

## ‘Annexure-K’ to the Directors’ Report

### Business Responsibility Report

[Pursuant to Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 read with the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) (Amendment) Regulations, 2015 dated December 22, 2015]

#### SECTION A: GENERAL INFORMATION OF THE COMPANY

1	Corporate Identity Number (CIN) of the Company	L51909UP1992PLC051997								
2	Name of the Company	Genus Power Infrastructures Limited								
3	Registered Address	G-14, Sector-63, Noida, Uttar Pradesh-201307 (India) Telefax: +91-120-4227116								
4	Website	www.genuspower.com								
5	Email id	cs@genus.in								
6	Financial Year reported	2017-18								
7	Sector(s) that the Company is engaged in (industrial activity code-wise)	<p>The company (“Genus”) is engaged in manufacturing of Electronic Energy Meters, and also undertakes ‘Engineering, Construction &amp; Contracts’ projects for power transmission and distribution sector. As per National Industrial Classification – Ministry of Statistics and Programme Implementation, industrial activity code-wise is as follows:</p> <table border="1" style="width: 100%; border-collapse: collapse;"> <thead> <tr> <th style="text-align: left;">Industrial Group</th> <th style="text-align: left;">Description</th> </tr> </thead> <tbody> <tr> <td>Group 265</td> <td>Manufacture of measuring, testing, navigating and control equipment</td> </tr> <tr> <td>Group 422</td> <td>Construction of utility projects</td> </tr> <tr> <td>Group 432</td> <td>Electrical, plumbing and other construction installation activities</td> </tr> </tbody> </table>	Industrial Group	Description	Group 265	Manufacture of measuring, testing, navigating and control equipment	Group 422	Construction of utility projects	Group 432	Electrical, plumbing and other construction installation activities
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Group 265	Manufacture of measuring, testing, navigating and control equipment									
Group 422	Construction of utility projects									
Group 432	Electrical, plumbing and other construction installation activities									
8	List three key products/services that the Company manufactures/provides (as in balance sheet)	(i) Smart Metering Solutions; and (ii) ‘Engineering, Construction & Contracts’ projects for power transmission and distribution sector.								
9	Total number of locations where business activity is undertaken by the Company	(i) Number of International Locations (Provide details of major 5): The company does not have any overseas manufacturing plant. (ii) Number of National Locations: Genus has five manufacturing locations at Jaipur, Haridwar and Assam. (Details are given in Corporate Governance Report). Further, the company has 48 domestic locations, across India, where it has sales and/or marketing offices.								

10	Markets served by the Company – Local/State/National/International	In addition to serving Indian markets, the company exported to 16 countries worldwide during FY 2017-18.
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#### SECTION B: FINANCIAL DETAILS OF THE COMPANY

1	Paid-up Capital (INR)	2572.29 Lakhs
2	Total Turnover (INR)	83655.70 Lakhs
3	Total profit after taxes (INR)	5154.48 Lakhs
4	Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)	1.81%
5	List of activities in which expenditure has been Incurred	Refer 'Annual Report on CSR Activities'

#### SECTION C: OTHER DETAILS OF THE COMPANY

1	Does the Company have any Subsidiary Company/ Companies?	No
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)	Not Applicable
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

#### SECTION D: BR INFORMATION

##### 1. Details of Director/Directors responsible for BR

(a) Details of the Director/Director responsible for implementation of the BR policy/policies		
(i)	DIN Number	00011127
(ii)	Name	Mr. Rajendra Kumar Agarwal
(iii)	Designation	Managing Director and CEO
(b) Details of the BR head		
(i)	DIN Number	N.A.
(ii)	Name	Mr. Nathu Lal Nama
(iii)	Designation	CFO
(iv)	Telephone number	+91-141-7102400
(v)	e-mail id	nl.nama@genus.in

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

Voluntary Principles adopted – (i) Ethics (ii) Sustainability (iii) Employees Welfareness (iv) Stakeholders’ engagement (v) Human Rights (vi) Environment (vii) Policies Adoption (viii) Inclusive Growth (ix) Customer Value (x) Service to Society

