

Business Responsibility and Sustainability Report

[Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements), Regulations, 2015]

The present report has been formulated in accordance with the SEBI Guidelines for Business Responsibility and Sustainability Reporting (BRSR). Its principal aim is to enhance transparency by showcasing how businesses generate value through active contributions to a sustainable economy. The report serves to emphasize our steadfast dedication to fostering sustainable development and creating enduring value for our stakeholders.

SECTION A: GENERAL DISCLOSURES

1) DETAILS OF THE ENTITY

Serial no.	Particulars	Response
1.	Corporate identity Number (CIN) of the Entity	L51909KA2005PLC036601
2.	Name of the Entity	S.J.S. ENTERPRISES LIMITED
3.	Year of incorporation	2005
4.	Registered office address	Sy No 28/P16 of Agra village and Sy No 85/P6 of B.M Kaval Village, Kengeri Hobli Bangalore, Bangalore Rural, Karnataka -560082 India
5.	Corporate address	Sy No 28/P16 of Agra village and Sy No 85/P6 of B.M Kaval Village, Kengeri Hobli Bangalore, Bangalore Rural, Karnataka -560082 India
6.	E-mail	compliance@sjsindia.com
7.	Telephone	+91 080 6194 0777
8.	Website	https://www.sjsindia.com/
9.	Financial year for which reporting is being done	2023-24 (1 st April 2023 to 31 st March 2024)
10.	Name of the Stock Exchange(s) where shares are listed	<ul style="list-style-type: none"> • BSE Limited (BSE) • National Stock Exchange of India Limited (NSE)
11.	Paid-up Capital	3,10,37,904
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. Thabraz Hushain, W Company Secretary & Compliance Officer Tel: +91 80 6194 0777 Email: compliance@sjsindia.com
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).	The disclosures under this report are made on Standalone Basis, unless otherwise specified.
14.	Name of assurance provider	J. Sundharesan and Associates
15.	Type of assurance obtained	Limited Assurance

2) 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	Plastic products, non-metallic mineral products, rubber products, fabricated metal products	100%

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 self-adhesive labels including decals and body graphics, 2D appliques and dials, 3D appliques and dials, 3D lux badges, domes, overlays, aluminium badges, in-mould label or in-mould decoration, lens mask assembly, optical plastics / cover glass, chrome plated, printed and painted injection moulded plastic parts.	22209	98.10%

3. 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	01	01	01*
International	NIL	NIL	NIL

*The plant and office are co-located at the same premises.

19. Markets served by the entity:**a) Number of locations**

Locations	Number
National (No. of States)	06
International (No. of Countries)	22

b) Contribution of exports:

What is the contribution of exports as a percentage of the total turnover of the entity? 12.69%

c) Type of Customers

A brief on types of customers S.J.S. Enterprises Limited (The Company / SJS) is amongst the leading players in the Indian decorative aesthetics industry with the widest range of products across both traditional and premium segments. The Company is a unique blend of strong manufacturing and design capabilities, expert workforce and long-standing customer relationships. The Company provides decorative aesthetic products to automobile, consumer appliances, medical devices, farm equipment and sanitary ware manufacturers both in India and overseas. The Company serves its customers with a diverse range of products including:

- Decals and body graphics
- 2D and 3D appliques and dials
- 3D lux badges & domes
- Overlays
- Aluminium badges
- In-mould label or decoration parts (IML/IMD)
- Lens mask assembly
- Optical plastics / Cover Glass
- Chrome-plated, printed and painted injection moulded plastic parts

The Company also offers a range of aftermarket accessories for 2Ws and PVs under the brand name 'Transform'.

SJS has the scale and capability to manage 6,700 SKUs and supplied more than 136 Mn parts to 175+ customer locations across 22 countries during financial year 2023-24.

SJS is a partner, co-creator, and supplier of choice to several leading OEMs with a dominant share of business in India and focused strategy to increase global presence. In India, SJS supplies directly or indirectly to:

- All Top 7 Two-Wheeler OEMs
- 9 of Top 10 Passenger Vehicle OEMs
- 5 of Top 10 consumer durable OEM

The Company's robust capabilities, quality performance, price competitiveness and timely delivery have made it a preferred partner for the world's renowned and most esteemed brands. SJS has been associated with its 10 largest revenue contributors for an average of 19 years which is a testament to its strong and trusted customer relationships.

Business Responsibility and Sustainability Report (Contd.)

4. EMPLOYEES

20. Details at the end of the year 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)	194	170	89.5%	24	12.6%
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	194	170	89.5%	24	12.6%
Workers						
1.	Permanent (F)	307	271	88.3%	36	11.7%
2.	Other than Permanent (G)	950	775	81.6%	175	18.4%
3.	Total workers (F + G)	1257	1046	83.2%	211	16.8%

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)	1	1	100%	-	-
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	1	1	100%	-	-
Differently Abled Workers						
1.	Permanent (F)	1	1	100%	-	-
2.	Other than Permanent (G)	-	-	-	-	-
3.	Total workers (F + G)	1	1	100%	-	-

21. Participation/Inclusion/Representation of women:

Category	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	6	1	16.67%
Key Management Personnel*	5	-	-

* Key Managerial Personnel includes Managing Director, Wholetime Director, Company Secretary, Chief Executive Officer and Chief Financial officer.

