



CHAMBAL FERTILISERS AND CHEMICALS LIMITED

Ref. No.: CFCL/SE/2024-25/59

August 01, 2024

BSE Limited

Phiroze Jeejeebhoy Towers
25th Floor, Dalal Street
Mumbai - 400 001

National Stock Exchange of India Limited

Exchange Plaza, C-1, Block G,
Bandra Kurla Complex,
Bandra (E)
Mumbai - 400 051

Dear Sir,

Pursuant to the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith Business Responsibility and Sustainability Report for the Financial Year 2023-24.

You are requested to take the same on records.

Thanking You

Yours faithfully,

For **Chambal Fertilisers and Chemicals Limited**

(Tridib Barat)

Vice President - Legal & Company Secretary

Encl.: a/a

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR)
SECTION A: GENERAL DISCLOSURES
I. Details of the listed entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L24124RJ1985PLC003293
2.	Name of the Listed Entity	Chambal Fertilisers and Chemicals Limited
3.	Year of Incorporation	1985
4.	Registered office address	Gadepan, District Kota, Rajasthan, PIN - 325208, India
5.	Corporate address	Corporate One, First Floor, 5, Commercial Centre, Jasola, New Delhi - 110025
6.	E-mail	corporate@chambal.in
7.	Telephone	Registered Office: +91-744-2782915 Corporate Office: +91-11-46581300, 41697900
8.	Website	www.chambalfertilisers.com
9.	Financial Year for which reporting is being done	April 01, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited and BSE Limited
11.	Paid-up Capital (INR in Crore)	400.65
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Vishal Mathur, Assistant Vice President – Human Resources & Administration, Telephone number: +91-744-2782900 E-mail ID: vishal.mathur@chambal.in
13.	Reporting boundary - Are the disclosures under this report made on a standalone 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)	Disclosures in this report are made on standalone basis.
14.	Name of assurance provider	Not applicable
15.	Type of assurance obtained	Not applicable

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Manufacturing	Chemical and chemical products, pharmaceuticals, medicinal chemical and botanical products	70.81%
2.	Trade	Wholesale Trading	29.19%

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Manufacture of Urea	24123	68.14%
2.	Marketing of Di-ammonium Phosphate (DAP)	51497	17.78%
3.	Marketing of NPK Fertilisers	51497	4.03%
4.	Marketing of Muriate of Potash (MOP)	51497	3.15%

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

Location	Number of plants	Number of offices	Total
National	1*	25	26
International	0	0	0

*The Company has three plants in one location at Gadepan, District Kota, Rajasthan (i.e., Gadepan-I, Gadepan-II and Gadepan-III).

19. Markets served by the entity:

a. Number of locations:

Locations	Number
National (No. of States)	14*
International (No. of Countries)	0

*The Company serves 13 states and 1 union territory in the national market.

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

NIL

c. A brief on types of customers

Key customers of the Company are farmers and channel partners. We cater to the farmers' needs of 13 states and 1 union territory through network of channel partners which includes dealers, distributors and retailers.

IV. Employees:

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	EMPLOYEES					
1.	Permanent (D)	657	635	96.65%	22	3.35%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	Total employees (D + E)	657	635	96.65%	22	3.35%
	WORKERS					
4.	Permanent (F)	432	427	98.84%	5	1.16%
5.	Other than Permanent (G)	1503	1497	99.60%	6	0.40%
6.	Total workers (F + G)	1935	1924	99.43%	11	0.57%

b. Differently abled employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
	DIFFERENTLY ABLED EMPLOYEES					
1.	Permanent (D)	0	0	0.00%	0	0.00%
2.	Other than Permanent (E)	0	0	0.00%	0	0.00%
3.	Total differently abled employees (D + E)	0	0	0.00%	0	0.00%
	DIFFERENTLY ABLED WORKERS					
4.	Permanent (F)	0	0	0.00%	0	0.00%
5.	Other than Permanent (G)	10	10	100.00%	0	0.00%
6.	Total differently abled workers (F + G)	10	10	100.00%	0	0.00%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	8	1	12.50%
Key Management Personnel	3	0	0.00%

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023- 24 (Turnover rate in current FY)			FY 2022- 23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	6.10%	13.60%	6.40%	9.17%	24.24%	9.57%	7.52%	11.76%	7.64%
Permanent Workers	1.90%	20.00%	2.10%	3.32%	0.00%	3.28%	4.21%	0.00%	4.16%

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)
1	Chambal Infrastructure Ventures Limited	Subsidiary	100.00%	No
2	CFCL Ventures Limited	Subsidiary	72.27%	No
3	ISGN Corporation	Subsidiary	72.27%	No
4	ISG Novasoft Technologies Limited	Subsidiary	72.27%	No
5	Indo Maroc Phosphore S.A.- IMACID	Joint Venture	33.33%	No

VI. CSR Details

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

(ii) Turnover (in Rs.) - Rs. 1,79,66,41,49,901

(iii) Net Worth (in Rs.) - Rs. 73,47,19,34,426

VII. Transparency and Disclosures 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)	FY 2023-24 Current Financial Year			FY 2022-23 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	Yes	0	0	-	1	0	The complaint was filed by resident of Bamori village of district Kota
Investors (other than shareholders)	Yes	0	0	-	0	0	-
Shareholders	Yes	213	4	-	272	5	-
Employees and workers	Yes	66*	5	-	88*	1	-
Customers	Yes	11	1	-	47	3	-
Value Chain Partners	Yes	0	0	-	0	0	-
Other (please specify)	Not Applicable	0	0	-	0	0	-

* These complaints were received from contract labourers.

The grievance redressal mechanism can be accessed at the weblink - <https://chambalfertilisers.com/pdf/Grievance-Redressal-Mechanism.pdf>

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

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.	Safety and working conditions	Risk	Safety and working conditions are important due to the inherent hazards associated with handling of Ammonia in a fertiliser plant. Ensuring employee safety, mitigating environmental impact and adhering to regulations are therefore paramount. Safety incidents can lead to loss of life, damage reputation and incur significant financial costs.	The Company has implemented a comprehensive Health & Safety Management System aligned with ISO 45001:2018, identifying the risks and hazards and preparing appropriate mitigation plans. Additionally, the Company conducts regular trainings and mock drills and has developed an on-site disaster management plan to enhance preparedness. A three-tier safety review system operates at the plant, management, and safe-operations committee levels to address workplace safety concerns.	Negative
2.	Energy & emission management	Risk	As a fertiliser Company, energy-intensive processes and emissions contribute to climate change and environmental degradation. Prioritizing energy efficiency and emission reduction aligns with global sustainability goals, regulatory requirements and stakeholder expectations. The incentives and subsidies in fertiliser sector are also linked to energy optimization. By managing energy consumption and emissions responsibly, the Company has enhanced its environmental stewardship, kept its operational cost low and ensured a long-term business resilience.	The Company is committed to reducing energy consumption and has adopted several key strategies to achieve this goal. These strategies include implementing initiatives to reduce energy usage, utilizing waste heat, pursuing renewable energy options, and using energy-efficient products wherever possible. Additionally, the Company has engaged process licensors to develop and implement energy efficiency measures and to reduce and offset emissions. Further initiatives include conducting periodic air quality checks, monitoring stack emissions, and implementing the plant's trip interlock system.	Negative
3.	Waste Management	Opportunity	Efficient waste management can lead to resource recovery, cost savings and reduced environmental impact. Implementing recycling and waste reduction practices has optimized resource utilization and lowered disposal expenses. Moreover, meeting waste management standards and regulatory compliance has enabled the Company to foster positive relationships with stakeholders and reinforces Company's commitment to environmental stewardship.	Not Applicable	Positive

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)
4.	Water Management	Risk	The Company's operations require significant water for various processes which may lead to potential impact on local water resources. Ensuring responsible water management is crucial to conserve this vital resource, minimize environmental harm and meet regulatory requirements.	The Company has developed a water management plan to ensure business continuity. This plan includes construction of anicuts on Kalisindh and Parwan Rivers to harvest rainwater for process water consumption. Additionally, the plan focuses on reuse and recycling of utilized water and maintaining water storage within the complex to meet 7-days' requirement and support maintenance work. The Company also has an arrangement to draw water from the Right Main Canal, Kota as needed, especially in drought years.	Positive
5.	Product Stewardship	Risk	As the Company deals in fertilisers and agri-inputs, the products can have implications on soil, water and ecosystem health. Failing to prioritize responsible product design, usage and disposal could lead to environmental contamination, harm to biodiversity and risks to human health. Non-compliance with product safety regulations can also result in legal consequences and damage the Company's reputation.	The Company has a well-structured farmer advisory programme which focuses on sharing awareness on promoting responsible usage of products, boosting farmers' income and promoting sustainable farming practices. Apart from this programme, the farm advisory services of the Company also include soil and water testing services. The social media platforms of the Company are used to educate farmers on safe usage of the products. Additionally, a leaflet promoting safe and responsible usage of product is made part of the product packaging. The Company has taken a conscious decision to focus on promoting & selling green triangle chemistry products and refrain from red triangle chemistry products.	Negative
6.	Customer Centricity	Opportunity	Customer centricity is important to the Company as it directly affects farmers' yields and livelihoods. It enables the Company to understand customers' situations, perceptions and expectations. Prioritizing customer-centric practices, such as providing quality products, support and farm advisory is crucial for building trust, fostering long-term relationships and ensuring sustainable business growth.	Not Applicable	Positive

