

Business Responsibility & Sustainability Report (BRSR)



SECTION A GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1.	Corporate Identity Number (CIN) of the Listed Entity	L22213WB1946PLC014346
2.	Name of the Listed Entity	SAREGAMA India Limited
3.	Year of incorporation	13-08-1946
4.	Registered office address	33, Jessore Road, Dum Dum, Kolkata - 700028, West Bengal, India
5.	Corporate address	2 nd Floor, Spencer Building, 30, Forjett Street, Grant Road (W), Mumbai - 400 036 Phone: (022) 6688 6200
6.	E-mail	Co.sec@saregama.com
7.	Telephone	+91 33 2551 2984
8.	Website	www.saregama.com
9.	Financial year for which reporting is being done	FY 2024-25
10.	Name of the Stock Exchange(s) where shares are listed	NSE - 532163 BSE - SAREGAMA
11.	Paid-up Capital	₹ 19,28,09,490/-

Details of the person who may be contacted in case of any queries on the BRSR report.

12.	S No.	Name	Telephone	Email
	1.	Saket Sah	(022) 6688 6200	Saket.sah@rpsg.in

13.	Reporting boundary - Are the disclosures under this report made on as and alone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	Standalone
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

II. PRODUCTS / SERVICES

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

Description of Main Activity

Information and communication

Description of Business Activity

Motion picture, video and television program production, sound recording and music publishing activities.

% of Turnover of the entity

92.43%

Description of Main Activity

Trade

Description of Business Activity

Retail Trading

% of Turnover of the entity

7.57%

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

Product/Service	NIC Code	% of total Turnover contributed
Music licensing	592	51.61%
Events	591	22.28%
Films and Series	591	18.53%
Music Retails	474	7.58%



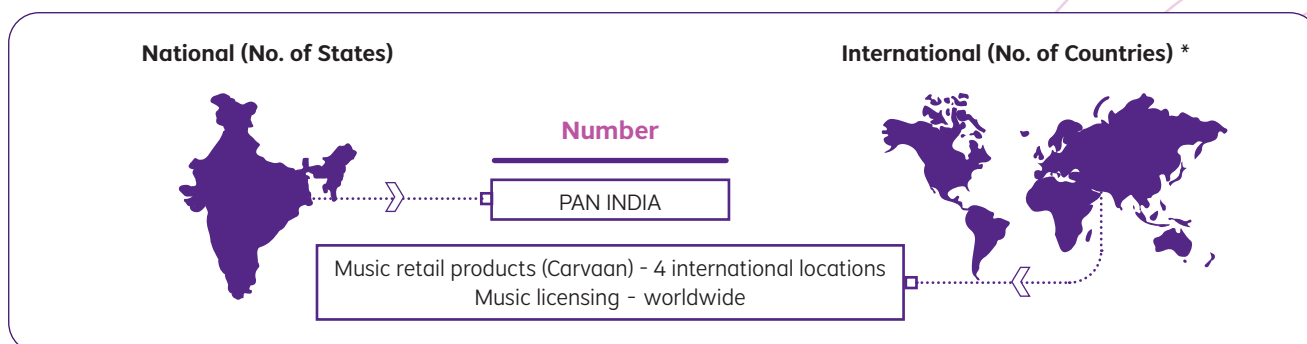
III. OPERATIONS

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



19. Markets served by the entity.

a. Number of locations



* The Company through its subsidiaries has presence in Dubai, UK, US & Mauritius

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

30.11%





19. c. A brief on types of customers

- (i) **Business-to-Business (B2B):** Saregama engages with various institutional clients under its B2B model, including prominent audio and video streaming platforms, television broadcasting channels, and social media platforms. These partnerships are primarily focused on content licensing and distribution, thereby enabling wider dissemination and monetisation of Saregama's intellectual property assets.
- (ii) **Business-to-Consumer (B2C):** Under the B2C model, Saregama directly markets and sells its consumer products—primarily the Carvaan range—through its official website and leading e-commerce platforms. This channel enables direct engagement with end users and contributes to enhanced brand recall and consumer satisfaction.

IV. EMPLOYEE

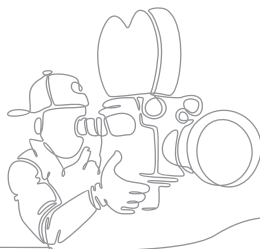
20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S No.	Particular	Total A	 Male		 Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
 Employee						
01.	Permanent (D)	277	207	75%	70	25%
02.	Other than permanent (E) ¹	119	80	67%	39	33%
03.	Total Employees (D+E)	396	285	72%	109	28%
 Workers - NA²						




[1] Other than permanent employees includes subcontractors, business associates and excludes sales executives

[2] We do not have any workers





b. Differently abled Employees and workers:

b. Differently abled Employees and workers:








S No.	Particular	Total A	 Male		 Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
 Differently-abled Employees						
01.	Permanent (D)	0	0	0	0	0
02.	Other than permanent (E)	0	0	0	0	0
03.	Total differently-abled employees (D+E)	0	0	0	0	0

21. Participation/Inclusion/Representation of women

	Total A	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors 	8	3	38%
Key Management Personnel 	3	1	33%

Note: Managing director is included in KMP also

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

	FY25 (Turnover rate in current FY)			FY24 (Turnover rate in previous FY)			FY23 (Turnover rate in year prior to previous FY) *		
			+			+			+
	Male	Female	Total	Male	Female	Total	Male	Female	Total
 Permanent Employees	42.83%	35.21%	41.05%	31.84%	24.58%	30.27%	26.90%	34.04%	28.44%

*Calculated as per BRSR guidelines

V. HOLDING, SUBSIDIARY, AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)

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

S.No	Name of the holding / subsidiary / associate companies / joint ventures(A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes / No)
01.	Composure Services Private Limited	Holding	-	No
02.	Saregama Limited (formerly Saregama Plc.)	Subsidiary	76.41%	
03.	Saregama Inc	Step-down Subsidiary	76.41%	
04.	Saregama FZE	Subsidiary	100%	
05.	RPG Global Music Limited	Subsidiary	100%	
06.	Kolkata Metro Networks Limited	Subsidiary	100%	
07.	Pocket Aces Pictures Private Limited	Subsidiary	90.37%	
08.	Saregama Regency Optimedia Private Limited	Joint Venture	26%	

VI. CSR DETAILS

24.

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

Yes

Turnover (in ₹ Lakhs)

₹ 1,00,921.27 Lakhs




Net worth (in ₹ Lakhs)



₹ 1,57,485.19 Lakhs





VII. TRANSPARENCY AND DISCLOSURE COMPLIANCES

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy)	FY 25 Current Financial Year			FY 24 Previous Financial Year		
		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	<p>Saregama encourages open and constructive dialogue with communities engaged in its social welfare initiatives. Stakeholders, including beneficiaries of CSR projects and programs, can raise concerns, share feedback on ongoing activities, or submit grievances related to the Company's CSR interventions through the official website: www.saregama.com. This mechanism ensures inclusivity, transparency, and responsiveness in the Company's community engagement efforts.</p>	Nil	NA	-	Nil	NA	-
 Investors (Other than shareholders)	<p>Saregama maintains transparent and accessible communication channels for its stakeholders. A dedicated email ID (co.sec@saregama.com) is available for investors and shareholders to directly contact the Company Secretary and Compliance Officer for any queries or concerns.</p>	Nil	NA	-	Nil	NA	-
 Shareholder	<p>The Company has also instituted a robust Whistle-Blower Policy to uphold ethical conduct and accountability. This policy provides a secure and anonymous mechanism for employees, workers, and other stakeholders to report any concerns related to unethical practices, misconduct, or violations of the Company's code of conduct. The policy ensures protection against retaliation or victimisation and is publicly accessible at: https://r.saregama.com/resources/pdf/investor/whistle_blower_policy.pdf.</p>	6	0	All complaints filed during FY 2024-25 were duly resolved	10	0	All complaints filed during FY 2023-24 were duly resolved

