

Moving the wheel forward

Our sustainability journey

FY 2017-18 Sustainability Action Report
UNGC Communication of Progress

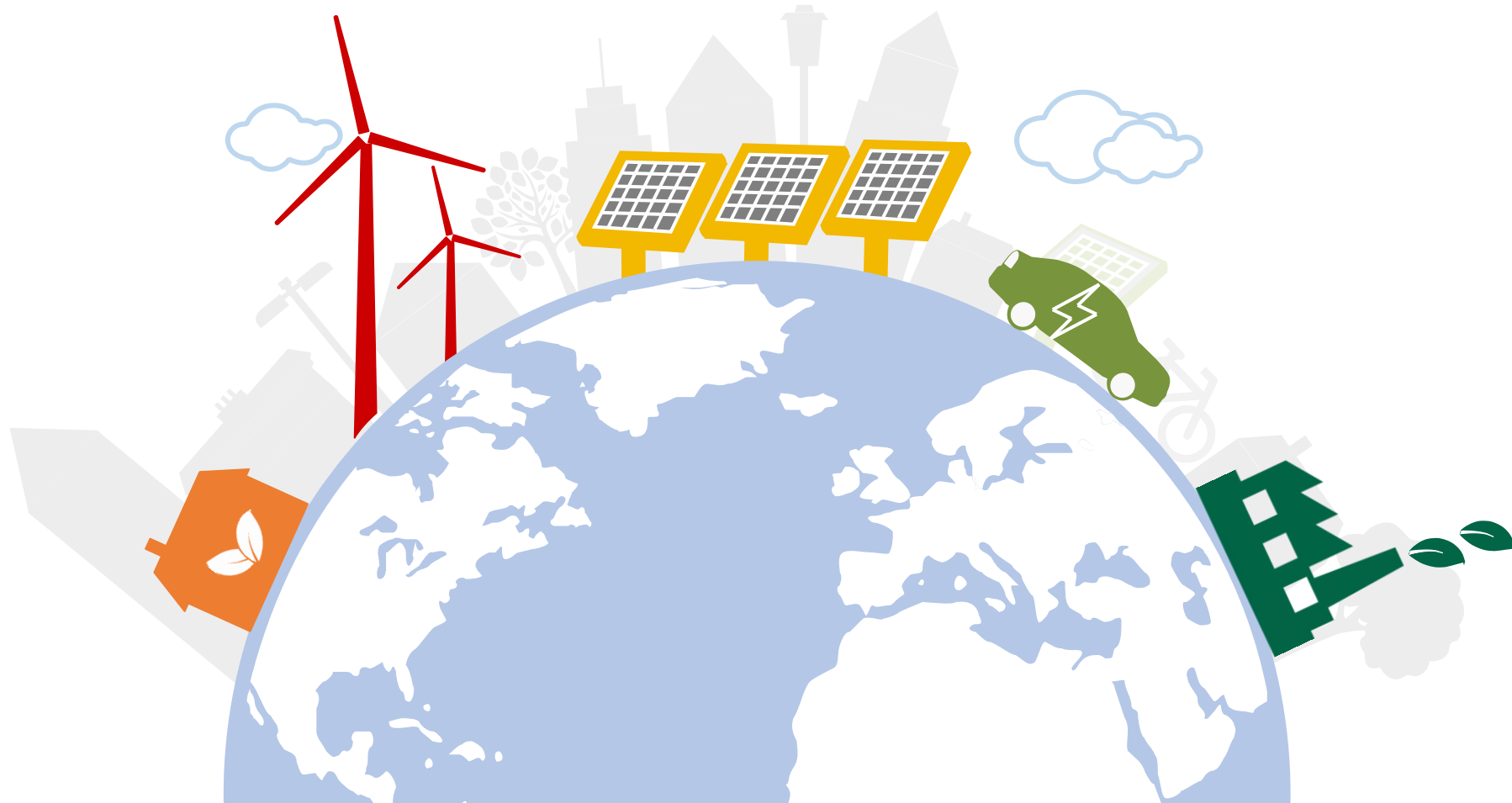


Accelerating sustainability in emerging economies

Insight

Innovation

Capital



Directors' message

At cKinetics, we have always endeavoured to ingrain sustainability in our clients' strategy and operations. We also help them define and amplify their sustainability impact. Given this, it makes it all the more important for us to look inward and ask ***"What is our sustainability impact and what role do we play in moving the sustainability wheel forward"***.

In our 8 year journey, our innovative thought process and focus on bringing to life the business case of sustainability for our clients has made us a partner of choice. From informing smart policy making to greening industrial footprint, we have made a niche for ourselves as a pure play sustainability consulting firm. In FY 2017-18 itself, we enabled savings of 1.5 billion litres of water and 8.3 GWh of electricity for our clients. Through our efforts not only did we enable reduction in resource consumption, but also helped each facility we engaged with realize annualized savings of around USD 300,000. We also catalysed 135 MW of rooftop solar installations in commercial and industrial sector. As we continue to mainstream sustainability, we are committed to structure innovative and scalable solutions.

This report, our 6th sustainability report in a row, is a testimony to our commitment of being transparent and having an engaging conversation with our stakeholders.

As we tread forward, we are excited about creating more evolved solutions and insights in areas we have invested in right from our inception. At the same time, we are equally excited about some of the new areas we are stepping in and which we feel are on the precipice of a sustainability breakout. With this, we are confident that we will round off our first decade of operations with a legacy that will propel us into the next decade with even more vim and vigour.



Upendra Bhatt
Managing Director

A handwritten signature in black ink.



Pawan Mehra
Managing Director

A handwritten signature in black ink.

Our raison d'etre: Bringing sustainability into the mainstream



Creating unique solutions with scalable impact



Bringing the business case to life for our clients



Fostering dialogue on sustainability

The world is at an inflection point. Resource efficiency
and low-carbon growth are need of the hour



What the world needs...