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)
7.	Sustainable Agriculture	Opportunity	In view of the need to reduce carbon emissions and efficient use of natural resources, off-site impacts and risks are required to be considered. Sustainable farming practices enable positive environmental interventions through practices associated with crops and soil, increasing nutrients and water use efficiency and reducing Greenhouse gas emissions.	Not Applicable	Positive
8.	ESG Risk Management	Opportunity	Mapping ESG performance and adopting robust practices can enhance the Company's environmental stewardship, improve social impact and strengthen corporate governance. The Company also aspires to attract socially conscious customers, investors and other stakeholders leading to potential revenue growth and improved ESG ratings.	Not Applicable	Positive
9.	Stakeholder Engagement	Opportunity	As we are a customer facing brand, stakeholder engagement (both internal and external) is important for us. It provides us an opportunity to understand stakeholders' concerns and expectations and address them appropriately to help the Company in achieving its desired goals and targets.	Not Applicable	Positive
10.	Community Engagement	Opportunity	Community is one of the major stakeholders impacted by our direct operations. Our objective is to create a long-term social impact through corporate social responsibility interventions. Engagement with communities to minimize possibility of conflicts and bring them onboard to ensure smooth operations is a strategic priority of the Company.	Not Applicable	Positive
11.	Ethics and Transparency	Opportunity	Embracing ethics and transparency as an opportunity enhances corporate reputation, mitigates potential reputational risks and strengthens competitive advantage in the market, ultimately contributing to sustainable business growth. It has positioned the Company as a reputable and reliable partner in the fertiliser and agrochemical industry.	Not Applicable	Positive

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)
12.	Compliance	Risk	Identifying compliance as a material risk for the Company is due to the complex regulatory landscape in the fertiliser and agri-input industry. Non-compliance with environmental, safety and product regulations can lead to legal penalties, reputational damage and operational disruptions.	The Company has developed a legal tracking system to keep track of the applicable compliance obligations and renewal requirements. Regular reviews and internal & external audits ensure that regulatory compliances are adhered to.	Negative
13.	Employee relations	Opportunity	We believe that encouraged employees are more productive, leading to improved operational efficiency and higher customer satisfaction. Investing in employee development and welfare enhances skills and promote innovation & adaptability thereby driving sustainable business success and social impact.	Not Applicable	Positive
14.	Responsible Procurement & Sustainable Sourcing	Opportunity	Supply chain interruptions may impact our business continuity which has direct impact on our brand's reputation. Therefore, responsible procurement & sustainable sourcing is an important aspect for our business growth. Further, the Company intends to integrate social, ethical and environmental performance factors into the process of selecting suppliers and/or vendors. It also involves purchasing products made from recycled materials.	Not Applicable	Positive
15.	Biodiversity Management	Opportunity	Although the Company does not operate around any biodiversity sensitive zone, the products and services might impact the biodiversity footprint. Therefore, the Company endeavors to contribute towards betterment of surrounding biodiversity.	Not Applicable	Positive
16.	Labour relations	Risk	Labour Management is critical for smooth operations in any organization. Labour Management and teamwork can improve performance across many dimensions including culture and job satisfaction. As a Company with a large labour pool, we are committed to the welfare and enhancing the skills of our workers thereby ensuring smooth operations.	The Company has put in place a Supplier's Code of Conduct for its vendors and service providers. This code defines the basic principles to meet the Company's standards in the areas of labour practices, which includes human rights and safe & healthy working conditions. The Company ensures disbursement of dues & benefits to contract workers applicable under different acts and rules. Further, Industrial Relations department at Gadepan plant ensures that grievances are dealt in a timely and responsible manner.	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)
17.	Human Rights	Risk	Considering the Company has a large labour pool and over one thousand supply partners; human rights are a critical issue for us as it may lead to reputation and operational disruption.	We are creating awareness on Human Rights issues, including awareness on prohibition of sexual harassment, to all permanent and contractual employees and workers annually. Further, the Code of Conduct and Ethics, Human Resource and Employee Relations Policy and Suppliers' Code of Conduct of the Company define the basic principles to meet the Company's standard in labour practices, human rights, safe and healthy working conditions, environment protection and business integrity.	Negative
18.	Diversity and Inclusion	Opportunity	The Company has adopted an equal opportunity policy and is committed to enhance the representation of women and differently abled, wherever possible.	Not Applicable	Positive

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 Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9		
Policy and management processes													
1.	a.	Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
	b.	Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
	c.	Web Link of the Policies, if available	The policies are available on the website of the Company at the following links: http://www.chambalfertilisers.com/brrpolicies https://www.chambalfertilisers.com/policiescodes/										
2.	Whether the entity has translated the policy into procedures. (Yes/No)		Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes		
3.	Do the enlisted policies extend to your value chain partners? (Yes/No) (Refer Note No. 1)		No	No	No	No	No	No	No	No	No		
Note No. 1 The Company has in place a Supplier’s Code of Conduct for its vendors and service providers. This code defines the basic principles to meet the Company’s standards in the areas of labour practices and human rights, safe and healthy working conditions, environment protection and business integrity.													
4.	Name of the national and international codes/ certifications/labels/standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.		<u>Standards Adopted</u> <ul style="list-style-type: none">Sustainability Accounting and Standards Board – covers all nine (9) NGRBC PrinciplesMorgan Stanley Capital International - covers all nine (9) NGRBC PrinciplesGlobal Reporting Initiative - covers all nine (9) NGRBC Principles										
<u>Certifications (given below)</u> <table><tr><td>ISO 9001 (Quality Management System Standard)</td><td>ISO 14001 (Environment Management System Standard) ISO 9001 (Quality Management System Standard)</td><td>ISO 45001 (Occupational Health and Safety Management System Standard)</td><td>ISO 14001 (Environment Management System Standard)</td><td>ISO 9001 (Quality Management System Standard)</td></tr></table>									ISO 9001 (Quality Management System Standard)	ISO 14001 (Environment Management System Standard) ISO 9001 (Quality Management System Standard)	ISO 45001 (Occupational Health and Safety Management System Standard)	ISO 14001 (Environment Management System Standard)	ISO 9001 (Quality Management System Standard)
ISO 9001 (Quality Management System Standard)	ISO 14001 (Environment Management System Standard) ISO 9001 (Quality Management System Standard)	ISO 45001 (Occupational Health and Safety Management System Standard)	ISO 14001 (Environment Management System Standard)	ISO 9001 (Quality Management System Standard)									
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.		The Company’s ESG goals, established for a five-year period beginning Financial Year 2022-23 with baseline of Financial Year 2021-22, and the progress of the Company evaluated against each of these goals through the end of Financial Year 2023-24, is provided in subsequent table.										
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.												

NGRBC Principle	Goals	Performance Indicator	Performance Progress
Environment			
Principle 6	Tackle Climate Change and reduce Greenhouse gas emissions through state of art technologies and green interventions	<ul style="list-style-type: none"> ● Reduce Scope 1 emission in Urea production by ~ 2.8% ● Reduce total specific energy consumption for Urea production (Gcal/ MT of Urea) by 1% ● Increase the share of renewable energy in our total electrical power consumption by 10% ● Conduct full assessment of all sites / offices for Scope 3 emission resulting from employee commutation 	<ul style="list-style-type: none"> ● Scope 1 emission in Urea production reduced by ~ 4 % ● Total specific energy consumption for Urea production reduced by 1.6% ● Achieved 0.46% of renewable energy share of total electrical power consumption of FY 2023-24. ● We plan to prioritize the mapping of Scope 3 emissions from employee commutation in the coming years
Principle 6	Achieve zero waste to landfill through our 4 R concept for Waste Management	<ul style="list-style-type: none"> ● 100% recycle of RO Sludge ● Conduct full assessment of solid waste generated at Gadepan plant premises 	<ul style="list-style-type: none"> ● 100% recycling of RO Sludge achieved ● Solid waste assessment concluded
Principle 6	Sustainably manage and augment water resources to meet the needs of our business and surrounding communities	<ul style="list-style-type: none"> ● Conduct full water assessment of our operations at Gadepan plant premises ● The proposed Technical Ammonium Nitrate Plant to be Zero Liquid Discharge Plant ● Recharge the groundwater by practicing rooftop rainwater harvesting in Gadepan plant premises – forty (40) recharge units 	<ul style="list-style-type: none"> ● Concluded full water assessment of operations at Gadepan plant premises ● Reverse Osmosis- Zero Liquid Discharge Plant will be commissioned in FY 2025-26 as per schedule along with Technical Ammonium Nitrate Plant. ● Feasibility study regarding rooftop rainwater harvesting in Gadepan plant premises planned.
Principle 2	Responsibly design, manufacture and manage our products throughout their lifecycle, and promote awareness on sustainable use	<ul style="list-style-type: none"> ● Conduct ESG awareness on ESG practices and policies for five (5) % suppliers annually ● Conduct a detailed life cycle analysis (LCA) of own manufactured products ● Engage with 3,50,000 farmers and to provide them awareness on safe and sustainable use of our products 	<ul style="list-style-type: none"> ● ESG awareness on 9 principles of BRSR concluded for 10% of suppliers ● Life cycle analysis of Urea is proposed to be concluded in FY 2024-25. ● Engaged with 1,10,000 farmers through our farmers outreach programs like Seed To Harvest and Uttam Poshan Aahar to provide them awareness on safe and sustainable use of our products
Principle 6	Create a positive impact on nature by protecting, conserving, and managing the environment and natural resources for the present and future generations	<ul style="list-style-type: none"> ● Planting 1,50,000 tree saplings in and around Gadepan plant premises 	<ul style="list-style-type: none"> ● 25,000 tree saplings were planted inside the Gadepan plant premises.
Social			
Principle 3	Lead best in class standards of Safety, Health and Hygiene, and foster a culture of continuous benchmarking to world class standards	<ul style="list-style-type: none"> ● Achieve safety training man-hours > 10,000 ● Achieve total recordable injuries rate <0.4 ● 100% compliance to the annual safety improvement plan 	<ul style="list-style-type: none"> ● Achieved 11,450 safety training man-hours ● Achieved total recordable injuries rate of 0.14 ● 100% adherence to the annual safety improvement plan
Principle 2 and Principle 9	Provide best-in-class products and services to our customers in a sustainable and responsible manner	<ul style="list-style-type: none"> ● Develop and implement best-in-class Customer grievance framework 	<ul style="list-style-type: none"> ● We have introduced innovative interventions such as Uttam Samadhan, a WhatsApp chatbot solution available in five languages i.e. Hindi, English, Marathi, Punjabi, and Telugu. Additionally, our Hello Uttam toll-free service serves as another channel for customers to connect with us.

