

BUSINESS RESPONSIBILITY REPORT

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

1. **Corporate Identity Number:** L22200MH1984PLC034055
2. **Name of the Company:** Navneet Education Limited
3. **Registered Address :** Navneet Bhavan, Bhavani Shankar Road, Dadar (West), Mumbai-400028.
4. **Website:** www.navneet.com
5. **E-mail Id:** investors@navneet.com
6. **Financial Year reported:** 2017-18
7. **Sector(s) that the Company is engaged in (industrial activity code- wise) :**

Name and description of main products	Description	*Industrial Group
The Company is engaged in the business of publication of education and non-education books and manufacture of paper and non -paper stationery	Publication	5811
	Stationery	17099

*As per National Industrial Classification

8. List of three key products/services that the company manufactures/provides(as in balance Sheet):

Publication : (a) work books (b) Children Story Books (c)General books

Stationery : (a) Long books(b) Short Books(c) file folders

9. Total number of locations where business activity is undertaken by the Company:

(a) Number of International Locations (Provide details of major 5): Nil

(b) Number of National Locations :

The Company has its presence in the State of Maharashtra and Gujarat with its Registered Office situated at Mumbai and manufacturing units situated at Village Dantali - Dist. and Tal. Gandhinagar, Silvassa, Rakanpur - District Mehsana and Village Khaniwade, Tal. Vasai, Dist. Palghar.

10. Markets served by the Company- Local/State/ National/International:

In addition to Indian Market, the Company also exports its stationery products to USA, Europe, parts of Africa and Middle East.

SECTION B: FINANCIAL DETAILS OF THE COMPANY

1. Paid –up Capital: Rs.4,671 Lakh
2. Total Turnover(including other income): Rs. 116145 Lakh
3. Total Comprehensive Income After Tax: Rs.14852 Lakh
4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax(%)

- (i) 2.93% of Total Comprehensive Income After tax for FY 18.
- (ii) 2.04 % of average Net Profit for last three financial years.

5. List of activities in which expenditure in 4 above has been incurred:

Promotion of Healthcare, Promotion of Education, Promotion of Sports, Tribal welfare.

SECTION C: OTHER DETAILS

1. Does the Company have any Subsidiary Company/ Companies? Yes. The Company has 3 (three) subsidiary companies as on 31st March, 2018.
2. Do the Subsidiary Company/ Companies participate in the BR initiatives of the parent company? If Yes, then indicate the number of such subsidiary company(s).
Given the current size and scale of operations, subsidiary companies, as of now, are not engaged in initiatives process of the Company OR There is no participation.
3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with , participate in the BR initiatives of the Company? if yes, then indicate the percentage of such entity/ entities[(less than 30%,30-60%, More than 60%)]
No. Other entities with whom the Company does business with viz. suppliers, distributors etc. do not participate in the BR initiatives of the Company.

SECTION D: BR information

1. Details of Director/ Directors responsible for BR:

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

Shri Atul J. Shethia- Whole time Director DIN:00094108

(b) Details of the BR head

The Company does not have BR head as of now. Shri Atul J. Shethia , Whole time Director would oversee BRR implementation.

2. Principle-wise (as per NVGs) BR Policy/policies?

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These are as under:

P1- Business should conduct and govern themselves with Ethics, Transparency and Accountability.

P2- Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

P3- Businesses should promote the well- being of all employees.

P4- Businesses should respect the interest of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

P5- Businesses should respect and promote human rights.

P6- Businesses should respect, protect and make efforts to restore the environment.

P7- Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner.

P8- Businesses should support inclusive growth and equitable development.

P9- Businesses should engage with and provide value to their customers and consumers in a responsive manner.