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 25 Current Financial Year			FY 24 Previous Financial Year		
		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
 Employees and workers	<p>Saregama is committed to fostering a transparent, inclusive, and supportive workplace environment. The Company places high value on employee feedback and concerns, recognising them as essential for continuous improvement and employee well-being.</p> <p>A structured grievance redressal mechanism is in place, enabling employees to raise issues or concerns through multiple accessible channels—including their reporting managers, Human Resources representatives, or members of the senior management team. This framework ensures that all grievances are addressed fairly, promptly, and without fear of retaliation, reinforcing the Company's commitment to a respectful and responsive workplace culture.</p>	1	0	The complaint was pertaining to sexual harassment and was predominantly resolved	1	0	The complaint was pertaining to a whistle blower, which was predominantly resolved, and necessary actions were taken
 Customers	<p>Saregama is committed to delivering quality products and services while ensuring a responsive and transparent customer experience. To facilitate this, the Company has established a dedicated customer care service to address and resolve customer grievances, including quality and product-related concerns.</p> <p>Customers can reach out through multiple channels, including a toll-free number (1800 102 7799), email support (feedback@saregama.com), and the contact section of the Company's official website: https://www.saregama.com/static/contact-us. This multi-channel approach ensures accessibility, timely resolution, and enhanced customer satisfaction.</p>	69,839	0	The complaints received were primarily product-related and were fully resolved through appropriate measures, including replacements or refunds.	1,00,415	0	The complaints received were primarily product-related and were fully resolved through appropriate measures, including replacements or refunds

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 25 Current Financial Year			FY 24 Previous Financial Year		
		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
 Value chain partners	Saregama has a formal mechanism in place for value chain partners to report concerns directly to the Chief Manager - Projects via email. The Projects team ensures timely tracking and resolution of all grievances, promoting transparency and accountability across the value chain.	Nil	N.A.	-	Nil	N.A.	-
 Others (Please specify)	-	-	-	-	-	-	-



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, as per the following format.



Risk



Opportunity







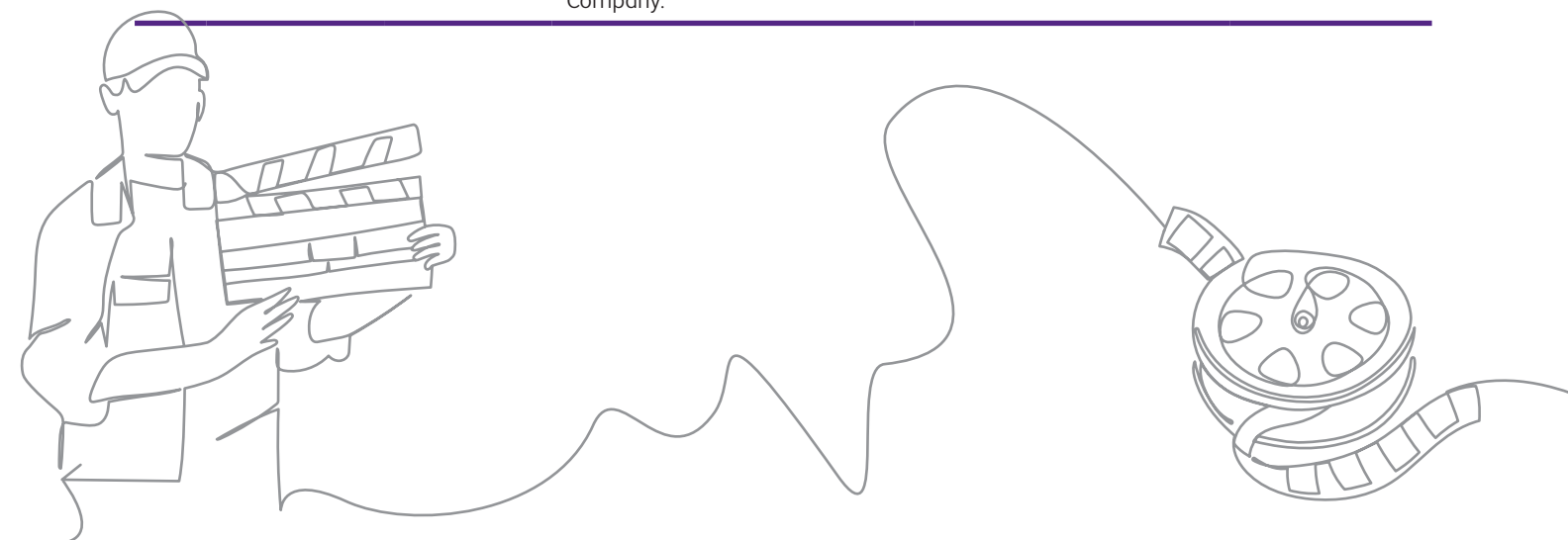
Positive



Negative

S. no	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Infringement of our IP		Infringement of IP is a material risk for Saregama India Limited as its core business relies on monetizing music, film, and content rights. Unauthorized use or piracy directly impacts revenue, weakens the value of exclusive content, and increases legal costs. It also risks damaging the brand's reputation and credibility as a rights holder, making it harder to enforce licensing and maintain stakeholder trust.	While piracy levels have significantly declined in India with the support of the judicial system, we have a dedicated team to constantly monitor every infringement and take corrective action. We are part of industry body IMI (Indian Music Industry) that works closely with the government to protect interests of music industry stakeholders	
2	Digitalisation		Digitalisation has played an important role in shaping the music industry. Music streaming, downloads, Internet radios and other subscription-based music services have become an important channel for the distribution of music for the Company. Digital technologies and processes have changed the landscape within the music industry by altering ways in which revenue is being generated. This has opened new avenues of revenue generation for the Company	NA	

S. no	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Employee Engagement		Decentralised decision making empowers people to take the right steps for the Company's interests. My Inputs Count (MIC) is a Company wide survey that enables people to express their opinions freely. We have implemented employee friendly policies, and undertake regular engagements, surveys, learning and development programs and health camps reinforcing our reputation as an employer of choice.	NA	
4	Plastic waste and EPR Obligation		The products business of the Company requires the Company to be compliant with the E-waste & Plastic waste regulations. Non-adherence to recent changes in the environmental legislations regulating the generation, collection & disposal of E-waste & Plastic waste can lead to monetary risks for the Company.	The Company has obtained Extended Producers Responsibility ("EPR") authorisation for E-waste & plastic waste and would take care of the disposal, collection reuse & recycling obligation that the relevant provisions of the law casts on it.	



SECTION

B

MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Question		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management System										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes / No)	Yes								
	b. Has the policy been approved by the Board? (Yes/No)	Yes								
c.	Web Link of the Policies, if available	<ol style="list-style-type: none"> Terms and conditions of appointment of Independent Directors URL: https://r.saregama.com/resources/pdf/investor/website_update_terms_and_conditions_of_appointment_of_independent_directors.pdf Code of conduct of Board of Directors and Senior Management Personnel: URL: https://r.saregama.com/resources/pdf/investor/code_of_conduct_for_board_of_directors_and_senior_management.pdf Whistle Blower Policy: URL: https://r.saregama.com/resources/pdf/investor/whistle_blower_policy.pdf Policy on Materiality of Related Party Transactions and on Dealing with Related Party Transactions: URL: https://r.saregama.com/resources/pdf/investor/Policy_Statement_on_Materiality_and_Dealings_with_Related_Parties_01.pdf Policy for determining 'Material' Subsidiaries: URL: https://r.saregama.com/resources/pdf/investor/material_subsidary_policy.pdf CSR Policy URL: https://r.saregama.com/resources/pdf/investor/csr_policy.pdf The Company's intranet hosts a comprehensive repository of policies and guidelines, including HR, IT, and compliance-related documents. Continuous improvements to the policy framework and governance are in progress. 								
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)	No								

Disclosure Questions



P1

P2

P3

P4

P5

P6

P7

P8

P9

Policy and Management System

- | | |
|--|---|
| <p>4. Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</p> | <p>The Company is committed to advancing its ESG journey and is actively exploring globally recognised certifications to validate its efforts at both national and international levels. Recently, the Company achieved ISO 27001 certification for Information Security, reinforcing its dedication to robust data protection and governance standards.</p> |
| <p>5. Specific commitments, goals and targets set by the entity with defined timelines, if any</p> | <p>As part of our ongoing commitment to environmental stewardship, Saregama is proud to launch a new sustainability initiative introduced in FY24 – the annual plantation of 100 saplings. This endeavour reflects our determination to combat climate change and our passion for preserving the planet for future generations. Through this goal, we aspire to contribute to a greener future while inspiring others to participate in this vital cause. Our pledge to plant 100 trees each year is a testament to our core values of sustainability, environmental responsibility, and community development.</p> |
| <p>6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.</p> | <p>In 2024, our Company launched an annual saplings-planting initiative, committing to plant 100 saplings each year. This effort demonstrates our dedication to environmental sustainability and social responsibility. We have already successfully grown 100 saplings this year and will continue to monitor and report our progress, ensuring transparency and accountability in our efforts to create a greener future. We look forward to tracking and sharing our future performance on this initiative.</p> |

