia (formerly known as Symphony AU Pty Ltd, Australia)	Wholly Owned Subsidiary	100	No

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)
4	Climate Technologies Pty Limited (CT), Australia	Step down Wholly Owned Subsidiary	100	No
5	Bonaire USA LLC, USA	Step down Wholly Owned Subsidiary	100	No
6	Symphony Climatizadores Ltda., Brazil	Wholly Owned Subsidiary	100	No
7	Dongguan GSK Appliances Co. Ltd., China	Step down Wholly Owned Subsidiary	100	No

VI. CSR Details

VI-24. Provide the following CSR details

i) Whether CSR is applicable as per section 135 of Companies Act, 2013 - **Yes**

ii) Turnover (in ₹) **762.90 Crores (PY 1,179.51 Crores)**

iii) Net worth (in ₹) **519.96 Crores (PY 770.78 Crores)**

VII. Transparency and Disclosures Compliances

VII-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)	FY 2025-26			FY 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	1	1	-	-	-	-
Shareholders	Yes	3	2	-	12	0	-
Employees and workers	Yes	-	-	-	-	-	-
Customers	Yes	183	0	-	561	0	-
Value Chain partners	Yes	-	-	-	-	-	-

The Company receives stakeholder complaints through a range of channels and platforms, and has put in place mechanisms to resolve these in a timely manner with an ongoing focus on improving service responsiveness and bringing down pending complaints. Stakeholder satisfaction, transparency and ethical conduct remain central to how the Company operates, and concerns are taken up fairly and promptly through defined grievance redressal processes. These efforts, including faster turnaround through a strengthened customer-care team, better tracking via a centralized digital grievance management system, and root-cause analysis to prevent recurring issues, have contributed to a 67% reduction in customer complaints during the year. Of the 3 shareholder/investor complaints still pending, the Company has already submitted its responses and awaits confirmation of closure from the respective regulatory authorities. The governance practices and policies that guide this approach are available under the ***'Corporate Governance'*** section of the Company's website and reinforce its emphasis on accountability, compliance, and responsible business conduct.

VII-26. Overview of the entity's material responsible business conduct issues. Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications:

Please refer to the "Material Issues Shaping Sustainable Growth" section on Page nos. 68 to 74 for details on the Company's material sustainability issues and related management approach.

SECTION B- MANAGEMENT AND PROCESS DISCLOSURES

Policy and management processes

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes								
1. b. Has the policy been approved by the Board? (Yes/ No)	Yes								
1. c. Web Link of the Policies, if available	The Company's policies aligned with the principles and core elements of the NGRBCs are accessible in the ***'Corporate Governance'*** section of the website.								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4. Name of the national and international codes/ certifications/ labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	The Company is certified under ISO 9001:2015 for quality management, ISO/IEC 27001:2022 for information security management, and ISO/IEC 17025:2017 for the competence of its Psychrometric Laboratory in testing and calibration. Since its business is built around an outsourced manufacturing model with the Company primarily engaged in trading and distribution and the actual manufacturing undertaken by third-party vendors, under this arrangement, the Company ensures that its suppliers and manufacturing partners hold the required certifications and adhere to the applicable regulatory and quality standards.								

5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Sustainable and responsible business conduct remains embedded in the Company's operating practices across environmental stewardship, employee welfare, customer safety, product responsibility, ethical conduct and stakeholder engagement. The Company continues to monitor relevant ESG parameters and strengthen its practices, systems and disclosures progressively, in line with applicable regulatory requirements and stakeholder expectations. While no specific ESG commitments, goals or targets with defined timelines have been set at present, the Company remains focused on responsible and sustainable business conduct as part of its long-term operating approach.
6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.	Not applicable, as the Company has not set specific ESG commitments, goals or targets with defined timelines during the reporting period. The Company continues to monitor relevant ESG parameters and review the implementation of policies and processes associated with the NGRBC principles through appropriate internal review mechanisms.

Governance, leadership and oversight

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure)	Please refer to statement by Chairman and Managing Director on Page nos. 113-114 of this report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Achal Bakeri, Chairman and Managing Director, is the highest authority responsible for the implementation and oversight of the Company's Business Responsibility and Sustainability policies.								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details	Yes. The Risk Management Committee, together with the senior management team, periodically reviews sustainability and ESG-related matters in line with the Company's sustainability priorities. The Committee provides inputs and recommendations to the Board, as appropriate, on ESG-related risks, opportunities and initiatives.								

10. Details of Review of NGRBCs by the Company: Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	The Company's policies are developed in accordance with the National Guidelines on Responsible Business Conduct (NGRBC), the provisions of the Companies Act, 2013, and applicable SEBI regulations. These policies are periodically reviewed by the respective functional heads and approved by the Managing Director, the Board of Directors, or the relevant Board Committees, as applicable.									Annually								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Compliance with statutory requirements relevant to the NGRBC principles is periodically reviewed by the Board of Directors and its Committees.									Quarterly								

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.

No. The Company reviews the effectiveness and implementation of its policies through internal governance and management review mechanisms. Internal and external auditors, whenever required, review these policies, processes and controls, as applicable, in the course of their respective audit procedures.

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	Not Applicable. The Company has policies covering all the NGRBC principles and their core elements, as detailed in the response to Question 1 above.								
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1

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

Essential Indicators

EI-1. 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	Percentage of persons in respective category covered by the awareness programmes
Board of directors	3	The Company acknowledges the importance of building a clear and practical understanding of the National Guidelines on Responsible Business Conduct (NGRBC) among its Board of Directors and Key Managerial Personnel. This supports the Company's efforts to align responsible business conduct with its broader vision, strategic priorities and governance practices. To strengthen this understanding, the Company conducts periodic sensitization and awareness sessions for the Board and KMP on key areas covered under the NGRBC, including ethical business conduct, environmental stewardship, social responsibility, stakeholder interests and governance. These initiatives are further supported through interactive sessions, scenario-based discussions and practical case studies, which help translate NGRBC principles into business context and decision-making. The Company also engages external professionals and subject-matter specialists, wherever considered appropriate, to provide insights on ESG and NGRBC-related developments. This enables the Company to continue strengthening the integration of responsible business practices across its policies, processes and operating framework.	100%
Key Managerial personnel	16		100%
Employees other than BoD and KMPs	73	During the year, the Company conducted a range of awareness and capability-building programmes aligned with the principles of the NGRBC. These covered ethics, governance, and regulatory compliance, including sessions on regulatory compliance and cybersecurity (Principle 1); the safety and quality of products,	100%

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	Percentage of persons in respective category covered by the awareness programmes
Workers	14	through training on quality and laboratory standards and on responsible material use such as plastics (Principle 2); employee well-being and a safe, respectful workplace, through Prevention of Sexual Harassment (POSH) and Environment, Health and Safety (EHS) sessions (Principles 3 and 5); human rights awareness (Principle 5); environmental responsibility and sustainability, including ESG-focused sessions (Principle 6); and inclusive and sustainable development (Principle 8). Responsible consumer engagement was also addressed (Principle 9), through customer-service and product trainings and the information provided to customers for the safe use and maintenance of products, supported by guidance in product manuals. In addition, the Company extended awareness-building to its value chain by engaging suppliers on NGRBC expectations, ESG, and greenhouse gas emissions, reflecting its responsiveness to key stakeholders (Principle 4).	100%

EI-2.Details of fines / penalties /punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website): No penalties were imposed by the stock exchanges, SEBI, or any statutory authority during the reporting period, except for a delay in submission of the Related Party Transactions disclosure for the half-year ended September 30, 2025 to NSE, for which the exchange waived the fine. During the year, the Company, its Directors, and Key Managerial Personnel did not pay any material penalties, fines, compounding fees, or settlement amounts to any regulatory, law enforcement, or judicial authority. Details of any non-material fines and settlements, wherever applicable, have been duly disclosed to the stock exchanges and on the Company's website.

EI-3. Of the instances disclosed in Question 2 above, details of the Appeal/ Revision preferred in cases where monetary or non-monetary action has been appealed. Not Applicable

EI-4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy. Yes, the Company's ***'Code of Ethics and Business Conduct'*** establishes clear guidelines on ethical behaviour, including measures for prevention of corruption and bribery. To strengthen transparency and accountability, the Company has also implemented a ***'Whistle Blower Policy (Vigil Mechanism)',*** which enables employees to confidentially report suspected misconduct or policy violations for appropriate investigation and resolution.

EI-5. Number of Directors/KMPs/employees/workers against whom disciplinary action was taken by any law enforcement agency for the charges of bribery/ corruption: No cases of disciplinary action relating to bribery or corruption were reported by any law enforcement agency against any Director, KMP, employee, or worker of the Company during the current or previous reporting periods.

EI-6. Details of complaints with regard to conflict of interest: No complaints relating to conflict of interest were received against any of the Directors or KMPs during the current or previous reporting periods.

EI-7. Provide details of any corrective action taken or underway on issues related to fines/ penalties/ action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest. - Not Applicable

EI-8. Number of days of accounts payables ((Accounts payable *365) / Cost of goods/services procured) in the following format:

Particulars	FY 2025-26	FY 2024-25
Number of days of accounts payables	42 days	55 days

EI-9. Open-ness of business - Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2025-26	FY 2024-25
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales#	70%	64%
	b. Number of dealers / distributors to whom sales are made	1,100+ Distributors	1,100+ Distributors
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	10%	9%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	1.33%	0.11%
	b. Sales (Sales to related parties / Total Sales)	8%	9%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)^	76%	83%
	d. Investments (Investments in related parties / Total Investments made)**	0.61%	24%

\# % of total domestic sales of Air Cooling and other appliances.

^ For (i) Loans & advances, and (ii) Investments, the closing balances as discussed in the audited standalone financial statements for the year ended on March 31, 2026 have been considered.

** Including Investment in subsidiaries.

Leadership Indicators

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

Sr. No.	Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1.	2 (Two)	All principles of NGRBC	100% (OEMs & CFAs)

Value chain partners have an important role to play in building a responsible and sustainable business ecosystem, and the Company works closely with them towards this end. During the year, the Company conducted multiple awareness programmes for its value chain partners covering all the nine principles of NGRBC, as set out in the table above. Delivered through regular engagement, collaborative discussions, and capacity-building initiatives, these programmes are aimed at building a shared understanding of responsible business conduct across the partner network covering areas such as ethics and governance, human rights, responsible labour practices, environmental sustainability and emissions and ESG awareness. Through this continued engagement, the Company seeks to strengthen sustainable value creation across its value chain and encourage partners to adopt practices aligned with the NGRBC principles.

LI-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. Yes. To avoid any conflict of interest, the Company applies transparent processes to transactions involving members of its Board, with Directors stepping away from any discussion or decision in which they may have an interest. Supporting this, the Company has put in place a set of codes and policies designed to identify, manage, and mitigate potential conflicts of interest across the Board, Senior Management, and employees, reinforcing ethical and transparent business conduct. These policies can be accessed under the ***'Corporate Governance'*** section of the Company's website.

PRINCIPLE 2

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

Essential Indicators

EI-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

Parameter	FY 2025-26	FY 2024-25	Metrics
R&D	100%	100%	The Company's research and development efforts are closely aligned with responsible product innovation. The Company's product-development approach focuses on improving energy efficiency, product durability, user safety, performance reliability and customer value. Given that the use phase of consumer appliances can contribute significantly to lifecycle environmental impact, the Company continues to prioritise design improvements that reduce electricity consumption during product use while maintaining effective cooling performance. During the year, the Company continued to invest in product technologies and design improvements aimed at enhancing environmental and social outcomes, including energy-efficient product features, improved material efficiency, product quality, safety and serviceability.
Capex	90%	91%	

EI-2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) - Yes, the Company has adopted responsible and sustainable sourcing practices that support long-term environmental stewardship and contribute positively to the communities within its value chain. The Company's ***'Sustainable Sourcing and Supply Chain Management Policy'*** outlines its approach to integrating sustainability principles across the supply chain and promoting responsible procurement practices.

EI-2.b. If yes, what percentage of inputs were sourced sustainably? - The Company is committed to progressively increasing the proportion of sustainably sourced inputs each year. In line with this commitment, ~26% of inputs were sourced sustainably during the year, compared to ~21% in the previous year.

EI-3. Describe the processes in place to safely reclaim your products for reusing, recycling and disposing at the end of life for the following: The Company manages end-of-life product and packaging responsibilities through a structured product-stewardship approach. The Company is registered with the Central Pollution Control Board and works with authorised agencies for collection, recycling and safe disposal of applicable waste streams in accordance with Extended Producer Responsibility requirements.

The Company's approach is guided by its ***'Circular Economy Policy'*** and ***'Policy for Responsible Use of Products and Disposal'.*** These policies focus on product durability, repairability, responsible material use, customer awareness and environmentally sound disposal. The Company also provides relevant guidance to customers on safe usage, maintenance and disposal practices through product communication and digital channels.

EI-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. Yes. The Company has fulfilled its EPR obligations related to e-waste and plastic packaging waste for FY 2025-26, in accordance with the EPR plans submitted to the Central Pollution Control Board (CPCB).