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

No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	Do you have a policy/ policies for....	Y	Y	Y	Y	Y	Y	Y	Y	Y
2	Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
3	Does the policy conform to any national / international standards? If yes, specify? (50 words) <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>	Y <sup>1</sup>
4	Has the policy being approved by the Board? If yes, has it been signed by MD/ owner/ CEO/ appropriate Board Director?	Y	Y	Y	Y	Y	Y	Y	Y	Y
5	Does the company have a specified committee of the Board/ Director/ Official to oversee the implementation of the policy?	Y	Y	Y	Y	Y	Y	Y	Y	Y
6	Indicate the link for the policy to be viewed online?	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>	Y <sup>2</sup>
7	Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	Y	Y	Y	Y	Y	Y	Y
8	Does the company have in-house structure to implement the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders’ grievances related to the policy/ policies?	Y	Y	Y	Y	Y	Y	Y	Y	Y
10	Has the company carried out independent audit/ evaluation of the working of this policy by an internal or external agency?	Y	Y	Y	Y	Y	Y	Y	Y	Y

- The policies are based on NVG-guidelines in addition to conformance to the spirit of international standards like ISO 9000, ISO 14001 ‘BIS’, ‘IEC’, ‘IECQ’, ‘C-DOT’ and ‘CE’. The company is a proud CMMI level 3 Company and accredited with various national and international certifications such as ISI, KEMA, SGS, STS, ZIGBEE, UL, DLMS and more. During the year, the company has received BIS certification for its Smart Meters. This certification is a testimony of our technical capabilities, strong evidence of the product quality and assurance of consistency in quality of the product and service with timely delivery.
- These are internal policies of the company and are available to relevant stakeholders of the company. However, the Company’s ‘Mission & Values’ ‘CSR Policy’, ‘Whistle Blower Policy and Vigil Mechanism’ ‘Code of Conduct for Directors & Senior Management’, ‘Policy for Determining Materiality of Events and Information’ ‘Code of Fair Disclosure’ and ‘Code of conduct for regulating, monitoring and reporting of trading by insiders’ and several other policies related to corporate governance and stakeholders are available in the investor section at company’s website, ‘www.genuspower.com’.

### Linkages of various Company policies with BR Principles as per NVG

Principle No.	NVG Principle	Reference Document
P1	Businesses should conduct and govern themselves with Ethics, Transparency and Accountability	<ul style="list-style-type: none"> <li>• Mission &amp; Values</li> <li>• Code of Business Ethics and Responsibility</li> <li>• Code of Conduct</li> <li>• Safety, Health &amp; Environment Policy</li> <li>• Policy for Determining Materiality of Events and Information</li> <li>• Code of Fair Disclosure and Code of conduct for regulating, monitoring and reporting of trading by insiders.</li> </ul>
P2	Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle	<ul style="list-style-type: none"> <li>• Code of Business Ethics and Responsibility</li> <li>• Mission &amp; Values</li> <li>• Quality Policy</li> <li>• Safety, Health &amp; Environment Policy</li> </ul>
P3	Businesses should promote the well-being of all employees	<ul style="list-style-type: none"> <li>• Code of Conduct</li> <li>• Mission &amp; Values</li> <li>• Whistle Blower Policy and Vigil Mechanism</li> <li>• Safety, Health &amp; Environment Policy</li> <li>• Prevention of Sexual Harassment Policy</li> </ul>
P4	Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised	<ul style="list-style-type: none"> <li>• Corporate Social Responsibility Policy</li> <li>• Code of Conduct</li> <li>• Code of Business Ethics and Responsibility</li> </ul>
P5	Businesses should respect and promote human rights	<ul style="list-style-type: none"> <li>• Prevention of Sexual Harassment Policy</li> <li>• Safety, Health &amp; Environment Policy</li> <li>• Whistle Blower Policy and Vigil Mechanism</li> <li>• Mission &amp; Values</li> <li>• Code of Business Ethics and Responsibility</li> </ul>
P6	Businesses should respect, protect, and make efforts to restore the environment	<ul style="list-style-type: none"> <li>• Code of Business Ethics and Responsibility</li> <li>• Corporate Social Responsibility Policy</li> <li>• Safety, Health &amp; Environment Policy</li> <li>• Quality Policy</li> </ul>
P7	Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner	<ul style="list-style-type: none"> <li>• Mission &amp; Values</li> <li>• Code of Business Ethics and Responsibility</li> <li>• Code of Conduct</li> </ul>
P8	Businesses should support inclusive growth and equitable development	<ul style="list-style-type: none"> <li>• Mission &amp; Values</li> <li>• Code of Business Ethics and Responsibility</li> <li>• Corporate Social Responsibility Policy</li> </ul>
P9	Businesses should engage with and provide value to their customers and consumers in a responsible manner	<ul style="list-style-type: none"> <li>• Mission &amp; Values</li> <li>• Code of Business Ethics and Responsibility</li> <li>• Quality Policy</li> </ul>