Governance, leadership and oversight



- | | |
|---|---|
| <p>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)</p> | <p><i>At Saregama India Ltd., we are committed to responsible and ethical business practices, with a strong focus on social impact and governance. While our environmental footprint is limited, we uphold ESG principles by promoting inclusion, protecting our intellectual property, and maintaining high standards of transparency and accountability. We strive to create long-term value for all stakeholders and contribute to a more responsible and sustainable business ecosystem</i></p> |
| <p>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</p> | <p>Pankaj Chaturvedi, CFO</p> |
| <p>9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.</p> | <p>Pankaj Chaturvedi, CFO, leads the company's sustainability strategy and stakeholder engagement efforts, promoting responsible business practices and long-term sustainable growth. These initiatives are aligned with the broader RPSG Group approach to identifying and advancing sustainability opportunities.</p> |

10. Details of Review of NGRBCs by the Company:

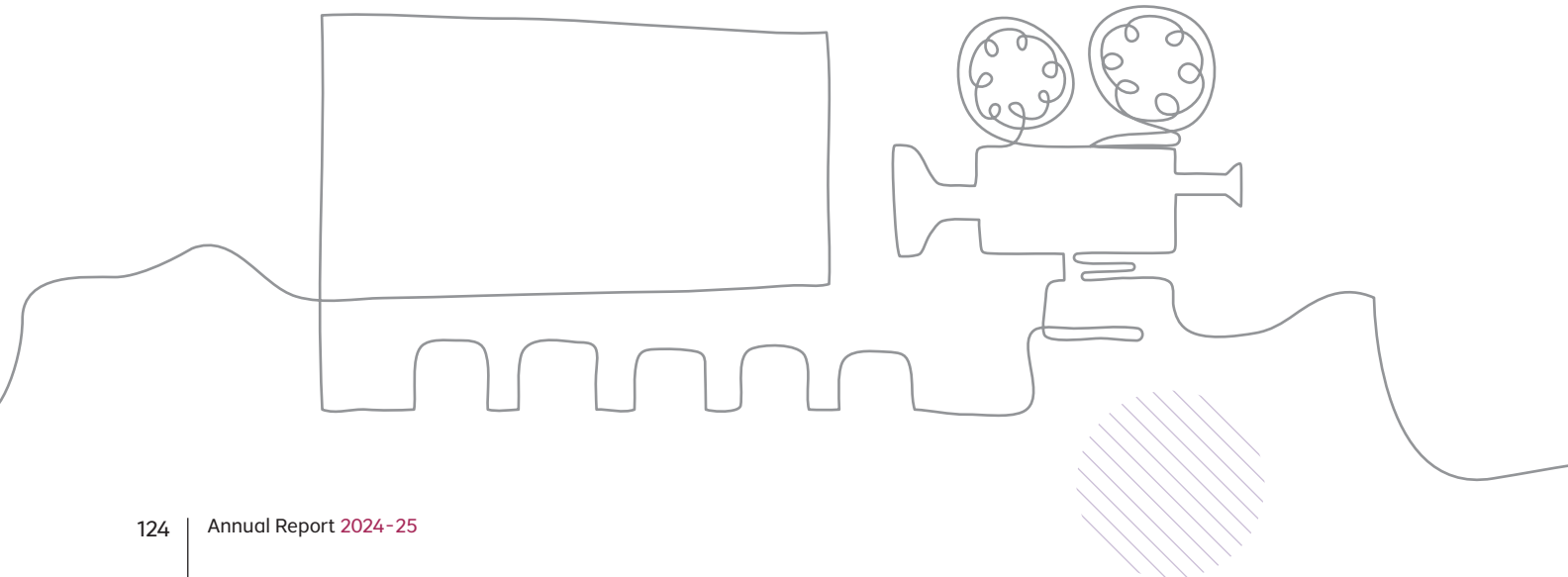
Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Saregama, in line with the National Guidelines on Responsible Business Conduct, has ensured that its Board committees systematically review all relevant legal and regulatory requirements to stay fully compliant.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances									
Frequency of NGRBCs review (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Annually								
Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency	The Company maintains a structured internal review mechanism to regularly assess and enhance its policies, ensuring alignment with evolving business goals and stakeholder expectations. Where appropriate, we also engage external experts to support our journey of continuous improvement and operational excellence.								

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. Policies are approved by the Board or the relevant functional heads, and periodical reviews are conducted in accordance with statutory requirements.

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

Not applicable since the policies and procedures of the Company cover all principles of NGRBCs



SECTION C PRINCIPLE WISE PERFORMANCE DISCLOSURE




This section is aimed at helping entities demonstrate their performance in integrating the Principles and Core Elements with key processes and decisions. The information sought is categorised as "Essential" and "Leadership". While the essential indicators are expected to be disclosed by every entity that is mandated to file this report, the leadership indicators may be voluntarily disclosed by entities which aspire to progress to a higher level in their quest to be socially, environmentally and ethically responsible

PRINCIPLE 1

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

Essential Indicators

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	% age of persons in respective category covered by the awareness programmes
 Board of Directors	2	Board members regularly attend compliance and ESG training as part of their development, covering the Code of Conduct, regulatory updates, and ESG developments. ESG performance is discussed in meetings, along with Whistle-blower policies, to keep members informed and engaged.	87.50%
 Key Managerial Personnel	2	Key managerial personnel undergo comprehensive legal and compliance training programs that cover critical areas such as fair competition, conflict of interest, anti-bribery measures, and prevention of workplace harassment. These sessions are further enriched through interactive discussions and real-life case studies, fostering a deeper understanding of ethical practices and their application in day-to-day decision-making.	67%
 Employees other than BoD and KMPs	2	Employees, excluding the Board of Directors and Key Managerial Personnel, are required to complete online training modules covering various compliance topics. Completion of these modules is diligently monitored to ensure timely participation and adherence to the Company's compliance framework.	40%

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, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
	NGRBC Principle P1 P2 P3 P4 P5 P6 P7 P8 P9	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)

Penalty/Fine Settlement
Compounding fee

No penalties have been imposed on the directors and the KMPs.

Non - Monetary					
	NGRBC Principle P1 P2 P3 P4 P5 P6 P7 P8 P9	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (in ₹)	Brief of the Case	Has an appeal been preferred? (Yes/No)

Imprisonment

Punishment

No penalties have been imposed on the directors and the KMPs.

3. Of the instances disclosed in Question 2 above, details of Appeal/Revision preferred in case where monetary non-monetary actions has been appealed

Case Detail	Name of the regulatory/ enforcement agencies/ judicial institutions
	NA

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.

Policy available (Yes/No)

Web Link: https://r.saregama.com/resources/pdf/investor/Anti_Corruption_Anti_Bribery_policy.pdf

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

Designation	FY25 Current Financial Year	FY24 Previous Financial Year
Director		
KMPs		
Employees	NIL	NIL
Workers		

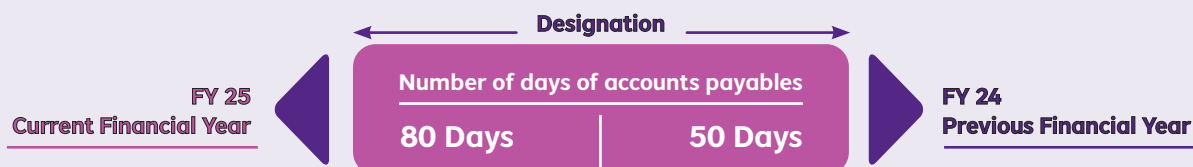
6. Details of complaints with regard to conflict of interest

Designation	FY25 (Current Financial Year)		FY24 (Previous Financial Year)	
	Number	Remark	Number	Remark
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Numbers of Complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

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

NA

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



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	Metric	FY 25 Current Financial Year	FY 24 Previous Financial Year
Concentration of purchases	a. Purchase from trading houses as % of total purchases	NA	NA
	b. Number of trading houses where purchases are made from	NA	NA
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	NA	NA
Concentration of Sale	a. Sales to dealers / distributors as % of total sales*	35.01%	54.70%
	b. Number of dealers / distributors to whom sales are made	498	617
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	7.64%	34.52%
Share of RPTs in	a. Purchases (purchases with related parties / Total Purchases)	NIL	NIL
	b. Sales (Sales to related parties / Total Sales)	1.77%	5.94%
	c. Loans and advances (Loans and advances given to related parties / Total loans and advances)	NIL	4.87%
	d. Investments (Investments in related parties / Total Investments made)	84.20%	70.09%

*Related to distribution of caravan products only.