Six times faster scale-up of renewable energy to meet Paris Agreement Goals¹



Two-third reduction in global **energy intensity** by **2050** to meet Paris Agreement Goals¹

Access to clean water supply for **two-thirds of the world population** living in **water scarce areas**²



¹ Global Energy Transformation: A Roadmap to 2050, International Renewable Energy Agency's (IRENA)

² Mekonnen, M. M., & Hoekstra, A. Y. (2016). Four billion people facing severe water scarcity. Science advances, 2(2), e1500323.

We have enabled 135 MW of solar rooftop

We enabled financing lines aggregating to USD 100 million – this includes amongst others, the first phase of USD 500 million program for a multi-lateral lender in the solar rooftop space in commercial and industrial sector in FY 2017-18.

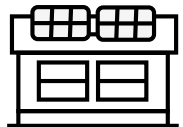
We also **structured tools and programmes to catalyse finance** in the space. In addition, we helped create a **go-to-market strategy** for a multinational power management company for onsite generation based micro-grids space in **Indonesia, Myanmar, Cambodia and Malaysia**.



Catalysed **USD 100 million** investment in Solar Rooftop space



Payment Security Mechanism and Credit Guarantee Schemes structured and designed for the low/unrated solar rooftop off-takers



Enabled **135 MW** of solar rooftop in Commercial & Industrial segment (120 MW under development and 15 MW has been deployed)



Portfolio preparation facility designed and rolled-out as part of US-India Clean Energy Finance (USICEF)-partnership between a consortium of US Foundations and Government of India for distributed solar sector

We enabled savings of 8.3 GWh of electricity and 79.4 million MJ of thermal energy

We expanded our work in the footwear and tannery sectors. Through our efforts in the textile, footwear and tannery sectors in India and Vietnam, we were able to improve the energy efficiency in the factories and hence contribute to GHG emissions reduction.

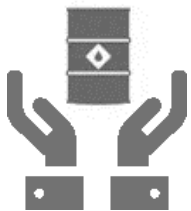
We have also been working with MSMEs in **foundry, forging, ceramics and steel re-rolling sector** in India to support their transition to energy efficient operations.



Enabled **8.3 GWh** of electricity savings.
Enough to meet daily electricity
requirement of **8 million people**



Energy efficiency tool developed for MSMEs
in foundry, forging, ceramics and steel re-rolling
sector to help them identify energy savings
potential



Enabled thermal energy savings of **79.4
million MJ**

We enabled savings of 1.5 billion litres of water and ~800 tons of chemicals

Water is increasingly becoming scarce and yet is an under-priced resource. We continue to drive and support use of water efficient technologies and wastewater recycling in the textile, footwear and tannery sector.

Our focus has been to provide key insight into options like low to ultra low Material to Liquor Ratio processing machinery that have far reaching impact on industrial water consumption patterns.

We have been instrumental in making water management core to a facility's operation through our **Embodied Value of Water** and **Value Added Water frameworks**.



Enabled **1.5 billion litre** of water savings. Enough to meet daily water requirement of **29 million people**



Enabled **797.5 Tons** of chemical savings

We enabled financial savings of USD 300,000+ per facility that we worked with

As a result of our resource efficiency effort in the textile, footwear and tannery sector in India and Vietnam, not only did we aid saving of critical resources such as water, energy, chemicals but also propelled financial savings.

We believe in the principle of '**Always Be Creating Value**', which forms an integral component of our work. Monetary benefits are critical for operation of any business. It is thus inherent in our project design which helps multiply our effort and drive adoption of sustainable measures.



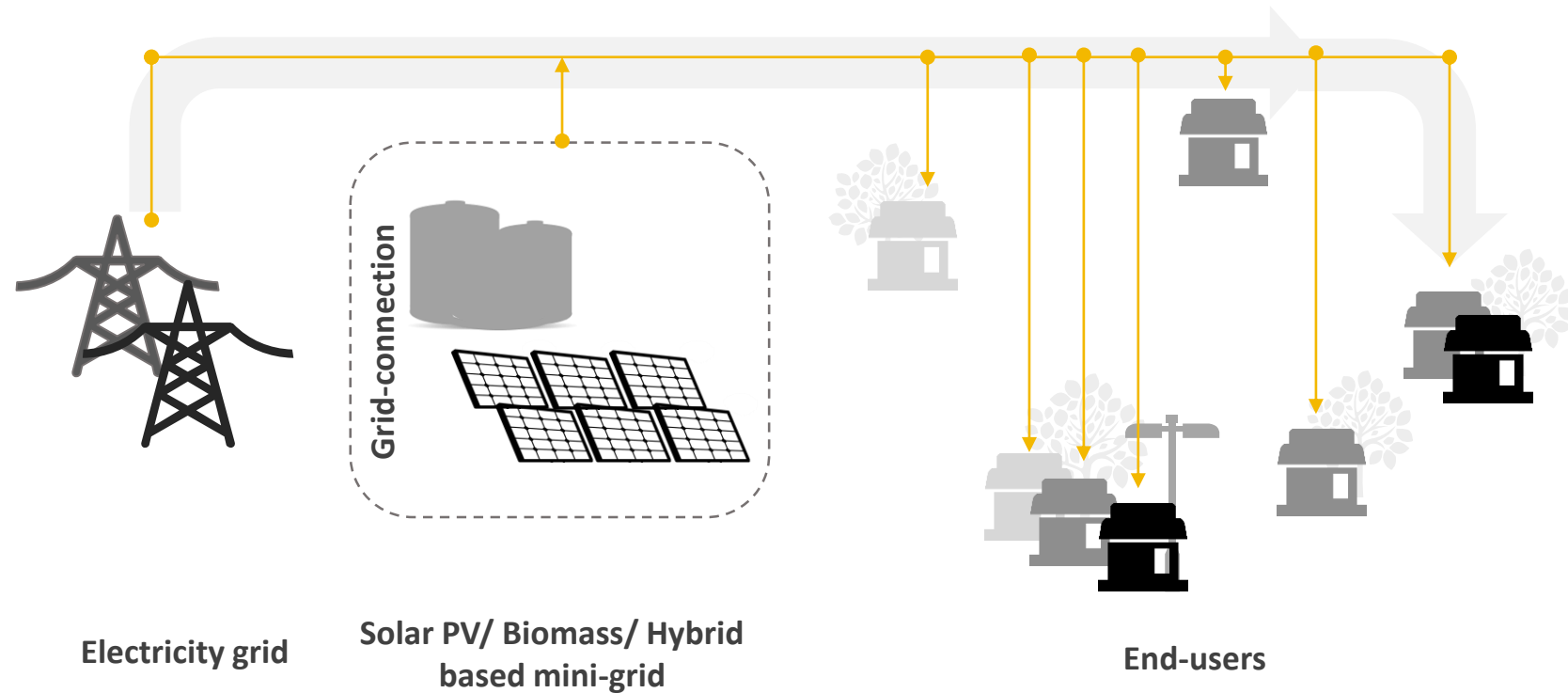
Enabled financial savings of
USD 307,000 per facility