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
	6.86%	0.21%	7.07%	11%	6%	10.4%	11%	4%	10.6%
Permanent Employees	6.86%	0.21%	7.07%	11%	6%	10.4%	11%	4%	10.6%
Permanent Workers	2.51%	0%	2.51%	5%	0%	4.7%	8%	2%	7.2%

5. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURES)**23. 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	Exotech Plastics Private Limited	Subsidiary	100%	No
2	Walter Pack Automotive Products India Private Limited	Subsidiary	90.1%	No
3	Plastoranger Advance Technologies Private Limited (Wholly owned subsidiary of Walter Pack Automotive Products India Private Limited)	Subsidiary	90.1%	No

6 CORPORATE SOCIAL RESPONSIBILITY (CSR) DETAILS**24.**

S. No.	Requirement	Response
1.	Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	Yes
2.	Turnover (in ₹)	363,36,10,000
3.	Net worth (in ₹)	521,86,90,000

7. 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) (If yes, then provide web-link for grievance redress policy)	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*	NIL	NIL	None	NIL	NIL	None
Investors (other than shareholders)	Yes *	NIL	NIL	None	NIL	NIL	None
Shareholders	Yes *	NIL	NIL	None	NIL	NIL	None
Employees and workers	Yes *	NIL	NIL	None	NIL	NIL	None
Customers	Yes *	07	NIL	All complaints received during this financial year were related to general concerns, and the same has been promptly resolved with utmost priority.	11	NIL	All complaints received during this financial year were related to general concerns, and the same has been promptly resolved with utmost priority.
Value Chain Partners	Yes *	NIL	NIL	None	NIL	NIL	None

*The Company has a Stakeholder Management Policy which formalises grievance management for both internal and external stakeholders, aiming to minimise social risks to the business. Grievances will be managed confidentially to reduce conflicts and strengthen relationships. Stakeholders can use the redressal channel provided if no other mechanism is available in Company policy.

The policy can be accessed at the given link.

<https://www.sjsindia.com/Docs/Stakeholder%20Management%20Policy.pdf>

Business Responsibility and Sustainability Report (Contd.)

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. Energy Management	Risk	In manufacturing operations, a significant amount of energy is usually utilised for various purposes such as operating machinery, providing heating and cooling, and lighting facilities. Any interruptions in energy supply, whether caused by power outages, fluctuations in prices, or issues with quality, can result in operational disruptions. These disruptions may lead to delays in production schedules and impact the quality of products. Besides the financial consequences, inadequate energy management can also cause operational disruptions for the company, resulting in product delays, quality problems, and interruptions in the supply chain.	In response to energy management risks, the company has adopted a proactive approach focused on promoting energy efficiency and sustainability throughout its operations. This involves a series of strategic initiatives, including the widespread installation of solar panels across its facilities, procurement of wind and solar power, and reducing electricity consumption from conventional sources like BESCOM. Additionally, the company is actively exploring and investing in energy-efficient technologies and increasing its procurement of power from renewable sources. Furthermore, the company has installed EV charging stations and entirely dependent on renewable energy sources. Notably, the Bengaluru facility has achieved LEED Gold certification (Leadership in Energy Efficiency and Environmental Design) from the US Green Building Council, underscoring its commitment to energy efficiency and environmentally sustainable practices.	POSITIVE Although there are upfront expenses associated with installing solar panels, procuring wind power, and making other capital investments, the company can realise significant long-term cost savings through these actions. By reducing its dependence on costly fossil fuels, such as traditional grid electricity, the company can mitigate future price fluctuations and stabilise its energy expenses. Moreover, the implementation of energy-efficient technologies and practices further enhances operational efficiency, leading to decreased energy consumption and lower overall costs. Consequently, this positive impact on the Company's financials can be observed over time.