Leadership Indicators

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

Total number of awareness programmed held

Topics / principles covered under the training

% age of value chain partners covered (by value of business done with such partners) under the awareness programs

Value chain partners are integral to the Company's operations. Recognising the growing importance of responsible business practices, the Company is committed to assessing its value chain partners and progressively rolling out training programs on key ESG and compliance topics in the coming years.

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

Yes

Details: The Company has implemented a Code of Conduct for its Board of Directors, establishing clear protocols to prevent, identify, and disclose any actual or potential conflicts of interest. At the beginning of each financial year, updated statutory declarations are obtained from all Directors to ensure continued compliance and transparency.

PRINCIPLE 2

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

Essential Indicators

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





	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	As a leading entertainment company, we are actively identifying opportunities to invest in R&D and Capex that improve the environmental and social impact of our products and processes, ensuring these efforts are integral to our long-term value creation strategy.		
Capex			

2. Does the entity have procedures in place for sustainable sourcing? (Yes/No) If yes, what percentage of inputs were sourced sustainably?

Entity has procedures (Yes/No) **Yes**

Percentage of inputs - Our procurement practices are guided by the principles of sustainable sourcing, with suppliers evaluated against defined sustainability criteria to promote the integration of ESG considerations across our supply chain. While a formal system to quantify the value of sustainably sourced inputs is not currently in place, we are committed to developing such a framework in the near future to enhance transparency and accountability.

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

Process Description		
	Plastics (including packaging)	As the Company is required to abide by its Extended Producer Responsibility (EPR) obligation, it has set up mechanism as detailed in point 4 below.
	E-waste	As the Company is required to abide by its Extended Producer Responsibility (EPR) obligation, it has set up mechanism as detailed in point 4 below.
	Hazardous waste	There is no hazardous waste generation owing to the nature of business
	other waste	There are no other kinds of waste generated in our office other than listed above

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.

Extended Producer Responsibility (EPR) applicable (Yes / No) **Yes**

Describe

The Company remains committed to responsible waste management through its adherence to Extended Producer Responsibility (EPR) obligations for plastic, battery and e-waste. It is registered with the Central Pollution Control Board (CPCB) and has developed a comprehensive collection and action plan in line with the applicable regulatory guidelines. As a registered Brand Owner under the plastic waste rules, the Company ensures compliance through structured waste recovery efforts. In support of its "Sustainable Earth" initiative, the Company has also partnered with authorized Waste Management Agencies to guarantee the safe and efficient handling of e-waste. Further details on the e-waste program are available at: https://r.saregama.com/resources/pdf/saregama_e_waste_plan.pdf?srgm_tracker=footer

Leadership Indicators

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


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 results communicated in public domain, provide the web-link.
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The Company has not conducted Life Cycle Assessments (LCAs) for its music retail products, but it may explore the possibility of doing so in the future.





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.

Current Financial Year	Description of the risk / concern	Action Taken
	NA	

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

Indicate Input Material	Recycled or re-used input material to total material	
	FY25 Current Financial Year	FY24 Previous Financial Year
<div> E - Waste</div>	-	-

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

	FY 25 Current Financial Year			FY 24 Previous Financial Year		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
 Plastics (including packaging)	0	11.5	0	0	6.0	0
 E-waste	0	10.5	0	0	0.6	0
 Hazardous Waste	NA	NA	NA	NA	NA	NA
 Other waste (Battery Waste)	0	3.3	0	0	2.7	0

Note : FY 23-24 waste recycled quantity recalculated

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

Indicate product category

Reclaimed products and their packaging materials as % of total products sold in respective category







As part of our commitment to environmental responsibility, the Company ensures the safe and sustainable management of e-waste. To facilitate this, we have partnered with M/s Vincular Testing Labs India Private Limited, a registered Producer Responsibility Organization (PRO), to support the end-to-end channelisation of e-waste—from consumers to authorised recycling and dismantling facilities. This partnership also enables the establishment of collection centers and the implementation of buy-back schemes as needed. For reverse logistics, Bluedart Express Limited, our PRO's logistics partner, manages the efficient and environmentally sound collection of e-waste, including door-to-door pickups where applicable.

PRINCIPLE 3

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

Essential Indicators

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

Category	% 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	207	207	100%	207	100%	NA	NA	207	100%	0	0
 Female	70	70	100%	70	100%	70	100%	NA	NA	0	0
 Total	277	277	100%	277	100%	70	100%	207	100%	0	0
Other than Permanent Employee											
 Male	80	49	61.2%	0	0%	NA	NA	49	61.2%	0	0
 Female	39	28	71.8%	0	0%	28	71.8%	NA	NA	0	0
 Total	119	77	64.7%	0	0%	28	71.8%	49	61.2%	0	0

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

NA

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

	FY 25 Current Financial Year	FY 23 Previous Financial Year
Cost incurred on well-being measures as a % of total revenue of the company*	0.29%	0.29%

*Spending measures towards well-being of employees includes staff welfare expenses - Medical expenses, Insurance expenses, canteen and lunch expenses

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

Benefits	FY 24 Current Financial Year			FY 23 Previous Financial Year		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%*	NA	Y	100	NA	Y
ESI	NA	NA	NA	NA	NA	NA
Gratuity	100%*	NA	Y	100	NA	Y
Other						

* 100% eligible employees are covered.

Accessibility of workplaces

3. Are the premises / offices of the entity accessible to differently abled employees and workers? (Yes/No) If not, whether any steps are being taken by the entity in this regard.

Entity accessible to differently abled employees and workers (Yes / No) **No**

Any steps are being taken



The Company is actively working to enhance accessibility in its offices for differently-abled individuals and plans to implement these improvements in the near future

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 (Yes / No). If so, provide a web- link to the policy.

Entity has an equal opportunity policy (Yes / No) **Yes**

Web-Link: In line with the Rights of Persons with Disabilities Act, 2016, Saregama has instituted an Equal Opportunity Policy that forms an integral part of its HR framework. This policy, available on the Company's intranet, reinforces our commitment to building an inclusive work environment by ensuring non-discrimination and equal access to opportunities for individuals with disabilities.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
 Male	100%	50%	NA	NA
 Female	NA	0%	NA	NA
+ Total	100%	50%	NA	NA

*There was only one female employee who took maternity leave in December month, return to work rate will be applicable for next FY 25-26.




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

Yes/No (If Yes, then give details of the mechanism in brief)	
Permanent Employees	Saregama fosters a transparent and supportive work environment where employee feedback is encouraged and valued. A structured grievance redressal mechanism is in place, allowing employees to raise concerns directly with their managers, HR representatives, or senior leadership without fear of retaliation. Additionally, quarterly employee meetings are conducted to promote open dialogue and facilitate 360-degree feedback, reinforcing a culture of trust and inclusivity.
Other than Permanent Employees	Saregama is committed to maintaining a fair and transparent workplace by ensuring that all employees—whether full-time, contractual, or temporary—are subject to the same policies and practices. This uniform approach promotes equity, reinforces inclusivity, and fosters a culture grounded in mutual respect and trust.



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

Not Applicable since no employees are part of any association/ union.

8. Details of training given to employees and workers:

Category	FY25 Current Financial Year					FY24 Previous Financial Year				
	Total (A)	On health and Safety Measures		On Skill upgradation		Total (D)	On health and Safety Measures		On Skill upgradation	
		Number (B)	% (B / A)	Number (C)	% (C/A)		Number (E)	% (E / D)	Number (F)	% (F / D)
 Male	Health and safety training forms a core part of our employee induction program. Additionally, company-wide events often feature awareness sessions to educate employees on key policies, wellness practices, and risk prevention measures. Looking ahead, we plan to implement a robust training tracking system to monitor participation and further strengthen our safety culture.			29	10.2%	Health and safety training sessions, as are integral components of our induction program. Additionally, during our company events, awareness programmes are conducted to inform/ educate employees about company policies and essential guidance on wellness and risk preventions. To further enhance our safety culture, we are implementing a comprehensive training tracking system in future, to monitor and enhance employee participation.			29	8.5%
 Female				17	15.6%				17	15.3%
 Total				46	11.7%				46	10.1%

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

Category	FY24 Current Financial Year			FY23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees*						
 Female	55	55	100%	66	66	100%
 Male	246	246	100%	249	249	100%
+ Total	301	301	100%	315	315	100%

*All the eligible employees are considered.