Leading the next wave of sustainability solutions for our clients



Designing a new age DISCOM oriented micro-utility model for implementing last mile renewable energy installations

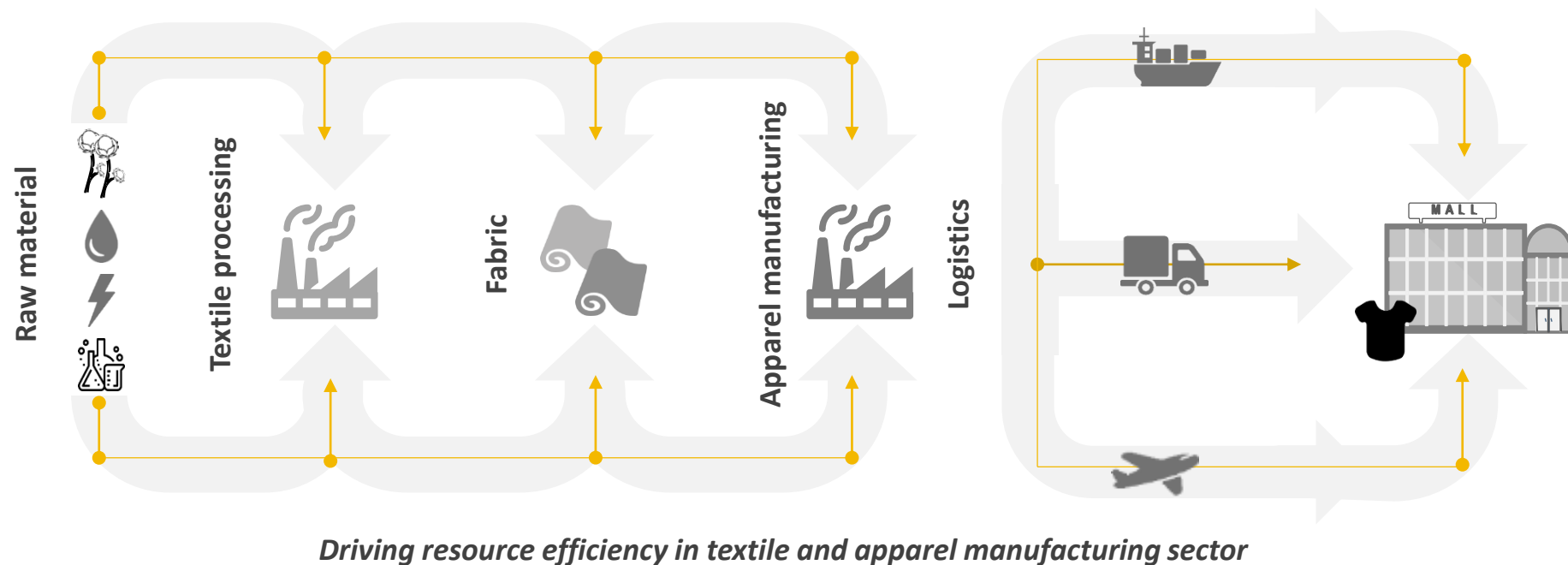
We have progressed on our work in the mini-grid space by designing a comprehensive **DISCOM-connected and interactive renewable based micro utility model** and the first pilots for the same are under discussion



Paving the way for science based targets for large apparel retail brands

We have been working with apparel retail brands to reduce water and GHG footprint of their preferred suppliers in several countries: **India, Pakistan, Bangladesh, China, Ethiopia, Vietnam, South Korea and Taiwan.**