NGRBC Principle	Goals	Performance Indicator	Performance Progress
		<ul style="list-style-type: none"> Carry out customer satisfaction survey once in two years and achieve customer satisfaction index as per plan 	<p>These initiatives have laid a strong foundation for improving customer satisfaction and addressing grievances effectively. Building upon this groundwork, we are committed to advancing our efforts by implementing a comprehensive Customer grievance framework in the current fiscal year.</p> <ul style="list-style-type: none"> Customer satisfaction survey shall be concluded during FY 2024-25.
Principle 4	<p>Build sustainable and mutually beneficial relationships with the communities we serve through interventions in:</p> <ul style="list-style-type: none"> Infrastructure Water Conservation Sustainable agriculture Sports promotion 	<ul style="list-style-type: none"> Transforming six (6) villages surrounding the Gadepan Plant into model villages Rejuvenating existing ponds and practicing rainwater harvesting to enhance water availability in six (6) core villages surrounding plant premises Crop residue management program to cover 3,00,000 acre land and 30,000 farmers Providing best-in-class sports infrastructure in all adopted forty-five (45) schools 	<ul style="list-style-type: none"> All six (6) neighboring villages surrounding the Gadepan Plant are currently undergoing a transformation into model villages in a phased manner. Over the course of this year, significant strides have been made towards this endeavor. These include development of essential infrastructure such as cement concrete roads with covered drains, establishment of a comprehensive stormwater drain network, augmentation of facilities in community halls, creation of entrance gates, haat bazaars, and sports grounds, rejuvenation of local ponds, improvement of school infrastructure and implementation of solid waste management systems including door-to-door waste segregation and collection. These initiatives reflect our commitment to improving the living standards and overall well-being of the communities in which we operate. Notable progress was made during the financial year 2023-24. Specifically, the Company has installed five rooftop rainwater harvesting structures in schools within nearby villages of the Gadepan complex. Furthermore, efforts to rejuvenate five community ponds across four villages in Kota district have been successfully undertaken. During the reporting period, crop residue burning was curtailed across approximately 2.39 lakh acres of land in Haryana and Punjab. Outreach efforts extended to more than 30,000 small and marginalized farmers. Notably, in the current fiscal year, our initiatives have resulted in prevention of approximately 3.66 lakh tons of greenhouse gas emissions, further mitigating the impact of crop residue burning. Currently, sports activities are being streamlined across twenty (20) senior secondary schools, seven (7) mini sports development centers, and the mini stadium at Sangod Block. Moreover, sports activities have been seamlessly integrated into the mainstream educational curriculum, ensuring holistic development opportunities for students.

NGRBC Principle	Goals	Performance Indicator	Performance Progress
Principle 4	Create long-term value for all stakeholders by fostering support, receiving feedback, and demonstrating accountability	<ul style="list-style-type: none"> Engage with stakeholder group at regular interval and implement stakeholders engagement mechanism and plan 	<ul style="list-style-type: none"> All relevant departments have remained actively engaged with the Company's stakeholders throughout the year. Various modes of engagement have been employed as per the devised plan, ensuring proactive resolution of stakeholders' grievances and creation of long-term value through sustained collaboration with all stakeholders.
Principle 5	Embody the principles of dignity and respect by entrenching a culture of respect for human rights	<ul style="list-style-type: none"> Provide awareness on human rights issues, including awareness on prohibition of sexual harassment, to all permanent and contractual employees and workers annually 	<ul style="list-style-type: none"> 100% permanent and contractual employees and workers were reached through awareness sessions.
Governance			
Principle 1	Foster a culture of transparency, accountability and integrity in our business and partnerships	<ul style="list-style-type: none"> Conduct awareness on issues and principles of Ethics and Transparency, including those of ESG to all the employees 	<ul style="list-style-type: none"> 100% employees and workers were reached through awareness sessions on 9 principles of BRSR, including those of Ethics and Transparency.
Principle 8	Build a responsible value chain that upholds the principles of Environment, Social and Governance	<ul style="list-style-type: none"> Conduct ESG awareness on ESG practices and policies for 5% suppliers annually as per plan Engage with 5% suppliers annually through vendor/supplier meet to aware them on principles of ESG 	<ul style="list-style-type: none"> ESG awareness on 9 principles of BRSR concluded for 10% of suppliers. 5% of suppliers engaged through vendor/supplier meet held at Gadepan.

Governance, leadership and oversight

7.	<p>Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements <i>(listed entity has flexibility regarding the placement of this disclosure)</i></p> <p>I am pleased to place on record the achievements with respect to ESG goals.</p> <p>Last year, we emphasized upon the significance of ESG considerations in ensuring the sustainability of our business. We identified the challenges such as reducing our carbon footprint, achieving zero waste to landfill, reducing our water footprint and responsibly design, manufacture and manage our products throughout their lifecycle, to mention a few. To tackle these challenges, we have set targets which are aligned with industry best practices.</p> <p>Significant progress has been made in FY 2023-24 compared to FY 2022-23 under the ESG initiatives, as specified below:</p> <ul style="list-style-type: none"> We have successfully reduced carbon emissions through energy-saving measures and adoption of renewable energy sources, decreasing carbon emission from 0.446 MT CO₂/MT of Urea to 0.437 MT CO₂/MT of Urea . Waste generated from our operations has decreased from 17,307.48 metric tonnes to 16,165.69 metric tonnes. Additionally, we have achieved a reduction in specific water consumption, from 4.23 m³/MT of Urea last year to 4.15 m³/MT of Urea this year. Our social impact initiatives, particularly in education, rural development, healthcare, and environmental sustainability space, continue to make a meaningful difference in the communities around us. Additionally, our investment in crop residue management in selected villages of Punjab and Haryana resulted in prevention of approximately 3.66 lakh tons of greenhouse gas emissions thereby addressing the pollution challenges in the region. We have strengthened our governance practices by enhancing the risk management and ESG framework. <p>The achievements and progress against our ESG goals are detailed in this report. While we celebrate these accomplishments, our journey towards sustainable development, continuous improvement and innovation remains ongoing.</p> <p>I extend my gratitude to all stakeholders for their continued support as we navigate the ESG challenges together.</p>	
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>Name: Abhay Bajjal</p> <p>Designation: Managing Director</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>Yes, the Management Committee of the Company is responsible for decision making on sustainability related issues.</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									Frequency (Annually/ Half yearly/ Quarterly/ Any Other- please specify)								
			P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
	Performance against above policies and follow up action		Policies and procedures are periodically reviewed by the Board/ Board Committees/ Departmental Heads, as and when applicable.									Annually / Periodically								
	Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances																			
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.											P1	P2	P3	P4	P5	P6	P7	P8	P9
												No	No	No	No	No	No	No	No	No

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**

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 categorized 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 (BoD)	1	Training and awareness programmes were conducted on the nine (9) Principles of NGRBC.	100%
	Key Managerial Personnel (KMP)	1		
	Employees other than BoD and KMPs	2		
	Workers	1		
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 Requirements) Regulations, 2015 and as disclosed on the entity's website):			

Monetary*					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/ No)
Penalty/ Fine			NIL		
Settlement					
Compounding Fee					
Non-Monetary					
	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/ No)
Imprisonment					
Punishment					

* There are no fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings by the Company with regulators/ law enforcement agencies/ judicial institutions in the financial year which are material as specified in Regulation 30(4)(i)(c) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 ("Listing Regulations"). Please refer to Company's website at <http://investor.chambalfertilisers.com/CorporateAnnouncements.aspx> to access the disclosures made to the stock exchanges under Regulation 30 of Listing Regulations.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
Not Applicable	Not Applicable

4. Does the entity have an anti-corruption or anti-bribery policy? If yes, provide details in brief and if available, provide a web-link to the policy.

Yes. The Code of Conduct and Ethics of the Company is applicable to all the Directors and Employees of the Company. The Code of Conduct and Ethics includes a section on anti-bribery and anti-corruption, which requires Directors and Employees to comply with anti-corruption and anti-bribery laws and not indulge in any act or practice which results into breach of such laws. Payment of bribes, kickbacks, facilitation payments and/or other payments is prohibited.

The Whistle Blower Policy of the Company, *inter-alia*, enables Directors, and other stakeholders i.e., employees of the Company, employees of other agencies deployed for the Company's activities, contractors, vendors, suppliers, or agencies providing any material or service to the Company, shareholders, customers and business partners of the Company to report instances of unethical behavior, actual or suspected fraud, violation of the Code of Conduct and Ethics of the Company or leak of unpublished price sensitive information.

The Company also has in place a Supplier's Code of Conduct which covers issues relating to ethics and bribery, and the code is shared with the concerned suppliers/service providers. The Code of Conduct and Ethics, Whistle Blower Policy and the Supplier's Code of Conduct are available at the following links:

<http://www.chambalfertilisers.com/policiescodes>

<http://www.chambalfertilisers.com/brrpolicies>

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

	FY 2023- 24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

6. Details of complaints with regard to conflict of interest:

	FY 2023- 24 (Current Financial Year)		FY 2022- 23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	-	0	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	-	0	-

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

Not applicable

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

	FY 2023-24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)
Number of days of accounts payables	25.17	21.60

9. Open-ness of Business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	79.67%	64.40%
	b. Number of trading houses where purchases are made from	394	333
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	99.58%	99.60%

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Sales	a. Sales to dealers/ distributors as % of total sales	90.75%	91.71%
	b. Number of dealers/ distributors to whom sales are made	3802	3541
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors	16.80%	16.39%
Share of RPTs in	a. Purchases (Purchases with related parties/ Total Purchases)	Nil	Nil
	b. Sales (Sales to related parties/ Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties/ Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties/ Total Investments made)	Nil	Nil

Leadership Indicators		
1. Awareness programmes conducted for value chain partners on any of the Principles during the financial year:		
Total number of awareness programmes held	Topics/ principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
1	Training and awareness programmes were conducted on the nine (9) Principles of NGRBC. The significance of the 9 Principles to the future business opportunities available and association with the Company were addressed to selected value chain partners.	32.23%, as 294 value chain partners, having business value more than Rs. 10 Lakh in Financial Year 2023-24 were assessed and made part of the awareness programme.