Leadership Indicators

LI-1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for the manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

Sr. No	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.
1	46529	Evaporative air coolers, tower fans and water heaters (14 SKUs)	28	Cradle to Grave	No	No

LI-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.

Sr. No	Name of Product / Service	Description of the risk / concern	Action Taken
1	Evaporative air coolers, tower fans and water heaters (14 SKUs)	No significant social or environmental concern has been identified through a formal LCA during the reporting period. However, relevant environmental aspects include electricity consumption during product use, water consumption in evaporative air coolers, packaging material use, and end-of-life disposal of electrical and electronic components.	The Company addresses these aspects through energy-efficient product design, use of technologies such as BLDC motors in select products, quality assurance, durability, serviceability, customer usage guidance and responsible packaging practices. The Company continues to monitor opportunities to improve product efficiency and reduce environmental impact across the product life cycle.

LI-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).

Sr. No	Indicate input material	Recycled or re-used input material to total material	
		FY 2025-26	FY 2024-25
1.	Plastic granules	25.98%	9.90%

The Company continues to strengthen the integration of circular economy principles across its product lifecycle by promoting the use of recycled and reusable materials, wherever practicable, without compromising product quality, durability, or performance. The Company incorporates sustainability considerations at the product development stage itself, with emphasis on material efficiency, ease of disassembly, and recyclability. It also continues to explore innovative material alternatives with improved recyclability potential and encourages responsible sourcing practices across its supplier network. As a result of these efforts, the share of reprocessed (non-virgin) raw material content increased from 9.9% in the previous year to 25.98% during the reporting year. Through these efforts, the Company aims to reduce environmental impact across the value chain and support the transition towards a more resource-efficient and sustainable business ecosystem.

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

	FY 2025-26			FY 2024-25		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	-	149 MT	-	-	145 MT	-
E-waste	-	4,425 MT	-	-	4,111 MT	-
Hazardous waste	-	-	-	-	-	-
Other waste	-	-	-	-	-	-

The Company manages post-consumer use plastic packaging waste and end-of-life electrical and electronic products through authorised recycling channels in accordance with its applicable Extended Producer Responsibility (EPR) obligations under the Plastic Waste Management Rules and E-Waste Management Rules.

The Company views responsible end-of-life management as an important element of product stewardship and continues to strengthen its approach to waste management, regulatory compliance and environmental impact reduction across the product lifecycle.

LI-5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category. Please refer to the response provided above under Question LI-4.

PRINCIPLE 3

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

Essential Indicators

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Employees											
Male	462	462	100.00%	462	100.00%	NA	NA	-	-	-	-
Female	17	17	100.00%	17	100.00%	17	100.00%	-	-	-	-
Total	**479**	**479**	**100.00%**	**479**	**100.00%**	**17**	**100.00%**	**-**	**-**	**-**	**-**
Other than permanent Employees											
Male	45	15	33.33%	8	17.78%	NA	NA	-	-	-	-
Female	4	1	25.00%	-	-	4	100.00%	-	-	-	-
Total	**49**	**16**	**32.65%**	**8**	**16.33%**	**4**	**100.00%**	**-**	**-**	**-**	**-**

EI-1.b. Details of measures for the well-being of workers:

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity benefits		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	The Company operates through an asset-light and capital-light business model, with manufacturing carried out through strategic contract manufacturing partners. Consequently, the Company does not maintain a manufacturing workforce in the traditional sense of permanent workers at production facilities.										
Female											
Total											
Other than permanent Workers											
Male	18	-	-	18	100.00%	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	**18**	**-**	**-**	**18**	**100.00%**	**-**	**-**	**-**	**-**	**-**	**-**

EI-1.c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:

Particulars	FY 2025-26	FY 2024-25
Cost incurred on wellbeing measures as a % of total revenue of the Company#	0.11%	0.06%*

*Previous year (FY 2024-25) figure has been restated to ensure comparability with the current year.

#For the purpose of determining the cost incurred on employee and worker well-being initiatives, the Company has considered expenses charged to the Profit & Loss account towards wellness programmes, health insurance, accident insurance, maternity benefits, and health check-ups etc. The Company is committed to fostering a supportive and healthy work environment through a multi-dimensional approach to employee well-being, which includes initiatives promoting work-life balance, professional development, and overall physical and mental well-being. This is complemented by a culture of open communication, respect, and inclusivity, enabling employees to feel empowered and valued. The Company also extends its focus on well-being beyond its workforce by engaging with supply chain partners who align with similar ethical and responsible business practices. The Company's ***'Employee Wellbeing Policy'*** provides the overarching framework for promoting, implementing, and monitoring wellness initiatives and encouraging a holistic approach to employee well-being across the organization.

EI-2. Details of retirement benefits, for Current FY and Previous FY.

Benefits	FY 2025-26			FY 2024-25		
	No. of employees covered as a % of total employees. (CY)	No. of workers covered as a % of total workers. (CY)	Deducted and deposited with the authority (Y/N/N.A.). (CY)	No. of employees covered as a % of total employees (PY)	No. of workers covered as a % of total workers (PY)	Deducted and deposited with the authority (Y/N/N.A.) (PY)
PF	99.80%	100.00%	Y	99.79%	100.00%	Y
Gratuity	100.00%	100.00%	Y	100.00%	100.00%	Y
ESI	4.62%	-	Y	4.00%	-	Y

Note: For workers not covered under ESI, the Company has voluntarily extended health insurance coverage through a dedicated policy. These measures ensure access to necessary medical support when required and contribute to enhanced well-being, morale, and productivity of employees and workers.

EI-3. Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard. - Yes, the Company ensures that its premises and offices are accessible to differently abled employees and workers, in compliance with the requirements of the Rights of Persons with Disabilities Act, 2016. The Company places importance on accessibility as part of its broader social responsibility agenda and continues to strengthen measures aimed at building an inclusive workplace environment for all.

EI-4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, provide a web link to the policy. - Yes, the Company has built its workplace culture on the principles of fairness, respect, and dignity, where equal opportunity forms a core part of how people are hired, treated, and developed. This commitment is formally embedded through the Company's ***'Equal Opportunity, Diversity and Inclusion Policy',*** which guides non-discriminatory practices across all aspects of employment, ensuring that individuals are not differentiated on the basis of race, colour, religion, sex (including pregnancy, childbirth or related medical conditions), sexual orientation, national origin, age, disability, or any other characteristics protected under applicable law.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	N.A.	N.A.	N.A.	N.A.
Female	100.00%	100.00%	-	-
Total	**100.00%**	**100.00%**	**-**	**-**

Parental leave benefits are currently provided to only female employees and workers through the Company's maternity leave policy. Accordingly, return-to-work rate and retention rate calculations have been considered only for female employees and workers.

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

Category	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers Other than Permanent Workers Permanent Employees Other than Permanent Employees	Yes. The Company maintains a workplace environment that is free from discrimination, harassment, and unfair practices. Its ***'Grievance Redressal Policy'*** provides a structured and accessible mechanism for employees to raise concerns and seek timely resolution of work-related issues. In addition, the ***'Vigil Mechanism (Whistle Blower) Policy'*** enables employees to report any suspected violations of law, Company policies, or unethical conduct without fear of retaliation. Through these mechanisms, the Company reinforces a culture of transparency, accountability, and prompt redressal of concerns.

EI-7. Membership of employees and worker in association(s) or Unions recognized by the listed entity: Freedom of association is a right that the Company fully respects, viewing it as a cornerstone of fair and respectful employment. To support this, the Company maintains an open and inclusive workplace where employees can freely express their views and raise concerns, helping build a healthy and constructive work culture. This commitment is set out in its ***'Freedom of Association Policy'.*** While none of the Company's employees or workers are currently part of a trade union, their right to take part in lawful collective activities in pursuit of common interests is fully recognized and upheld.

EI-8. Details of training given to employees and workers:

Category	FY 2025-26					FY 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	507	507	100.00%	507	100.00%	519	519	100.00%	519	100.00%
Female	21	21	100.00%	21	100.00%	19	19	100.00%	19	100.00%
Total	**528**	**528**	**100.00%**	**528**	**100.00%**	**538**	**538**	**100.00%**	**538**	**100.00%**
Workers										
Male	18	18	100.00%	18	100.00%	18	18	100.00%	18	100.00%
Female	-	-	-	-	-	-	-	-	-	-
Total	**18**	**18**	**100.00%**	**18**	**100.00%**	**18**	**18**	**100.00%**	**18**	**100.00%**

Employee growth at the Company is supported by a structured approach to learning and development, guided by the Company's ***'Training and Development Policy'***. The Company works closely with its employees and workers to identify individual learning and development needs, and encourages and facilitates participation in relevant programmes by allocating optimal time and resources. Learning is not limited to the classroom; employees also benefit from on-the-job training and experiential learning, with progress reviewed regularly against defined development goals to support continuous capability building. During the year, these efforts spanned a broad range of areas, from technical and functional skills such as product knowledge, quality and laboratory standards, finance, and digital tools, to behavioural competencies like communication, collaboration, and teamwork complemented by awareness sessions on regulatory compliance, cybersecurity, workplace safety, prevention of sexual harassment (POSH), human rights, sustainability and ESG.

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	%(D / C)
Employees						
Male	507	507	100.00%	519	519	100.00%
Female	21	21	100.00%	19	19	100.00%
Total	**528**	**528**	**100.00%**	**538**	**538**	**100.00%**
Workers						
Male	18	18	100.00%	18	18	100.00%
Female	-	-	-	-	-	-
Total	**18**	**18**	**100.00%**	**18**	**18**	**100.00%**

Under its ***'Performance Management Policy',*** the Company has put in place a systematic performance management framework that covers the full employee performance cycle, from defining objectives and expectations to periodic feedback, development planning and formal reviews. Employee goals, appraisal outcomes and related development actions are recorded and maintained in accordance with the Company's internal policies and applicable regulatory requirements. The process is designed to promote transparency, clarity and continuous engagement between employees and their reporting managers, enabling timely discussions on performance, expectations and improvement opportunities. To ensure the framework is applied consistently across the organisation, supervisors are provided guidance and training on important elements of performance management, including objective setting, providing meaningful feedback and conducting effective performance review discussions.

EI-10.a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system? - Yes. The Company's approach to workplace safety is rooted in its belief that a healthy organisation begins with a safe environment for all employees and workers. This is enabled through a structured Occupational Health and Safety (OHS) framework that proactively focuses on identifying risks and preventing incidents before they occur. Regular safety assessments form an integral part of this system, helping to detect potential hazards early, while well-defined procedures and training programmes ensure that risks are effectively addressed across operations. Over time, this framework has also evolved into a more participative culture, where employees play an active role in strengthening safety standards. They are encouraged to openly share concerns and contribute to safety improvement initiatives, creating a continuous feedback loop that drives better practices across the workplace. This collective ownership helps reduce the likelihood of workplace accidents and occupational illnesses, fostering a safer and more productive environment. Alongside physical safety, the Company also recognises the importance of mental and emotional well-being. To support this, it regularly conducts awareness sessions and interactive engagements with medical professionals and well-being experts, ensuring that employee health is addressed in a holistic manner.

EI-10.b. What are the processes used to identify work-related hazards and assess risks on a routine and non- routine basis by the entity? - The Company's approach to occupational health and safety risk management is built on a structured and proactive methodology defined under the Symphony Occupational Health and Safety Risk Assessment framework. This framework is embedded within the Company's broader development and change management processes to ensure that safety considerations are consistently integrated into operations. For day-to-day activities, the Company conducts detailed risk assessments to identify potential hazards in advance and implements appropriate control measures to effectively mitigate them. When changes are introduced, the Company follows a formal Management of Change process to systematically assess and address associated risks before implementation. Through this integrated approach, safety remains an ongoing and evolving priority across all operational and organisational changes.

EI-10.c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N) Yes. The Company has established an open and accessible system that encourages workers to actively identify and report work-related hazards through both online and offline channels. Once concerns are raised, they are promptly reviewed and addressed through appropriate mitigation measures, ensuring timely resolution of potential risks. These actions are then clearly communicated to all relevant personnel, reinforcing awareness and helping maintain a safe, transparent, and well-informed working environment.

EI-10.d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes. As part of its wider well-being framework, the Company provides employees with access to non-occupational medical and healthcare support. This is enabled through the insurance coverage the Company extends to them, under which employees can avail cashless treatment at a network of hospitals across the country, ensuring medical care is within easy reach whenever the need arises. This coverage helps employees and their families meet healthcare needs beyond work-related ones, easing the financial burden of medical treatment and supporting timely care. By extending such support, the Company reinforces its commitment to the overall health, security, and well-being of its workforce.

EI-11. Details of safety related incidents: Throughout the year, the Company's workplace safety systems continued to operate effectively, with no safety-related incidents reported. This outcome reflects the consistent focus on prevention-led safety practices, disciplined risk management, and the embedding of occupational health and safety standards across day-to-day operations, helping sustain a safe working environment for all employees and workers.