(a) Details in compliance (Reply in Y/N)

Sr. No.	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9	
1	Do you have policy/policies for?	Y	Y	Y	Y	Y	Y	Y	Y	Y	
2	Has the policy being formulated in consultation with the relevant stakeholders?	All the policies have been formulated in consultation with the Management of the Company.									
3	Does the policy confirm to the national /international stakeholders?	All the policies are compliant with respective principles of NVG guidelines.									
4	Has the policy been approved by the Board? If yes, has it been signed by MD/ owner/ CEO/appropriate Board of Directors?	The mandatory policies under Indian Laws and regulations have been adopted by the Board of Directors and signed by the Managing Director. Other operational internal policies are approved by the management.									
5.	Does the Company have specified committee of the Board/Directors Official to oversee the implementation of policy?	The Board has appointed Shri Atul J. Shethia, Whole time Director to oversee policy implementation. The Company does not have BR head as of now.									
6.	Indicate the link for the policy to be reviewed on line	Mandatory policies viz. CSR Policy, Insider Trading Policy, Code of Conduct are available on Company's website.									
7.	Has the policy been formally communicated to all relevant internal and external stakeholders?	Yes									
8.	Does the Company have an in-house structure to implement the policy/policies?	Yes									
9.	Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Yes									
10.	Has the Company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	The policies are evaluated regularly by the CEO and/ or respective senior executives.									

2. If answer to the question at serial number 1 against any principle, is 'No', please explain why (tick up to 2 options): N.A.

3. Governance related to BR :

(a) Indicate the frequency with which the Board of Directors Committee of the Board of Directors or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year.

The Company assess the BR performance annually.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The BR report for FY 18 is available on company's website. It will be published annually.

SECTION E : PRINCIPLE-WISE PERFORMANCE

Principle 1-Businesses should conduct and govern themselves with Ethics, Transparency and Accountability

1. Does the policy relating to Ethics, bribery and corruption cover only the Company ? Yes /No. Does it extend to group/Joint Ventures/Suppliers/Contractors/ NGOs? Others?

The Company has defined code of conduct for Directors and all employees that covers issues , inter alia, related to ethics and bribery. The Company acts with integrity in accordance with values of responsibility, excellence and innovation where the \company does business. Compliances and adherence to the law and Company's own internal regulations are integral to the Company. It covers dealing with suppliers, customers and other business partners.

2.How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management ? If so, provide details thereof, in about 50 words or so.

During the year under review, the Company has not received any complaints under investigation mechanism.

Principle 2 – Business should provide goods and services that are safe and contribute to sustainability throughout their life cycle.

1. List up to 3 products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.

The Company as always continues to believe and incorporate environment friendly initiatives and business practices in its operations..

Our products do not contribute to any environmental concern/risk/opportunities except for some of the materials used in their manufacturing process as mentioned below.

- Our products are mainly paper based. Usage of paper made from trees and thereby forest depletion is a concern in general. To mitigate this, we continue to use bagasse and FSC paper in our production in place of regular paper.
 - To reduce the risk of using solvent based printing ink we take proper precautions while storage and consumption. Also, we treat the process waste by in house treatment plants and follow safe disposal procedures.
 - The risks associated with PVC based adhesive used in our binding function are reduced by safe handling procedures and processing the wastage through in-house treatment plants.
2. For each such products, provide the following details in respect of resource use(energy , water, raw material etc.) per unit of product(optional)

(a)Reduction during sourcing/production/distribution achieved since the previous year throughout the value chain?

The Company do not have an exclusive tracking system for measuring the resources used for separate processes or per product due to numerous types of products involving multiple processes.

Following are some of the measures to combat the environmental effects of the raw materials the Company use. These again depend on the products the Company make. As far as possible the Company try to balance between our commercial and environmental concerns.

Particulars	FY 16-17	FY 17-18
Usage of FSC Paper in stationery division	28.78%	44%
Usage of Bagasse Paper	9.86%	5%
Usage of Recycled & Agro based paper	12%	16%
Usage of Water Based Ink	50.26%	64%
Usage of Starch Based Adhesive	28.89%	47%
Usage of solar power	-	1600 KWH/day
Reduction in electricity consumption by using more natural light by way of sky lights	-	20000 units / year

(b)Reduction during usage by consumption (energy, water) has been achieved since the previous year?