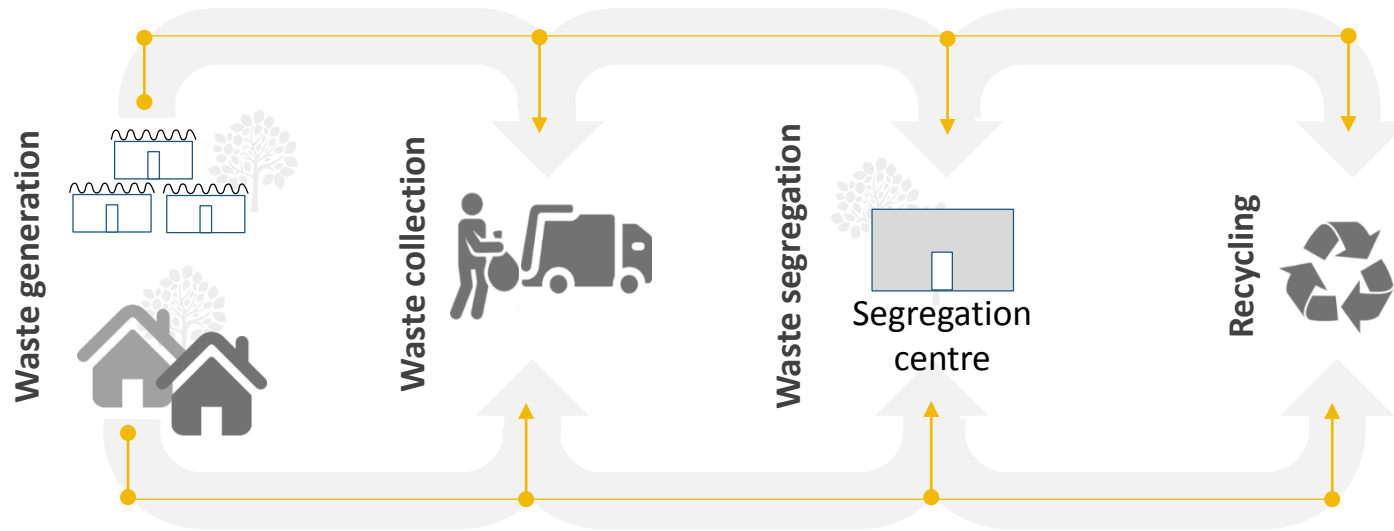
This work will feed into the **Science Based Targets** for the textile and apparel sector.



Pathways for improving the recovery and recycling of Low Value Plastics

Under **Extended Producer's Responsibility** (EPR), plastic producers, importers and brand owners are required to contribute to collection of plastic waste they introduce into the market, especially multi-layered plastic waste.

We worked on improving the operational efficiency of plastic waste management and created an economic model for alternate use of low-value plastic waste for a large Indian FMCG company.



Improving operational efficiency of waste management

We believe in the “Business Case First” approach and it forms the core of everything we do



Bringing the business case to life for our clients

Our work demonstrates that investing in saving water makes business sense



Average cost of municipal water supply in India and water supply through tankers is **four to twelve times more than the cost of saving the same amount of water** respectively.

Through our projects, we thus make water saving core to a facility's operation rather than an end-of-pipe 'cost'.

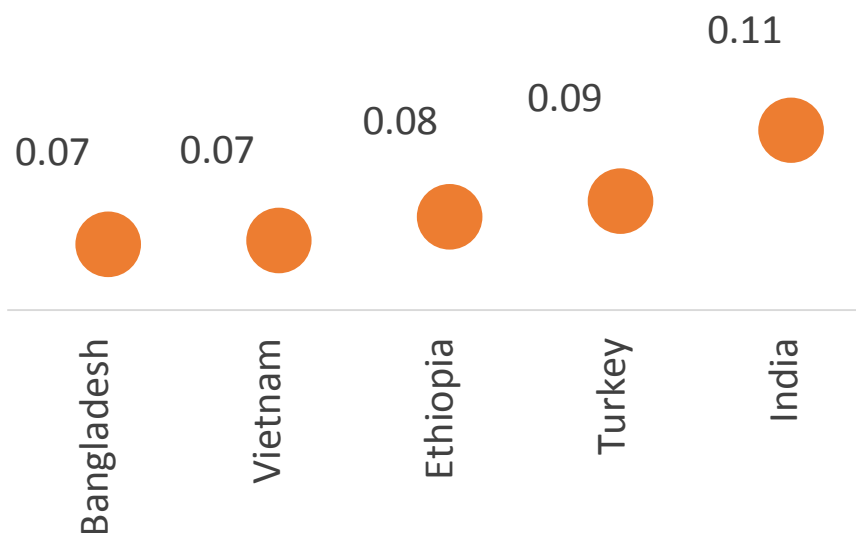
Bringing the business case to life for our clients

Our work demonstrates that investing in saving energy makes business sense

Electricity tariff in geographies we operate



Cost of saving electricity



**All values in USD per kWh*



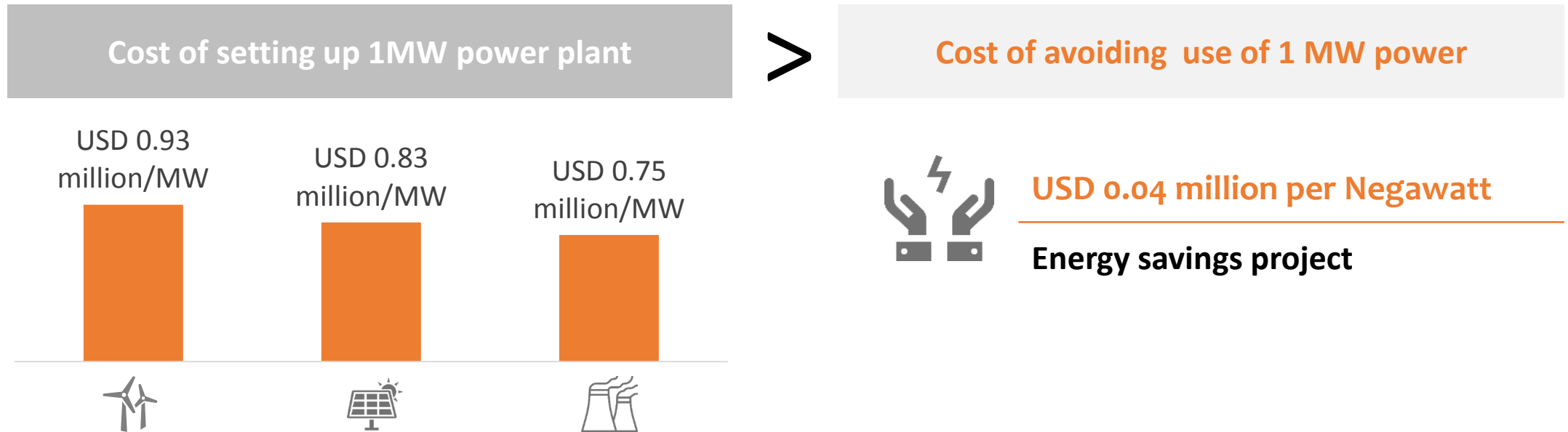
USD 0.06 per kWh

Energy savings project

Electricity is a major cost component of a facility's operation. By investing in cKinetics' energy **saving** projects, facilities were able to save 1kWh at the cost of USD 0.06 which is **lower than the average industrial electricity tariffs** in geographies we operate, i.e. **Bangladesh, Vietnam, Ethiopia, Turkey and India.**