EI-12. Describe the measures taken by the entity to ensure a safe and healthy workplace. The Company has adopted a comprehensive and proactive approach to workplace health and safety, integrating safety considerations into its day-to-day operations, business processes and decision-making practices. Its safety and health management system is guided by the Plan–Do–Check–Act methodology, beginning with the identification and assessment of potential risks, followed by the implementation of appropriate controls to maintain a safe and healthy working environment.

All incidents and near-miss events are reported, investigated and reviewed in a structured manner, with key learnings shared across the organisation to reduce the likelihood of recurrence. This approach is supported by regular reviews undertaken by the Safety and Health Sub-Committee.

The Company also maintains a strong audit framework to assess compliance with internal safety standards as well as applicable statutory requirements. In addition to systems and procedures, the Company places significant emphasis on building a safety-first culture through behavioural initiatives, encouraging safe conduct as an individual responsibility and addressing unsafe practices through established processes.

Emergency preparedness is further strengthened through site-specific response plans, adequate emergency infrastructure and regular employee training to ensure effective response in critical situations. The Company's commitment to employee health and wellbeing is also supported by a dedicated team of qualified medical professionals, engaged on a full-time and part-time basis, to provide appropriate medical support across its operations.

EI-13. Number of Complaints by employees and workers: Throughout the year, the Company did not receive any complaints related to working conditions or health and safety practices, reflecting the strength of its preventive safety systems, structured workplace practices, and sustained focus on maintaining a safe and healthy environment for all employees and workers.

EI-14. Assessments for the year:

Category	% of your plants and offices that were assessed by entity
Health and safety practices	100.00%
Working Conditions	100.00%

EI-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. The Company approaches safety incidents as opportunities for learning and improvement, ensuring that every incident is thoroughly investigated to identify root causes and implement corrective actions to prevent recurrence. Building on this, the Company also ensures timely closure of gaps identified through both internal and external audits and assessments. In the recent years, this continuous improvement approach was further strengthened through enhanced safe travel policies and the rollout of a dedicated safe travel campaign for employees. Learnings from past incidents were systematically shared and embedded across the organisation to prevent similar occurrences in the future. In parallel, the Company also strengthened its medical emergency response framework, enabling faster and more effective response in case of emergencies, thereby reinforcing its commitment to employee safety and well-being.

Leadership Indicators

LI-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). Yes. The Company believes that employee well-being is fundamental to building a healthy, productive, and thriving workforce. With this in mind, it provides a comprehensive benefits framework that includes medical and accident coverage for all permanent employees effective from the first day of employment. This approach reflects the Company's long-term commitment to supporting employee health and overall well-being throughout their journey with the organisation.

LI-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 has internally put in place a Responsible Partner Framework that defines mandatory requirements for all suppliers as a condition for maintaining business relationships. As part of its implementation measures, the Company communicates these requirements to suppliers and ensures alignment with applicable laws and regulations through ongoing engagement and compliance monitoring. These actions help reinforce responsible and lawful practices across the supply chain.

LI-3. Provide the number of employees or workers having suffered high-consequence work-related injury / ill-health / fatalities (as reported in EI-11 above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment: Not applicable. The Company did not report any employees or workers suffering high consequence work-related injuries, ill-health, or fatalities during the reporting period. Accordingly, the requirement for rehabilitation or placement of affected employees or their family members does not arise.

LI-4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) Yes. Through its ***'Transition Assistance Policy'***, the Company has built a structured approach to support employees at key transition stages of their career journey. As employees approach retirement, the Company focuses on ensuring a smooth and dignified transition by providing tailored support that helps them prepare for life beyond work. This includes pre-retirement workshops and counselling sessions covering areas such as financial planning, healthcare planning, and social security awareness, along with guidance on exploring new interests, hobbies, and building post-retirement social networks. At the same time, the Company also extends its support to employees undergoing other career transitions by offering career counselling, resume-building and interview preparation workshops, and access to outplacement services to help them explore new opportunities. Through these initiatives, the Company ensures that employees are equipped, supported, and confident as they move into the next phase of their personal and professional lives.

LI-5. Details on assessment of value chain partners:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	The Company extends its focus on responsible business practices beyond its own operations by regularly assessing its value chain partners through structured internal evaluations. These assessments cover key areas such as health and safety practices and working conditions, ensuring alignment with the Company's defined standards. As part of this ongoing process, the Company conducts periodic risk-based reviews of its suppliers through internal teams to monitor compliance and strengthen responsible practices across the supply chain. As of 31st March 2026, 100% of suppliers have been assessed and found to be compliant with the Company's requirements.
Working Conditions	

LI-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. The Company has established a collaborative and responsible approach to managing its supply chain relationships, where partners and their employees or contractors are encouraged to report any actual or suspected breaches of the Company's policies. The Company undertakes a structured investigation of any non-conformity reported in good faith and engages with the respective partner to discuss findings transparently. In cases where remediation is required, the Company works closely with the partner to identify root causes and jointly develop a time-bound corrective action plan to address the issue effectively and in a timely manner. This approach reflects the Company's focus on partnership-based improvement, where challenges are addressed through engagement and collaboration rather than isolation.

As no significant risks or concerns were identified during the reporting period, no material corrective actions were required. However, the Company continues to strengthen partner engagement, compliance monitoring and awareness-building to reinforce responsible health, safety and working-condition practices across its value chain.

PRINCIPLE 4

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

Essential Indicators

EI-1. Describe the processes for identifying key stakeholder groups of the entity. The Company identifies key stakeholder groups based on their relationship with the Company, degree of influence on business outcomes, and the extent to which they are affected by their operations, products and value chain. The Company's key stakeholder groups include employees and workers, customers, distributors and channel partners, suppliers and contract manufacturing partners, investors and shareholders, regulators, government authorities and local communities.

Stakeholder identification is reviewed periodically in line with changes in the business environment, operating model, regulatory landscape and stakeholder expectations. This enables the Company to prioritise engagement with groups that are most relevant to long-term value creation, responsible business conduct and sustainable growth.

EI-2. List stakeholder groups identified as key for your entity and the frequency of engagement with each stakeholder group. The Company engages with its key stakeholder groups through formal and informal channels, depending on the nature of the relationship and the issues involved. Engagement mechanisms include investor meetings and earnings calls, customer-care channels and satisfaction surveys, employee interactions and training programmes, supplier and channel-partner reviews, CSR implementation partner interactions, regulatory filings, statutory reporting and participation in industry associations.

The Company uses these interactions to understand stakeholder expectations, address concerns, improve business practices and strengthen transparency. The frequency of engagement varies by stakeholder group and includes ongoing, periodic and need-based engagement.

For more details, please refer to "Building value through stakeholder engagement" section on Page nos. 65 to 67 of this report.

Leadership Indicators

LI-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. The Company follows a structured and multi-layered approach to stakeholder consultation on economic, environmental, and social matters, ensuring that insights from stakeholders are effectively channelled to the Board and its Committees for informed decision-making. At the operational level, relevant departments actively engage with their respective stakeholder groups through structured mechanisms such as surveys, group discussions, one-on-one interactions, and formal meetings, including the Annual General Meeting. These engagements are designed to capture stakeholder expectations, concerns, and feedback on matters related to the Company's operations and their broader environmental and social impact. The inputs gathered are systematically evaluated through a defined materiality assessment approach, where issues are scored based on parameters such as scale, scope, actual and potential impacts, irremediable characteristics, and probability of occurrence. This enables prioritisation of the most significant matters requiring attention. Based on this assessment, the issues are reviewed and prioritised by the respective departments and management teams, and key insights are escalated to the relevant Board Committee, including the CSR Committee where applicable, for strategic review and guidance.

LI-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. Stakeholder consultation forms an important input to how the Company identifies and manages its environmental and social topics. The Company gathers stakeholder perspectives on key ESG matters through a mix of surveys, consultations, workshops, and regular day-to-day interactions, ensuring that a wide range of voices informs its understanding of the issues that matter. These inputs are then examined through a structured materiality framework that considers the scale, scope, and likelihood of each issue, its actual and potential impacts, and any irremediable characteristics helping the Company identify and prioritize the ESG topics of greatest significance. The insights drawn from this exercise feed directly into the Company's ESG priorities, policies, and operational initiatives, including the setting and refining of ESG goals and the sharpening of focus areas such as resource efficiency, supply chain practices, and employee well-being. For instance, engagement with suppliers and value chain partners has informed the Company's growing emphasis on responsible sourcing and Scope 3 emissions, while inputs from employees have helped shape its focus on workplace well-being and capability building. Through this continuous loop of listening and acting, the Company ensures that stakeholder expectations remain embedded in its decision-making and its broader sustainability journey.

LI-3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups. The Company continues to place strong emphasis on engaging with and addressing the needs of vulnerable and marginalized stakeholder groups through its structured CSR approach. The Company identifies key community needs through ongoing interactions with implementing partners and local stakeholders, ensuring that support is directed towards areas requiring meaningful intervention. Based on these insights, the Company implements targeted CSR initiatives focused on community development, education, healthcare, and livelihood enhancement, aimed at improving access to opportunities and supporting long-term social upliftment. These initiatives are designed not just as financial support, but as structured interventions that create sustainable impact for underprivileged groups. Through continuous monitoring and engagement with its CSR partners, the Company ensures that interventions remain relevant, effective, and responsive to evolving community needs, thereby reinforcing its commitment to social equity and inclusive development.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2025-26			FY 2024-25		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total (C)	No. of employees / workers covered (D)	%(D / C)
Employees						
Permanent	479	479	100.00%	486	486	100.00%
Other than permanent	49	49	100.00%	52	52	100.00%
Total Employees	**528**	**528**	**100.00%**	**538**	**538**	**100.00%**
Workers						
Permanent	-	-	-	-	-	-
Other than permanent	18	18	100.00%	18	18	100.00%
Total Workers	**18**	**18**	**100.00%**	**18**	**18**	**100.00%**

EI-2. Details of minimum wages paid to employees, in the following format:

Category	FY 2025-26					FY 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)
Employees										
Permanent	**479**	**-**	**-**	**479**	**100.00%**	**486**	**-**	**-**	**486**	**100.00%**
Male	462	-	-	462	100.00%	470	-	-	470	100.00%
Female	17	-	-	17	100.00%	16	-	-	16	100.00%
Other than Permanent	**49**	**-**	**-**	**49**	**100.00%**	**52**	**-**	**-**	**52**	**100.00%**
Male	45	-	-	45	100.00%	49	-	-	49	100.00%
Female	4	-	-	4	100.00%	3	-	-	3	100.00%

Category	FY 2025-26					FY 2024-25				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	On Health and safety measures		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Workers										
Permanent	-	-	-	-	-	-	-	-	-	-
Male	-	-	-			-	-	-		
Female	-	-	-			-	-	-		
Other than Permanent	**18**	**-**	**-**	**18**	**100.00%**	**18**	**-**	**-**	**18**	**100.00%**
Male	18	-	-	18	100.00%	18	-	-	18	100.00%
Female	-	-	-	-	-	-	-	-	-	-

EI-3. a. Details of remuneration/salary/wages, in the following format: Median remuneration/ wages:

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)*	4	5,94,500*	3	2,45,000*
Key Managerial Personnel	2	72,05,600	-	-
Employees other than BoD and KMP	460	10,31,478	17	13,92,444
Workers	18	2,93,470	-	-

* includes sitting fees payment made to independent directors.

The median remuneration of male directors includes both Independent and Executive Directors. Considering both Independent and Executive Directors together, the median remuneration for male directors is ₹5,94,500 as stated in the table above. Additionally, in the interest of enhanced transparency, the Company voluntarily provides a separate remuneration split for Independent and Executive Male Directors, with the median remuneration for Independent Male Directors at ₹2,80,000 and that for Executive Directors at ₹1,69,19,429, reflecting the distinct nature of their roles and responsibilities. Further, the Chairman & Managing Director has voluntarily chosen to forego the remuneration for the reporting period.

EI-3. b. Provide information on Gross wages paid to females by the entity, in the following format:

Particulars	FY 2025-26	FY 2024-25
Gross wages paid to females as % of total wages	3.53%	2.80%

EI-4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No) Yes. The Company is committed to respecting and promoting human rights across its operations and value chain. As a result, it has established a Human Rights Committee under its Code of Conduct framework to oversee and address human rights-related impacts and concerns arising from its business activities. The Committee serves as the focal point for reviewing potential issues, guiding appropriate actions, and ensuring that human rights considerations are effectively integrated into the Company's operations and decision-making processes.

EI-5. Describe the internal mechanisms in place to redress grievances related to human rights issues. The Company's approach to human rights grievance redressal is embedded within its broader governance and compliance framework, ensuring that concerns are addressed in a structured, timely, and transparent manner. Guided by its ***'Human Rights Policy',*** the Company integrates respect for human rights across its operations, including its employees, communities, contractors, and suppliers, in alignment with internationally recognized principles. At the organizational level, the Risk Management Committee oversees human rights-related matters at the Board level. At the operational level, employees and stakeholders are provided with multiple channels to raise concerns, including a dedicated email ID **(companysecretary@symphonylimited.com)** and contact number **(+91-79-66211111),** which also enable anonymous reporting of grievances. All reported issues are reviewed, investigated, and addressed through appropriate corrective actions in line with internal policies. Through this multi-layered mechanism of oversight, escalation, and reporting, the Company ensures that human rights-related grievances are effectively identified, managed, and resolved in a fair and responsible manner.