S. Material issue No 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)
2. Water & Waste Management	Risk	<p>Water is essential for cooling machinery, cleaning parts, and various production stages, making any disruptions in supply or usage restrictions detrimental to production schedules and operational effectiveness. Moreover, water scarcity in operational regions can lead to supply shortages, increased costs, and potential conflicts over resources. On the waste management front, the generation of wastewater containing pollutants necessitates careful handling to prevent environmental pollution and health hazards. Regulatory compliance is paramount in both water usage and waste management to avoid fines, legal repercussions, and damage to the company's reputation.</p>	<p>In response to the water and waste management risks inherent in its operations, the Company has implemented a proactive strategy focused on efficiency, sustainability, and regulatory compliance. As part of this strategy, The Company has installed water-efficient fixtures such as low-flow toilets and faucets to minimise water consumption. Additionally, staff members receive thorough training in proper water management techniques to ensure responsible usage throughout the organisation.</p> <p>The Company has established efficient wastewater treatment processes, including Sewage Treatment Plants (STP) and Effluent Treatment Plants (ETP). These facilities process liquid waste, converting it into reusable water and sludge, thereby minimising environmental impact and promoting resource efficiency. The treated water derived from this process is reused for purposes such as toilet flushing and gardening.</p> <p>Furthermore, the Company has installed Reverse Osmosis (RO) water plants to ensure access to high-quality water for manufacturing processes. Company has implemented a zero liquid discharge mechanism which ensures that no liquid waste is discharged from the facility.</p> <p>To ensure the safe and responsible disposal of waste, the sludge is handed over to authorised vendors who specialise in its appropriate management and disposal. Through these measures, the Company effectively mitigates water and waste management risks, demonstrating its commitment to environmental stewardship and sustainability while safeguarding its operations and reputation.</p>	<p>POSITIVE</p> <p>The comprehensive water and waste management measures implemented by the Company not only contribute to environmental sustainability but also generate financially positive results. By optimising water usage and minimising wastage, the facility can significantly reduce its water consumption, resulting in lower water bills and operational costs. Additionally, improved wastewater treatment can help the facility avoid regulatory fines, which can protect the company's financial resources. Moreover, by demonstrating responsible water management practices, the Company can enhance its reputation, potentially attracting environmentally conscious customers and investors, thereby positively impacting sales, and revenue. Moreover, the zero liquid discharge mechanism minimises disposal costs and potential fines associated with improper waste disposal. Therefore, while initially investing in water and waste management infrastructure and initiatives may incur upfront costs, the long-term financial benefits far outweigh these expenses, ultimately generating positive results for the Company.</p>

Business Responsibility and Sustainability Report (Contd.)

S. No	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Waste & Hazardous Materials Management	Risk	<p>The manufacturing process involves the use of various raw materials and chemicals, some of which may be hazardous to human health and the environment. Improper handling, storage, or disposal of these materials can lead to contamination of soil, water, and air, posing risks to ecosystems and human health. Additionally, regulatory non-compliance regarding waste management can result in legal penalties, fines, and damage to the company's reputation.</p> <p>Packaging plays a crucial role in the supply chain of finished products, ensuring their safe transportation and delivery to customers. However, excessive or non-sustainable packaging can contribute to resource depletion, waste generation, and environmental pollution. By adopting eco-friendly packaging materials and optimising packaging designs to reduce material usage, the company can minimise its carbon footprint and conserve natural resources. Furthermore, implementing responsible disposal practices, such as recycling or reusing packaging materials, helps divert waste from landfills and reduces environmental pollution.</p>	<p>The Company has implemented a comprehensive waste management plan to address the risks associated with waste and materials management effectively. To ensure efficient waste disposal, the Company engages waste collection agents appointed by Local Authorities, who conduct regular pickups according to scheduled intervals.</p> <p>In handling hazardous waste, the Company has established a well-defined plan to ensure proper identification and storage practices, minimising the risk of spillage. Hazardous waste is exclusively disposed of through authorised parties, with meticulous records maintained to track disposal activities.</p> <p>Additionally, the Company categorises waste into three distinct levels of risk, each accompanied by appropriate packaging and labelling for easy identification during emergencies. By adhering to these waste management practices, the Company demonstrates its commitment to environmental responsibility and the promotion of a safe working environment.</p> <p>The company has taken the additional step of registering on Extended Producer Responsibility (EPR) platforms. This indicates the company's commitment to environmental sustainability and its willingness to actively participate in programs aimed at reducing its environmental impact.</p>	POSITIVE First, the company has adopted waste reduction strategies such as lean manufacturing principles to minimise waste generation at the source and optimise production processes. Strict protocols and training programs should be established for the proper handling, storage, and disposal of hazardous materials to mitigate health and safety risks. Further to better waste management practices, the Company is in the process of establishing procedures.

S. Material issue No 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. Product Quality & Safety	Opportunity	Ensuring product quality and safety presents significant opportunities for the company across multiple facets of its operations. Company believes that High-quality and safe products are essential for maintaining customer satisfaction and loyalty. Product quality and safety can serve as key differentiators in a competitive market to attract new customers, retain existing ones, and even justify premium pricing, ultimately strengthening the company's position in the market. By addressing potential issues early in the product development and manufacturing processes, the company can avoid the need for costly rework, recalls, or product failures.	-	POSITIVE The Company's commitment to product quality and safety is evident through its implementation of a rigorous system to uphold essential standards. This unwavering dedication has led to remarkable outcomes, with the Company successfully avoiding instances of product recalls or losses that could have otherwise posed significant financial implications. Furthermore, by consistently adhering to stringent quality and safety protocols, the Company has not only safeguarded its reputation but also fostered unwavering trust among its customers. This trust has translated into increased customer loyalty and satisfaction, driving repeat business and strengthening the Company's position in the market. Additionally, the Company's proactive approach to quality assurance has enabled it to identify and address potential issues early on, further enhancing its ability to deliver superior products that meet customer expectations. Overall, the Company's steadfast commitment to product quality and safety has not only mitigated risks but also positioned it for sustained success and growth in the marketplace.

Business Responsibility and Sustainability Report (Contd.)