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

Yes. As per the Code of Conduct and Ethics of the Company, process is in place to avoid/ manage conflict of interests involving members of the Board.

The Code of Conduct and Ethics states that the Directors and Employees shall not engage in any activity or enter into any pecuniary relationship which might result in conflict of interest, either directly or indirectly.

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 2023- 24	Previous Financial Year 2022- 23	Details of improvements in environmental and social impacts
	Research & Development (R & D)	0.00%	0.00%	The Company is a manufacturing organization and is not engaged in any major research and development activity. However, the Company continuously makes efforts to improve the efficiency and reliability of its plants and quality of the products.
	Capital expenditure (Capex)	47.28%	34.65%	During the Financial Year 2023-24, following steps were taken for conservation of energy: <ul style="list-style-type: none"> • Uprating of synthesis gas compressor turbine in Ammonia-I plant. • Installation of balance top seven super cup trays in each unit of Urea-I plant. • Conversion of Low Pressure (LP) steam condensate stripper to Medium Pressure (MP) steam stripper in Ammonia-I plant. • Uprating of Synthesis Gas compressor Turbine in Ammonia-II plant. • Replacement of Synthesis gas converter basket with improved design along with new catalyst in Ammonia-II plant. • Installation of Rooftop solar panels of 770 kilo watt (AC) peak power.

2. a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) - Yes
b. If Yes, what percentage of inputs were sourced sustainability? - 10%

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

(a) Plastics (including packaging)	The Company uses plastic as packaging material for its products. The Company does not have a mechanism in place for reclaiming of packaging materials, however, we do encourage the customers to reuse the packaging materials to the extent possible. Furthermore, we off-set any and all plastics introduced by us in the marketplace, by adhering to our Extended Producer Responsibility obligations as provided under Plastic Waste Management Rules, 2018.
(b) E-waste	The products of the Company and their packaging materials do not comprise of electrical & electronic materials; therefore, no E-waste is generated.
(c) Hazardous waste	Hazardous waste is not generated from products sold by the Company, or from their packaging materials.
(d) Other waste	NIL

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes.

The waste collection plan is in line with the Extended Producer Responsibility (EPR) plan as provided under Plastic Waste Management Rules, 2018 and the same is submitted to Rajasthan State Pollution Control Board.

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: No

NIC Code	Name of Product/ Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
Not Applicable					

Note: The Company is planning to conduct Life Cycle Perspective/ Assessment (LCA) of its main product i.e., Urea. Results of the same will be disclosed as part of the Business Responsibility and Sustainability Report for the Financial Year 2024-25.

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.

Name of Product/ Service	Description of the risk/ concern	Action Taken
None	Not determined	Not applicable

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	
	FY 2023- 24 Current Financial Year	FY 2022-23 Previous Financial Year
Demineralized Water Formula = (recycle DM from Ammonia/Urea plant)/Total Polish water consumption)*100	82.20%	77.60%

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

	FY 2023- 24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	0.00	0.00	0.00	0.00	0.00	0.00
E-waste	0.00	0.00	0.00	0.00	0.00	0.00
Hazardous waste	0.00	0.00	0.00	0.00	0.00	0.00
Other waste	0.00	0.00	0.00	0.00	0.00	0.00

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 % total products sold in respective category
Nil	

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	635	635	100.00%	635	100.00%	0	0.00%	0	0.00%	449	70.71%
Female	22	22	100.00%	22	100.00%	22	100.00%	0	0.00%	19	86.36%
Total	657	657	100.00%	657	100.00%	22	3.35%	0	0.00%	468	71.23%
Other than Permanent employees											
Male	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
Total	0	0	0.00%	0	0.00%	0	0.00%	0	0.00%	0	0.00%
b. Details of measures for the well-being of workers:											
Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	427	427	100.00%	427	100.00%	0	0.00%	0	0.00%	419	98.13%
Female	5	5	100.00%	5	100.00%	5	100.00%	0	0.00%	3	60.00%
Total	432	432	100.00%	432	100.00%	5	1.16%	0	0.00%	422	97.69%
Other than Permanent workers											
Male	1497	1497	100.00%	1497	100.00%	0	0.00%	0	0.00%	0	0.00%
Female	6	6	100.00%	6	100.00%	6	100.00%	0	0.00%	0	0.00%
Total	1503	1503	100.00%	1503	100.00%	6	0.40%	0	0.00%	0	0.00%
c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format-											
				FY 2023- 24 Current Financial Year				FY 2022-23 Previous Financial Year			
Cost incurred on well-being measures as a % of total revenue of the company				0.03%				0.02%			

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

Benefits	FY 2023- 24 Current Financial Year			FY 2022-23 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	100.00%	100.00%	Y	100.00%	100.00%	Y
Gratuity	100.00%	100.00%	Y	100.00%	100.00%	Y
ESI	0.00%	100.00%	Y	7.00%	100.00%	Y
Others - Health Insurance	100.00%	0.00%	Y	100.00%	0.00%	Y
* Employees - permanent employees and workers						
* Workers - non-permanent contractual workers						

3. Accessibility of workplaces

Are the premises / offices of the entity accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the entity in this regard.

Yes.

4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016? If so, please provide the web-link to the policy.

Yes. The weblink of the policy is as under - <https://chambalfertilisers.com/EqualEmploymentOpportunityPolicy>

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

Only female employees are provided with parental leaves. No parental leaves were claimed during the Financial Year 2023-24.

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 Workers	Yes. The Grievance Redressal Committee was constituted as per Section 9C of the Industrial Disputes Act, 1947. Grievances of permanent workers are resolved as per the mandate of the Grievance Redressal Committee, Whistleblower Policy of the Company and Industrial Disputes Act, 1947.
Other than Permanent Workers	Yes. The Company has a grievance redressal mechanism to resolve grievances of the contractual workforce. The aggrieved contractual workforce can report to the concerned supervisor. If a grievance is not resolved at supervisor's end, the same is escalated and recorded in the grievance register at Industrial Relations (IR) help desk, located in plant premises at Gadepan. IR initiates the investigation to resolve the issue through counselling / course correction / meetings with the aggrieved worker. If required, the grievance may be addressed / escalated to the State's Labour Department.
Permanent Employees	Yes. The Whistle Blower Policy of the Company, inter-alia, provides a mechanism to the Directors and Employees to report instances of unethical behavior, actual or suspected fraud, violation of the Code of Conduct and Ethics of the Company or leak of unpublished price sensitive information.
Other than Permanent Employees	Yes. The Whistle Blower Policy enables other stakeholders i.e., employees of other agencies deployed for the Company's activities, contractors, vendors, suppliers, or agencies providing any material or service to the Company, shareholders, customers and business partners to report instances of unethical behavior etc.

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

There was no employees or workers association or union in the Company as on March 31, 2024.

8. Details of training given to employees and workers:

a. On health and safety measures						
Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	635	324	51.02%	605	434	71.74%
Female	22	4	18.18%	17	5	29.41%
Total	657	328	49.92%	622	439	70.58%
Workers						
Male	427	406	95.08%	423	393	92.91%
Female	5	0	0.00%	5	0	0.00%
Total	432	406	93.98%	428	393	91.82%
b. On skill upgradation						
Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	635	564	88.82%	605	372	61.49%
Female	22	21	95.45%	17	9	52.94%
Total	657	585	89.04%	622	381	61.25%
Workers						
Male	427	280	65.57%	423	267	63.12%
Female	5	4	80.00%	5	2	40.00%
Total	432	284	65.74%	428	269	62.85%

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

Category	FY 2023- 24 Current Financial Year			FY 2022- 23 Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	635	635	100.00%	605	605	100.00%
Female	22	22	100.00%	17	17	100.00%
Total	657	657	100.00%	622	622	100.00%
Workers						
Male	427	427	100.00%	423	423	100.00%
Female	5	5	100.00%	5	5	100.00%
Total	432	432	100.00%	428	428	100.00%

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/No). If yes, the coverage of such system?	Yes, an occupational health and safety management system has been implemented in the Company to ensure safe and healthy working conditions for the employees and workers. The Company is certified for ISO 45001:2018 OHS Management System, underscoring unwavering adherence to internationally recognized standards and best practices to ensure well-being and safety of workforce.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	<p>For all jobs of routine nature, risk assessments are carried out and subsequently procedures are developed. For all other non-routine category jobs, Job Safety Analysis and Hazard and Operability study are carried out, and the work is executed in strict adherence to the same.</p> <p>Furthermore, following steps are taken to ensure health & safety at the plants:</p> <ul style="list-style-type: none"> a) In-house Statutory Safety Audit (as per IS 14489) is done every alternate year. b) Monthly safety inspection of the entire plant is done by the Safety Department personnel. c) Process Safety Management audit by trained process safety management auditors is done on half-yearly basis for operations and on yearly basis for service departments. d) Annual audit of hazardous storages is done by Safety and Operations department. e) Plant inspections are carried out by a joint team of Operations, Maintenance, Safety and Environment & Quality Control department on Half-yearly basis. f) External Integrated Management System Audits are carried out by external agency i.e., M/s British Standards Institution twice every year.
c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N)	Yes.
d. Do the employees/ workers of the entity have access to non-occupational medical and healthcare services? (Yes/No)	Yes.

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

Safety Incident/ Number	Category	FY 2023- 24 Current Financial Year	FY 2022- 23 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.54	0
	Workers	0	0.23
Total recordable work-related injuries	Employees	1	0
	Workers	0	1
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

The Company has in place a Health & Safety Management System aligned with ISO 45001:2018. The Company has a three-tier safety review system comprising plant, management and safe operations committees. The Company has also set up various committees (having representation from all concerned departments) at the plant level which includes Plant Safety Committee, Central Safety Committee, Contractor Safety Committee, IMS Steering Committee etc., which meet periodically to discuss safety concerns at workplace.