Not Applicable

3. Does the company have procedures in place for sustainable sourcing (including transportation)?

(a)If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

- Our major sourcing is for paper which constitutes 80% of our raw materials used. We ensure to purchase paper from well known, respected brands. Many of them are ISO 14001 certified ensuring compliance to environmental issues.
 - We use FSC certified paper sourced from FSC certified plants ensuring sustainability.
 - We have started using alternative transportation through sea route by ships instead of the regular road transportation and saved fuel, time and money. (5199 Ton Paper procured using sea route)
 - We continue to educate our vendors through meetings, visits to their factories, slogans on our purchase orders, etc.
 - All our transporters are advised, as part of the agreement with them, to keep their vehicles in good condition and keep all papers of the vehicles and drivers up to date and valid. We do not allow any vehicle which is not having valid certificates including PUC certificate inside the factory nor use them for our transportation purpose.
4. Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?
- (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The Company is committed to the improvement of the surrounding localities of our factories. We take measures to uplift the life styles of the local people living around our factories. We ensure this by following below practices.

- Outsourcing :We continue to do 50% of our outsourcing in the local areas within 20 kms. surrounding our factories.
- Procurement : First preference is given to localized procurement in the nearby areas of the factories as always. Our search for improving the local vendors to make indigenous purchases is a continuous process.
- Employment : Local man power is preferred for recruitment.
- Packing : 30% of our non paper stationery packing is done in the vicinity of our factories.
- The Company has developed and encouraged local factories across India to service our different sales areas. For ex: we have vendors developed at Bangalore, Nagpur, Pune, etc., to cater to the sales in various regions of India.
- The Company train local people for development in the areas of their work and life style skills.

- Does the Company have a mechanism to recycle products and waste? If Yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%,>10%) Also provide details thereof, in about 50 words or so.

Scrap management is given utmost importance by the Company.

The Company has reduced our scrap holding area and started daily scrap disposal for all the major items. This ensures proper control on scrap and timely recycling of them.

Majority of Company's scrap is recyclable. Waste paper which forms majority of Company's scrap is sold back to paper mills for recycling through scrap dealers.

The Company follow all possible waste reduction practices in the production of our goods. The Company train all our employees on different techniques of scrap reduction and ensure they are followed. This helps in reduction of carbon footprint.

Principle 3 Businesses should promote the well being of all employees

- Please indicate total number of employees : 2572
- Please indicate the total number of employees hired on temporary/contractual/casual basis :615
- Please indicate the number of permanent women employee :172
- Please indicate the number of permanent employees with disabilities :19
- Do you have an employee association that is recognized by Management : No
- What percentage of your permanent employees is members of this recognized employee association? N.A.
- Please indicate the number of complaints relating to child labour,forced labour, involuntary labour,sexual harassment filed in the last financial year and pending as on the date of financial year

Sr.No.	category	No. of complaints filed during the financial year	No. of complaints pending as on end of financial year
1.	Child labour/ forced labour/involuntary labour	Nil	Nil
2.	Sexual harassment	Nil	Nil
3.	Discriminatory employment	Nil	Nil

- What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?
 - Permanent Employees: 27.10%
 - Permanent Women Employees : 68.02%
 - Casual/ Temporary/ Contractual Employees : 61.14%
 - Employees with Disabilities : Nil

Principle 4 Businesses should respect the interest of and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized.

1. Has the Company mapped its internal and external stakeholders? Yes/ No.
Yes. The Company has mapped its internal and external stakeholders.
2. Out of the above, has the Company identified the disadvantaged, vulnerable & marginalized stakeholders.
Yes
3. Are there any special initiatives taken by the company to engage with the disadvantaged vulnerable & marginalized stakeholders. If so, provide details thereof, in about 50 words or so.

The Company has undertaken a unique housing project at Dombivli, Maharashtra for under privileged communities and offered 1008 houses to deserving people from poor economic background at subsidized rates. The Company also carried out cancer prevention awareness and diagnosis camp in small villages in Kutch, Gujarat. The Company undertook a project in schools of Gujarat to improve the educational standards in primary schools which resulted in mainstreaming of 400 to 450 weak students.

Principle 5 Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others? Partially covered

The Company does not have stated Human Rights Policy. However, few of the aspects are covered in the 'Company's Code of Conduct and Ethics of Employees' and 'Sexual Harassment Policy'.