At Saregama, we implement a Performance Management System (PMS) for conducting performance reviews. Upon joining, all permanent employees complete a Key Responsibility Area (KRA) assessment, followed by mid-year discussions in November. Annual appraisal discussions occur in June, with increments effective from July. These discussions entail two levels of assessment based solely on KRAs, performance, target achievements, and skill enhancements. The Managing Director and HR Head hold the ultimate authority to finalise the performance review cycle. We conduct this entire process transparently and professionally.

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

Health and safety management system implemented by the entity (Yes / No) **Yes**

Coverage system

While the nature of our operations presents minimal occupational health risks, Saregama has proactively implemented an Occupational Health and Safety Management System. We place the highest importance on the well-being of our employees, customers, and stakeholders. Fire safety measures are also in place to ensure a secure and compliant work environment.

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?

A comprehensive and systematic approach is employed to identifying work-related hazards and assessing risks. This process involves Saregama adopts a comprehensive and structured approach to identifying work-related hazards and assessing risks. This includes regular safety audits, integrated risk assessments, and systematic hazard identification as part of routine operations. Leveraging established tools and methodologies, we ensure continuous monitoring and evaluation of potential risks. Employee engagement and training remain central to our proactive safety culture. We align with industry best practices and regulatory standards, consistently updating our safety protocols to address evolving risks and maintain a secure workplace.

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

Not Applicable, as the Company does not have any workers as defined in the guidance note on BRSR, issued by SEBI.

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

Yes, employees of the Company have access to non-occupational medical and healthcare services. The Company provides a comprehensive Medclaim facility that extends beyond occupational health coverage.

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

Salary Incident / Number	Category	FY25 Current Financial Year	FY24 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
Total recordable work-related injuries	Employees	0	0
No. of fatalities	Employees	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0

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

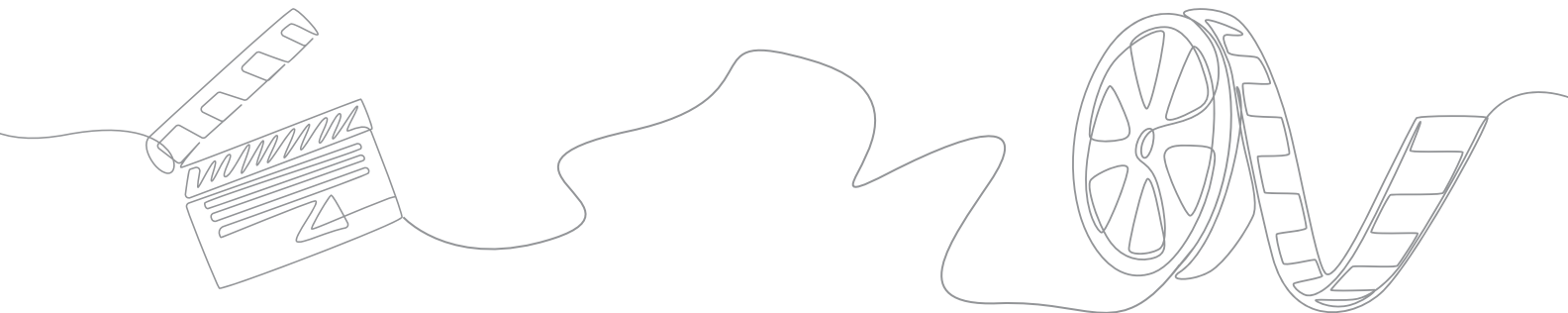
Our office buildings are LEED-certified, meeting stringent environmental and health standards. We incorporate sustainable practices in our office design, repurposing materials like glass bottles, recycled plastics, rubber tyres, etc. as decorative features in our lounges.

Our unwavering focus on cleanliness and hygiene protocols, combined with all round medical support, creating safe and conducive work environment that prioritised employee well-being. We also placed significant emphasis on health, safety, and environmental performance across all offices, providing training in fire safety and evacuation procedures to administration staff.



Throughout the fiscal year, we maintained a rigorous approach to equipment maintenance, conducting routine checks on air conditioners, UPS systems, and fire safety equipment, including fire alarm systems, smoke detectors, and fire extinguishers.

We are proud to report that our efforts resulted in a zero-accident record for the fiscal year, a testament to our unwavering commitment to employee safety and well-being. Our company remains dedicated to fostering a culture of care, prioritising the health, safety, and well-being of all employees and stakeholders.

We've partnered with Nova Benefits to launch a comprehensive employee well-being program, encompassing a range of initiatives that support our team members' physical, mental health. This collaboration enables us to proactively drive and monitor employee well-being, fostering a culture of care and support.



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

Assessment Type	Current Financial Year			Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
 Working Conditions	There were no complaints pertaining to these aspects during reporting period			There were no complaints pertaining to these aspects during reporting period		
 Health & Safety						

14. Assessments for the year:

Assessment Type	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Assessment Not Conducted	

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.

Not Applicable as there were no safety related incidents during FY 2024-25

Leadership Indicators >>>

1. Does the entity extend any life insurance or any compensatory package in the event of death of

(A) Employees (Y/N) Yes

(B) Workers (Y/N) NA

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 maintains close oversight of its value chain partners to ensure the accurate and timely deposit of statutory dues deducted or collected on its behalf. This monitoring helps ensure that all credited amounts are appropriately reconciled and transferred in line with regulatory requirements.



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

Total no. of affected employees/ workers	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment
NA	

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)