Bringing the business case to life for our clients

Our work demonstrates that investing in energy efficiency makes business sense



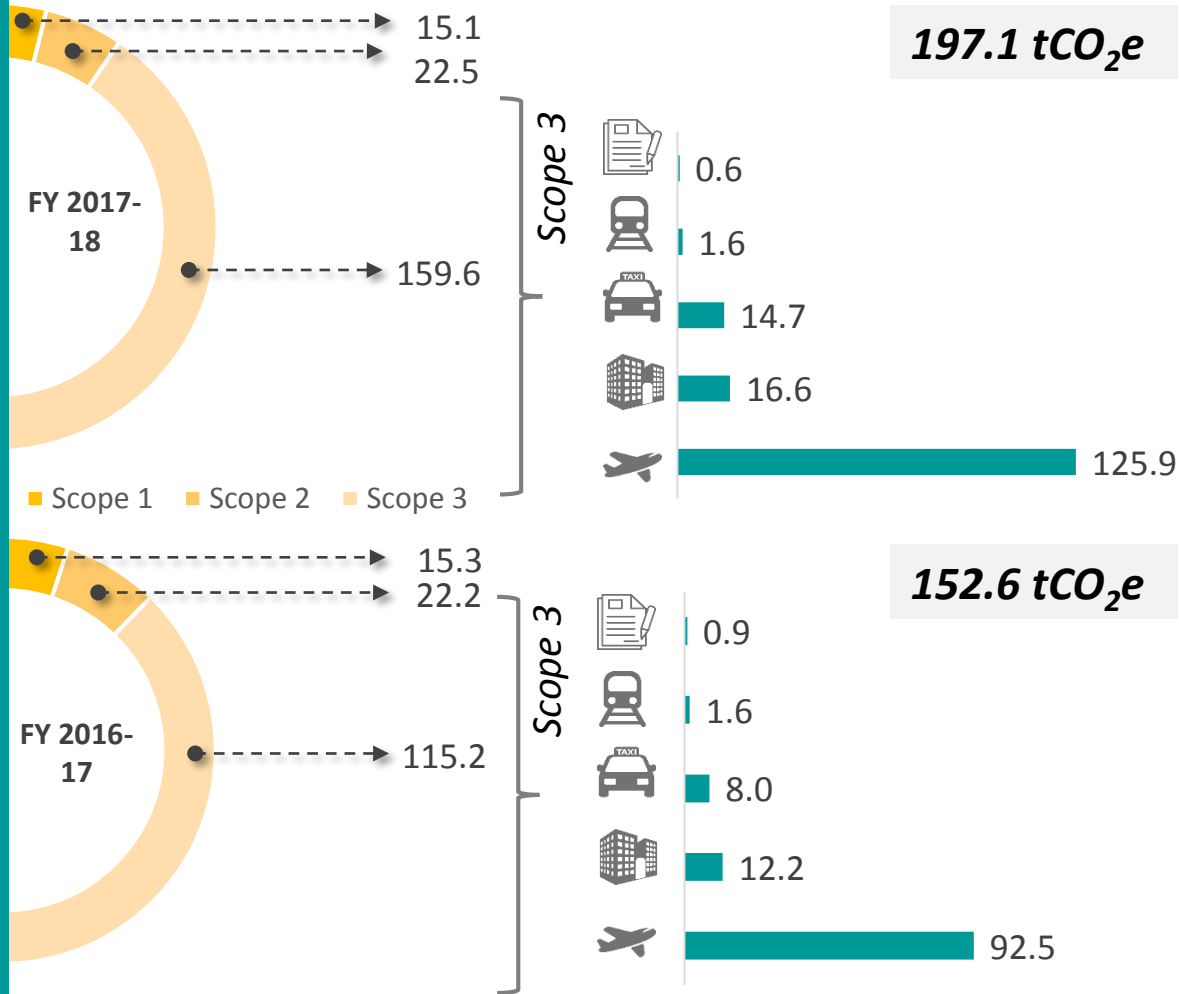
Negawatts or **negative megawatts** is a concept used to quantify energy efficiency. A negawatt is equivalent to a megawatt of power saved by increasing efficiency or reducing consumption.

For every USD 0.04 million invested in us, we helped save 1 MW of power, which is much lower than construction of 1 MW power plant.