2. How many stake holder complaints have been received in the last financial year and what percent was satisfactorily resolved by the management?
3. There were 7 (seven) complaints received from equity shareholders during the year 18. All the complaints were resolved as on 31st March,2018.

Principle 6 Businesses should respect, protect and make efforts to restore the environment.

1. Does the policy related to Principle 6 cover only the company or extends to the Group/ Joint Ventures/ Suppliers/ Contractors/ NGOs/ Others.

The Company continues to show its commitment to the environment sustainability by having and following environment, water & energy conservation policy and health & safety policies which works towards providing an environmentally sound and safe work atmosphere. All our employees are trained and aware of their responsibilities towards conservation, health & safety.

The Company's policies extend to its whole group and associated parties.

The Company takes care to increase the awareness of our suppliers, vendors, contractors and others with whom we deal by printing the required environment friendly instructions and what Company expects out of them on all our communications with them like purchase orders and service orders.

The Company also send periodic communication to all its vendors and contractors about the company's policies and expectations in being supportive of environment conservation apart from conducting audits

2. Does the company have strategies /initiatives to address global environmental issues such as climate change, global warming etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes. The Company does have strategies/initiatives to address global environment issues as follows :

- By increasing awareness of employees and others through training. All employees are well aware of their responsibilities towards conservation, health & safety. They take all necessary steps to reduce the effects of operations on environment.
- The Company operates in a sustainable manner managing material, energy and water consumption by using the same efficiently, wisely and responsibly.
- The Company's **environment policy** guides in ensuring compliance of all related environmental issues and controls by way of waste management, pollution control, etc.
- The **water & energy conservation policy** supports and enhances Company's commitment to environmental sustainability and encourages changes in individual behaviours, actions, and processes.
- The Company communicate with its suppliers, vendors, contractors, etc. about being environment friendly and its expectations regularly. The Company does this by printing slogans, etc. on all its purchase orders, mails, etc. and by periodical communication about its policies and practices in being environment friendly.
- The Company conducts social compliance audits of its vendors as per BSCI norms.
- The Company conducted energy audits in its factories to assess and took necessary corrective actions to minimise energy consumption.
- The Company's plants have following certifications which are renewed on regular basis showing its commitment to its EHS initiatives.

- BSCI – A Grade
- WCA – 99% Score
- Sedex Members Ethical trade Audit (SMETA)
- ISO 9001 : 2008 (We are upgrading to 2015 version shortly)
- ISO 14001 : 2004(We are upgrading to 2015 version shortly)
- OHSAS 18001 : 2007
- WAREX – Warehouse Excellency Award, Platinum and Gold Grades awarded repeatedly to our warehouses by Institute of Logistics, CII
- FSC Certification by Forest stewardship Council

Responsible Sourcing/social audits for customers like Walmart, Target, Office Depot, Lidl, etc are successfully completed. Last year compliance audits of new clients like Staples, JC Penny, Waitrose, Morrisons, etc are attended to and successfully completed which shows Company's continuous upgradation to all new requirements.

3. Does the Company identify and assess potential environmental risks? Y/N

Yes. The Company conduct Environment Risk assessment for all its processes and activities and take precautions / corrective actions as per the analysis. This is done annually or whenever any new activity is introduced.

4. Does the Company have any project related to Clean development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if Yes, whether any environmental compliance report is filed?

The Company believes in clean development mechanism and has taken up many projects shifting the focus onto the clean development mechanism and thereby reduce its carbon footprint. Some of them are as follows :

- a. India has rich availability of sunlight. In order to tap this natural resource we have installed sky pipe technology to use focused sun light instead of electricity for lighting the plant. Until now we have installed the same in many of our buildings to save power of t.04 kwh units/hr.
- b. In the last year, Additional 100 KW of power is generated by solar panels. Until now the Company has installed 289 KW / day capacity roof top solar panels by investing 1.65 cr. The Company use this solar power to reduce the regular power consumption of factory by almost 50%.
- c. The Company generated 4.8 MW of wind power in the FY 17-18.