**(b) If answer to the question at serial number 1 against any principle, is ‘No’, please explain why: (Tick up to 2 options):**

No	Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1	The company has not understood the Principles	Not Applicable								
2	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles									
3	The company does not have financial or manpower resources available for the task									
4	It is planned to be done within next 6 months									
5	It is planned to be done within the next 1 year									
6	Any other reason (please specify)									

### 3. Governance related to BR

(a)	Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. (Within 3 months, 3-6 months, Annually, More than 1 year)	Chief Executive Officer (CEO) of the company reviews the BR performance of the Company 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 company publishes the BR report, annually. The BR report for FY 2017-18 can also be accessed at <a href="http://www.genuspower.com">www.genuspower.com</a> .

## 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 the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others? :

The policy relating to ethics, bribery and corruption is covered under the company’s ‘Mission & Values’ and ‘Code of Business Ethics and Responsibility’, which are applicable to all personnel of the company as well as to all vendors and business partners of the company. The company’s code of conduct covers the policy on ethics, bribery and anti-corruption and it includes all individuals working with it at all levels and grades. This mechanism includes directors, senior management personnel and other employees ((including probationary, trainee, retainer, temporary or contractual). The well-defined policy lists tenets on ethical business conduct, definitions and the framework for reporting concerns.

The Policy for determination of ‘Materiality of Events’ determine materiality of events or information of the Company and to ensure that such information is properly disseminated to relevant stakeholders of the Company.

- 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.**

Particulars	Shareholders Complaints	Customers Complaints
No. of complaints pending as on April 01, 2017 (Opening Balance)	0	5
No. of complaints were received in FY 2017-18 (Add during the year)	4	62
No. of complaints were successfully resolved as on March 31, 2018 (Resolved during the year)	4	64
No. of customer complaints pending as on March 31, 2018 (Closing Balance)	0	3*
% of complaints resolved	100%	94%

\*Subsequently, most of these pending complaints have been resolved.

**Principle 2: Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle.**

- 1. List upto 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities.**

The company provides 'Smart Meters & Smart Metering Solutions', and also undertakes 'Engineering, Construction and Contracts' projects for power transmission and distribution sector. These products/services/solutions have no any adverse impact on society or environment. The company does not use any fossil fuel for manufacturing of its products. The company is accredited with all major quality and process certifications like 'ISO-9001: 2008', 'BIS', 'IEC', 'IECQ', 'C-DOT' and 'CE'. The company has proud BIS certificates for different rated meters, which is amongst the highest in the country in Electronic Energy Meter Industry. The company has been awarded with STS (Standard Transfer Specification) certification, which is recognized as the only globally accepted open standard for prepayment metering systems, ensuring inter-operability between system components from different manufacturers of prepayment systems. Recently, the company has received BIS certification for its Smart Meters. This certification is a testimony of the company's technical capabilities, strong evidence of the product quality and assurance of consistency in quality of the product and service with timely delivery.

The company has in-house R&D centre (recognized by the Ministry of Science & Technology, Government of India and accredited by National Accreditation Body for Testing Labs 'NABL'), which also ensures all social or environmental impacts and compliances, while designing the products/services/solutions.

**2. For each such product, 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 does not require energy or water, heavily while sourcing/producing/distributing its products/services/solutions. However, there was reduction of energy and water consumption while sourcing/production/ distribution of the company's products/services/solutions during the year under review.