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)
5.	Employee Health & Safety	Risk	<p>The utilisation of heavy machinery, chemicals, and other hazardous materials can present substantial risks to the health and safety of employees if not effectively managed. Compliance with occupational health and safety regulations is imperative, as employers are legally obligated to provide a safe and healthy work environment. Failure to do so can lead to legal liabilities, financial penalties, and reputational damage for the company. It is crucial for companies to prioritise proper management of these risks to ensure the well-being of their employees and maintain compliance with occupational health and safety regulations.</p>	<p>The Company has implemented an effective employee health and safety management system, encompassing the identification and management of workplace hazards, the implementation of suitable safety measures, and comprehensive training for employees on the usage of Personal Protective Equipment (PPE) and safety protocols for handling hazardous materials. The Company has established mechanisms to monitor safety-related incidents, enabling timely intervention and preventive measures.</p> <p>To mitigate workplace hazards, the Company has implemented engineering controls, such as machine guards and ventilation systems, that effectively reduce or eliminate associated risks. Additionally, the provision of appropriate PPE, including gloves, safety glasses, shoes, and respirators, plays a crucial role in safeguarding employees from workplace hazards.</p> <p>By prioritising employee health and safety through comprehensive management systems, effective training, and the implementation of necessary safety measures, the Company fosters a secure work environment, mitigates risks, and ensures the well-being of its employees.</p>	POSITIVE <p>The Company's unwavering commitment to product quality and safety has resulted in impressive outcomes, including the avoidance of product recalls and losses. Through a rigorous adherence to stringent standards, the Company has not only safeguarded its reputation but also cultivated unwavering trust among its customers, leading to increased loyalty and satisfaction. Proactively addressing potential issues has further enhanced the Company's ability to deliver superior products, positioning it for sustained success and growth in the marketplace.</p>

S. Material issue No 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)
6. Business Model Resilience	Risk and Opportunity	<p>RISK</p> <p>The Company acknowledges that failing to align innovation with market trends and customer preferences poses a risk of decreased sales and market share. Additionally, technological advancements present a risk of product obsolescence. Neglecting to foster a culture of risk awareness within the organisation poses a risk of missed opportunities. Fluctuations in consumer demand, economic conditions, and geopolitical factors can lead to market volatility.</p> <p>Proactively identifying and addressing these risks is crucial for maintaining competitiveness and long-term success.</p> <p>OPPORTUNITY</p> <p>Embracing innovation as a core strategic priority enables the Company to navigate uncertainties and capitalise on emerging opportunities, ensuring long-term success and sustainability in an ever-changing business landscape. By exploring new materials, production processes, and product designs, the Company not only distinguishes its offerings from competitors but also taps into new markets and revenue streams. This proactive approach to innovation enables the Company to adapt swiftly to changing consumer preferences and market dynamics, reducing its vulnerability to external shocks and disruptions.</p>	<p>To leverage the evolving market dynamics, SJS has successfully expanded its range of products to include state-of-the-art, premium offerings such as IML/IMD parts, 3D appliques, lens mask assemblies, and aluminium badges. The Company has established a dedicated team focused on new product development (NPD), resulting in the introduction of four to five innovative products over the past three to four years. By strategically diversifying its product portfolio and investing in NPD, SJS remains at the forefront of industry trends and is poised to capitalise on emerging market opportunities.</p>	POSITIVE <p>By continually introducing new and improved products, the Company has effectively differentiated itself in the market, expanded its reach, and attracted a wider customer base. This strategic approach has resulted in remarkable growth in both revenues and profits. Moreover, the financial benefits derived from product innovation provide the Company with the resources needed to invest in ongoing research and development initiatives, ensuring its sustained competitive advantage and market leadership over the long term. Moreover, innovation enables the Company to optimise production processes, reduce costs, and improve operational efficiency, further contributing to profitability.</p>

Business Responsibility and Sustainability Report (Contd.)

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.	Supply Chain Management	Risk	<p>Recognising and effectively managing supply chain risks is crucial for the Company to ensure a reliable and efficient flow of materials, components, and finished products throughout its operations. Potential disruptions or failures within the supply chain network, involving suppliers, manufacturers, and logistics providers, can have significant consequences. These consequences may include production delays, increased costs, and damage to the Company's reputation. Any disruption in the supply chain, such as material shortages, transportation delays, or production issues at supplier facilities, can lead to delays in product delivery. These delays can result in customer dissatisfaction, order cancellations, and financial penalties for failing to meet contractual obligations.</p>	<p>To mitigate the risks associated with supply chain disruptions, the Company employs several proactive strategies. Firstly, it maintains a diversified supplier base and cultivates strong relationships with multiple suppliers. This approach reduces dependency on any single source, enhancing the Company's ability to respond swiftly to disruptions. Additionally, the Company has developed a comprehensive contingency plan that is regularly reviewed and updated to ensure its effectiveness in mitigating potential disruptions. By proactively assessing and addressing vulnerabilities in the supply chain, the Company can pre-emptively mitigate risks. Furthermore, through random visits to suppliers, the Company monitors and verifies the smooth functioning of operations, ensuring adherence to quality standards and reliability. By continuously monitoring and adapting its strategies, the Company minimises the impact of supply chain disruptions, thereby maintaining a reliable and resilient supply chain network.</p>	<p>NEGATIVE</p> <p>Supply chain disruptions can lead to delays in production, impacting the timely delivery of products to customers. These delays can result in increased costs associated with expedited shipping, overtime wages for employees, and penalties for failing to meet contractual obligations. Inefficiencies in supply chain management can result in either excess inventory or stockouts. Excess inventory ties up capital and incurs storage costs, reducing profitability. On the other hand, stockouts lead to lost sales opportunities and dissatisfied customers, negatively impacting revenue and brand loyalty. Overall, ineffective supply chain management can lead to a cascade of financial challenges, including increased production costs, lost revenue, reputation damage, and regulatory compliance costs.</p>