No

5. Details on assessment of value chain partners:

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

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

NA

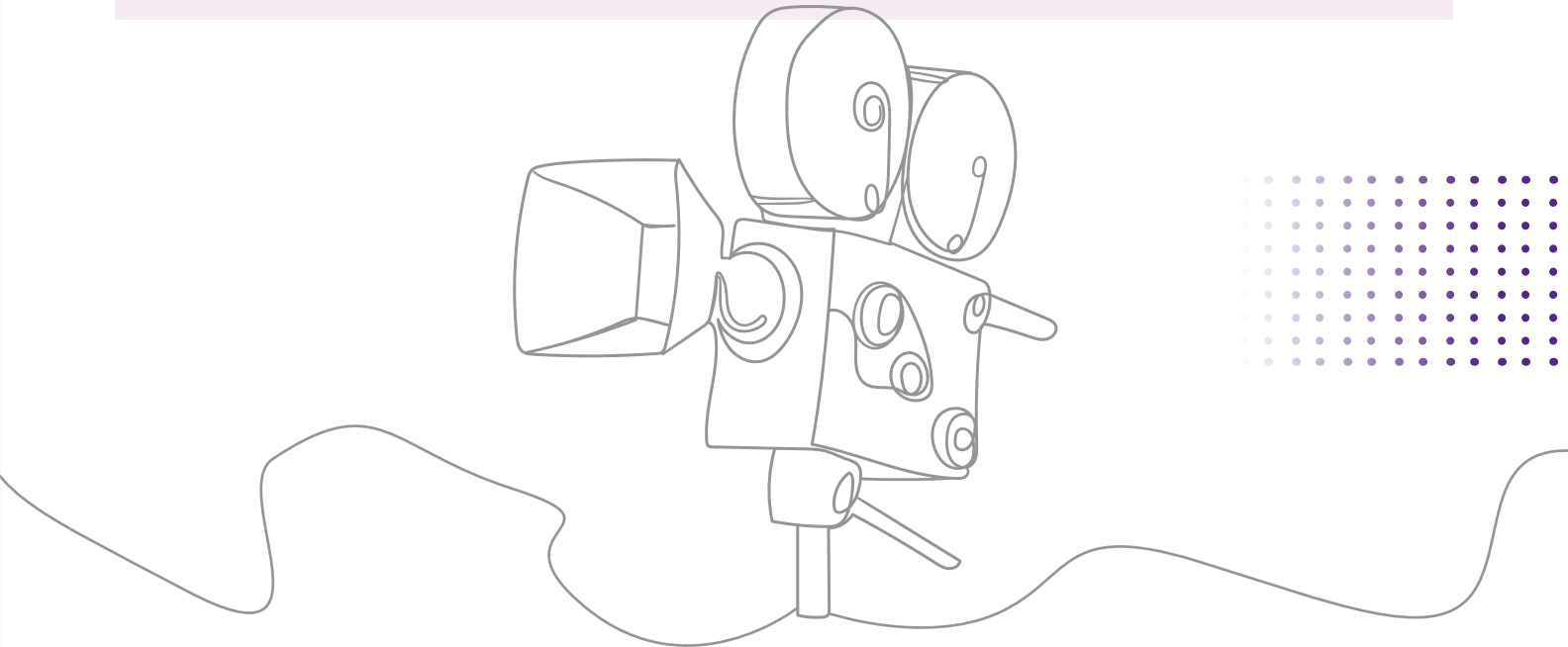
PRINCIPLE 4

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





▶ Essential Indicators



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

Saregama India Ltd. adopts a structured approach to identifying key stakeholder groups through stakeholder mapping and active engagement with customers, investors, employees, suppliers, regulators, and local communities. Mechanisms such as surveys, consultations, and feedback channels help capture stakeholder expectations and concerns, enabling informed and effective stakeholder management.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Employees	No	Emails, Meetings	<p>The senior management team regularly engages with employees across departments, fostering open and transparent communication.</p> <p>Additionally, quarterly town hall meetings are conducted to share key organisational updates and provide a platform for employees to voice their thoughts and feedback.</p>	<p>At our organisation, employee engagement plays a key role in cultivating a collaborative and supportive work environment. We prioritise continuous interaction with employees through a variety of initiatives to address their needs and concerns.</p> <p>These include grievance resolution, feedback sessions on organisational culture and benefits, and festive celebrations. Additionally, we offer activities such as WOW Wednesday games, personal connection meetings, financial consultancy sessions, appraisal discussions, a Medclaim helpdesk, investment planning advice, and refresher sessions on HR systems and processes.</p>
 Suppliers	No	Emails, Meetings	Ongoing	Engage with suppliers through follow-ups on ongoing projects, collaborative planning for upcoming productions, and ensuring timely delivery of quality content and products in line with Saregama's business goals.
 Shareholder	No	Emails, Meetings	Meetings (Event Based)	We place great importance on engaging with our shareholders and actively seek their feedback. Engagement is driven by key events, with regular interactions through meetings, email updates, and walk-in sessions. This approach ensures transparent communication, timely updates, and prompt resolution of any concerns or grievances.
 Investor	No	Emails, Meetings, conferences	Quarterly (Meetings)	Quarterly calls are held with investors following the announcement of results, along with meetings as requested. These interactions primarily serve to update investors on the company's progress and address any concerns they may have.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/ No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others- please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
 Regulatory Bodies	No	Emails, Submissions	Quarterly (Reporting) Event based (intimations)	Intimation, updates
 Customers	No	Emails, Project-related calls and meetings; project management reviews; relationship meetings and reviews.	Ongoing	Identifying opportunities, challenges, and grievances. Understanding client's data privacy & security requirements.

Leadership Indicators >>>

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

The Company is committed to maintain open and effective communication with its diverse stakeholders, including customers, media, investors, analysts, regulatory bodies, and vendors. This is achieved through a variety of channels, such as direct calls, meetings, press releases, and other communication methods suited to each group's needs. Additionally, the management keeps the Board of Directors regularly informed with updates on key developments.

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.

Used (Yes / No) Yes

Details	<p>Consultation with stakeholders is fundamental to identify and address key environmental and social concerns. The company engages with stakeholders through multiple channels, including surveys, meetings, and feedback mechanisms, to collect valuable insights on sustainability issues.</p> <p>These contributions are carefully analysed and incorporated into the development of policies and initiatives, ensuring they reflect stakeholders' needs and expectations.</p>
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3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalised stakeholder groups.

We engage with vulnerable groups by providing equal opportunities, inclusive practices, training, and fair compensation, while fostering a culture of diversity and inclusion that empowers all individuals to thrive.

PRINCIPLE 5

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY25 Current Financial Year			FY24 Previous Financial Year		
	Total (A)	No. of employees / workers covered (B)	% (B / A)	Total C	No. of employees / workers covered (D)	% (D / C)
Employees						
Permanent	In FY 2024-25, we are reinforcing our commitment to ethical practices and workplace integrity by expanding our human rights training initiatives across the organisation. These sessions are being conducted as part of ongoing company-wide programs and are also embedded within the onboarding journey for all new employees to build foundational awareness from day one. Looking ahead, we are in the process of rolling out a structured tracking mechanism to monitor training participation and drive toward maximum employee coverage. This initiative reflects our continued focus on promoting human rights, cultivating an inclusive culture, and ensuring accountability across all levels of the organisation.			Human rights training was conducted at company-wide events covering all the employees fostering respectful workplace environment.		
Other than Permanent						
Total Employees						

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

Category	FY25 Current Financial Year					FY24 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B / A)	Number (C)	% (C / A)		Number E	% (E / D)	Number (F)	% (F / D)
Employees										
Permanent										
Male	207	0	0%	207	100%	260	0	0%	260	100%
Female	70	0	0%	70	100%	72	0	0%	72	100%
Other than Permanent										
Male	80	0	0%	80	100%	83	0	0%	83	100%
Female	39	0	0%	39	100%	39	0	0%	39	100%

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

Gender	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (in ₹)	Number	Median remuneration/ salary/ wages of respective category (in ₹)
Board of Directors (BoD)	5	5.15 Lakhs	3	2.0 Lakhs
Key Managerial Personnel	2	832.02 Lakhs	1	14.47 Lakhs
Employees* other than BoD and KMP	205	12.08 Lakhs	69	9.99 Lakhs

*Permanent employees considered

b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 25 Current Financial Year	FY 24 Previous Financial Year
Gross wages paid to females as % of total wages	20.5%	18.51%

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, HR is the focal point responsible for addressing the Human rights impacts or issues caused or contributed to by the business.

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

Human rights grievances can be directed to the company's HR department, which is responsible for resolving them.

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

Complaint Type	FY25 Current Financial Year			FY24 Previous Financial Year		
	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	1	0		0	0	
Discrimination at Workplace	0	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary	0	0		0	0	
Labour	0	0		0	0	
Wages	0	0		0	0	
Other Human rights related Issue	0	0		0	0	

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

	FY 25 Current Financial Year	FY 24 Previous Financial Year
● Total Complaints reported under the Sexual Harassment on of Women at Workplace (Prevention, prohibition and Redressal) Act,2013(POSH).	1	0
● Complaints on POSH as a % of female employees / workers	0.9	0
● Complaints on POSH upheld	0	0

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

The organisation's Code of Ethics and Business Conduct, supported by the Whistleblower Policy, ensures a safe and transparent framework for reporting discrimination and harassment, with explicit measures to safeguard complainants from any form of retaliation.

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

10. **Assessments for the year:**

None

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

NA

Leadership Indicators

1. **Details of a business process being modified / introduced as a result of addressing human rights grievances/ complaints. There were no audit concerns in the above areas from assessments in FY 2022-23.**

No such grievances/complaints on Human Rights violations.

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

The company is committed to respecting and promoting human rights across all operations, guided by a comprehensive policy framework that emphasizes regulatory compliance, stakeholder engagement, diversity, inclusion, and accessible grievance mechanisms. As part of our commitment to continuous improvement, we plan to undertake detailed human rights due diligence to strengthen our practices in line with global standards. Through proactive measures, we aim to foster a positive and lasting impact on our stakeholders and the communities in which we operate.

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?**

The company is actively working towards making its offices accessible for differently abled individuals and anticipates implementing these changes in the near future.

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed



Sexual Harassment



Discrimination at workplace



Child Labour



Forced Labour/Involuntary Labour



Wages



Others - please specify

As part of our Code of Conduct, we are embedding human rights principles in our engagement with partners and stakeholders, with a continued focus on preventing sexual harassment and workplace discrimination.

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

NA



PRINCIPLE 6

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

Essential Indicators

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

Parameter	FY25 Current Financial Year	FY24 Previous Financial Year
From renewable sources (in Megajoules)		
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 (in Megajoules)		
Total electricity consumption (D)	37,87,367.1	38,28,536.4
Total fuel consumption (E)	1,08,933	94,385.6
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non-renewable sources (D+E+F)	38,95,766.1	39,22,922.0
Total energy consumed (A+B+C+D+E+F)	38,95,766.1	39,22,922.0
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.00038	0.00051
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	0.008	0.011
Energy intensity in terms of physical output[(MJ)/ Full Time Employee (FTE)]	14,064.1	11,816.0
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

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

Assurance has been carried out (Yes/No) **No**

2. Does the entity have any sites / facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) 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.