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

The company's major product/service (i.e. smart metering solutions) helps a lot its customers in reducing their energy uses. It can measure and analysis the energy consumption pattern of end-user through a two-way communication system between the power utility and the consumer (end-user), which helps the power utility in better load management and the end-user in managing their energy use during peak time and thereby reduces their energy bills. Further, the company's ECC turnkey solution offer several technological & commercial advantages such as anti-temper feature, accurate billing, error reporting, load management analysis, digital display, pre-payment feature, smart grid, smart sub-station etc., to power utilities/discoms and thereby helps them in reduction of transmission and distribution losses. During the year under review, there has been a considerable reduction in energy consumption with the use of the company's products/services.

**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.**

Genus has a sustainable relationship with its vendors. It has defined sets of systems/procedures for selection of prospective vendors, which includes techno commercial analysis, vendor's financial strength, market share, past track record etc. All vendors providing goods or services including transportation services have to comply with all relevant laws along with environment, health and safety norms. The company confirms that the most of its inputs was sourced sustainably.

**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?**

During the year under review, the company continued to promote the local and small vendors/manufacturers in improving their capacity and capability to ensure sustainable sourcing resources. The local vendors/manufacturers were mainly used in ECC project business, supply of raw materials, material handling services, warehousing, etc. In order to provide effective after sales service, the company engaged local service providers/engineers. The company provided the requisite trainings and technological supports to the associated local service providers/engineers to improve their capacity and capabilities.

5. 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.

The company's products or wastes do not apposite to recycle and therefore it does not have any established mechanism to recycle products and waste. However, the company disposes-off its products and raw material wastes, e.g. plastic boxes/bodies of meters, electronics parts etc., through local scrap vendors after taking a disposal certificates from the vendors.

**Principle 3: Businesses should promote the well being of all employees.**

1	Please indicate the Total number of employees	1045 (On roll)			
2	Please indicate the Total number of employees hired on temporary/contractual/casual basis	2263			
3	Please indicate the Number of permanent women employees	58			
4	Please indicate the Number of permanent employees with disabilities	04			
5	Do you have an employee association that is recognized by management	No			
6	What percentage of your permanent employees is members of this recognized employee association	Not Applicable			
7	Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year.	<b>No.</b>	<b>Category</b>	<b>No of complaints filed during the financial year</b>	<b>No of complaints pending as on end of the financial year</b>
		1	Child labour/forced labour/involuntary labour	Nil. The Company does not hire Child labour, forced labour or involuntary labour.	Nil
		2	Sexual harassment	No case reported.	Nil
		3	Discriminatory employment	Nil. There is no discrimination in the recruitment process of the Company.	Nil



8	What percentage of your under mentioned employees were given safety & skill up-gradation training in the last year?	(a) Permanent Employees : 30% (b) Permanent Women Employees : 40% (c) Casual/Temporary/Contractual Employees : 50% (d) Employees with Disabilities : Nil
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**Principle 4: Businesses should respect the interests 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
2	Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?	Yes, the Company has identified the following disadvantaged, vulnerable and marginalised stakeholders: (a) Local community (b) Socio-economically disadvantaged sections of the society
3	Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders. If so, provide details thereof, in about 50 words or so.	Genus, through 'Phoosraj Todi Technical Training Institute', Churu, Rajasthan' has provided technical education to needy youth and other deprived class of people. Besides this, the company has partnered to carry out 'Ekal Vidyalaya Movement' by 'Friends of Tribals Society, Jaipur'. Under this movement, in addition to provide education, Ekal education caters spreading awareness on health and hygiene, empowerment, rural skills, organic farming and ethical and moral values in tribal and other deprived children of rural Area. The company has also supported Agrawal Shiksha Samiti, Jaipur (Rajasthan) in providing education to poor and needy students at free of cost. Genus has also contributed to the school and colleges fees of poor and needy students in local area. Genus continued to support the 'Baldev Agarwal Naturopathy Center, Moradabad to deliver naturopathy medical services for healthy life to every class of people at subsidized rates.