We believe in value-based growth strategy: accounting for our GHG footprint and finding avenues for reduction



Our GHG footprint



We used the Corporate GHG Protocol standard to account for the emissions due to our corporate activities. The emissions due to the following were considered:

Scope 1



Refrigerant leakage from air-conditioners



Fuel consumption by company-owned cars

Scope 2



Electricity consumption

Scope 3



Business travel by railways(🚆), flights(✈️), cabs(🚗)

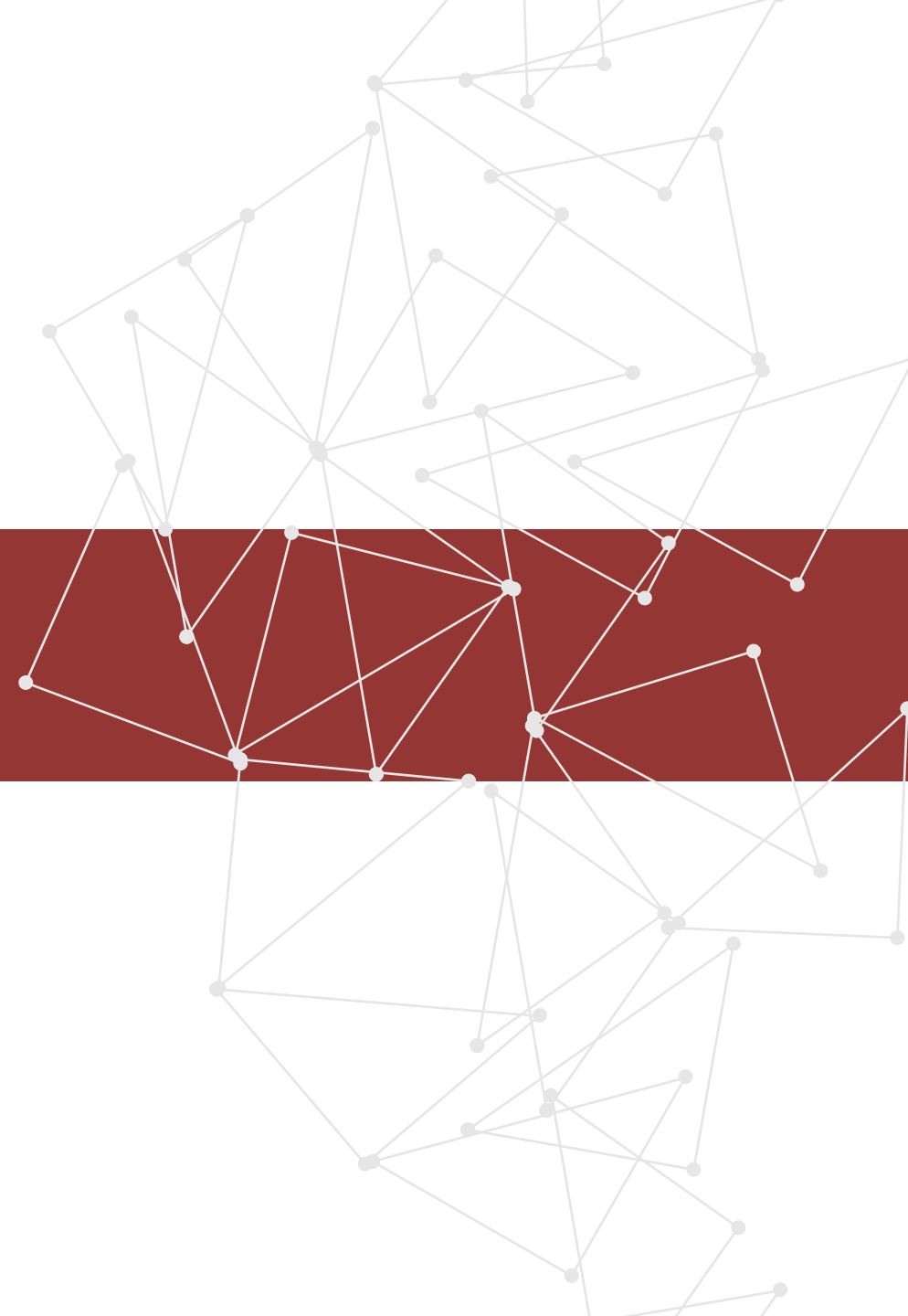


Team commute to work



Paper consumption

Who we are and what we do



Our work areas



Our Work Domains

Sustainable
Energy



Smart Resource
Efficiency



Sustainable
Materials



Operational
Advisory



Capital
Advisory



Market Intelligence
and Insights

Our Offerings

Geographies and industries we serve



-  Hubs
-  Operational presence

-  **Textile, Apparel and Retail**
-  **Footwear**
-  **Tannery**
-  **Pulp & Paper**
-  **Pharmaceuticals and chemicals**
-  **Telecom**
-  **Food, Beverages, Oils and Seeds**
-  **Forging**
-  **Foundry**
-  **Steel re-rolling**
-  **Iron and Steel**
-  **Ceramics**
-  **Distillery**

Adherence to principles of UN Global Compact



Principles of the UNGC

As a part of its ongoing commitment to mainstreaming sustainability, cKinetics is proud to support the UN Global Compact Principles. These principles have been a strong component of the firm's core growth strategy and expansion process.

Materiality of UNGC Principles

Given its role as a specialized Sustainability Advisory firm, cKinetics has limited exposure to Sustainability Risks and ESG impact through its own operations. Thus, materiality issues surrounding the UNGC Principles, their implementation and subsequent outcomes have been evaluated through the following lens:

1. How, and to what extent, do the principles apply to cKinetics in its operations?
2. How, and to what extent, can these principles become central to the service offerings of cKinetics and, thus, attain the desired impact created through its business operations?

Actions and Tools for Implementation

Code of Conduct

The Code of Conduct outlines the expectations and aspirations of cKinetics management and staff in key areas of Human Rights, Corruption and Work Force Environment, etc.

Operating Principles

As explained in the initial section of this report (on page 8), the Mission and Vision guide the strategic planning and day-to-day operations of the firm.

Policies for dealing with incidents of Human Right Violations and Corruption

We are committed to diligently managing our business operations, both internally as well as in external stakeholders, in a manner which reflects our high ethical standards. cKinetics has a zero tolerance policy with respect to incidents of corruption, both in the public and the corporate sphere.