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

Category	FY 2025-26			FY 2024-25		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	NA	No complaints were received during the reporting period.	0	NA	No complaints were received during the reporting period.
Discrimination at workplace	0	NA		0	NA	
Child Labour	0	NA		0	NA	
Forced Labour/ Involuntary Labour	0	NA		0	NA	
Wages	0	NA		0	NA	
Other human rights related issues	0	NA		0	NA	

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

Particulars	FY 2025-26	FY 2024-25
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0	0
Complaints on POSH upheld	0	0

EI-8. Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases. Within the Company, the emphasis on a respectful workplace begins with ensuring that employees feel safe to speak up in situations of discrimination or harassment. Over time, the Company has built a structured grievance redressal system that allows concerns to be raised through formal channels, including provisions for anonymous reporting when needed. Once a concern is raised, it is handled with utmost confidentiality and routed through a fair and timely investigation process, ensuring that the identity and interests of the complainant are protected throughout. A strong anti-retaliation framework is embedded within the Company's policies, which ensures that employees who report issues in good faith do not face any adverse consequences. Alongside this, the Company extends support to complainants during the resolution process, helping them navigate each stage with confidence. Together, these practices reinforce a workplace culture where trust is strengthened, voices are heard without fear, and discrimination and harassment are addressed with zero tolerance.

EI-9. Do human rights requirements form part of your business agreements and contracts? (Yes/No) – Yes. The Company embeds human rights considerations into its business relationships as part of its commitment to ethical and responsible business practices. This begins at the contracting stage, where relevant human rights requirements are incorporated into agreements with suppliers and business partners. Through these agreements, partners are required to comply with applicable labour laws, including fair wage practices and timely payment of statutory dues, along with strict prohibition of child labour and forced labour, and adherence to laws relating to prevention of sexual harassment. In addition, partners are expected to align with the Company's Code of Conduct, which reinforces standards of ethical behaviour across the value chain. Through this structured approach, the Company ensures that respect for human rights is consistently upheld across its business ecosystem and embedded into day-to-day commercial relationships.

EI-10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100.00%
Forced/involuntary labour	100.00%
Sexual harassment	100.00%
Discrimination at workplace	100.00%
Wages	100.00%

All the assessments were done internally.

EI-11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 10 above. Not applicable. The Company did not identify any significant risks or concerns arising from the assessments referred to in Question EI-10 during the reporting period. Accordingly, no corrective actions were required to be undertaken.

Leadership Indicators

LI-1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints. The Company continues to maintain its commitment to strengthening human rights practices through robust existing systems and processes, ensuring that its core business operations remain aligned with ethical and responsible conduct. The Company did not receive any human rights grievances or complaints during the reporting period. As a result, no modifications or new business processes were required in this regard. The Company's existing mechanisms remain effective in addressing and managing human rights considerations within its operations and value chain.

LI-2. Details of the scope and coverage of any human rights due-diligence conducted. The Company continues to embed human rights considerations within its business through a structured and cross-functional approach to due diligence. The Company undertakes human rights due diligence across key functions, including Sustainability, Supply Chain, Procurement, and Responsible Business, ensuring that human rights risks are identified and managed as part of routine business operations. The scope of this due diligence extends across its operations and relevant parts of the value chain, focusing on potential human rights impacts associated with business activities and supplier relationships. The process is guided by the four key pillars for human rights due diligence covering identification of risks, integration of findings into relevant processes, monitoring of the effectiveness of mitigation measures, and ongoing communication with relevant stakeholders. Through this approach, the Company ensures that human rights considerations remain embedded in decision-making and operational practices, strengthening its overall responsible business framework.

LI-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. The Company ensures that its premises and offices are designed to be accessible to differently abled visitors in accordance with the requirements of the Rights of Persons with Disabilities Act, 2016. The Company continues to maintain and strengthen accessibility provisions as part of its broader commitment to inclusivity and equal access, ensuring a welcoming environment for all visitors.

LI-4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Sexual harassment	100.00%
Discrimination at workplace	100.00%
Child labour	100.00%
Forced/involuntary labour	100.00%
Wages	100.00%

All the assessments were done internally.

LI-5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at LI-4 above. - Not applicable. The Company did not identify any significant risks or concerns arising from the assessments referred to in Question LI-4 during the reporting period. Accordingly, no corrective action was required to be undertaken.

PRINCIPLE 6

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

Essential Indicators

EI-1. Details of total energy consumption in Gigajoules (GJ), in the following format:

Parameter	FY 2025-26	FY 2024-25
From renewable sources		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	**-**	**-**
From non-renewable sources		
Total electricity consumption (D)	1,186.82	1,139.20
Total fuel consumption (E)	13.82	13.78
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	**1,200.64**	**1,152.98**
Total energy consumed (A+B+C+D+E+F) (GJ)	**1,200.64**	**1,152.98**
Energy intensity per rupee of turnover (Total energy consumption/ turnover in rupees) (GJ / Crores)	1.57	0.98
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) Total energy consumed / Revenue from operations adjusted for PPP) (GJ / $ Crores)	31.93	19.83*
Energy intensity in terms of physical output (GJ / No. of coolers)	0.0016	0.0007

Unless a different unit is specifically mentioned, all values are in Gigajoules (GJ).

* Previous year (FY 2024-25) energy intensity per turnover adjusted for PPP figure has been restated to ensure comparability with the current year.

Indicate if any independent assessment/evaluation/assurance for energy has been conducted by an external agency. If Yes, provide the name of the agency: Yes, data has been reasonably assured by M/s. Dhirubhai Shah & Co LLP. The assurance statement is provided at the end of this report.

EI-2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any. No

EI-3. Provide details of the following disclosures related to water, in the following format:

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	738.00	983.00
(iii) Third party water	1,910.25^	1,910.25^
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres (i + ii + iii + iv + v)	**2,648.25**	**2,893.25**
Total volume of water consumption (in kilolitres)	**2,648.25#**	**2,893.25#**
Water intensity per rupee of turnover (Water consumed / turnover) (KL / crore)	3.46	2.45
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL / $ crore)	**70.43**	**49.77**
Water intensity in terms of physical output (KL / No. of coolers)	**0.0034**	**0.0006**

* Previous year figures have been restated to ensure comparability with the current year.

^ Water Consumption in Corporate office was derived using employee headcount and per capita water consumption as per Central Ground Water Authority (CGWA) guidelines.

The Company operates an assembly and storage facility located in a water-stressed area. While the location is environmentally sensitive in terms of water availability, the nature of operations at this facility is limited to assembly and storage activities, which involve negligible water withdrawal, consumption, and discharge, with no water-intensive manufacturing or processing carried out on-site.

In parallel, the Company has undertaken extensive tree plantation initiatives at the facility as part of its broader commitment to environmental stewardship and local ecosystem enhancement. The limited water used at the site is subsequently reused for plantation activities, supporting the growth and maintenance of the green cover developed within the premises.

Through this approach, the Company not only ensures a minimal operational water footprint in a water-stressed region but also contributes positively to improving local biodiversity and strengthening environmental resilience over time.

The Company has also adopted a ***'Corporate Biodiversity Policy'*** that reflects its commitment to protecting biodiversity and conserving natural ecosystems through responsible resource stewardship, stakeholder awareness and the integration of nature-related considerations into its business operations and value chain, wherever applicable

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, data has been reasonably assured by M/s. Dhirubhai Shah & Co LLP. The assurance statement is provided at the end of this report.

EI-4. Provide the following details related to water discharged: Water discharge by destination and level of treatment (in kilolitres): At its corporate office, wastewater generated is limited to domestic use by employees and is discharged into the municipal sewerage system of the Ahmedabad Municipal Corporation (AMC), where it is treated by the respective civic infrastructure. At the Thol facility, the limited water used is applied directly for plantation activities within the premises, supporting green cover maintenance and efficient water utilization.

Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency. Yes, data has been reasonably assured by M/s. Dhirubhai Shah & Co LLP. The assurance statement is provided at the end of this report.

EI-5. Has the entity implemented a mechanism for Zero Liquid Discharge? If yes, provide details of its coverage and implementation. In line with the applicable environmental regulations on wastewater management, the Company maintains full compliance across its operations. As its activities do not involve water-intensive manufacturing that would generate significant effluents, a Zero Liquid Discharge (ZLD) system is not currently applicable to the Company.

EI-6. Please provide details of air emissions (other than GHG emissions) by the entity: Not Applicable, as the Company operates an asset-light model without in-house manufacturing, its operations do not generate significant non-GHG air emissions such as NOx, SOx, or particulate matter.

Indicate if any independent assessment/evaluation/assurance for Air emissions has been conducted by an external agency. If Yes, provide the name of the agency: No

EI-7. Provide details of greenhouse gas emissions (Scope 1 and Scope 2) in MTCO2e, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Total Scope 1 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO_2e	34.25	35.07	34.99
Total Scope 2 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO_2e	234.07	244.68	220.46
Total Scope 1 and Scope 2 emission intensity per rupee of turnover	TCO_2e / crore	0.3508	0.2366*	0.3219
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	TCO_2e / $ crore	7.14	4.81*	6.65
Total Scope 1 and Scope 2 emission intensity in terms of physical output	TCO_2e / No. of coolers	0.0003	0.0001	0.0002

* Previous year (FY 2024-25) emission intensity per turnover figures have been restated to ensure comparability with the current year.

As part of its ongoing commitment to environmental stewardship and community development, the Company has implemented the "Symphony Gram Vans" initiative, under which it has successfully planted and nurtured 22,491 saplings across the villages of Asana and Antarnes located in the state of Gujarat. This initiative has helped enhance the local green cover while also contributing to an estimated reduction of 1574.37 tonnes of CO_2 equivalent (TCO_2e). Building on these efforts, 1487 trees at the Thol site and Symphony Forest Park have further contributed to carbon sequestration, resulting in an additional estimated reduction of 140.69 TCO_2e. Together, these initiatives bring the total estimated CO_2e reduction to 1715.06 TCO_2e, reflecting the Company's continued focus on nature-based solutions and its long-term commitment to environmental sustainability.

Indicate if any independent assessment/evaluation/assurance for GHG Emissions (Scope 1 and 2) has been conducted by an external agency. If Yes, provide the name of the agency: - Yes, data has been reasonably assured by M/s. Dhirubhai Shah & Co LLP. The assurance statement is provided at the end of this report.

EI-8. Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details. Yes. The Company continues to undertake multiple initiatives focused on reducing greenhouse gas (GHG) emissions across its products and operations. The Company has identified electricity consumption during the consumer use phase of its air coolers as a key emissions hotspot and is actively working towards improving product energy efficiency.

- As part of these efforts, the Company has integrated Brushless Direct Current (BLDC) motor technology into select models such as Surround B, Diet 3D B, and Winter B, helping reduce electricity consumption during product use.
- As a carbon-negative company for Scope 1 emissions, the Company has sold over 25 million+ air coolers globally. The environmental benefit of these products is significant, with the use of one Symphony air cooler being equivalent to planting approximately 14 trees annually. Collectively, this translates into a carbon sink comparable to nearly 2.0 billion trees.
- The Company also undertakes large-scale tree plantation initiatives as part of its climate action efforts. Under the "Symphony Gram Vans" initiative, 22,491 saplings have been planted and nurtured across the villages of Asana and Antarnes located in the state of Gujarat, contributing to an estimated reduction of 1574.37 TCO_2e. In addition, trees at Thol and Symphony Forest Park contribute an estimated 140.69 TCO_2e reduction, taking the total estimated reduction to 1715.06 TCO_2e.
- Further, the Company continues to strengthen sustainable packaging and logistics practices through initiatives such as reducing packaging material usage, right-sizing packaging, optimizing containerization to improve transportation efficiency, and exploring biodegradable packaging alternatives, thereby supporting reduction in indirect environmental impacts and associated emissions.

EI-9. Provide details related to waste management by the entity for the Current Financial Year:

As the Company operates through an asset-light business model without in-house manufacturing facilities, the direct waste generated from its operations remains limited. Nevertheless, the Company continues to follow responsible waste management practices across its offices and operational locations in line with applicable environmental regulations and sustainability commitments. E-waste generated from both end-of-life products and operational activities is channelled to CPCB-authorized recyclers in accordance with applicable E-waste Management Rules and the Company's Extended Producer Responsibility (EPR) obligations. Packaging waste generated across operations is also sent to authorized recyclers to support responsible material recovery and recycling.

At the corporate office, the Company continues to reduce paper waste through increasing adoption of digital systems and processes. Mixed office waste generated from routine employee activities is disposed of through waste management system in line with municipal waste handling practices. Through these measures, the Company continues to strengthen responsible waste management and resource efficiency across its operations.