S. Material issue No 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)
8. Material Sourcing & Efficiency	Risk	The meticulous selection of materials is pivotal in the manufacturing process of the Company, as it directly impacts the quality and longevity of the finished products. It is crucial to select materials that align with specific criteria to guarantee durability and performance. A critical consideration is the materials' ability to withstand the diverse environmental conditions the parts may encounter during their operational lifespan. For instance, parts subjected to extreme temperatures, whether high or low, necessitate materials resilient enough to endure without brittleness or deterioration. Moreover, materials must exhibit resistance to the detrimental effects of moisture and UV radiation, as exposure to these elements can compromise both structural integrity and visual appeal. Through careful material selection that meets these stringent criteria, the Company ensures that its products maintain optimal performance and aesthetics over time.	The Company employs a variety of strategies to ensure the resilience of its products when exposed to harsh weather conditions. One common approach involves applying protective coatings or finishes to parts' surfaces, shielding them from damage, fading, or discoloration. Additionally, specialised materials, such as heat-resistant plastics or metals, are utilised to withstand extreme temperatures. Rigorous testing is integral, with products subjected to simulations of diverse weather conditions to evaluate their performance in challenging environments. These meticulous measures enable the Company to produce products known for their durability, reliability, and outstanding performance across a range of environmental conditions. Within the Green Inspired section of the Company's Sustainable Procurement Policy, a commitment is made to cultivate an environmentally friendly and responsible value chain in accordance with local environmental regulations. Particular emphasis is placed on reducing carbon emissions, minimising water usage, managing hazardous materials and toxic waste, and promoting the adoption of renewable energy sources. The principles of "reduce, reuse, and recycle" are endorsed to minimise waste generation and promote responsible resource consumption, including sustainable practices in packaging materials. Moreover, the Company expects suppliers to establish and maintain robust Quality Management Systems, comply with relevant local regulations, participate in training programs, conduct management reviews and internal audits, and monitor and minimise their environmental impact through the adoption of green initiatives and sustainable practices.	<p>NEGATIVE: The Company's financial outlook is directly impacted by material procurement, with raw material costs representing a significant expense that can substantially affect profitability. Fluctuations in material prices, scarcity, or market conditions present challenges and potential cost increases, which may adversely impact the Company's financial performance.</p> <p>POSITIVE: Conversely, the integration of sustainable and eco-friendly materials, while initially incurring higher costs, can lead to long-term savings. These materials often offer increased durability and longer lifespans, reducing the need for frequent replacements and repairs. Moreover, the adoption of sustainable materials aligns with the Company's environmental commitments, potentially decreasing waste management and disposal expenses. As a result, strategic utilisation of sustainable materials can yield financial benefits while demonstrating the Company's dedication to environmental responsibility.</p>

Business Responsibility and Sustainability Report (Contd.)

S. Material issue No 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)
9. Advancements in technology	Risk and Opportunity	<p>The manufacturing sector has undergone a significant transformation propelled by technological advancements like 3D printing and digital design tools. This evolution has extended to automotive aesthetic parts manufacturers, presenting lucrative opportunities. These innovations empower the creation of intricate designs, personalised components, and more efficient production processes. Embracing such technological advancements enables companies to gain a competitive edge, develop unique products, and improve profitability. However, it's vital to acknowledge that investing in new technologies comes with considerable costs, necessitating a thorough assessment of potential benefits and risks.</p> <p>The Company prioritises technology development, viewing it as a pivotal component of its unique selling proposition (USP) and allocating substantial resources accordingly.</p> <p>In line with its vision, the Company aims for excellence by exploring the possibilities of colors, materials, textures, and functionality. Their objective is to craft visually captivating and sensorially pleasing products that offer intuitive delight. They aspire to lead the aesthetic and functional industrial graphic parts industry, leveraging specialised design and printing technologies to achieve their goals.</p>	<p>To proactively mitigate the risks linked to technological advancements, the Company is actively enhancing its capabilities to introduce in-mould electronics (IME) solutions. These solutions have seen growing applications across various industries, including two-wheelers, passenger vehicles, consumer appliances, and electric vehicles (EVs). By offering these innovative products, the Company aims to expand its customer base not only within the consumer appliances industry but also in the medical devices sector.</p> <p>To facilitate the successful implementation of these advancements, the company has made acquisition of Walter Pack India (WPI) to reinforce our market leadership in the decorative aesthetics industry.</p> <p>The acquisition of Walter Pack represents a significant growth catalyst for SJS, offering abundant opportunities across IMD, IML, IMF, and IME technologies within the PV and consumer segments. These technologies, including large in-mould forming and decoration, enhance our capacity to supply sizable IMF panels for washing machines. With expertise in 1K and 2K injection moulding and IMD, we are poised to expedite our entry into the medical devices sector. Going forward, we will also assess additional acquisition proposals that we deem beneficial to enhancing the Company's value proposition.</p>	POSITIVE <p>The Company acknowledges the significant impact that technological advancements can have on its financial performance, recognising the potential for positive outcomes from the acquisition such as improved efficiency, enhanced quality control, and expanded product offerings. However, it also acknowledges the possibility of negative financial implications, including substantial initial investments, implementation disruptions, and ongoing investment requirements.</p> <p>In order to make prudent decisions, the Company conducts thorough assessments of the costs and benefits associated with adopting new technologies. By carefully evaluating the potential financial impact, the Company can make informed decisions regarding the adoption of technology, taking into account both short-term and long-term financial considerations. This strategic approach enables the Company to leverage the opportunities presented by technological advancements while minimising any potential financial risks.</p>