Areas	Principles	Outlook and Undertaking	Tools for Implementation	Outcomes
Human Rights	<p>Principle 1: Businesses should support and respect the protection of internationally proclaimed human rights; and</p> <p>Principle 2: make sure that they are not complicit in human rights abuses.</p>	<p>cKinetics is committed to upholding Human Rights, in its capacity as a responsible business, in letter and in spirit, as it is material to the company.</p> <p>Operating in emerging markets pose a number of unique human rights challenges. cKinetics is committed to the reporting of any human rights violations observed in the course of conducting its business operations.</p>	<p>The Code of Conduct defines our commitment to human rights; it outlines our stance and strategy for preventing the abuse of human rights. All employees and extended stakeholders are expected to abide by it.</p> <p>Any violation can be reported confidentially (through an anonymous email ID) and the individual will be protected from repercussions.</p>	<p>There have been no cases of violation of human rights within our organization or in our day-to-day operations.</p>
Labor	<p>Principle 3: Businesses should uphold the freedom of association and the effective recognition of the right to collective bargaining</p> <p>Principle 4: the elimination of all forms of forced and compulsory labor</p> <p>Principle 5: the effective abolition of child labor</p> <p>Principle 6: the elimination of discrimination in respect of employment and occupation</p>	<p>As a firm with a presence in multiple geographies, cKinetics is in compliance with all relevant local regulations in its respective operations</p> <p>The prevalence of the informal, unorganized, sector in India poses a number of distinct challenges in adequately assessing some of our small suppliers' adherence to Principles 4 and 5. However, we make a concerted effort to maintain constant vigilance when working with local small businesses.</p>	<p>Any violation can be reported confidentially and the individual will be protected from repercussions</p> <p>We conduct weekly, monthly and half yearly meetings with the team wherein feedback is actively incorporated into the company's policies and strategies. We continually provide opportunities, through training and access to industry conferences, for our workforce to grow intellectually and professionally.</p>	<p>There were no reported violations of labor principles.</p> <p>Each employee met with the manager twice to discuss the performance, concerns and goals.</p> <p>Employees are allowed 1 day per month to attend conferences, seminars and programs for knowledge advancement.</p> <p>All internally reported complaints and concerns were dealt with on a priority basis .</p> <p>We sponsor employees who wish to take up educational courses relevant to their domain.</p>

Areas	Principles	Outlook and Undertaking	Tools for Implementation	Outcomes
Environment	<p>Principle 7: Businesses should support a precautionary approach to environmental challenges.</p> <p>Principle 8: Businesses should undertake initiatives to promote greater environmental responsibility</p> <p>Principle 9: Businesses should encourage the development and diffusion of environmentally friendly technologies</p>	<p>As an advisory firm, cKinetics has a limited socio-ecological footprint. However, we are actively engaged in managing our resource consumption and maintain constant efforts to engage with our employees and the community in a responsible fashion.</p> <p>Our commitment to sustainability is at the very core of our business mission, vision, and operations. cKinetics has made strong contributions to sustainability in India and other geographies such as Vietnam and Ethiopia. We seek to create real impact through our various business initiatives.</p>	<p>Our team is currently engaged in actively monitoring and tracking our electricity consumption using a suite of metering and analytics software. We also ascertained our corporate GHG footprint based on the Corporate GHG Protocol standard and are working on reducing our footprint.</p> <p>HACK (How to at cKinetics) is an internal document which defines our expectations and commitments regarding the team's alignment with our mission and vision to create positive impact.</p> <p>We also encourage and support our employees to be cognizant towards environmental impact and undertake resource efficient efforts.</p>	<p>Smart use of resources is an Operating Principle of cKinetics and focus is on reducing consumption.</p> <p>Energy measurement system installed to actively track energy consumption.</p> <p>Reuse of paper made mandatory and recycling is encouraged.</p> <p>Our visiting cards are printed on recycled paper and the stationary (folders) distributed at our conventions are made of recycled paper.</p>
Anti-Corruption	<p>Principle 10: Businesses should work against corruption in all its forms, including extortion and bribery</p>	<p>cKinetics supports all 71 articles of the UN Convention against Corruption (UNCAC).</p> <p>We take an active, zero-tolerance, stance against bribery and corrupt business practices through diligent monitoring and enforcement.</p>	<p>The Code of Conduct defines our expectations and commitments regarding anti-bribery practices both in our own operations and in those of our partners.</p> <p>Any violation can be reported and the individual will be ensured protection from reprisal.</p>	<p>There have been no reported incidents of corruption involving the organization or one of its employees.</p>



BUSINESS RESPONSIBILITY REPORT

This section presents the disclosure as per Business Responsibility Report (BRR) requirements. The framework presents indicators developed from the 9 core principles of the National Voluntary Guidelines on Social, Economic & Environmental Responsibilities of Business that were announced by the Indian Ministry of Corporate Affairs in 2011. While cKinetics does not face a mandate in disclosing on the BRR framework, we are eager to engage with, and promote, this initiative both within our own operations and those of our clients. This section has been filled out as per the format of the ABRR (Annual Business Responsibility Report) that has been suggested by the Ministry of Corporate Affairs (and adopted by the Securities and Exchange Board of India for the top 100 listed companies). Its public disclosure is part of the National Voluntary Guidelines on Social Environmental and Economic Responsibilities of Business.