The Company conducts health & safety trainings in addition to job safety trainings. Further, all provisions pertaining to Personal Protective Equipment and Fire Safety and Emergency Response are in place at the location of plants at Gadepan. The Company has a well-equipped health center with experienced professionals within the Gadepan plant, and well-equipped ambulances are available on round-the-clock basis for any medical emergencies.

The Company ensures a safe and healthy workplace for all its employees and workers by taking into consideration the following additional measures:

- Implementation of engineering control.
- Risk Assessment (ARO) and Procedures (SOPs) of all the routine activities
- Health and safety trainings on a regular basis
- Mock drills and fire drills are regularly conducted to test emergency preparedness.
- Job safety analysis of all the non-routine jobs
- Permit to work system: Review of all the permits by operations and maintenance Deputy General Managers
- Implementation and certification of Integrated Management system
- Hazard and operability study
- Quality risk assessment
- Process safety management
- Annual safety audits (external & internal), regular safety inspection
- Monthly senior management Safety Observation meetings
- Implementation of behavior based safety
- Annual health check-up of all employees

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

	FY 2023- 24 (Current Financial Year)			FY 2022- 23 (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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working conditions	100%

15. Provide details of any corrective action taken or underway to address safety-related incidents (if any) and on significant risk/ concerns arising from assessments of health & safety practices and working conditions.

The Company has a system in place for incident analysis in case of any occurrence of safety-related incident. Action plans are determined based on recommendations with fixed timelines. All incidents are thoroughly investigated by a cross-functional team. The investigation reports are also shared with all employees for learning purposes.

During the Financial Year 2023-24, as part of various internal and external safety audits conducted at Gadepan premises, an action plan was made to further improve the health & safety practices. Following corrective actions were identified and implemented during the Financial Year 2023-24:

- Mandatory chemical suits for person entering ammonia tanker loading bay.
- Strengthen the CCTV surveillance system in the vulnerable areas, such as loading and unloading hazardous chemicals.
- Various road safety measures such as pedestrian paths, drain protection, fixed speed monitoring cameras at strategic locations, floor markings, T-junction widening, safety signages and other visual management have been enhanced to prevent accidents based on the recommendations submitted by the expert agency.
- A system was formulated to inspect and improve tools, machinery and equipment brought to the plant premises by contract workers.
- Work environment in the bagging area was further improved by installing ammonia vapors extraction system along with fresh air supply system.
- Open drains along roadside are provided with fall protecting gratings / chain linking fencing at all vulnerable locations across the complex.
- To prevent trip hazard and entry in restricted areas, Red-White and Yellow-Black zebra marking was provided at strategic locations.
- To improve Lux level, an illumination survey of entire complex was done, and implementation of improvement points is in progress.
- Colour coding and flow direction on various pipelines within the plant were made visually evident to avoid any ambiguity if situation arises.
- To promote participation, consultation, and ownership of the work by the contractor's associates, the number of contractor safety supervisors has been increased for better monitoring and safe execution of the work. As a responsible organization, a special drive initiated in collaboration with State Disaster Response Force (SDRF), Kota and practiced a joint mock drill to check the effectiveness of the disaster management plan.

Apart from plant premises, an annual safety and working condition internal audit is conducted in all Regional Marketing Offices (RMOs) and Corporate Office. Apart from the corrective actions taken on fire, electrical and occupational safety, following road safety measures were taken based on the finding of audits:

- RMOs to provide immediate information of any road incident and submit incident reports and corrective measures taken, to the Fire & Safety Department.
- GPS systems have been installed in all Company owned vehicles to monitor the movement of vehicles and given alert related to any road safety violations like speeding, harsh driving, crashing, etc.
- Defensive driving training for all RMO drivers was organized by a specialized agency.

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)

Yes

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 is vigilant about ensuring that its value chain partners discharge their legal obligations in respect of workers' rights and welfare. The Company ensures that applicable labour welfare laws, are complied with, in letter and spirit. Industrial Relations department checks compliance of such applicable laws on regular basis against submission of documents related to deposit of Provident Fund, Employee State Insurance challans, payment of wages etc., which are required for creation of gate pass/permit for execution of job. These measures are part of work order terms, failing which gate pass is suspended. Also, additional fines may be levied on value chain partners in case of non-compliance of applicable laws.

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	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

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:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	0.00%
Working Conditions	0.00%

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.

None

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.

The Company's Stakeholder Engagement and Advocacy Policy serves as the cornerstone of our approach and commitment to stakeholder identification and engagement. We undertake stakeholder mapping exercises to identify key stakeholders, enabling us to discern those who exert positive or negative influence on our business operations and are likely to be impacted by them. Stakeholders are categorized based on their influence, priority, and impact on the Company's operations. Our key stakeholders encompass Shareholders/Investors, Farmers, Dealers/Distributors, Employees/Workers, Local Community, Contractors/Vendors, Banks/Financial Institutions, Industry Associations, and State and Central Government entities.

Stakeholder engagement, collaboration, and dialogue form an integral and ongoing process for shaping long-term value and informing business strategies. Through stakeholder engagement initiatives, the Company identifies key material topics which possess the potential to impact our business and are of significance to our stakeholders. We recognize that each stakeholder group is unique, with distinct needs and priorities. Hence, our stakeholder engagement approach is tailored to accommodate these differences, ensuring that diverse perspectives contribute to shaping the Company's Environmental, Social, and Governance (ESG) parameters and guiding our trajectory for the future.

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 & Marginalized 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	Newsletter, Performance Appraisal, Employee engagement survey, Notice Board, E-mails, Trainings, Events/	Regularly	<ul style="list-style-type: none"> Employee engagement Transparent communication Performance review Employee experience and grievance Employee retention

Stakeholder Group	Whether identified as vulnerable & marginalized 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
Shareholders/ Investors	No	Email, SMS, Newspaper Advertisements, Investor Presentations, Analyst/Investor meetings, Annual General Meetings, Annual Report and the Company's Website	Annually / Quarterly / Event based	<ul style="list-style-type: none"> Reminders about unclaimed dividends and shares due for transfer to Investor Education and Protection Fund Publication of financial results and notices Intimation for updation of KYC details for shareholders holding shares in physical mode
Value Chain Partners	No	Offline & online meetings, Suppliers meet, NGRBC 9 Principles awareness programs, Suppliers visit	Need based	<ul style="list-style-type: none"> Vendor development Job/work review Quality check NGRBC 9 Principles awareness
Farmers	Yes	Social media platforms, Website, Market surveys/ customer satisfaction surveys, Farmers Meetings, Farmers Training Programs, Trade union meetings, Grievance resolution processes, Press engagements	Regularly	<ul style="list-style-type: none"> Display of product information & services through all viable sources and touch points Collect consumer feedback, suggestions, concerns and grievances, ensure timely & effective redressal of concerns Capacity development of farmers on knowledge of improved productivity & technological advancement Awareness on safe usage of products and adopting sustainable agriculture practices. Sustainable livelihood opportunities to small & marginalized farmers
Dealers / Distributors	No	Dealer / Distributor Meetings, product launches, promotional campaigns, incentive schemes, grievance resolution processes, social media platforms	Regularly	<ul style="list-style-type: none"> Capacity development of dealers and distributors Technical and Commercial details about products Incentive schemes Product launches Safe and sustainable usage of products Awareness on current agri scenarios, upcoming events, business latest schemes and mutual benefits

Stakeholder Group	Whether identified as vulnerable & marginalized 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
Local Community	Yes	Community meetings, formal & informal meetings with primary stakeholders/ self-help groups / farmer's group/ opinion leaders / program beneficiaries/ Media releases, community interface meetings, digital means, surveys etc.	Need based	<ul style="list-style-type: none"> Education including Technical and Vocational education. Rural Development Initiatives Healthcare and Sanitation Employability and Empowerment Promotion of Sports Environmental Sustainability, Animal Welfare and Soil Health Initiatives Alignment with Sustainable Development Goals
Banks/ Financial Institutions	No	Meetings with Bank/ Financial Institutional officials, conference calls	Need based	<ul style="list-style-type: none"> Industry trends Reserve Bank of India guidelines
State and Central Government	No	Meetings with Local administration / body, State and Central Government, Line Departments, Events & Seminars, Media releases, Partnerships with regulatory and industry bodies	Need based	<ul style="list-style-type: none"> Policy advocacy Regulation and Compliance Skill and Capacity building Changes in policies and regulations related to the entity
Media	No	Published reports & Articles, Media Coverage	As per need	<ul style="list-style-type: none"> Corporate branding Community sensitization Activity update

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 management of the Company regularly interacts with key stakeholders i.e., employees, communities, government etc. The Company conducts periodic Corporate Social Responsibility Committee meetings and quarterly board meetings that provide update on CSR projects and programmes. The inputs and actions are drawn from ground-level stakeholder engagement pertaining to economic, environmental and social issues.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes/No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. The Company is committed to inclusive decision-making process involving stakeholders engagement and consultation with stakeholders. Issues concerning the environment, society, and community development are identified, prioritized, strategized, and implemented. The sub-section below are highlights of stakeholder consultations conducted by the Company:

Materiality mapping and ESG goals

During the Financial Year 2022-23, the Company conducted a Stakeholder Engagement and Materiality Assessment exercise to assess and prioritize sustainability within the context of overall business priorities, management, and performance. Key stakeholders were consulted, and significant material issues were ranked from low to high importance for both internal and external stakeholders.

Identification of these material issues helped formulate an internal Environmental, Social, and Governance (ESG) management framework. Subsequently, ESG goals were formulated and adopted. The ESG goals adopted by the Company during the Financial Year 2022-23 are listed in Section B of this Report.