**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?	The company's Human Resource policies, Safety, Health & Environment Policy, Mission & Values, Whistle Blower Policy, Code of Business Ethics and Responsibility and other relevant stakeholders' policies cover various facets of human rights such as child labour, forced labour, occupational safety, non-discrimination, etc.
2	How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?	No complaint from any stakeholder regarding human rights was received during the year under review.

**Principle 6: Business 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's policy relating to restoration of the environment is covered under the company's 'Mission & Values', 'Safety, Health & Environment Policy', and 'Code of Business Ethics and Responsibility', which are applicable to all personnel of the company as well as to all vendors and business partners of the company.
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.	<p>The company has taken the initiatives on Green energy such as :-</p> <ul style="list-style-type: none"> <li>(i) Continue to usage of renewable energy with solar panels,</li> <li>(ii) Continue to usage of solar batteries to reduce fuel consumption at factory sites/offices/project sites and thereby reducing CO2 emission etc.</li> </ul> <p>With a view to maintain the balance in atmospheric surrounding, Genus Group is actively involved in plantation of trees and creating basic awareness around us related to importance of green environment and ecological balance in our life.</p> <p>Web-link: "<a href="http://genuspower.com/about-us/csr/#">http://genuspower.com/about-us/csr/#</a>".</p>
3	Does the company identify and assess potential environmental risks? Y/N	The company's products/services/solutions do not have any adverse impact on environment. It does not use any fossil fuel in production or procurement. However, the company always remains alert for potential environmental risks.
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?	To promote ecologically sustainable growth and saving exhaustible natural resources and providing clean & green energy, the company has successfully installed new solar power systems of capacity of 150 KW. The company files environmental compliance report, if required, with the regulatory authority.
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.	<p>The company has undertaken the following initiatives on clean technology, energy efficiency, renewable energy, etc.:</p> <ul style="list-style-type: none"> <li>• Installation of new solar power systems of capacity of 150 KW.</li> <li>• New buildings, facilities and renovations are designed for utmost utilisation of renewable sources of energy and for meeting the fossil fuel and energy consumption performance standard.</li> </ul> <p>Web-link: "<a href="http://genuspower.com/about-us/csr/#">http://genuspower.com/about-us/csr/#</a>".</p>
6	Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?	Yes

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
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**Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible 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:	<ul style="list-style-type: none"> <li>(i) Confederation of Indian Industry (CII)</li> <li>(ii) Indian Electrical and Electronics Manufacturers Association (IEEMA)</li> <li>(iii) Federation of Indian Chambers of Commerce and Industry (FICCI)</li> <li>(iv) Federation of Rajasthan Trade and Industry (FORTI)</li> </ul>
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)	<p>The broad areas are as follows:</p> <ul style="list-style-type: none"> <li>(i) Economic Reforms</li> <li>(ii) Inclusive Development Policies</li> <li>(iii) Promote Technological Progress</li> <li>(iv) Sustainable Business Principles</li> <li>(v) Energy Sustainability</li> </ul>