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.

S. No	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	No	Yes	Yes
Particulars of the Policies										
		Anti-corruption or anti-bribery policy	Supplier Code of conduct	Health and Safety Policy Code of Conduct for Employees	Stakeholder Management Policy	Human Rights Policy	Environmental Policy	-	Corporate Social Responsibility Policy	Cyber Security and Data Privacy Policy
	b) Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
	c) Web Link of the Policies, if available	The Company's policies can be accessed at the given link: https://www.sjsindia.com/investors.html#policies Moreover, in light of the operations and the imperative of upholding confidentiality, a subset of the Company's policies can be conveniently accessed through the intranet platform exclusively designated for internal use. The intranet functions as a comprehensive repository for a multitude of policies that regulate the operations and comportment within the organisation.								
2.	Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	-	Yes	Yes
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Not all the enlisted policies may extend to our value chain partners. We wish to clarify that while the Company is committed to upholding the highest standards of ethical and sustainable business practices, our policies and practices are limited to our own operations and do not extend to our value chain partners. The Company ensures that its suppliers/contractors comply with the law of the land by getting such clauses incorporated in their respective contracts/agreements and terms and conditions of the tenders.								
4.	Name of the national and international codes /certifications/ labels / standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 9001	ISO 14001/ IATF 16949	ISO- 45001	-	ISO 14001 / ISO- 45001	ISO 14001 / *ISO 50001	-	-	ISO 9001 / 14001 / IATF 16949
		In addition to these standards, the Company's operations are also guided by the National Guidelines on Responsible Business Conduct (NGBRC), further demonstrating its commitment to responsible business practices. *The Company has initiated the process for obtaining the certification and remains focused on fulfilling the requirements of ISO 50001 certification and aims to successfully obtain the accreditation within September 2024.								

Business Responsibility and Sustainability Report (Contd.)

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.									
		Specific commitments, goals and targets		Base Year		Target Year		Expected Results		
		Environment		2022-23		2023-24		Our short-term goal is to reduce carbon emissions by the financial year 2023-24 through complete energy offsetting, relying entirely on renewable sources, thereby significantly reducing our carbon footprint.		
		<ul style="list-style-type: none"> To reduce the carbon emissions 								
		<ul style="list-style-type: none"> Inclusion of bioplastic in our operations 		2023-24		2028-29		Our medium-term goal is to eliminate conventional plastics from our operations by integrating 30% bioplastics by the financial year 2028-29.		
		<ul style="list-style-type: none"> To increase the consumption of Renewable Energy 		2022-23		2023-24		Our short-term goal is to increase the consumption of renewable energy by 50% in our operations by 2023-24 through the implementation of sustainable energy sources and efficiency measures.		
		<ul style="list-style-type: none"> To reduce electricity consumption and increase solar consumption 		2022-23		2023-24		Our short-term objective is to reduce 80% electricity usage through doubling of our solar panel capacity coupled with third-party power by the financial year 2023-24.		
		Social		2022-23		2025-26		Our medium-term goal is to increase the representation of differently abled employees by 1% by the financial year 2025-26.		
		<ul style="list-style-type: none"> To increase differently abled employees by 1% 								
		<ul style="list-style-type: none"> To improve gender diversity 		2023-24		2028-29		Our medium-term goal is to bolster gender diversity by launching a new department, called the Pink Line, which will be entirely managed by women by the financial year 2028-29.		
		Governance		2022-23		2024-25		Our short-term goal is to obtain ISO 50001 for designing, implementing and maintaining an energy management system by the financial year 2024-25.		
		<ul style="list-style-type: none"> To obtain ISO 50001 								
		<ul style="list-style-type: none"> To align Companies Sustainability goals with Global Sustainable Rating Platforms. 		2022-23		2024-25		Our short-term goal is to modify procedures and policies that are sustainability related to align with International Sustainability Assessment Platform.		