1. Details of Director/Directors responsible for BR

- Details of the Director/Director(s) responsible for implementation of the BR policy/policies
 - Name: Upendra Bhatt
 - Designation: Managing Director

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Do you have a policy/policies for....	Y	Y	NA	Y	NA	Y	NA	NA	NA
Has the policy being formulated in consultation with the relevant stakeholders?	Y	Y	NA	Y	NA	Y	NA	NA	NA
Does the policy conform to any national/international standards? If yes, specify? (50 words)	Y	NA	NA	Y	NA	Y	NA	NA	NA
Has the policy being approved by the Board? Is yes, has it been signed by MD/owner/CEO/appropriate Board Director?	Y	Y	NA	Y	NA	Y	NA	NA	NA
Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy?	Y	Y	NA	Y	NA	Y	NA	NA	NA

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Indicate the link for the policy to be viewed online?	NA	NA	NA	NA	NA	NA	NA	NA	NA
Has the policy been formally communicated to all relevant internal and external stakeholders?	Y	Y	NA	Y	NA	Y	NA	NA	NA
Does the company have in-house structure to implement the policy/policies?	Y	Y	NA	Y	NA	Y	NA	NA	NA
Does the Company have a grievance redressal mechanism related to the policy/policies to address stakeholders' grievances related to the policy/policies?	Y	Y	NA	Y	NA	Y	NA	NA	NA
Has the company carried out independent audit/evaluation of the working of this policy by an internal or external agency?	N	N	N	N	N	N	N	N	N

3. Governance related to BR

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

- Annually

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 annually publishes a Sustainability Action Report which is available on www.ckinetics.com

Section: 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?
 - cKinetics' policy relating to ethics, bribery and corruption extend to its subsidiary, contractors and all businesses it interacts with.
 - cKinetics is an active supporter of the UN Convention against Corruption; as such, we have adopted a zero-tolerance policy on bribery and corruption. We do not tolerate any of our employees engaging in any form of bribery or corruption. Employees, or persons acting on behalf of the firm, found to be seeking, accepting, or offering a bribe, gift, or other improper payment as a reward for improper performance of a relevant function or activity will be subject to punitive measures (e.g. suspension, termination and legal action).
 - It is our expectation that all business partners and stakeholders we work with adhere to the same standards.
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.*
 - No complaints were received

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

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

- cKinetics' practice areas around Sustainable Energy and around Resource Management and Efficiency (RME) are designed to help customers reduce their resource footprint.
 - Sustainability Outlook is a market intelligence platform incubated by cKinetics to advance the mainstream conversation around resource conservation and risk mitigation issues
 - The Sustainable Business Leadership Forum (SBLF) is India's leading market development platform which equips organizations, managers and industry stakeholders on the 'how' of sustainability through a unique programmatic approach comprising of round the year programs and 'on-ground industry oriented' work.
2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product(optional):
 - Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?
 - Not applicable
 - Reduction during usage by consumers (energy, water) has been achieved since the previous year?
 - Not applicable. The results of cKinetics' professional services are summarized in the preceding sections.
 3. Does the company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably? *Also, provide details thereof, in about 50 words or so.*
 - Whenever possible, the firm sources tools and products which are resource efficient and have the lowest possible environmental impact. However, eco-friendly products are just becoming available in the Indian market- as such, we attempt to simply reduce consumption and reuse/repurpose existing resources wherever possible.

4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work?
- Whenever possible, the firm sources services and products from local vendors / producers (in Delhi/NCR)
- a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?
- As a small volume buyer, we have limited abilities to influence the production and sourcing method of our vendors.
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.
- As a professional services firm, our waste streams are non-industrial in nature. At the work-place we have adopted practices on recycling and reuse of paper; e-waste segregation and tracking; printer material recycling; etc.

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

1. Please indicate the Total number of employees.
- 32 Full time employees
2. Please indicate the Total number of employees hired on temporary/contractual/casual basis.
- Temporary/ contractual: 8
 - Intern: 1
3. Please indicate the Number of permanent women employees.
- 10 employees
4. Please indicate the Number of permanent employees with disabilities
- 0

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?

- NA

7. Please indicate the number of complaints relating to child labor, forced labor, involuntary labor, sexual harassment in the last financial year and pending, as on the end of the financial year.

- 0

Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalised

1. Has the company mapped its internal and external stakeholders? Yes/No

- Partially

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

- In select work areas only

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.

- As part of our CSR activities, cKinetics' team picks up causes to work with that impact the community. In FY 2017-18, we partnered with Nai Disha to conduct a health camp for the local communities.

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?

- It presently covers the company and its subsidiary.

2. How many stakeholder complaints have been received in the past financial year and what per cent was satisfactorily resolved by the management?

- No stakeholder complaints

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.

- Presently the policy covers the company and its subsidiary.

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.

- cKinetics' own operations have a limited impact since it is an advisory firm. As Sustainability focused advisory firm, all its offerings are geared towards reducing the impact on the environment due to resource consumption. More is available at www.cKinetics.com

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

- NA

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?

- NA

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.

- Yes. The company has installed an Energy Management System in its own facilities that tracks the usage of energy.

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

- NA

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.

- None

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:

- UN Global Compact
- Alliance for an Energy Efficient Economy
- Sustainable Business Leadership Forum (SBLF)

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)

- cKinetics has been engaged in policy research and advocacy in the areas of: Sustainable Energy; Energy Access; and Disclosure and reporting of Environmental, Social and Governance (ESG) metrics.

Principle 8: Businesses should support inclusive growth and equitable development

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

- Yes. As mentioned in Principle 4, as part of its CSR activities, cKinetics' team picks up causes to work with that impact the community.

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

- Through external NGOs

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

- cKinetics gets reports on the utilization of the CSR funds.

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

- NA

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.

- None

2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/NA/Remarks(additional information)

- NA

3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behavior during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

- No

4. Did your company carry out any consumer survey/ consumer satisfaction trends?

- No



Our Vision is to accelerate the creation and maintenance of systems which shape a balance between current and future resource needs

Our Mission is to develop market driven solutions to promote the rapid adoption of sustainable growth strategies in emerging market industries and communities



COMMUNICATION ON
PROGRESS

This is our **Communication on Progress** in implementing the principles of the **United Nations Global Compact** and supporting broader UN goals.

We welcome feedback on its contents.

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To know more about how cKinetics can help your organization improve bottomlines and meet environmental targets , visit www.ckinetics.com or write to us at contact@ckinetics.com