Indicate if any independent assessment/evaluation/assurance for Waste has been conducted by an external agency. If Yes, provide the name of the agency: Yes, data has been reasonably assured by M/s. Dhirubhai Shah & Co LLP. The assurance statement is provided at the end of this report.

EI-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.

The Company continues to strengthen its waste management practices through the principles of the 5Rs: Refuse, Reduce, Reuse, Recycle, and Recover with a focus on minimizing environmental impact and promoting responsible resource utilization across its operations.

Refuse: The Company remains conscious of limiting the use of hazardous and toxic substances wherever possible, supported by its asset-light business model and low direct involvement in manufacturing activities.

Reduce: Efforts are continuously being made to reduce waste generation through increasing digitalization of processes and documentation, thereby minimizing paper consumption and associated waste. The Company also works towards optimizing packaging usage to reduce material consumption.

Reuse: The Company promotes responsible utilization/reuse of packaging and operational resources wherever feasible to extend usability and minimize waste generation.

Recycle: E-waste generated from operational activities and end-of-life products is channelled to CPCB-authorized recyclers in accordance with applicable E-waste Management Rules and Extended Producer Responsibility (EPR) obligations. Packaging waste generated across operations is also sent to authorized recyclers to promote material recovery and circularity.

Recover / Responsible Disposal: Mixed office waste generated from routine employee activities is disposed of through the Ahmedabad Municipal Corporation (AMC) waste management system in line with municipal waste handling practices and applicable regulations.

Through these initiatives, the Company continues to promote sustainable waste management and efficient utilization of resources across its operations.

EI-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: Not applicable. The Company does not have any operations or offices located within notified ecologically sensitive areas or protected boundaries that require specific environmental approvals or clearances during the reporting period.

EI-12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the current financial year: Not applicable. The Company did not undertake any projects during the reporting period that required environmental impact assessments under applicable laws and regulations.

EI-13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format: Yes. The Company continues to comply with applicable environmental laws, regulations, and guidelines in India, including requirements under the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act, and the rules framed thereunder. No instances of material non-compliance were reported during the reporting period.

Leadership Indicators

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

(i) **Name of the area :** Thol, Dist. Mehsana, Ahmedabad, Gujarat, India

(ii) **Nature of operations :** Assembly/Storage facility

(iii) **Water withdrawal, consumption and discharge in areas of water stress (in Kilolitres) for the current year: Water withdrawal, and discharge in the following format:**

Parameter	FY 2025-26	FY 2024-25
Water withdrawal by source (in Kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	738	983
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in Kilolitres) (i + ii + iii + iv + v)	**738**	**983**
Total volume of water consumption (in Kilolitres)	**738**	**983**
Water intensity per rupee of turnover (Water consumed / turnover) (KL / crore)	0.96	0.83
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (KL / $ crore)	**19.63**	**16.91***
Water intensity in terms of physical output (KL / No. of coolers)	**0.0010**	**0.0006**

* Previous year (FY 2024-25) water intensity per turnover figures have been restated to ensure comparability with the current year.

Please refer footnote - Ans. EI-3 of PRINCIPLE 6.

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

LI-2. Please provide details of total Scope 3 emissions (TCO_2e) & its intensity, in the following format:

Parameter	Unit	FY 2025-26	FY 2024-25	FY 2023-24
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	TCO_2e	23,18,353.96	31,686.67	18,292.52
Total Scope 3 emissions per Crore rupee of turnover	TCO_2e / crore	3,031.08	26.80	23.05

Please refer footnote - Ans. EI-7 of PRINCIPLE 6.

The increase in Scope 3 emissions in FY 2025-26 is because of wider coverage following the addition of categories 11 (use phase) and 12 (end-of-life) and improved data systems. Excluding these two newly added categories, the Company's Scope 3 emissions for FY 2025-26 stand at 43,562.21 tCO_2e, on a basis comparable with the categories reported in the previous year.

The Company has assessed all 15 categories of Scope 3 emissions as defined under the GHG Protocol Corporate Value Chain (Scope 3) Standard, out of which 11 categories have been identified as applicable to its operations and value chain. Category 8 (Upstream Leased Assets) and Category 13 (Downstream Leased Assets) have been considered not applicable, as the Company has neither taken nor provided leased assets during the reporting period. Category 14 (Franchises) is not applicable as the Company does not operate through franchise arrangements. Further, Category 15 (Investments) has been considered not applicable as the Company does not have subsidiaries or relevant investments within Indian boundaries for the reporting period. The latest Emission factors published by DEFRA, USEPA, and IPCC have been used for emissions accounting. For Category 1 (Purchased Goods and Services), emissions have been calculated as per the process-based emissions method. Emissions relating to the use phase of sold products have been estimated using emission factors derived from Life Cycle Assessment (LCA) studies. Based on the assessment, the use phase of products has been identified as the most significant Scope 3 emissions hotspot for the Company.

Breakdown of Scope 3 GHG Emissions by Category, FY 2025-26 (in tCO_2e)

Scope3 Emissions Category	Emissions (tCO2e)
1. Purchased goods and services	6,131.54
2. Capital goods	439.86
3. Fuel and energy related activities	62.14
4. Upstream transportation and distribution	27,874.42
5. Waste generated in operations	3,495.01
6. Business travel	1,290.35
7. Employee commuting	134.34
9. Downstream transportation and distribution	4,134.57
11. Use of sold products	22,73,145.07
12. End-of-life treatment of sold products	1,646.67
Total Scope 3 Emissions (tCO2e)	**23,18,353.96**

LI-2. 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

LI-3. With respect to the ecologically sensitive areas reported at EI-11 above, provide details of the significant direct & indirect impact of the entity on biodiversity in such areas along with prevention and remediation activities. Not applicable. The Company does not have operations or offices located within notified ecologically sensitive areas or protected boundaries requiring disclosures under EI-11. Accordingly, no significant direct or indirect impacts on biodiversity in such areas were identified during the reporting period.

LI-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:

Yes. The Company continues to undertake several initiatives aimed at improving resource efficiency and reducing environmental impacts associated with energy consumption, emissions, water use, and waste generation.

- The Company has integrated Brushless Direct Current (BLDC) motor technology into select air cooler models such as Surround B, Diet 3D B, and Winter B to enhance product energy efficiency and reduce electricity consumption during the consumer use phase, which has been identified as a key emissions hotspot. This has contributed towards lowering indirect greenhouse gas emissions associated with product usage.

- The Company continues to strengthen sustainable packaging and logistics practices through reduction in packaging material usage, right-sizing of packaging, and optimizing containerization to improve transportation efficiency. These initiatives support reduction in material consumption, transportation requirements, and associated environmental impacts.
- At the Thol facility, the limited water used within the premises is reused for plantation activities, supporting efficient water utilization and maintenance of the green cover developed by the Company in a water-stressed region.
- In addition, the Company promotes responsible waste management through recycling of e-waste generated from operations and end-of-life products via CPCB-authorized recyclers, along with recycling of packaging waste through authorized channels. Increased digitalization of processes has also helped reduce paper consumption across offices.
- The Company has further undertaken large-scale tree plantation initiatives, including the "Symphony Gram Vans" initiative and development of Symphony Forest Park. These efforts have contributed towards enhancement of green cover, strengthening of local biodiversity, and an estimated carbon sequestration impact of 1715.06 TCO_2e.

LI-5. Does the entity have a business continuity and disaster management plan? If yes, please give details in 100 words or input web link. Yes. The Company has established a structured business continuity and disaster management framework to strengthen resilience against unforeseen events such as natural disasters, technological disruptions, cyber threats, and public health emergencies.

Disaster Management Policy:
The Company's ***'Disaster Management Policy'*** guides its approach towards managing unforeseen events while prioritizing the safety, health, and well-being of employees. The framework focuses on minimizing operational disruptions through identification and prioritization of critical business functions, supported by backup and recovery procedures to ensure continuity during emergencies. In situations requiring alternate working arrangements, the Company also enables remote working practices to maintain business continuity while ensuring employee safety and well-being.

IT Disaster Management Policy:
The Company's ***'IT Disaster Management Policy'***, together with its comprehensive IT Disaster Recovery (ITDR) Plan, establishes structured procedures for responding to, managing, and recovering from IT disruptions that may impact the availability, integrity, or confidentiality of organizational data and systems. The framework focuses on timely recovery of critical IT infrastructure, continuity of essential digital operations, and minimization of business disruptions arising from technology-related incidents.

Data Security Policy:
The Company continues to implement controls and procedures, in accordance with its ***'Data Security Policy'***, aimed at protecting the confidentiality, integrity, and availability of organizational data assets, thereby strengthening information security and reducing operational risks.

Cyber Security Policy:

The Company has adopted cyber security measures in accordance with its ***'Cyber Security Policy'*** to protect information assets, technology infrastructure, and digital systems against evolving cyber threats. Regular monitoring and risk mitigation practices are undertaken to enhance cyber resilience.

Information Security Management System (ISMS):

Further strengthening its technology resilience framework, the Company has implemented an ISMS aligned with global standards and has obtained ISO/IEC 27001:2022 certification, demonstrating its commitment towards systematic management of information security risks and business continuity preparedness.

Through these measures, the Company continues to build operational resilience, strengthen preparedness for potential disruptions, and ensure continuity of critical business functions while safeguarding employees, information assets, and stakeholder interests.

LI-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.

The Company continues to remain conscious of potential environmental impacts arising across its value chain and regularly assesses key impact areas associated with its operations and products. Based on the assessment undertaken during the reporting period, no significant adverse environmental impacts requiring specific remediation measures were identified within the value chain. However, the Company has identified the consumer use phase of its products as a key environmental hotspot due to electricity consumption associated with product usage. In response, the Company continues to enhance product energy efficiency through initiatives such as integration of BLDC motor technology in select models. In addition, the Company continues to strengthen sustainable packaging practices, optimize containerization for transportation efficiency, channel e-waste and packaging waste to authorized recyclers, and undertake tree plantation initiatives to support reduction of indirect environmental impacts across the value chain.

LI-7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. Not applicable. The Company has not undertaken a formal assessment of value chain partners specifically based on percentage of business value for environmental impacts during the reporting period. However, the Company continues to strengthen engagement with its suppliers and value chain partners on sustainability-related topics. During the reporting period, the Company conducted awareness sessions on ESG and BRSR for suppliers to enhance understanding of responsible business practices and sustainability reporting expectations. The Company also engaged with suppliers and OEMs to collect primary data for Scope 3 Category 1 (Purchased Goods and Services) emissions accounting as part of its greenhouse gas assessment process. Further, the Company is in the process of strengthening its value chain sustainability approach and planning more structured environmental impact assessments for relevant value chain partners in the future.

LI-8. How many Green Credits have been generated or procured?

a. **Generated by the listed entity** – Nil

b. **Procured by the top ten (in terms of value of purchases and sales, respectively) value chain partners** – Not applicable

PRINCIPLE 7

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

Essential Indicators

EI-1.a. Number of affiliations with trade and industry chambers/ associations.

The Company was affiliated with five trade and industry chambers/associations during the reporting period, reflecting its continued engagement with industry bodies and participation in collaborative industry initiatives.

EI-1.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/International)
1	Gujarat Chamber of Commerce	State
2	Confederation of Indian Industry	National
3	Federation of Indian Export Organizations	National
4	The Indian Society of Heating, Refrigerating and Air Conditioning Engineers	National
5	Consumer Electronics and Appliances Manufacturers Association	National

EI-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: Not applicable. The Company did not receive any adverse orders from regulatory authorities relating to anti-competitive conduct during the reporting period.

Leadership Indicators

LI-1. Details of public policy positions advocated by the entity:

The Company believes that constructive engagement with policymakers and industry bodies plays an important role in building responsible and future-ready businesses. Guided by its ***'Public Advocacy Policy'***, the Company actively participates in policy discussions on matters relevant to its business and stakeholders, including environmental stewardship, intellectual property, product quality standards, and responsible business practices.

Through its authorized representatives, the Company engages with government officials, regulators, and policymakers to contribute industry perspectives, exchange best practices, support fair competition, and encourage responsible and ethical business conduct. The Company also collaborates through various trade and industry chambers/associations, as disclosed in EI-1.b, to collectively advance shared industry goals and contribute towards strengthening the broader business ecosystem.

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

EI-1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year. Not applicable. The Company did not undertake any projects during the reporting period that required Social Impact Assessments (SIA) under applicable laws and regulations.

EI-2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity: Not applicable. The Company did not undertake any projects requiring Rehabilitation and Resettlement (R&R) activities during the reporting period.

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

The Company believes that maintaining strong and transparent relationships with communities is essential for sustainable and responsible business growth. Through its community engagement initiatives and ongoing interactions with local stakeholders, it continues to create channels for communities to share their concerns, expectations, and feedback. The Company follows a structured approach to receiving and addressing community grievances, wherein concerns raised through various engagement platforms are carefully reviewed, assessed, and addressed through appropriate action plans. The progress and resolution of such concerns are communicated back to the relevant stakeholders to ensure transparency and trust. Through this continuous dialogue and responsive approach, the Company strives to strengthen its role as a responsible and engaged partner within the communities in which it operates.