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met									
		In response to all the specific commitment goals set by the Company with respect to ESG, the performance for the same is mentioned below:								
		1.	The Company is delighted to announce a substantial decrease in emissions during the financial year 2023-24, demonstrating an impressive reduction of Scope 2 emissions of approximately 71.66% compared to the previous financial year 2022-23. The overall reduction in Carbon emissions is 69.95% compared to the previous financial year 2022-23. This accomplishment underscores our unwavering dedication to environmental sustainability and exemplifies our continued endeavours to mitigate our carbon footprint.							
		2.	The company is actively working towards the goal of incorporating bioplastics into its operations. In the medium term, the company aims to completely eliminate the use of conventional plastics by transitioning to 50% bioplastics by the financial year 2028-29. This initiative aligns with the company's long-term vision of operating in a way that is both environmentally sustainable and commercially viable. Through ongoing research, development, and strategic partnerships, the company is confident in its ability to achieve this goal and contribute to a more sustainable future.							
		3.	The Company is delighted to share a significant accomplishment in the financial year 2023-24:							
			<ul style="list-style-type: none"> • Wherein our renewable energy consumption witnessed a remarkable rise of 60.07%. This achievement surpasses our predetermined target of 50%, underscoring our commitment to sustainable practices and resource efficiency. • Wherein the electricity consumption through BESCOM reduced 71.64% compared to previous year since the consumption from renewable energy increased. 							
		4.	The Company has made substantial progress in meeting its power requirements for manufacturing through the utilisation of renewable solar energy.							
			<ul style="list-style-type: none"> • A significant portion of the electricity needed during the year, approximately 67.61%, was supplied by third party power. Additional power purchases were made during the year, totalling an extra 25,62,479 KWH. This represents a 74.06% increase in third-party power purchases compared to the previous year, 2022-23. • The total energy consumed from renewable sources accounts for 89.98%, surpassing our target of 80% renewable energy consumption. 							
		5.	The company is actively working towards increasing the representation of differently abled employees as part of its diversity and inclusion efforts. With a short-term goal of increasing the representation of differently abled employees by 1% by the financial year 2025-26, the company is implementing various initiatives to attract, hire, and retain individuals with diverse abilities. These initiatives include targeted recruitment strategies, accessible hiring processes, and inclusive workplace policies and accommodations. By fostering an environment that values diversity and empowers all employees, the company is not only enhancing its workforce but also contributing to a more inclusive society.							
		6.	The company is dedicated to enhancing gender diversity within its workforce and has embarked on a strategic initiative to achieve this goal. Through the establishment of a new department, named the Pink Line, the company aims to create opportunities for women to thrive in leadership positions. By the financial year 2028-29, the Pink Line will be fully operational, with women comprising the entire management team. This initiative not only promotes gender diversity but also empowers women to contribute their unique perspectives and talents to the company's decision-making processes. Additionally, the Pink Line serves as a catalyst for fostering an inclusive work environment where all employees, regardless of gender, feel valued and supported. Through ongoing efforts to attract, retain, and advance women in the workplace, the company is demonstrating its commitment to gender equality and creating a more diverse and equitable organisation. Tracking the progress of the Pink Line initiative and regularly evaluating its impact allows the company to make informed decisions and continuously improve its gender diversity efforts.							

Business Responsibility and Sustainability Report (Contd.)