The Company submit annual Environmental Audit Statement report submitted to local MPCB yearly as per the legal requirement.

5. Has the company undertaken any other initiatives on- clean technology, energy efficiency, renewable energy etc. Y/N. If yes, please give hyperlink for web page etc.

Apart from the points mentioned in point no. 4 above, the Company also follow below initiatives at its plants to reduce environmental impacts. There are many new initiatives taken in additional to previous ones which are listed below.

1. Clean Technology :

- use of Bagasse and FSC paper in manufacturing to reduce the forest depletion.
- test the plastics and other relevant materials for compliance of REACH, SVHC and use only safe materials.

2. Power Consumption :

- Production is run on solar power as much as possible. At present the Company is producing approximately 5,00,000 KW per year in-house with the help of solar panels.
- The Company has installed sky pipes, an unique solution to use focused day light inside the buildings. By using this, the Company has increased the lux levels from 150 to 300. Power saved is calculated at 5.04 kwh/hour with the amount saving of Rs.23 per hour.
- Natural light is used majorly during day time by using polycarbonate sheets in the roof and side walls to allow daylight inside the warehouse.
- By replacing the air compressors the Company use air guns and other alternative methods for cleaning, the Company has saved around 127KW/ day of power usage amounting to around Rs.5,00,000/- per year.
- Lights used in the plants are 28 Watts tube lights of T5 variety which ensures more lighting with less power consumption.
- All the computers are with the settings to go into sleep mode if inactive for three minutes. This ensures minimum power consumption when computers are not in use.
- The inside temperature of the plants are kept low by 4-5 degrees Celsius by insulating the building by smart board.
- Roof is insulated by fibre glass insulation with aluminum foil to keep temperatures low by reflecting sunlight.

- Instead of providing additional lights to increase lux levels in production, the Company has rearranged the lights to provide almost 50% more lux with same number of lights.

The Company maintains all its electrical equipment in proper condition. Systems are set so that minimum power is consumed.

3. Transport : In continuation with the Company's sustainability initiatives, it has started ocean transport of its raw material in place of road transport, thereby saving on fuel, time and money.

While making agreements with transporters, the Company insist that vehicles with PUC and proper maintenance only need to be used for its purposes. Without PUC, no vehicle is allowed within our premises nor used for loading and unloading purposes.

4. Environment Initiatives :

- The Company is maintaining more than ten thousands trees and plants at its factories to increase the green cover. The Company has started the concept of garden green in its factories, where in it covers as much open space as possible with greenery including lawns.
- Rain water harvesting is done by way of self constructed pond and wells at plants.
- Solar heater used for heating water and cooking in canteen operations.
- Additional 100 KW of power is generated by installing solar panels. As of now total 1600 KWH of solar power is generated per day which amounts to approx. 5,00,000 KWH in an year.
- By generating power by solar panels, the Company is also reducing CO2 emissions by around 450 tons per year which is required to generate equal amounts of power in India.

6. Are the Emissions/Waste generated by the Company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes. The Company conducts periodical emission / waste water testing as per norms and confirm that the parameters are maintained within the levels prescribed by the PCB.

7. Number of Show Cause/ legal notices received from CPCB? SPCB which are pending)i.e. not resolved to satisfaction) as on end of Financial Year.

Nil

Principle 7 Businesses when engaged in influencing public and regulatory policy should do so in a responsive manner

1. Is your Company a member of any trade and chamber or association? If yes, Name only those major ones that your business deals with:

The Company is member of :

- Indian Merchant's Chamber
- The Federation of Educational Publishers in India
- Bombay Booksellers & Publishers Association
- The Federation of Indian Publishers
- CAPEXIL
- Gujarat Chamber of Commerce & Industry

2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/ No. If yes specify the broad areas(drop box: Governance and Administration, Economic Reforms, Inclusive development Policies, Energy security, water , Food Security, Sustainable Business Principles, Others) :No

Principle 8 Businesses should support growth and equitable development

1. Does the Company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Company has projects across Maharashtra and Gujarat in the sectors of Women Empowerment, Education, Healthcare, Sports, Animal Welfare, Eradication of Hunger and Poverty.