EI-4. Percentage of input material sourced from suppliers (by value):

Category	FY 2025-26	FY 2024-25
Directly sourced from MSMEs / small producers	73%	51%
Sourced directly from within India	96.6%	91%

EI-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. (Place to be categorized as per RBI Classification System - rural / semi-urban / urban / metropolitan)

Location	FY 2025-26	FY 2024-25
Rural	1.13%	0.80%
Semi-urban	1.32%	1.01%
Urban	29.48%	21.89%
Metropolitan	68.07%	76.30%

Note: Previous year figures are restated.

The Company's wage distribution reflects the nature of its operating model, with its corporate office located in Ahmedabad and a market-facing sales force deployed across key cities to serve the full spectrum of customer markets across India. During FY 2025-26, the share of wages paid in rural, semi-urban and urban locations increased to 31.93% from 23.70% in FY 2024-25, while the share of metropolitan locations reduced to 68.07% from 76.30%.

This reflects a broader geographic employment footprint beyond metropolitan centres, while remaining aligned with the Company's business requirements, distribution structure and pan-India market coverage.

Leadership Indicators

LI-1. If any Social Impact Assessments have been reported in EI-1, please provide details of actions taken to mitigate any negative social impacts identified: Not Applicable

LI-2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies: Not Applicable

LI-3.a. Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No). The Company believes that responsible sourcing extends beyond quality and business efficiency, and can also create meaningful social impact across the value chain. Guided by its ***'Sustainable Sourcing and Supply chain management Policy'***, the Company continues to build relationships with suppliers and business partners that uphold the principles of diversity, equity, and inclusion. As part of its procurement approach, the Company actively looks for opportunities to engage with suppliers who contribute towards the empowerment of marginalized and vulnerable communities. By encouraging inclusive sourcing practices and aligning supplier partnerships with its responsible business values, the Company continues to foster a more equitable and sustainable supply chain ecosystem.

LI-3.b. From which marginalized /vulnerable groups do you procure? Not applicable. The Company operates through an asset-light business model and does not undertake direct manufacturing activities. Accordingly, the Company has not undertaken procurement specifically categorized under identified marginalized or vulnerable groups during the reporting period. However, the Company continues to actively engage with and encourage suppliers and business partners to adopt inclusive procurement practices and support responsible sourcing across the value chain.

LI-3.c. What percentage of total procurement (by value) does it constitute? Not Applicable

LI-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: Not Applicable

LI-5. Details of corrective actions taken or underway, based on any adverse order in intellectual property- related disputes wherein usage of traditional knowledge is involved. Not Applicable.

LI-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	Preventive Healthcare and Promoting Healthcare	20000+	75%
2	Setting up and Maintenance of Old Age Home	120	100%
3	Promoting Education	4000+	25%
4	Ensuring environment sustainability	5000+	10%
5	Promoting education, including special education for differently abled	50	100%
6	Promoting Sports	10	100%

* estimated figures

PRINCIPLE 9

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

Essential Indicators

EI-1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback. - The Company follows a structured and customer-centric process to receive, track, and resolve consumer complaints and feedback, ensuring timely response and seamless service experience.

Easy Access to Complaint Registration:
Customers can conveniently register their concerns through multiple channels, including the Call Centre, WhatsApp, Website, and speech-to-text IVR platform, enabling accessible and user-friendly communication.

Acknowledgement and Complaint Logging:
Once a complaint is registered, the customer receives an SMS acknowledgement along with a unique complaint reference number. Simultaneously, the complaint is recorded in the Company's Customer Relationship Management (CRM) system for tracking and monitoring.

Service Coordination and Scheduling:
The Company's Authorized Service Provider (ASP) then connects with the customer to understand the concern and schedule a suitable service visit at the customer's premises.

Issue Assessment and Resolution:
A trained technician is assigned to visit the customer location, assess the reported issue, and undertake necessary resolution measures.

Closure and Customer Confirmation:
After the issue is resolved, the technician updates the complaint status through the CRM system or mobile application. The customer subsequently receives an SMS confirmation regarding resolution and closure of the complaint.

Through this technology-enabled and responsive process, the Company continues to strengthen customer satisfaction, transparency, and trust by ensuring efficient grievance handling and timely resolution of concerns.

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

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

The Company continues to promote responsible consumer awareness and informed product usage through technology-enabled customer engagement initiatives. To help consumers make informed and sustainable choices, the Company has incorporated QR codes on its products, enabling easy access to detailed product-related information through its website. By scanning the QR code, consumers can view information relating to the product's environmental and social considerations, safe and responsible usage guidelines, as well as recommended recycling and disposal practices. Through this initiative, the Company seeks to encourage greater consumer awareness, responsible product handling, and environmentally conscious disposal practices.

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

Category	FY 2025-26			FY 2024-25		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-		-	-	
Advertising	-	-		3	0	
Cyber-security	-	-		-	-	
Delivery of essential services	-	-		-	-	
Restrictive Trade Practices	-	-		-	-	
Unfair Trade Practices	-	-		-	-	
Other	183	0		561*	0*	

* Previous year figures are restated.

EI-4. Details of instances of product recalls on account of safety issues: The Company continued to maintain its focus on product quality, safety, and customer trust throughout the reporting period. No instances of product recalls on account of safety issues were reported during the year.

EI-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. The Company recognizes that in an increasingly digital business environment, safeguarding information assets and protecting data privacy are critical to maintaining stakeholder trust and operational resilience. To address evolving cyber risks, the Company has established a structured framework through its ***'Cyber Security Policy'*** and ***'Data Security Policy'***. The ***'Cyber Security Policy'*** guides the Company's approach towards protecting its technology infrastructure, digital systems, and information assets against emerging cyber threats and vulnerabilities. Alongside this, the ***'Data Security Policy'*** sets out the controls and procedures required to maintain the confidentiality, integrity, and availability of organizational data. Together, these frameworks help the Company strengthen cyber resilience, promote secure digital practices, and reinforce its ongoing commitment towards responsible data protection and information security management.

EI-6. Provide details of any corrective actions taken or underway on issues relating to any of the following: i. Advertising; ii. Delivery of essential services; iii. Cyber security and data privacy of customers; iv. Re-occurrence of instances of product recalls V. penalty / action taken by regulatory authorities on safety of products / services. No such instances were reported during the reporting period.

EI-7. Provide the following information relating to data breaches:

a. **Number of instances of data breaches along-with impact**
   No such instances were reported during the reporting period.

b. **Percentage of data breaches involving personally identifiable information of customers**
   Not applicable, as no such instances were reported during the reporting period.

c. **Impact, if any, of the data breaches**
   Not applicable, as no such instances were reported during the reporting period.

Leadership Indicators

LI-1. Channels/platforms where information on products and services of the entity can be accessed (provide web link, if available). Please refer to the websites and social media handles mentioned in the "Corporate Information" section of this report for accessing information on the Company's products and services.

LI-2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services. - The Company places strong emphasis on ensuring that consumers are informed and empowered to use its products safely and responsibly throughout their lifecycle. Guided by its ***'Responsible Use of Products and Disposal Policy***', the Company continues to promote responsible usage and environmentally sound disposal practices. To strengthen consumer awareness, the Company follows a structured, multi-channel approach that includes clear product labelling, user-friendly safety manuals, and digital platforms such as its website and social media channels. In addition, the Company has incorporated QR codes on its products, enabling consumers to conveniently access detailed product-related information. By scanning the QR code, consumers can view guidance on safe and responsible usage, environmental and social considerations, and recommended recycling and disposal practices. Through these initiatives, the Company continues to enhance transparency, encourage responsible product handling, and empower consumers to make informed and sustainable choices.

LI-3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services: Not applicable, as the Company does not operate in the provision of essential services and therefore is not subject to mechanisms for informing consumers of disruption or discontinuation of such services.

LI-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. 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. The Company continues to go beyond regulatory requirements to enhance transparency and strengthen consumer engagement across its product ecosystem. As part of this approach, the Company has enabled QR codes on its products, allowing consumers to seamlessly access detailed information through its website. By scanning these QR codes, customers can explore insights on the product's environmental and social footprint, safe and responsible usage guidelines, and recommended recycling and disposal practices, supporting more informed and responsible decision-making. Alongside this, the Company actively listens to its customers through regular consumer satisfaction surveys conducted across its major products and key markets. The feedback received is carefully reviewed and used to refine product quality, improve customer experience, and enhance service delivery. Through this continuous loop of transparency and feedback, the Company strengthens its commitment to customer-centric innovation and responsible business practices.

Independent Practitioner's Reasonable Assurance Report on Identified Sustainability Information in Symphony Limited's Business Responsibility and Sustainability Report

To the Board of Directors of Symphony Limited

1. We have undertaken to perform a reasonable assurance engagement for Symphony Limited (the "Company") on the agreed Sustainability Information set out below (the "Identified Sustainability Information" or "BRSR Core indicators") in accordance with the Criteria stated in point 3 below. This Sustainability Information is included in the Business Responsibility and Sustainability Report (the "BRSR" or the "Report") of the Integrated Annual Report (the "IAR") of the Company for the year ended March 31, 2026. The engagement was performed by our multidisciplinary team comprising assurance practitioners, environmental engineers, and subject-matter specialists.

2. Identified Sustainability Information

a. The scope of our reasonable assurance comprises the BRSR Core indicators set out in Appendix - I to our report. The reporting boundary of the Report is as disclosed in Question 13 of Section A: General Disclosures of the BRSR, subject to such exceptions as are disclosed by way of note under the respective questions of the BRSR, where applicable.

b. Our reasonable assurance engagement pertained solely to the information for the year ended March 31, 2026, and we have not performed any procedures in respect of earlier periods or any other elements included in the BRSR (i.e., non-BRSR Core attributes), accordingly, we do not express any opinion thereon.

3. Criteria

The Criteria applied by the Company in preparing the Identified Sustainability Information are as follows:

a. Regulation 34(2)(f) of the Securities and Exchange Board of India (the "SEBI") (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended (the "LODR Regulations");

b. The Business Responsibility and Sustainability Reporting requirements for listed entities prescribed under the Master Circular No. HO/49/14/14(7)2025-CFD-POD2/I/3762/2026 dated January 30, 2026, for compliance with the provisions of the SEBI (LODR) Regulations, 2015 by listed entities (which consolidates the circulars issued up to December 30, 2025 and supersedes the erstwhile Master Circular No. SEBI/HO/CFD/PoD2/CIR/P/0155 dated November 11, 2024), including the format of the BRSR together with the related guidance note set out in Annexure 16 thereto, the format of the BRSR Core specified in Annexure 17 thereto, read with the format of the BRSR Core for reasonable assurance specified in Annexure 17A thereto; and

c. The Industry Standard on Reporting of BRSR Core prescribed under SEBI Circular No. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2024/177 dated December 20, 2024, and the related Industry Standards Note on BRSR Core issued by the Industry Standards Forum (the "ISF") in consultation with SEBI.

4. Management's Responsibility

The Company's Management is responsible for selecting or establishing suitable Criteria for preparing the Identified Sustainability Information, including determining the reporting boundary of the BRSR and disclosing environmental information on the basis of the operational control approach, having regard to applicable laws and regulations including the SEBI Circular relating to reporting of the Identified Sustainability Information, the identification of key aspects, engagement with stakeholders, and the content, preparation and presentation of the Identified Sustainability Information in accordance with the Criteria. This responsibility includes the design, implementation and maintenance of internal control relevant to the preparation of the BRSR and the measurement of the Identified Sustainability Information that is free from material misstatement, whether due to fraud or error. The Management and the Board of Directors of the Company are also responsible for overseeing the Company's compliance with the requirements of the LODR Regulations and the SEBI Circular in relation to the BRSR Core.

5. Inherent limitations

The absence of an established body of established practice on which to draw for the evaluation and measurement of non-financial information allows for the selection of different, but acceptable, measurement bases and techniques, and can affect comparability between companies.

6. Our Independence and Quality Control

a. In conducting this engagement, we have remained independent, have adhered to the ethical requirements set out in the Code of Ethics issued by the Institute of Chartered Accountants of India and those prescribed under SEBI Circular No. SEBI/HO/CFD/CFD-SEC-2/P/CIR/2023/122 dated July 12, 2023, read with SEBI Circular No. SEBI/HO/CFD/CFD-PoD-1/P/CIR/2025/42 dated March 28, 2025 and the clarifications issued thereto, and possess the competencies and experience necessary to conduct this assurance engagement.

b. We apply Standard on Quality Control (SQC) 1, "Quality Control for Firms that Perform Audits and Reviews of Historical Financial Information, and Other Assurance and Related Services Engagements", and accordingly operate a comprehensive system of quality control, including documented policies and procedures designed to ensure compliance with ethical requirements, professional standards, and applicable legal and regulatory requirements.