Community consultation

As part of community development activities addressing the social issues, the Company conducted a need-based assessment survey. This included a series of informal and formal discussions with community members to determine their needs, aspirations, and requirements. Based on this assessment, action and implementation plans were formulated to address the needs and challenges of the community. Some of the issues/challenges identified through stakeholder consultation and need-based assessment were:

- Poor quality educational environment in Aanganwadi centers and lack of quality teachers in institutions (primary and secondary schools).
- Shortage of teaching and learning resources, low foundational level learning, and lack of basic infrastructure in institutions leading to poor educational quality.
- Unavailability of preventive healthcare services in nearby areas.
- Unavailability of opportunities for skill training and employment options for youth, post-completion of formal education.
- Unhygienic practices and unavailability of safe drinking water in schools, along with a lack of separate and hygienic toilet spaces.
- Lack of adequate infrastructure and community spaces in villages.

To address these issues/challenges, the Company has undertaken several interventions over the years, including:

- Transforming infrastructure of rural institutions such as Aanganwadi centers, Government Schools, and Government Primary Health Centers to provide quality services to rural communities. This includes transforming Aanganwadi centers in line with the preschool concept, with lively rooms, libraries, digital interfaces, functional toilets, and child-friendly furniture.
- Renovating school premises, augmenting classrooms, and creating child-friendly school infrastructure in adopted Government Schools to provide quality education to students. Special focus is given to the girl child and students from underprivileged and marginalized sections of society.
- Improving accessibility of healthcare facilities for rural communities through Government Primary Health Centers. This involves augmenting healthcare facilities in these centers, such as specialized OPD sessions, X-ray facilities, minor operation theaters, pathological test facilities, and institutional delivery mechanisms.

Additionally, during periodic stakeholder meetings, community members suggest improvement areas in rural development, sanitation, hygiene, and waste management. The Company assessed and prioritized the areas of intervention, and action plans were developed under the Corporate Social Responsibility program, as detailed below:

- New projects were conceptualized to cater to the needs of the communities, such as the Chambal Fertilisers Skill Institute for skill development for rural youth.
- Four Public Health Centers (PHCs) were adopted to provide preventive healthcare to the community.
- Waste management initiatives were expanded to additional villages to establish effective waste management systems in rural areas, aiming to bring behavioral change among community members and ensure door-to-door waste segregation and collection.
- Alternate livelihood options, off-farm, were created for women in nearby communities.
- Rainwater harvesting structures were constructed in five Government Schools to conserve rainwater.
- Five community ponds were rejuvenated in nearby villages.
- Sports activities augmented and strengthened in Government Schools, Sports Development Centers and Mini Stadium at Sangod Block.
- Crop residue burning successfully saved in 2.39 lakh acre land area in selected districts of Haryana and Punjab during paddy harvesting season in Financial Year 2023-24.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Through engagement plans, the Company communicates with rural communities. Inclusive communication plans are in place to ensure participation of community members, especially those from vulnerable and marginalized sections of society.

Aligned with the ethos of "Investing Today for a Sustainable Tomorrow," the Company's Corporate Social Responsibility (CSR) projects are designed across eight thematic areas covering Education, including Technical and Vocational Education, Rural Development Initiatives, Healthcare & Sanitation, Employability & Empowerment, Environmental Sustainability, Animal Welfare & Soil Health, Disaster Management, and Promotion of Sports. These projects are crafted in alignment with broader global goals for sustainable development.

The Company's CSR initiatives aim to provide response to community needs, particularly for minority groups, including women and underserved community sections. Recent interventions include the operation of the Chambal Fertilisers Skill Institute, which offers short-term skill development courses to rural youth, especially young girls such as General Duty Assistant, Banking Correspondent and Facilitator, and Customer Relationship Management. From October 2023 to March 2024, approximately 150 rural youths were trained in these courses, with 100% placement rate in various companies/organizations. Vocational training programs in villages provide additional skills to young girls to initiate small entrepreneurial activities locally.

By adopting Government Primary Health Centers in nearby villages, the Company addressed the pressing need for quality healthcare of community members. Augmenting infrastructure facilities and medical services such as specialized OPD sessions, pathological test facilities, X-ray facilities, minor operation theaters, and institutional delivery mechanisms, ensured quality healthcare facilities for community members at their doorsteps. Rural development initiatives addressed the need for creating community common spaces and other infrastructure such as cement concrete roads, effective drainage systems, and pond rejuvenation.

Over the years, the Company has successfully driven rural transformation across the Gadepan plant's surrounding area, laying a solid foundation for empowered communities.

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	FY 2023- 24 Current Financial Year			FY 2022- 23 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	657	657	100.00%	622	622	100.00%
Other than permanent	0	0	0.00%	0	0	0.00%
Total Employees	657	657	100.00%	622	622	100.00%
Workers						
Permanent	432	432	100.00%	428	428	100.00%
Other than permanent	1503	1243	82.70%	1956	0	0.00%
Total Workers	1935	1675	86.56%	2384	428	17.95%

2. Details of minimum wages paid to employees and workers, in the following format:										
Category	FY 2023- 24 Current Financial Year					FY 2022- 23 Previous Financial Year				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	635	0	0.00%	635	100.00%	605	0	0.00%	605	100.00%
Female	22	0	0.00%	22	100.00%	17	0	0.00%	17	100.00%
Other than Permanent										
Male	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Female	0	0	0.00%	0	0.00%	0	0	0.00%	0	0.00%
Workers										
Permanent										
Male	427	0	0.00%	427	100.00%	423	0	0.00%	423	100.00%
Female	5	0	0.00%	5	100.00%	5	0	0.00%	5	100.00%
Other than Permanent										
Male	1497	1497	100.00%	0	0.00%	1941	1941	100.00%	0	0.00%
Female	6	6	100.00%	0	0.00%	15	15	100.00%	0	0.00%

3. Details of remuneration/salary/wages				
a. Median remuneration/wages:				
	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Rs.)	Number	Median remuneration/ salary/ wages of respective category (Rs.)
Board of Directors (BoD)	6	16,52,500	1	16,40,000
Key Managerial Personnel (KMP)	3	2,24,29,426	0	0
Employees other than BoD and KMP	632	19,90,325	22	15,91,189
Workers	427	9,48,138	5	11,52,083

Notes:

- (i) Mr. Shyam Sunder Bhartia has voluntarily opted not to accept sitting fee and commission.
 - (ii) Remuneration of Managing Director has been considered for calculation of median remuneration of both, Board of Directors and Key Managerial Personnel.
 - (iii) For the purpose of calculation of median remuneration of Board of Directors and Key Managerial Personnel, remuneration of Directors and KMPs as on March 31, 2024 who held office for part of the year has been annualized.
- b. Gross wages paid to females as % of total wages paid by the entity, in the following format:

	FY 2023- 24 Current Financial Year	FY 2022- 23 Previous Financial Year
Gross wages paid to females as % of total wages	2.40%	2.20%

4. Do you have a focal point (Individual/ Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? **(Yes/No)**

Yes

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

For employees and workers

The Whistle Blower Policy and Human Resource & Employee Relations Policy of the Company, inter-alia, provide a mechanism to the Directors and Employees to report their concerns and grievances, including those related to discrimination, unethical behavior, violation of the Code of Conduct and Ethics of the Company.

For contractual workers

The Company has a grievance redressal mechanism to resolve grievances by contractual workforce. The aggrieved contractual workforce can report to the concerned supervisor. If grievance is not resolved at the supervisor's end, the same is escalated and recorded in the grievance register at Industrial Relations (IR) office located at Gadepan. IR initiates the investigation to resolve the issue through counselling / course correction / meetings with the aggrieved worker. If required, the grievance may be addressed / escalated to the State's Labour Department.

The Company is committed to prevent human rights abuses like child labour and forced / compulsory labour in all the operations. A process of background verification, medical fitness, address and age verification is followed by the Company along with compliance of other statutory requirements by the industrial relations department for contract workers.

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

	FY 2023- 24 Current Financial Year			FY 2022- 23 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	0	0		0	0	
Discrimination at workplace	0	0		0	0	
Child labour	0	0		0	0	
Forced labour/ Involuntary labour	0	0		0	0	
Wages	0	0		0	0	
Other human rights related issues	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 2023- 24 Current Financial Year	FY 2022- 23 Previous Financial Year
Total complaints reported under Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees / workers	0.00%	0.00%
Complaints on POSH upheld	0	0

8.	Mechanisms to prevent adverse consequences to the complainant in discrimination and harassment cases.
	<p>The mechanism is as per Code of Conduct and Ethics, Whistle Blower Policy and the Sexual Harassment of Women at Work Place (Prevention, Prohibition and Redressal) Act, 2013 ("POSH Act") and rules made thereunder and other applicable laws.</p> <p>The Company has the Code of Conduct and Ethics as well as the Whistleblower Policy in place to ensure protection and anonymity of complainant in any discrimination and harassment case. The Company has also constituted Internal Complaints Committee under the provisions of POSH Act. The grievance, if any, arising out of Whistle-Blower Policy and Code of Conduct and Ethics is redressed by the respective committees which oversee them.</p>

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

10.	Assessments for the year:
	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	0.00%
Forced/ involuntary labour	0.00%
Sexual harassment	0.00%
Discrimination at workplace	0.00%
Wages	0.00%
Others – please specify	0.00%

11.	Provide details of any corrective actions taken or underway to address significant risks/ concerns arising from the assessments at Question 10 above.
	None

Leadership Indicators

1.	Details of a business process being modified/ introduced as a result of addressing human rights grievances/complaints.
	None

2.	Details of the scope and coverage of any Human rights due diligence conducted.
	Not Applicable

3.	Is the premise/ office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?
	Yes.

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	0.00%
Discrimination at workplace	0.00%
Child labour	0.00%
Forced labour/ Involuntary labour	0.00%
Wages	0.00%
Others – please specify	0.00%

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

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	FY 2023-24 (Current Financial Year) (Giga Joule)	FY 2022- 23 (Previous Financial Year) (Giga Joule)
From renewable sources		
Total electricity consumption (A)	17,970	5,116
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	17,970	5,116
From non-renewable sources		
Total electricity consumption (D)	25,75,799	25,09,959
Total fuel consumption (E)	2,24,86,543	2,27,40,762
Energy consumption through other sources (F)	0	0
Total energy consumed from non-renewable sources (D+E+F)	2,50,62,342	2,52,50,721
Total energy consumed (A+B+C+D+E+F)	2,50,80,312	2,52,55,837
Energy intensity per rupee of turnover (GJ/INR in Lakhs) (Total energy consumed/ Revenue from operations)	13.96	9.09
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/ Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output (Gcal/MT of Urea)	5.13	5.15
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

Notes:

- Total electricity consumption includes self-generation (gas turbine) and grid power.
- Total fuel consumption includes Ammonia plant fuel & Boiler fuel (Auxiliary and heat recovery steam generator).