Fight Against Childhood Obesity

In an effort to make a correction in childhood itself to help lead a healthy life throughout one's lifetime, your Company and Rotary Club of Koregaon Park Charitable Trust have taken the initiative to create awareness amongst school children of the problems associated with obesity and additionally highlighting the mental trauma an obese child undergoes.

A short film was launched in the presence of Honorable Chief Minister of Maharashtra Shri Devendra Fadnavis in August 2017. Over 5,000 students and teachers have taken part in screening of the film and interactive workshops on ways to mitigate childhood obesity.

Teacher Training

Your Company has taken up the mantle to support progressive educational policies introduced by the Government of Maharashtra. As part of this, The Company conceptualized and administered Training Workshops for teachers of Std. IX & X on activity-based, child-centred learning.

Your Company conducted workshops across Maharashtra and trained 5000 teachers on activity-based and child-centred teaching.

Animal welfare

Your Company recognizes the right of existence of every animal on this planet. Last year, it supported scores of animal shelters which cater to thousands of animals during summers and times of drought.

Olympic Sports Support

Your Company has partnered with Olympic Gold Quest to groom a promising Table Tennis player, Diya Chitale. Diya won Silver medal in a team event at the 2018 Czech Junior and Cadet Open Table Tennis Championship. Diya was also the sole Indian to be selected for the prestigious International Table Tennis Federation Rough Diamonds Training Program for Under 15 category held at the Slovenian National Table Tennis Training Centre.

2. Are the programmes/projects undertaken through in- house team/own foundation/external NGO/government structures/any other organization?

The programmes are undertaken through NGOs who demonstrated track record of undertaking and excelling in projects. Wherever possible, the company also partners with government entities.

3. Have you done any impact assessment of your initiative?

Impact assessment was done for teacher training program. Trainers who had conducted trainings, were appointed to visit the trainee teachers to assess the improvement in teaching methods.

The observations were positive and encouraging.

The observations were positive and encouraging

4. What is your company's direct contribution to community development projects-Amount in INR and the details of the project undertaken.

A total of Rs. 435.56 Lakh were spent on various community development projects. Details of the projects are as follows:

Women Empowerment

- Awareness programs for women in Maharashtra and Gujarat
- Health camps for diagnosis and cure of diseases in women

Education:

- Scholarships for deserving students across Maharashtra and Gujarat
- Teacher Training program for 4,000 teachers across Maharashtra

Healthcare

- Health Camps in Gujarat impacting over 10,000 patients
- Tribal medical camp providing daily medical services to 5 villages of Maharashtra
- Awareness and diagnosis camps on Cancer

Animal welfare

- Support to Animal shelters across Maharashtra and Gujarat.

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Eradication of Poverty

- Housing project for underprivileged population of Kutch Gujarat
- Nutrition support for 325 families in Kutch Gujarat

Promotion of sports

- Support for Olympic preparation of table tennis player Diya Chitale through Olympic Gold Quest.
- Organization of Cricket camps for training of youngsters to participate in competitive platforms.

5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words or so.

NEL is working with its implementation partners to ensure that the initiatives are internalized by the communities. Programs like health camps for women are increasing the awareness about cancer and diseases affecting women. Tribal medical camp has resulted in treatment of many minor injuries and conditions which if left untreated lead to serious complications.

Principle 9 Businesses should engage with and provide value to their customers and consumers in a responsible manner.

1. What percentage of customers complaints/consumer cases are pending as on the end of financial year.

One(1) consumer case is pending as on year ended 31st March, 2018 . In fact, it is an appeal filed by the Company against an order passed by District Forum, Nashik sine the Company feels that Hon'ble District Forum, Nashik has passed an order in favor of the consumer without any merit and there is no violation of any rule or unfair trade practice by the Company.

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No /N.A./Remarks(additional information): NA
3. Is there any cases filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year, If so, provide details thereof, in about 50 words or so. : No
4. Did your company carry out consumer survey/consumer satisfaction trends?

For some of stationery brand, consumer survey in the form of feedback by filling questionnaire form is carried out by the Company.