7. Our Responsibility

a. Our responsibility is to express a reasonable assurance opinion on the Identified Sustainability Information set out in Appendix - I based on the procedures performed and evidence we have obtained.

b. We conducted our engagement in accordance with the Standard on Sustainability Assurance Engagements (SSAE) 3000, "Assurance Engagements on Sustainability Information", and the Standard on Assurance Engagements (SAE) 3410, "Assurance Engagements on Greenhouse Gas Statements" (together, the "Standards"), both issued by the Sustainability Reporting Standards Board (the "SRSB") of the ICAI. These Standards require us to plan and perform the engagement so as to obtain reasonable assurance as to whether the Identified Sustainability Information set out in Appendix I and included in the Report has been prepared, in all material respects, in accordance with the Criteria stated in point 3 "Criteria" above.

c. In carrying out a reasonable assurance engagement in accordance with the Standards, we exercise professional judgment and maintain professional scepticism throughout the engagement.

8. Reasonable Assurance

A reasonable assurance engagement requires us to identify and assess the risks of material misstatement in the Identified Sustainability Information, whether due to fraud or error, and to respond to those risks through appropriate procedures suited to the circumstances.

The procedures we performed were determined on the basis of our professional judgment and comprised inquiries, observation of the processes performed, inspection of documents, evaluation of the appropriateness of the quantification methods and reporting policies applied, analytical procedures, and agreement or reconciliation with the underlying records.

Having regard to the circumstances of the engagement, in performing the procedures set out above, we:

a. Developed an understanding of the Identified Sustainability Information and the related disclosures;

b. Developed an understanding of the assessment criteria and evaluated their suitability for the evaluation and/or measurement of the Identified Sustainability Information;

c. Conducted inquiries of the Company's Management including, among others, the sustainability team, the compliance team and the human resources team, as well as those charged with responsibility for the preparation of the Report;

d. Obtained an understanding of, and evaluated the design of, the key systems, processes and controls for recording, processing and reporting the Identified Sustainability Information at the corporate office and, on a sample basis, at other project locations/offices. This included assessing the design of the controls relevant to the engagement and determining whether they had been implemented, by performing procedures over and above inquiry of the personnel responsible for the Identified Sustainability Information;

e. Based on the above understanding and the risks that the Identified Sustainability Information may be materially misstated, determined the nature, timing and extent of further procedures;

f. Tested the key assumptions, emission factors and methodologies applied in computing Greenhouse Gas (the "GHG") emissions;

g. Tested the Company's process for collating the sustainability information by agreeing or reconciling the Identified Sustainability Information to the underlying records on a sample basis; and

h. Tested the consolidation of data for the corporate office and, on a sample basis, for the project locations/ offices falling within the reporting boundary, so as to ascertain the completeness of the data reported.

We believe that the evidence we have obtained is sufficient and appropriate to provide a basis for our reasonable assurance opinion.

9. Exclusions

The scope of our assurance excludes the following, and accordingly we do not express any opinion thereon:

a. The operations of the Company other than the Identified Sustainability Information set out in Appendix - I;

b. Any aspects of the BRSR, and any data or information (whether qualitative or quantitative) included in the BRSR, other than the Identified Sustainability Information;

c. Any data or information falling outside the defined reporting period, i.e., April 01, 2025 to March 31, 2026; and

d. Any statements made by the Company that express opinion, belief, aspiration, expectation, aim or future intention.

10. Other information

a. The Company's Management is responsible for the Other information. The Other information comprises the information included within the BRSR other than the Identified Sustainability Information and our independent assurance report dated July 01, 2026 thereon.

b. Our opinion on the Identified Sustainability Information does not extend to the Other information, and we do not express any form of assurance conclusion thereon. In connection with our assurance engagement on the Identified Sustainability Information, our responsibility is to read the Other information and, in doing so, to consider whether the Other information is materially inconsistent with the Identified Sustainability Information or with the knowledge we obtained during the engagement, or otherwise appears to be materially misstated. If, on the basis of the work we have performed, we conclude that there is a material misstatement of the Other information, we are required to report that fact. We have nothing to report in this regard.

11. Reasonable Assurance Opinion

Based on the procedures we have performed and the evidence we have obtained, the Identified Sustainability Information set out in Appendix - I for the year ended March 31, 2026 is prepared, in all material respects, in accordance with the Criteria (as stated under point 3 "Criteria" above).

12. Restriction on use

Our Reasonable Assurance Report has been prepared, and is addressed to the Board of Directors of Symphony Limited, at the request of the Company solely, to assist the Company in reporting on its sustainability performance and activities. Accordingly, we accept no liability to any party other than the Company. Our Reasonable Assurance Report should not be used for any other purpose or by any person other than the addressees of our report. We neither accept nor assume any duty of care or liability to any other party for any other purpose, or to any party to whom the report is shown or into whose hands it may come without our prior written consent.

Assurance provider - Dhirubhai Shah & Co LLP
Firm registration number (F.R.N) - 102511W/W100298

Partner name - Narendra Dhirubhai Shah
Membership number - 014945
UDIN- 26014945DSALMZ6096

Place – Ahmedabad
Date : July 01, 2026

Appendix - I

Identified Sustainability Information (BRSR Core KPIs) subject to Reasonable Assurance

S. No.	Attribute	Reporting standard reference	Parameter
1	Green-house gas (GHG) footprint	Principle 6, Question 7 of Essential Indicators	1. Total Scope 1 emissions 2. Total Scope 2 emissions 3. GHG Emission Intensity (Scope 1 + 2) per rupee of turnover adjusted for Purchasing Power Parity (PPP) and in terms of physical output or services
2	Water footprint	Principle 6, Question 3 and Question 4 of Essential Indicators	1. Total water consumption 2. Water consumption intensity per rupee of turnover adjusted for PPP and in terms of physical output or services 3. Water discharge by destination and levels of treatment
3	Energy footprint	Principle 6, Question 1 of Essential Indicators	1. Total energy consumed 2. Percentage of energy consumed from renewable sources 3. Energy intensity per rupee of turnover adjusted for PPP and in terms of physical output or services
4	Embracing circularity - details related to waste management by the entity	Principle 6, Question 9 of Essential Indicators	1. Total waste generated, with break-up by category - plastic waste (A), e-waste (B), bio-medical waste (C), construction and demolition waste (D), battery waste (E), radioactive waste (F), other hazardous waste (G) and other non-hazardous waste (H) 2. Waste intensity per rupee of turnover adjusted for PPP and in terms of physical output or services 3. For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations 4. For each category of waste generated, total waste disposed by nature of disposal method
5	Enhancing employee wellbeing and safety	Principle 3, Question 1(c) of Essential Indicators Principle 3, Question 11 of Essential Indicators	1. Spending on measures towards the well-being of employees and workers, as a percentage of the total revenue of the Company 2. Details of safety related incidents for employees and workers (including contract workforce) - number of permanent disabilities, Lost Time Injury Frequency Rate (LTIFR) and number of fatalities

S. No.	Attribute	Reporting standard reference	Parameter
6	Enabling gender diversity in business	Principle 5, Question 3(b) of Essential Indicators Principle 5, Question 7 of Essential Indicators	1. Gross wages paid to females as a percentage of wages paid 2. Complaints on POSH (total complaints reported, complaints as a percentage of female employees / workers, and complaints upheld)
7	Enabling inclusive development	Principle 8, Question 4 of Essential Indicators Principle 8, Question 5 of Essential Indicators	1. Input material sourced from the following sources as a percentage of total purchases - directly sourced from MSMEs / small producers and from within India 2. Job creation in smaller towns - wages paid to persons employed in smaller towns (permanent or non-permanent / on contract) as a percentage of total wage cost
8	Fairness in engaging with customers and suppliers	Principle 9, Question 7 of Essential Indicators Principle 1, Question 8 of Essential Indicators	1. Instances involving loss / breach of data of customers as a percentage of total data breaches or cyber security events 2. Number of days of accounts payable
9	Open-ness of business	Principle 1, Question 9 of Essential Indicators	1. Concentration of purchases and sales done with trading houses, dealers and related parties 2. Loans and advances and investments with related parties

Reference of SECTION A - VII-26 of BRSR

Material issues shaping sustainable growth

Overview

Symphony operates in a category directly linked to climate adaptation, affordability, energy efficiency and quality of life. The material issues below reflect the areas that can influence Symphony's resilience, competitive relevance and ability to compound value over time.

The Company's materiality approach considers risks and opportunities.

Some topics primarily protect downside, such as compliance, cybersecurity and supply-chain resilience. Others create strategic upside, such as responsible cooling, product stewardship, circularity, market diversification and customer trust. In each case, the issue is assessed for its relevance to the business model and its implications for stakeholders.

Four themes shaping Symphony's materiality agenda

Climate and resource resilience

- Climate change and GHG emissions
- Water stewardship
- Product stewardship and circular economy

Responsible value chain and operations

- Value-chain sustainability
- Input cost and supply-chain resilience
- Market and channel diversification

People, customers and brand trust

- Talent development
- Product quality and customer satisfaction
- IP protection and brand integrity

Governance, data and strategic resilience

- Business ethics, governance and compliance
- Data privacy and cybersecurity

Materiality cards: Risk, response and stakeholder relevance

The following issues were identified through stakeholder inputs, internal management assessment, regulatory and BRSR requirements, ESG-rating expectations and sector-relevant risk review.

A. Climate and resource resilience

1. Climate change and GHG emissions

RISK AND OPPORTUNITY

Why it is material: Cooling demand is structurally rising, external expectations are shifting toward lower-energy, affordable cooling solutions supported by improved emissions disclosure and value-chain transparency. Emissions disclosure, lifecycle impact, product-use phase energy consumption and value-chain emissions (Scope 3) are increasingly relevant to regulators, consumers, investors and ESG assessment frameworks.

Symphony's response: Symphony focuses on energy-efficient product innovation, lifecycle assessment of selected products, Scope 3 emissions assessment across relevant categories and supplier / OEM engagement for improved primary emissions data. The Company has identified the product-use phase as a key emissions hotspot and continues to address it through design-led efficiency improvements.

Relevance: Strengthens product relevance, supports consumer affordability, improves climate positioning, builds investor confidence with credible climate strategy backed by better emissions data and reduces transition-risk exposure over time.

Capitals impacted:

Efficient, lower-energy products convert climate action into product competitiveness, preserving natural and financial capital while building the intellectual capital (design, LCA insight) and strengthening stakeholder trust and supporting long-term demand.

2. Water stewardship

RISK AND OPPORTUNITY

Why it is material: Water is material because evaporative cooling inherently involves water use and changing water availability may influence consumer preferences and product expectations.

Symphony's response: Symphony treats water efficiency as a product-design and usage consideration. Operationally, the Company has a limited water footprint due to its asset-light model and absence of water-intensive manufacturing. At the Thol facility, limited water use is mainly directed toward plantation activities.

Relevance: Supports responsible cooling, strengthens product differentiation in water-sensitive markets and reinforces long-term resource resilience and stakeholder trust.

Capitals impacted:

Water-efficient product design, responsible operational water management and lifecycle thinking strengthen Symphony's positioning as an affordable and responsible cooling provider while enhancing resource resilience, stakeholder confidence and long-term product relevance.

3. Product stewardship and circular economy

RISK AND OPPORTUNITY

Why it is material: Electrical appliances and packaging carry end-of-life responsibilities. Product durability, repairability, recyclability, material efficiency, extended producer responsibility compliance and responsible end-of-life management are increasingly influencing regulatory preparedness and customer trust.

Symphony's response: Symphony manages end-of-life responsibilities through authorised recycling of e-waste and plastic packaging. The Company has increased use of reprocessed / non-virgin raw material, strengthened product durability and serviceability, and provides responsible product-use and disposal guidance to consumers.

Relevance: Improves regulatory preparedness, reduces waste-related risk, supports circularity and strengthens credibility with ESG stakeholders.

Capitals impacted:

Keeping materials in use longer protects natural capital and reduces input cost, while EPR readiness and circular design strengthen regulatory standing and the relationship capital that comes with a responsible brand.

B. Responsible value chain and operations

4. Value-chain sustainability and responsible sourcing

RISK AND OPPORTUNITY

Why it is material: Symphony's asset-light model depends on third-party manufacturers, OEMs, suppliers, distributors and service partners. Their practices influence the Company's ESG performance, product quality, continuity of supply and stakeholder trust.

Symphony's response: The Company embeds responsible sourcing principles across its value chain, including compliance with applicable laws, ethical conduct, respect for human rights, prohibition of child labour and forced labour, fair wage expectations, health and safety, environmental compliance and responsible material use. Symphony also conducts ESG awareness sessions and engages suppliers on Scope 3 data.

Relevance: Protects the capital-light model from reputational and operational risk while improving ESG data quality and supply-chain resilience.

Capitals impacted:

Strengthening the supplier base builds the relationship capital that secures continuity, reduces the value chain's natural-capital footprint, and improves the data (intellectual capital) and cost efficiency that protect financial capital.

5. Input cost and supply-chain resilience

RISK

Why it is material: Commodity price volatility, currency movements, supplier quality and component availability can affect margins, product availability and business continuity. These risks are especially relevant where manufacturing is undertaken through third-party partners.