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: 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.

Yes, the Company operates three urea plants under the Performance, Achieve and Trade (PAT) Scheme of the Government of India. Registration of the Gadepan-III plant with the Bureau of Energy Efficiency is still pending. Currently, the Bureau of Energy Efficiency has not set a target under PAT.

For the financial year 2018-19, the targets and actual achievements are as under:

For Gadepan-I Plant, the target reduction in energy consumption was 5.501 Gcal/MT urea, with an achieved energy consumption of 5.407 Gcal/MT urea, resulting in 9,174 Energy Saving Certificates. For Gadepan-II Plant, the target reduction in energy consumption was 5.443 Gcal/MT urea, with an achieved energy consumption of 5.410 Gcal/MT urea, resulting in 2,892 Energy Saving Certificates.

3. Provide details of the following disclosures related to water, in the following format:		
Parameter	FY 2023-24 (Current Financial Year) (M ³)	FY 2022- 23 (Previous Financial Year) (M ³)
Water withdrawal by source (in kiloliters)		
(i) Surface water	1,36,53,115	1,37,70,508
(ii) Groundwater	0	0
(iii) Third party water	0	0
(iv) Seawater/ desalinated water	0	0
(v) Others (recovery from the Reverse Osmosis Plants)	11,76,041	11,23,091
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	1,48,29,156	1,48,93,599
Total volume of water consumption (in kiloliters)	1,40,42,166	1,41,65,056
Water intensity per rupee of turnover (KI/INR in Lakh) (Total water consumption / Revenue from operations)	7.816	5.100
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output (Water consumed in M ³ / MT of Urea)	4.15	4.23
Water 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: No

4. Provide the following details related to water discharged:		
Parameter	FY 2023-24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface Water		
-No treatment	0	0
-With treatment - please specify level of treatment	2,46,524	2,05,282
(ii) To Groundwater		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(iii) To Seawater		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(iv) Sent to third parties		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
(v) Others		
-No treatment	0	0
-With treatment - please specify level of treatment	0	0
Total water discharged (in kiloliters)	2,46,524	2,05,282

Note: Indicate if any independent assessment/ evaluation/assurance has been conducted by an external agency? (Y/N) If yes, name of the external agency: No

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

Yes. Gadepan – III plant of the Company is a zero liquid discharge plant. Effluent generated in Gadepan – III plant along with part of Gadepan I and II plant's effluent are treated in reverse osmosis-zero liquid discharge plant and multi-effect evaporator plant. The treated water is used as make up water for cooling towers.

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

Parameter	Please specify unit	FY 2023- 24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)
NOx	(µg/m3)	9.1	7.3
SOx	(µg/m3)	3.5	3.4
Particulate Matter (PM 10)	(µg/m3)	37.7	42.1
Particulate Matter (PM 2.5)	(µg/m3)	29.2	27.5
Persistent Organic Pollutants (POP)	-	-	-
Volatile Organic Compounds (VOC)	-	-	-
Hazardous Air Pollutants (HAP)	-	-	-
Others – please specify			
i) Ozone (O3) (µg/m3)	(µg/m3)	NH3 = 37.9	NH3 =37.1
ii) NH3 (µg/m3)			
iii) Carbon monoxide (Mg/m3)	(mg/m3)	Carbon monoxide=<1.0	Carbon monoxide=<1.0
iv) Nickel (Mg/m3)			
v) Lead (µg/m3)			
vi) Arsenic (ng/m3)			
vii) Benzene (µg/m3)			
viii) Benzo (a) pyrene (µg/m3)			

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: No

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

Parameter	unit	FY 2023- 24 (Current Financial Year)	FY 2022- 23 (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	14,72,450	14,84,003
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	5,883.35	7,750.66
Total Scope 1 and Scope 2 Emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG Emissions / Revenue from operations)	TCo2 eq/ INR in Lakh	0.82	0.54
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)		Not applicable	Not applicable
Total Scope 1 and Scope 2 Emission intensity in terms of physical output	TCo2 eq/ MT of Urea	0.44	0.45
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: No

8.	Does the entity have any project related to reducing Green House Gas emission? If Yes, then provide details.
	Saving energy and using cleaner energy sources are one of the most cost-effective ways to reduce greenhouse gases and help combat climate change. During the Financial Year 2023-24, following steps were taken for conservation of energy:
	a) Upgrading of Synthesis Gas Compressor Turbine in Ammonia-I plant along with suction cooling of Synthesis Gas.
	b) Installation of balance top seven super cup Urea reactor trays in each unit of Urea-I plant.
	c) Conversion of Low Pressure (LP) steam condensate stripper to Medium Pressure (MP) steam stripper in Ammonia-I plant.
	d) Upgrading of Synthesis Gas compressor Turbine in Ammonia-II plant.
	e) Replacement of Synthesis gas converter basket with improved design along with new catalyst in Ammonia-II plant.
	f) Installation of Rooftop solar panels of 770 kilo watt (AC) peak power.

9.	Provide details related to waste management by the entity, in the following format:	
Parameter	FY 2023-24 (Current Financial Year)	FY 2022- 23 (Previous Financial Year)
Total waste generated (in metric tonnes)		
Plastic waste (A)	13079	14326
E-waste (B)	5.66	6.34
Bio-medical waste (C)	2.01	2.05
Construction and demolition waste (D)	200	230
Battery waste (E)	0.23	3.74
Radioactive waste (F)	0	0
Other Hazardous waste. Please specify, if any. (G)		
Spent Catalyst	75	184.82
Discarded Containers	1.56	6.8
Used Oil	26.93	52.87
Contaminated Cotton Rags	3.5	3.92
Chemical sludge from wastewater treatment	2768.8	2489.44
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)		
• Sludge from Sewage Treatment Plant	3	1.5
Total (A+B+C+D+E+F+G+H)	16165.69	17307.48
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.01	0.01
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	0.01	0.01
Waste intensity (optional) / MT of Urea – 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 tonnes)		
Category of waste		
(i) Recycled	13186.82	8979.22
(ii) Re-used	203	231.5
(iii) Other recovery operations	2376.44	1707.34
Total	15766.26	10918.06
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	5.51	5.97
(ii) Landfilling	393.92	788.9
(iii) Other disposal operations	0	0
Total	399.43	794.87

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: No

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's waste management practices are comprehensive, and reflect our commitment to environmental stewardship and sustainability. In our establishments, we adhere to a strategy which is aimed at minimizing our ecological footprint and promoting responsible resource utilization.

Primarily, we implement a three-pronged approach centered around the principles of Reduce, Re-use, and Recycle (3R) to manage effluents generated during our processes. Notably, a significant portion of the water utilized in our operations undergoes recycling, with Reverse Osmosis treated effluent being employed in our cooling tower makeup. Furthermore, tertiary treatment systems are integrated into our Sewage Treatment Plants, ensuring efficient management of treated wastewater, which is then utilized for maintaining green belt on-site.

In managing solid and hazardous waste, we adopt industry-leading methods following proper categorization. To facilitate this, separate waste bins are provided across our premises, promoting responsible disposal practices. Horticultural waste undergoes transformation into valuable manure, while the use of polythene bags is strictly prohibited within our facility.

As part of our continuous improvement initiatives, we have achieved significant milestones in diverting waste from landfills. Notably, in the fiscal year 2023-24, 85% of waste from our Reverse Osmosis-Zero Liquid Discharge (RO-ZLD) Plant was redirected to the cement industry for co-processing, mitigating the burden on landfill sites. Regular audits conducted by external consultants ensure adherence to best practices, with corrective actions promptly implemented to enhance our waste management processes.

Moreover, we prioritize awareness among our workforce, including contract workers, emphasizing the importance of responsible waste management practices. Hazardous waste, such as used oil and spent catalysts, are sold to registered recyclers, while contaminated materials undergo appropriate disposal methods, such as incineration.

Additionally, our initiatives extend to utilization of waste as a valuable resource. Biodegradable waste is utilized in our Bio-gas plant, with resulting biogas utilized for cooking purposes and liquid manure utilized in horticultural operations. E-waste, battery waste, biomedical waste, and construction and demolition waste are managed in accordance with relevant regulations, ensuring compliance with environmental standards.

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.
Not Applicable			

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 the project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No)	Relevant Web link
Technical Ammonium Nitrate Project*	EC22A016RJ155378 File No. - J-11011/664/2008-IA	24.12.2022	Yes	No	Not Applicable

* The Company has commenced construction of its new Technical Ammonium Nitrate (TAN) Plant. This state-of-the-art facility is designed to be a zero liquid discharge (ZLD) plant and will operate solely on renewable energy sources.

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment Protection Act and rules thereunder (Y/ N). If not, provide details of all such non-compliances, in the following format: Yes

S. No.	Specify the law/ regulation/ guidelines which was not complied with	Provide details of the non-compliance	Any fines/ penalties/ action taken by regulatory agencies such as pollution control board or by courts	Corrective action taken, if any
Not applicable				

Leadership Indicators

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

Not Applicable

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: No

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (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)	Metric tonnes of CO ₂ equivalent	Not monitored currently.	
Total Scope 3 emissions per rupee of turnover			
Total Scope 3 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: No

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.

Not applicable as the Company's operations do not have significant direct & indirect impact on biodiversity. However, the Company has set-up a fund in collaboration with the Forest Department, Government of Rajasthan to conserve wildlife and preserve the habitat of endangered species like the Great Indian Bustard, Black Buck and Chinkara at Sorsan Preserve in Baran district, close to the Gadepan Plant in Rajasthan.