Have sites? (Yes/No) No

Targets achieved? (Yes/No) NA

In case targets have not been achieved, provide the remedial action taken, if any: NA

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

Parameter	FY25 Current Financial Year	FY24 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(ii) Groundwater	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	-	-
Total volume of water consumption (in kilolitres) *	4,383.7	5,957.5
Water intensity per rupee of turnover (Total Water consumption / Revenue from operations)	0.0000004	0.0000008
Water intensity per rupee of turnover adjusted for Purchasing Power Parity(PPP)(Total water consumption / Revenue from operations adjusted for PPP)	0.000009	0.0000176
Water intensity in terms of physical output	15.8	17.9
Water intensity (optional) - the relevant metric may be selected by the entity	-	-

*** Average of 45 litres of water consumed per employee per day is used as per the standards of Central Ground Water Authority**

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

Has been carried out by an external agency (Yes / No) **No**

Name of external agency

NA

4. Provide the following details related to water discharged:

Parameter	Treatment	FY25 Current Financial Year	FY24 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)			
Total water discharged (in kilolitres)	Given the nature of our operations as a music production company, our water footprint remains minimal. Water usage is limited to domestic purposes, with discharge directed to municipal sewer systems managed and treated by local authorities.		

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

Assurance has been carried out by an external agency (Yes / No) **No**

Name of external agency **NA**

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

Mechanism implemented? (Yes / No) **No**

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

Parameter	Please specify unit	FY25 Current Financial Year	FY24 Previous Financial Year
NOx	-	-	-
Sox	-	-	-
Particulate matter (PM)	Kg	0.11	0.12
Persistent organic pollutants matter (POP)	Not Applicable		
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please specify. CO ₂	Kg	152.88	165.40

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

Assurance has been carried out by an external agency

(Yes / No) **No**

Name of external agency **NA**

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

Parameter	Unit	FY25 Current Financial Year	FY24 Previous Financial Year
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	314.4	190.2
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	764.8	761.4
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric Tons/₹	0.0000001	0.000001
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	Metric Tons/₹	0.000002	0.000002
Total Scope 1 and Scope 2 emission intensity in terms of physical output		3.9	2.7
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity		-	-

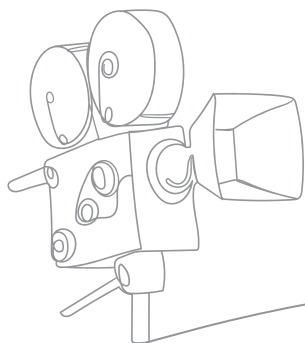
Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Assurance has been carried out by an external agency (Yes / No) **No**

Details **NA**

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

Have project? (Yes / No) **No**



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

Parameter	FY25 Current Financial Year	FY24 Previous Financial Year
Total Waste Generated (in metric tonnes)		
Plastic waste (A)	7.8 MT	4.0 MT
E-waste (B)	10.9 MT	0.7 MT
Bio-medical Waste (C)	-	-
Construction and demolition waste (D)	-	-
Battery Waste (E)	3.3 MT	2.75MT
Radioactive Waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	-	-
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) Packaging Paper waste	3.7 MT	1.9 MT
Total (A + B + C + D + E + F + G + H)	25.8 MT	9.4 MT
Waste intensity per rupee of turnover (Total Waste generated / Revenue from operations)	0.000000003	0.00000001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated / Revenue from operations adjusted for PPP)	0.00000005	0.0000027
Waste intensity in terms of physical output	0.09	0.02
Waste intensity (optional) - the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of Waste		
(i) Recycled	25.8	9.5
(ii) Re-Used		
(iii) Other recovery operations		
Total	25.8	9.5
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of Waste		
(i) Incineration	-	
(ii) Landfilling	-	
(iii) Other disposal operations	-	
Total	-	

Note- Increase in waste due to company's shift of focus towards monitoring waste management activities and defining detailed internal processes for waste management across locations of operation.

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

Assurance has been carried out by an external agency (Yes / No) **No**

Name of external agency - **NA**

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 does not manufacture any hazardous or toxic chemicals. Nonetheless, it remains committed to continuously exploring and implementing measures to minimize its environmental footprint. In line with this commitment, the Company actively promotes the use of biodegradable garbage bags across its establishments and ensures their proper disposal through well-structured and systematic waste management practices. These efforts reflect the Company's ongoing dedication to sustainable operations and environmental stewardship.

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

S. No	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
1	No offices are situated around ecological sensitive areas.		NA

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain. (Yes / No)	Relevant Web link
NIL					



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:

S. No.	Specify the law / regulation / guidelines which was not complied	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
1	NIL. The Company adheres to all applicable environmental laws			

Leadership Indicators

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

- (i) **Name of the area**
Chennai and Mumbai
- (ii) **Nature of operations**
Media and Entertainment

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	Treatment	FY25 Current Financial Year	FY24 Previous Financial Year
Water withdrawal by source (in kilolitres)			
Total volume of water consumption (in kilolitres)		686.3	697.4
Water intensity per rupee of turnover (Water consumed / turnover)		0.00000006	0.00000009
Average of 45 litres of water consumed per employee per day is used as per the standards of Central Ground Water Authority			
Total water discharged (in kilolitres)	Given the nature of our operations as a music production company, our water footprint remains minimal. Water usage is limited to domestic purposes, with discharge directed to municipal sewer systems managed and treated by local authorities. Although water consumption is not currently measured, we are committed to environmental stewardship and will proactively explore mechanisms to monitor and reduce our water usage in line with the growth and evolution of our operations		
NA			

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

Has been carried out by an external agency (Yes / No)

Details **NA**

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

Parameter	Unit	FY25 Current Financial Year	FY24 Previous Financial Year
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	MTCO ₂ e	1,406.1*	156.0
Total Scope 3 emissions per rupee of turnover	MTCO ₂ e / Per rupee turnover	0.0000001	0.00002
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	MTCO ₂ e	-	-

* Saregama has initiated the process of monitoring and calculating scope 3 emissions from FY'24 by calculating emission from business travel. In FY'25, scope-3 emission is calculated for four categories: Capital goods, purchased Goods and services, Business travel, Downstream transportation and distribution.

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

Has been carried out by an external agency (Yes / No) **No**

Name of external agency **NA**

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

NA

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

Saregama did not undertake any specific initiatives related to resource efficiency or reduction of environmental impact in FY 2024-25. However, the company remains conscious of its environmental responsibilities and is actively exploring feasible opportunities to initiate such measures in FY 2025-26.

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

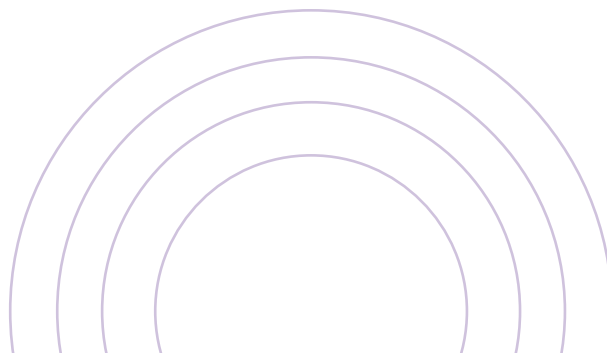
The Company has implemented comprehensive data backup and disaster recovery protocols to ensure business continuity and maintain data integrity. Daily independent, rolling backups are conducted, and production environment data is securely stored on separate data cartridges and archived for long-term retention. These backups undergo regular verification to confirm their accuracy and reliability. Additionally, real-time data synchronization with a dedicated disaster recovery environment safeguards operations against potential disruptions. The Company holds ISO 27001 certification, demonstrating its commitment to cybersecurity and data protection. With a geographically distributed office network, employees can seamlessly work from any location—including their homes—during unforeseen events or natural disasters. This proactive strategy ensures uninterrupted business operations amidst any disruptions.

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.

While our direct environmental impact as a media organisation is limited, we are committed to upholding responsible and sustainable operational practices. Although formal environmental assessments have not been undertaken to date, we are focused on proactively identifying opportunities for future evaluations. Our ongoing goal is to reduce our environmental footprint and explore ways in which we can contribute to a more sustainable and responsible future.