Symphony's response: Symphony manages this exposure through scenario planning, a diversified supplier base, supplier performance monitoring, quality benchmarks, contractual discipline and business-continuity planning. Through this structured and forward-looking approach, Symphony works to keep its input costs stable and its supply reliable, even in volatile conditions.

Relevance: Protects margins and revenue availability, reducing downside risk in volatile operating conditions.

Capitals impacted:

A reliable, diversified supplier base keeps products flowing to market (manufactured capital) and protects margins (financial capital), built on dependable supplier relationships.

6. Market and channel diversification

OPPORTUNITY WITH RISK MITIGATION

Why it is material: Dependence on a single season, geography or channel can increase revenue volatility. Diversification improves demand resilience and helps reduce concentration risk.

Symphony's response: Symphony continues to expand across geographies including complementary markets, channels and adjacent comfort categories, including BISP. Symphony deepens its market penetration, improves brand visibility, and builds a wider, more balanced sales ecosystem across channels. This is supported by ongoing engagement with channel partners, structured scenario planning and capability-building programmes. Together, these steps help Symphony reach new customer segments, extend product availability across geographies and seasons, and reduce its dependence on any single market or channel.

Relevance: Broadens the addressable market, improves channel productivity and supports a more resilient revenue profile over time.

Capitals impacted:

Diversification turns global reach into a more resilient revenue base (financial capital), built on the channel-partner relationships and the sales and market-development capability (relationship and human capital) that sustain it.

C. People, customers and brand trust

7. Talent attraction, retention and development

RISK AND OPPORTUNITY

Why it is material: Symphony's competitiveness depends on product-development capability, sales execution, customer responsiveness, governance discipline and partner-management capability. Capability gaps or elevated attrition can affect execution quality.

Symphony's response: The Company invests in training, skill development, performance management, health and safety, employee well-being, human-rights awareness and equal opportunity practices. These systems are designed to strengthen organisational resilience and accountability.

Relevance: Improves execution quality, supports innovation, reduces organisational fragility and strengthens long-term operating discipline.

Capitals impacted:

Developing and retaining people grows the human and intellectual capital that drive execution and innovation, sustains the customer relationships built on them, and contains the financial cost that rising turnover would otherwise create.

8. Product quality, safety and customer satisfaction

RISK AND OPPORTUNITY

Why it is material: As a consumer-durables company, Symphony's brand trust depends on safe, reliable and high-quality products supported by responsive service. Quality lapses can lead to warranty cost, recalls, regulatory scrutiny and erosion of brand trust.

Symphony's response: Symphony retains responsibility for product design, specifications, regulatory compliance, quality assurance and supplier oversight, while manufacturing is undertaken through partners. The Company also uses product testing, service technician training, CRM-enabled complaint tracking, multiple customer-care channels and root-cause analysis.

Relevance: Protects brand equity, reduces service and warranty risk, supports repeat purchase and improves consumer trust.

Capitals impacted:

Consistent quality and responsive service compound the relationship capital (customer trust, repeat orders and word of mouth) on which the brand depends, protecting revenue and brand value while embedding quality and reliability into the product itself.

9. Safeguarding intellectual property and brand integrity

RISK AND OPPORTUNITY

Why it is material: Symphony's innovation, design and brand assets are valuable intangible resources. Counterfeiting or imitation can dilute brand trust, divert sales and weaken returns on innovation.

Symphony's response: The Company protects its intellectual property through patents, trademarks, copyrights, NDAs, secure systems, marketplace monitoring, enforcement actions and consumer awareness.

Relevance: Protects pricing power, innovation returns, market share and long-term brand equity.

Capitals impacted:

Protecting IP and brand defends the intellectual capital that differentiates the business and the brand trust (relationship capital) behind it, sustaining the pricing power and market share that protect financial capital.

D. Governance, data and strategic resilience

10. Business ethics, governance and compliance

RISK AND OPPORTUNITY

Why it is material: For a listed company operating across a network of third-party manufacturers, a wide distribution chain, and multiple sales channels, governance quality is fundamental to investor trust. This is especially important in years involving major accounting recognition, balance-sheet reset, capital allocation decisions and strategic recalibration.

Symphony's response: Symphony's governance framework includes Board and committee oversight, Code of Conduct, vigil mechanism, compliance reviews, internal controls, risk-management and monitoring systems, stakeholder grievance mechanisms, related-party transaction oversight and transparent disclosures.

Relevance: Supports valuation quality, reduces governance-risk discount, protects stakeholder trust and strengthens long-term credibility.

Capitals impacted:

Sound governance protects financial capital from penalty and disruption while building the stakeholder trust (relationship capital) and the policies, controls and culture (human capital) that underpin valuation quality and long-term credibility.

11. Data privacy and cybersecurity

RISK

Why it is material: As D2C, e-commerce and digital customer engagement grow, data privacy and cybersecurity become increasingly material. A breach can cause operational disruption, regulatory penalties and loss of customer confidence.

Symphony's response: Symphony strengthens its information-security framework through Cyber Security and Data Security policies, ISO/IEC 27001:2013 certification, access controls, employee awareness programmes and continuous enhancement of digital-security practices. These measures support the protection of customer and business information across systems and digital channels, reinforce operational resilience and promote responsible data management in line with applicable data-protection requirements, including the Digital Personal Data Protection (DPDP) Act.

Relevance: Reduces business-disruption risk, protects digital trust and supports responsible growth of consumer-facing digital channels.

Capitals impacted:

Protecting customer data preserves the digital trust (relationship capital) that consumer-facing growth depends on, supported by secure systems and practices (intellectual capital) that keep financial and reputational downside contained.

How material issues are governed and monitored

Symphony's material issues are embedded into its governance, risk-management and operational review processes. Relevant functions identify, assess and respond to material topics through business reviews, compliance monitoring, supplier engagement, customer feedback, employee programmes, environmental data collection and Board / committee oversight.

The Risk Management Committee, together with the senior management team, periodically reviews sustainability and ESG-related matters in line with the Company's priorities. Material stakeholder inputs are evaluated by relevant functions and escalated where appropriate, creating a feedback loop between stakeholders, management and governance forums.

Materiality principle

The purpose of materiality is not to list every possible ESG topic. It is to identify the issues that can materially affect long-term business quality: revenue resilience, margin protection, brand trust, cost of capital, compliance, stakeholder confidence and the Company's capacity to compound value responsibly.

Management focus areas

Product relevance: Energy-efficient, affordable and responsible cooling solutions suited to evolving climate and consumer needs.

Lifecycle transparency: Greater use of lifecycle assessment and value-chain emissions data to understand and manage environmental impact.

Responsible supply chain: Progressive integration of ESG expectations into supplier engagement, onboarding, review and data collection.

Customer trust: Continued focus on product quality, service responsiveness, safe usage, repairability and responsible disposal.

Governance discipline: Transparent disclosures, internal controls, compliance culture, Board oversight and ethical conduct.

Building value through stakeholder engagement

Overview

Long-term value creation depends on the quality of relationships a company builds with the stakeholders who influence, enable and are impacted by its business.

For Symphony, stakeholder engagement is not limited to periodic reporting. It is an operating discipline that helps the Company understand expectations, identify emerging risks, improve responsiveness and strengthen trust. These engagements connect business strategy with ESG priorities and ensure that growth remains aligned with stakeholder outcomes.

The Company engages through a combination of formal and informal mechanisms, including investor interactions, customer-care platforms, employee forums, supplier and channel-partner reviews, CSR implementation partners, regulatory filings and industry associations. Inputs received through these channels are evaluated by relevant functions and, where material, escalated to senior management and Board-level committees for review and guidance.

Stakeholder engagement model

Symphony's engagement framework follows a simple operating loop: listen to stakeholder expectations, evaluate material issues, respond through business actions and disclosures, and strengthen trust through measurable outcomes. This loop supports responsible growth, risk awareness and long-term value creation.

Investors & Shareholders
Capital allocation, governance, transparency and long-term value creation

Consumers
Product performance, affordability, safety, service and responsible use

Employees & Workers
Capability, safety, inclusion, performance and culture

STAKEHOLDER RELATIONSHIP ARCHITECTURE

Value-chain partners
Quality, continuity, responsible sourcing and ESG alignment

Communities
Healthcare, education, inclusion, environment and local trust

Government & Regulators
Compliance, policy engagement, disclosure and responsible conduct

Stakeholder value creation in action

INVESTORS AND SHAREHOLDERS

Providers of capital and partners in long-term value creation

Why they matter: Investors and shareholders provide capital, confidence and strategic feedback. Their expectations centre on disciplined capital allocation, governance quality, transparency, profitable growth, risk management and sustainable returns.

How Symphony engages: Quarterly earnings calls, investor presentations, annual reports, stock-exchange disclosures, annual general meetings, investor conferences, analyst interactions, one-on-one meetings and structured grievance-redressal mechanisms.

Frequency: Ongoing and need-based

What matters most: Capital allocation, balance-sheet strength, governance discipline, transparent communication, growth strategy, risk management and shareholder returns.

FY 2025-26 value signals

- Shareholder payout of ₹61.80 Crores.
- Return on Capital Employed (of core business) : 149%
- Return on Net Worth (excl. exceptional items): 15%
- Proactive communication on business performance, strategic priorities, ESG progress and long-term value creation.

CONSUMERS

The foundation of brand trust and product relevance

Why they matter: Consumers are central to Symphony's business model. Their expectations relate to product performance, affordability, energy efficiency, safety, durability, service responsiveness and responsible product information.

How Symphony engages: Customer-care channels, call centres, WhatsApp, website-based support, CRM-enabled complaint tracking, social media platforms, product communication, QR-code-enabled information and customer feedback mechanisms.

Frequency: Ongoing and need-based

What matters most: Product quality, energy efficiency, safe and responsible usage, after-sales experience, grievance resolution, data privacy and affordability over the product lifecycle.

FY 2025-26 value signals

- 67% reduction in customer complaints during FY 2025-26.
- Technology-enabled complaint registration, tracking and closure.
- Product information covering safe usage, environmental and social parameters, recycling and disposal guidance.

EMPLOYEES AND WORKERS

The capability engine behind execution and innovation

Why they matter: Employees and workers are critical to Symphony's execution capability, innovation, customer responsiveness and governance discipline.

How Symphony engages: Town hall meets, leadership interactions, training programmes, team-building initiatives, performance reviews, rewards and recognition, internal communications, employee engagement surveys and grievance mechanisms fostering a culture of accountability and continuous improvement.

Frequency: Ongoing and need-based

What matters most: Fair treatment, workplace safety, career development, equal opportunity, transparent communication, recognition, health and well-being.

FY 2025-26 value signals

- 100% training coverage for employees and workers on health and safety.
- 100% training coverage for skill upgradation and human-rights awareness.
- No safety-related incidents and no POSH complaints reported during the year.
- Women represented 42.86% of the Board of Directors.

VALUE-CHAIN PARTNERS

The extended ecosystem that enables scale

Why they matter: Symphony's asset-light model depends on the strength, reliability and responsibility of suppliers, OEMs, contract manufacturers, distributors, service partners and channel partners.

How Symphony engages: Supplier reviews, OEM interactions, operational meetings, contract discussions, ESG awareness sessions, performance feedback, training initiatives and grievance or conflict-resolution processes.

Frequency: Ongoing

What matters most: Quality, delivery reliability, labour standards, responsible sourcing, regulatory compliance, emissions data, cost efficiency and business continuity.

FY 2025-26 value signals

- 73% of input material sourced directly from MSMEs / small producers.
- 96.6% of input material sourced directly from within India.
- Supplier and OEM engagement on ESG, BRSR awareness and emissions-data collection.

COMMUNITIES

The social foundation of responsible growth

Why they matter: Communities form an important part of Symphony's social licence to operate and reflect the Company's responsibility beyond direct commercial relationships.

How Symphony engages: CSR programmes, NGO and implementation partner engagement, community interactions, feedback mechanisms and targeted interventions in areas of social need.

Frequency: Ongoing and need-based

What matters most: Healthcare, education, care for the elderly, environmental sustainability, special education for differently abled children, promotion of sports and support for vulnerable groups.

FY 2025-26 value signals

- CSR expenditure of ₹4.04 Crores.
- More than 29,000 beneficiaries reached through CSR initiatives.
- Programmes spanning preventive healthcare, education, elderly care, environmental sustainability, special education and sports.

GOVERNMENT AND REGULATORY BODIES

Enablers of a responsible and compliant business environment

Why they matter: Government and regulatory bodies shape the legal, policy and compliance environment in which Symphony operates.

How Symphony engages: Statutory filings, stock-exchange disclosures, regulatory reporting, audits, industry associations, public-policy engagement and formal compliance processes.

Frequency: Periodic

What matters most: Timely compliance, transparent reporting, product safety, environmental compliance, tax contribution, governance, consumer protection and responsible business conduct.

FY 2025-26 value signals

- Contribution to exchequer of ₹98.91 Crores.
- Continued compliance with applicable laws and regulations.
- Participation in industry forums and associations on matters relevant to the business and stakeholders.