The Company has developed dense green belt under 'Operation Green Programme' in Gadepan campus which provides healthy environment to people residing in and around the campus.

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:

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Upgrading of Synthesis Gas Compressor Turbine in Ammonia-I plant.	Details of these initiatives are not advertised or made available in public domain	All energy saving measures were implemented in February and March 2024. The actual annual energy savings will be realized in the fiscal year 2024-25.
2.	Installation of seven super cup trays in each unit of Urea-1 plant.		
3.	Conversion of Low Pressure (LP) steam condensate stripper to Medium Pressure (MP) steam stripper in Ammonia-I plant		
4.	Upgrading of Synthesis Gas compressor Turbine in Ammonia-II plant.		

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

Yes. The Company has conducted risk assessment of its business to identify key risks and has prepared an associated risk mitigation plan to ensure business continuity. The Business Continuity Plan aims to provide a framework to support the business to continue and/or quickly restore the critical business functions, in the event of a disruption of normal operations. As part of the Business Continuity Plan, the Company has identified the events, the occurrence of which may impact particular functions or facilities resulting into disruption of normal operations of business. The Business Continuity Plan forms part of the Risk Management Policy of the Company.

Risk Mitigation measures for the identified business interruption factors have been prepared and implemented by the Company to ensure business continuity.

The Company also has a disaster management plan with detailed disaster control measures, and keeping it up to date is the obligation of the Occupier of the factory. The scope of the plan covers the existing activities/facilities and is aimed at:

- Quick relief and rescue operation without delay.
- Reduce the effects of the incident.
- Minimize casualties and prevent further injuries.
- Speed up restoration of normalcy.
- Ensure that each member of the emergency operation including response team and employees are aware of their role in an emergency.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard.

The Company has not conducted any assessment of the Company's value chain partners to determine impact to the environment. During the Financial Year 2022-23, the Company has prepared an ESG Management Framework and prepared ESG goals to be implemented starting Financial Year 2023-24.

As part of the aforesaid framework and goals, the Company intends to conduct a Life Cycle Analysis of Urea, which will involve assessment of environmental impacts in the value chain. Mitigation and adaption measures identified during the assessment will be communicated to the value chain partners for implementation.

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

0.00%

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. - 3 (Three)
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	International Fertilizer Association	International
2	The Fertilizer Association of India	National
3	Federation of Indian Chambers of Commerce and Industry	National

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

Name of authority	Brief of the case	Corrective action taken
None		

Leadership Indicators

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

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
None					

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.

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes/No)	Relevant Web link
None					

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 INR)
None						

3.	Describe the mechanisms to receive and redress grievances of the community.
	The Company has a process in place to receive and redress issues/grievances received from the community. The project implementation team, consisting of members from various NGO partners and CSR department of the Company, receives the grievances either through in-person meetings, stakeholders' meetings or through formal letters. The team then works towards its redressal. Further, the Company proactively engages with the community, as part of the development initiative. Throughout the year, informal and formal sessions are conducted, which helps the Company to interact with the community apart from program specific meetings to facilitate working collaboratively. There is a targeted approach for engaging and resolving cases of various sections i.e., youth, women, women health groups, women self-help groups, representatives of panchayati raj institutions, opinion leaders and community members at large.

4.	Percentage of input material (input to total inputs by value) sourced from suppliers:		
		FY 2023- 24 Current Financial Year	FY 2022- 23 Previous Financial Year
	Directly sourced from MSMEs/ small producers	2.68%	1.53%
	Directly from within India	91.46%	0.31%

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 the total wage cost:		
	Location	FY 2023- 24 Current Financial Year	FY 2022- 23 Previous Financial Year
	Rural	65.6%	66.1%
	Semi-Urban	-	-
	Urban	-	-
	Metropolitan	34.4%	33.9%

Leadership Indicators		
1.	Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):	
	Details of negative social impact identified	Corrective action taken
	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	Aspirational District	Amount Spent (in INR)
1.	Rajasthan	Baran	1,79,20,541
2.	Punjab	Moga	5,33,348

3.	(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized/ vulnerable groups? (Yes/No)
	No.
	(b) From which marginalized/ vulnerable groups do you procure?
	The Company engages itself in the capacity development of local community and provide them opportunities of supply and services wherever possible. The Company does not have a preferential procurement policy. However, over the years, the Company has promoted local contractors and service providers and provided them with work opportunities. The Company also encourages partners and suppliers to use the services of local vendors wherever possible. Additionally, the Company is facilitating local community members for localized production of various items and developing capacities on various skill sets. These products and services are being consumed / utilized, wherever possible.
	(c) What percentage of total procurement (by value) does it constitute?
	0.00%

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:			
S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit Shared (Yes/ No)	Basis of calculating benefit share
	Not Applicable			

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.

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Project Akshar - Pre-primary & School Education (Approximate no. of beneficiaries)	20,000	100.00%
2.	Project Saksham - Technical and Vocational Education (Approximate no. of beneficiaries)	2,000	
3.	Project Pragati - Employability and Empowerment (Approximate no. of beneficiaries)	500	
4.	Promotion of Sports (Approximate no. of beneficiaries)	4,000	
5.	Project Arogya - Health care and Sanitation Initiatives (Approximate no. of beneficiaries)	2,00,000	
6.	Project Saakar - Rural Development Initiatives (Approximate no. of beneficiaries)	1,50,000	
7.	Project Bhoomi - Environmental Sustainability, Animal Welfare and Soil Health Initiatives (Approximate no. of beneficiaries)	1,00,000	

PRINCIPLE 9 Business 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 engages with its customers for their feedback via retailer/ dealer meetings, telephone helpline and farmer meets. The Company is operating a helpline number under 'Hello Uttam' program which allows customers to reach out to and/or call the marketing and customer excellence representatives in case of any grievance, the details of which are available on each packaging of the product of the Company. The Company has set up regional marketing offices in various states in which the Company operates, and the dealers and value chain partners can contact the Regional Marketing Officer directly to raise any concern and/or register any grievance. The complaints/ grievances of the customers are reviewed periodically by the senior management of the Company.

2. Turnover of products and/services as a percentage of turnover from all products/service that carry information about:	As percentage to total turnover
Environmental and social parameters relevant to the product	2.88 %
Safe and responsible usage	3.73 %
Recycling and/or safe disposal	70.97 %

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

	FY 2023- 24 (Current Financial Year)		Remarks	FY 2022-23 (Previous 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 services	0	0		0	0	
Restrictive Trade Practices	0	0		0	0	
Unfair Trade Practices	0	0		0	0	
Other	0	0		0	0	

4. Details of instances of product recalls on account of safety issues:	Number	Reasons for recall
Voluntary recalls	0	Not Applicable
Forced recalls	0	Not Applicable

5.	Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/No) If available, provide a web-link of the policy.
	Yes. The Privacy Policy is available on the website of the Company at the web-link- http://www.chambalfertilisers.com/policiescodes
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
7.	Provide the following information relating to data breaches:
a.	Number of instances of data breaches: 0 (Zero)
b.	Percentage of data breaches involving personally identifiable information of customers: 0.00%
c.	Impact, if any, of the data breaches: 0 (Zero)
Leadership Indicators	
1.	Channels/ platforms where information on products and services of the entity can be accessed (provide web link, if available)
	Various channels and platforms where information on products of the Company can be accessed, are as follows: <ul style="list-style-type: none"> - Website of the Company i.e., www.chambalfertilisers.com and uttamkrishi.com - Social media pages which have information on latest happenings, new product launches and product applications.
2.	Steps taken to inform and educate consumers about safe and responsible usage of products and/ or services.
	<p>The Company has undertaken initiatives to inform and educate consumers about safe and responsible usage of its products and services. Last year, we implemented the 'Seed to Harvest' program, a comprehensive farmer advisory initiative aimed at promoting new-age crops, innovative farming technology, responsible product usage, income enhancement for farmers, and sustainable farming practices. This program, along with our farm advisory services, including farmer training programs, crop demonstrations, and soil and water testing services, underscore our commitment to promoting sustainable and responsible farming practices.</p> <p>Additionally, our social media platforms serve as valuable channels for educating farmers on safe product usage. Moreover, we ensure that product packaging includes a leaflet promoting safe and responsible usage of our product.</p> <p>Expanding on our efforts, the Company has launched the "Uttam Balanced Nutrition Campaign (USPA)" project, spanning from 2023 to 2027. This five-year endeavor aims to educate farmers on modern techniques for improving soil health and crop production. The project involves demonstrations on balanced fertilizer application, alternative sources of fertilizers, and organic fertilizers. The project's objective is to enhance agricultural yield and productivity while reducing chemical usage and mitigating its adverse environmental effects.</p> <p>Furthermore, selected farmers' fields undergo testing to determine suitable fertilizers, with agricultural experts regularly inspecting crops and collecting data on vegetative growth and yield. These field demonstrations serve to showcase different techniques and their impact on crop production.</p> <p>To enhance accessibility and engagement, we have introduced a Whatsapp bot solution named "Uttam Samadhan." This solution enables automated interaction with farmers, providing them with essential information about our products and practices. The said solution is available in five languages i.e. Hindi, English, Marathi, Punjabi, and Telugu. This solution ensures that users can access information in their preferred language, facilitating effective communication and learning.</p>
3.	Mechanism in place to inform consumers of any risk of disruption/ discontinuation of essential services.
	No such mechanism is in place as Urea is controlled as per The Fertiliser (Inorganic, Organic or Mixed) (Control) Order 1985
4.	a. Does the entity display product information on the product over and above what is mandated as per the local laws? (Yes/ No/ Not Applicable). If yes, provide details in brief.
	No.
	b. 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).
	No.

For and on behalf of the Board of Directors of
Chambal Fertilisers and Chemicals Limited

Place : New Delhi
Date : May 07, 2024

Rita Menon
Director
DIN: 00064714

Abhay Baijal
Managing Director
DIN: 01588087