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

NIL



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

S. No.	Green Credits generated	FY 2024-25
1	By the company	0
2	By the value chain partners	0

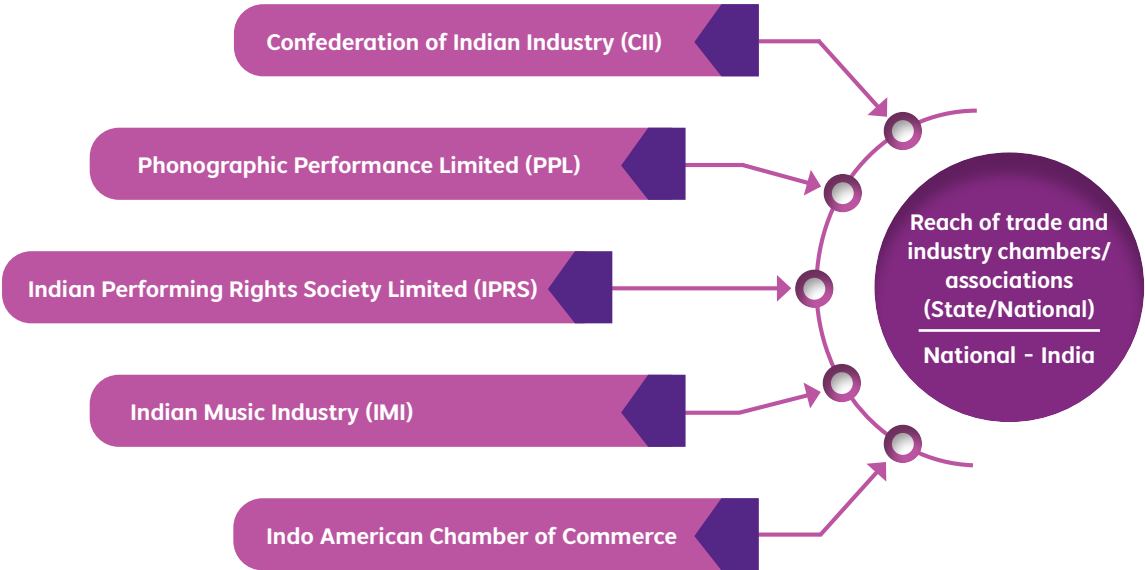
PRINCIPLE 7

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations. 5
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

Name of the trade and industry chambers/ associations



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

Name of authority	Brief of the case	Corrective action taken
Not Applicable as there is no such cases		

Leadership Indicators

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

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

S No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
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- | | | | | | |
|---|---|--|--|--|--|
| 1 | The Company through various Industry associations, participates in advocating matters for the advancement of the industry and Public Good. The Company has a Code of Conduct Policy to ensure that the highest standards of business conduct are followed while engaging with aforesaid Trade associations/Industry bodies. | | | | |
|---|---|--|--|--|--|

PRINCIPLE 8

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

Project Name	SIA Notification	Date Notification	Conducted by independent	Result Communicated	Web link
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Not Applicable

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

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
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Not Applicable considering operations of the Company

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

The Company's CSR Committee, constituted at the Board level, provides oversight for all CSR initiatives. Operational execution, including direct community engagement and grievance management, is handled by the corporate CSR team, either independently or through designated implementing partners. Any stakeholder grievances received are escalated to the CSR team and discussed during quarterly meetings of the Board-level committee. Following deliberation, appropriate resolutions are communicated to the concerned community members or their representatives in a timely manner.

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

	FY25 Current Financial Year	FY24 Previous Financial Year
Directly sourced from MSMEs/ small producers	21.5%	13.4%
Directly from within India	62.5%	88.9%

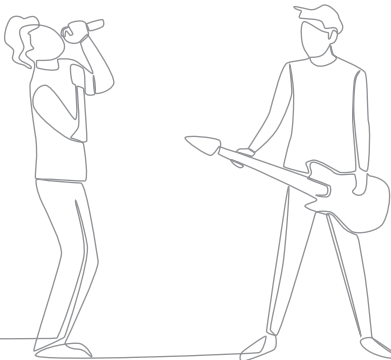
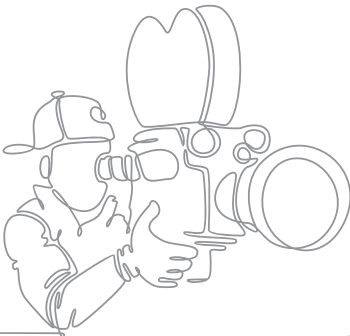
5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost. (Place as per RBI Classification System - rural/semi-urban/urban/Metropolitan)

Location	FY25 Current Financial Year	FY24 Previous Financial Year
Rural	0	0
Semi-urban	0	0
Urban	0.37%	0.48%
Metropolitan	99.63%	99.52%

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments

Negative Social Impact	Corrective Action
Not Applicable	Not Applicable



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

S. No.	State	S. No. State Aspirational District	Amount spent (In ₹)
Saregama (RPSG Group) has taken the initiative to establish a school in Kolkata dedicated to imparting high-quality education. This effort underscores our commitment to fostering academic excellence and empowering future generations through accessible, superior educational opportunities. By investing in education, we aim to contribute to the holistic development of the community and create a lasting, positive impact on society.			

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

No

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

None

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

NA

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:

Intellectual Property	Owned Acquired	Benefit Shared	Calculate Benefit Share
NA			

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.

Authority Name	Brief Case	Corrective Action
None		

6. Details of beneficiaries of CSR Projects:

CSR Project

Saregama (RPSG Group) has successfully established a school in Kolkata, equipped with modern facilities to promote high-quality education and support academic excellence.

No. of persons benefitted from CSR Projects

The school is now functional, with students enrolled and beginning to benefit from the academic environment and infrastructure. While the initiative is positively impacting the community, the exact number of beneficiaries has not been quantified yet.

% of beneficiaries from vulnerable and marginalised groups

Exact number of beneficiaries yet to be determined

PRINCIPLE 9

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

▶ Essential Indicators ▶▶▶

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

The Company provides multiple accessible channels for customers to register complaints, including the official website, Business WhatsApp (+91 8657499000), IVR system, India toll-free number (18001027799), and a dedicated email address (feedback@saregama.com). Each complaint is assigned a unique ticket or reference ID for tracking purposes. Based on the nature of the grievance, a qualified service technician is deployed to address and resolve the issue. Where applicable, the Company facilitates product replacements or recalls ensuring customer satisfaction. For mobile device-related concerns, customers are directed to authorised service centres for specialised support and resolution.

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

Services	As a percentage to total turnover
Environmental and social parameters relevant to the product	7.58%
Safe and responsible usage	7.58%
Recycling and/or safe disposal	7.58%

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

Complaint Type	FY25 Current Financial Year		Remarks	FY24 Prev Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data Privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber Security	0	0		0	0	
Delivery of essential service	0	0		0	0	
Restrictive trade practices	0	0		0	0	
Unfair trade practice	0	0		0	0	

Complaint Type	FY25 Current Financial Year		Remarks	FY24 Prev Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Other	69,839	0	The majority of complaints received were related to product defects, which were promptly addressed and resolved through either replacement or refund, ensuring complete customer satisfaction	1,00,415	0	The majority of complaints received were related to product defects, which were promptly addressed and resolved through either replacement or refund, ensuring complete customer satisfaction

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

	Number	Reason to recall
Voluntary Recall	0	-
Forced Recall	0	-

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.

Policy available (Yes/No) Yes

Web The policy on cyber security is available on the Intranet

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

Not Applicable as no issues reported yet

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

0

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

0

c. Impact, if any, of data breaches

NA

▶ **Leadership Indicators** >>>

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

Channels/Platforms available (Yes / No) **Yes**

Web : www.saregama.com

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

All products are accompanied by user manuals containing comprehensive instructions to guide consumers on proper usage. Additionally, the Company's website serves as an accessible platform offering product-specific user manuals, informative content, and FAQs to promote safe, responsible, and informed use of our offerings.

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

None of the company's products fall under essential services.

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)

Product Information Over and Above (Yes / No / Not Yes Applicable) **Yes**

Details We provide all necessary product information, whether mandatory or not. Yes, we send a feedback link after the resolution of each complaint and capture the feedback in the system.

Survey carried out (Yes / No) **No**