**Principle 8: Businesses should support inclusive 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.	<p>The company has undertaken the following programmes/initiatives/projects in pursuit of the policy related to inclusive growth and equitable development:</p> <p><b>Education:</b> The company believes that education is most important for a country to grow fundamentally. It plays vital role in the overall growth of a society. We feel that our education system should be skill-oriented and also cope with the advancement of science &amp; technology. Technical education is required meet the increasing demands of expanding society and industry. Taking above, Genus has taken a number of initiatives to not only impart primary education to the underprivileged children but also provide the technical &amp; skill-oriented education to youth and deprived class of people with a view to generate skilled and advanced human resource. Genus, through 'Phoosraj Todi Technical Training Institute', Churu, Rajasthan' has provided technical education to needy youth and</p>
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		<p>other deprived class of people. Besides this, the company has partnered to carry out 'Ekal Vidyalaya Movement' by 'Friends of Tribals Society, Jaipur'. Under this movement, in addition to provide education, Ekal education caters spreading awareness on health and hygiene, empowerment, rural skills, organic farming and ethical and moral values in tribal and other deprived children of rural Area. The company has also supported Agrawal Shiksha Samiti, Jaipur (Rajasthan) in providing education to poor and needy students at free of cost. Genus has also contributed to the school and colleges fees of poor and needy students in local area.</p> <p><b>Employment:</b> Genus believes the micro and small enterprises (MSEs) is the engine of economic growth and is necessary for promoting equitable development. With this belief, Genus has contributed to 'Laghu Udyog Bharati', Jaipur, Rajasthan with a view to encourage entrepreneurship with self employment, encourage research &amp; development activity in Micro &amp; Small industry and encourage setting up of Micro &amp; Small industry for utilization of available natural resources.</p> <p><b>Healthcare:</b> Healthcare is important for a nation as a healthy nation they say is a wealthy nation. Genus strongly promotes and supports the drugless disciplines of alternative systems of medicine - 'Naturopathy' and 'Ayurveda'. In line with this, Genus continued to support the 'Baldev Agarwal Naturopathy Center, Moradabad' which is formed to deliver naturopathy medical services for healthy life to every class of people at subsidized rates. This center has the facility of all naturopathy and panchakarma treatments like hydro therapy, mud therapy, sun therapy, physiotherapy, yoga, pranayama &amp; other panchakarma treatment. It primarily emphasis the powerful nature of the human body's natural homeostatic processes and targets the origins of disease, and prevents future illnesses, ensuring the long-term well-being of their patients.</p> <p><b>Animal Welfare:</b> Animal welfare, especially of cow is very important for consumers, farmers, the veterinary profession and government, as a criterion for ensuring acceptable standards and conditions of food production. Cow has a special place in Indian society and Hindu religion. Cow also contributes to</p>
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		<p>the health environment. Cow urine and cow dung is used for different purpose in their daily life and medical activities. Recognizing this, Genus since inception has been contributing a portion of its income to 'Rajaldesar Gaushala', Rajaldesar (Rajasthan), which provides protective shelters for cows. Here, cows are cared warmly and fed with healthy staple. It provides favorable environment and proper medical facilities to ill cows. During the year under review, Genus has also supported the 'Radha Govind Seva Mission' and 'Shri Pinjra Pole Gaushala', Jaipur, for the cow welfare activities.</p>
2	<p>Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?</p>	<p>The programmes/projects are undertaken through internal team as well as in partnership with reputed and experienced foundation/organisation/external NGO.</p>
3	<p>Have you done any impact assessment of your initiative?</p>	<p>The company has conducted impact assessments of its CSR Initiatives.</p>
4	<p>What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?</p>	<p>During the financial year under review, the Company spent an amount of Rs.93.34 lacs on community development projects/CSR activities. Details of the projects undertaken are given in Annual Report on CSR Activities enclosed as 'Annexure-C' to the Directors' Report.</p>
5	<p>Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.</p>	<p>The company continued to take the following steps to ensure that this community development initiative is successfully adopted by the community:</p> <ul style="list-style-type: none"> <li>• Area and programme identification after taking feedbacks of community members.</li> <li>• Develop relationship with community leaders and reputed personalities of community.</li> <li>• Conduct workshop to get involvement of community members in project implementation.</li> <li>• Regular and amicable interaction with community members through field representatives.</li> <li>• Periodical assessment meetings and survey to measure impact of social initiatives and level of adoption.</li> <li>• Analysis of results of assessment/survey and implement corrective measures in the next initiatives/projects.</li> </ul>

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

1	What percentage of customer complaints/consumer cases are pending as on the end of financial year.	06% (Subsequently, most of these pending complaints have been resolved)
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)	Yes Further, besides mandatory details, the company mentions brand name, product specifications, visuals etc. on product packaging with the object to provide more value to our customers/consumers.
3	Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on the end of financial year. If so, provide details thereof, in about 50 words or so.	No case filed.
4	Did your company carry out any consumer survey/ consumer satisfaction trends?	The company frequently conducts customer/consumer survey and also carries out consumer satisfaction trends. These make possible to provide improved products/services to the customers/consumers.

For and on behalf of the Board of Directors

**Ishwar Chand Agarwal**  
Chairman  
DIN: 00011152  
Jaipur, August 10, 2018