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7. The company has made significant strides towards achieving its short-term goal of obtaining ISO 50001 certification for its energy management system. A dedicated team has been tasked with designing, implementing, and maintaining the necessary infrastructure and processes to meet the requirements of the ISO 50001 standard. Comprehensive energy audits have been conducted across all facilities to identify areas for improvement and optimise energy consumption. Additionally, employee training programs have been initiated to raise awareness about energy efficiency practices and promote a culture of energy conservation throughout the organisation. As the financial year 2024-25 progresses, the company remains focused on fulfilling the requirements of ISO 50001 certification and aims to successfully obtain the accreditation within September 2024.										
8. The company has made significant strides in aligning its sustainability goals with Global Sustainable Rating Platforms. We have aligned policies such as human rights, environmental policies, and sustainable procurement policies to comply with these requirements. Moving forward, we are committed to continuing to modify these policies to stay updated and aligned with international standards.										
Additionally, we aspire to achieve various sustainability awards and recognitions. Notably, the company has been honoured with the prestigious title of "Great Workplace" in the category of "Small and Mid-Sized Organisations" by the renowned Great Place to Work Institute®, India. This recognition underscores our dedication to maintaining a conducive and safe working environment.										
Governance, leadership and oversight										
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements										
<p>"As a pioneering corporate entity, we are deeply committed to conducting our operations with an unwavering focus on sustainability, environmental stewardship, and robust social responsibility. At the core of our ethos is a dedication to minimising our ecological footprint and driving excellence in corporate governance. We strive to lead by example, continuously advancing initiatives to reduce greenhouse gas emissions, enhance energy efficiency, and innovate waste management practices. Our pursuit of exceptional progress in these pivotal areas is driven by a steadfast determination to create lasting, transformative impacts within the communities we serve.</p> <p>Moreover, we harness our steadfast determination to make lasting, transformative contributions to the communities we serve. When it comes to reporting our accomplishments, we take immense pride in trumpeting our extraordinary achievements. The financial year 2023-24 marked significant milestones for us, particularly in environmental sustainability. We achieved a remarkable 71.66% reduction in Scope 2 carbon emissions, contributing to an overall 69.95% decrease in our carbon footprint. These achievements underscore our unwavering dedication to environmental stewardship and our proactive approach to mitigating climate impact.</p> <p>Moreover, we exceeded expectations in renewable energy consumption, surpassing our 50% target and reducing reliance on conventional electricity sources by 71.64%. Our total energy consumption from renewables soared to an impressive 89.98%, well above our 80% goal. These strides demonstrate our commitment to enhancing energy efficiency and leveraging sustainable resources.</p> <p>Inclusivity remains a cornerstone of our corporate ethos. We are steadfast in our efforts to enhance the representation of differently abled employees through inclusive hiring practices and supportive workplace policies. Likewise, our commitment to gender diversity is evident as we strive for parity within our management team, empowering women leaders and fostering a culture of inclusion across our organisation.</p> <p>These initiatives are integral to our overarching ESG vision, which prioritises sustainable operations, diversity promotion, and positive societal impact. By setting ambitious targets and implementing robust strategies, we aim not only to meet but to exceed the expectations of our stakeholders, while advancing our commitment to responsible business practices and sustainable growth. Our unequivocal dedication to cultivating a safe, nurturing work environment has earned us the prestigious distinction of being recognised as a "Great Workplace" by the venerable Great Place to Work Institute® fifth time in a row.</p>										

S. No	Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9												
		Aligned with our purpose, we forge transformative partnerships to champion cancer research, provide firm support to 200 underprivileged women with vocational trainings., empower brick lane workers through comprehensive welfare programs, deliver crucial educational and healthcare resources to marginalised communities, offer solace and rehabilitation to orphans and extend medical care to the underprivileged.																				
		Fueled by steadfast dedication, strong leadership, and an unwavering quest for excellence, we are committed to setting new benchmarks in our industry and shaping a sustainable future for the collective benefit. We invite others to join us on this transformative journey toward a brighter, more resilient world."																				
		Sanjay Thapar, CEO and Executive Director																				
		DIN: 01029851																				
8.	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).	The individual who holds the highest authority for the implementation and oversight of the Business Responsibility policies is Mr. Sanjay Thapar. With his role as CEO & Executive Director, Mr. Thapar has been specifically designated to ensure the effective implementation and adherence to the policy, safeguarding its objectives and principles. His expertise and leadership play a crucial role in upholding the organisation's commitment to responsible business practices.																				
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	Risk Management Committee has been tasked with decision-making authority on all aspects related to sustainability issues. Composition of Risk Management Committee																				
		<table border="1"> <thead> <tr> <th>Sl. No</th><th>Name of the member</th><th>Designation</th></tr> </thead> <tbody> <tr> <td>1</td><td>Mr. Sanjay Thapar</td><td>Chairman (CEO & Executive Director) DIN : 01029851</td></tr> <tr> <td>2</td><td>Mrs. Veni Thapar</td><td>Member (Independent Director) DIN : 01811724</td></tr> <tr> <td>3</td><td>Mr. K A Joseph</td><td>Member (Managing Director) DIN : 00784084</td></tr> </tbody> </table>	Sl. No	Name of the member	Designation	1	Mr. Sanjay Thapar	Chairman (CEO & Executive Director) DIN : 01029851	2	Mrs. Veni Thapar	Member (Independent Director) DIN : 01811724	3	Mr. K A Joseph	Member (Managing Director) DIN : 00784084								
Sl. No	Name of the member	Designation																				
1	Mr. Sanjay Thapar	Chairman (CEO & Executive Director) DIN : 01029851																				
2	Mrs. Veni Thapar	Member (Independent Director) DIN : 01811724																				
3	Mr. K A Joseph	Member (Managing Director) DIN : 00784084																				

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	Yes, performance against enlisted policies and necessarily follow up actions are duly reviewed by the Risk Management Committee as well as the Board of Directors	Annually
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, we comply with statutory requirements relevant to the principles and review was undertaken by the Board of Directors.	Quarterly

11. Independent assessment/ evaluation of the working of its policies by an external agency:

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
Yes, all the policies of the Company are evaluated internally. Further, J. Sundharesan & Associates, specialising in Compliance, Governance and Sustainability advisory has provided 'limited assurance' on working of its policies.	

Business Responsibility and Sustainability Report (Contd.)

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)	-	-	-	-	-	-	Yes	-	-
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)	-	-	-	-	-	-	No	-	-
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	-	-	-	-	-	-	No	-	-
It is planned to be done in the next financial year (Yes/No)	-	-	-	-	-	-	No	-	-
Any other reason (please specify)	-	-	-	-	-	-	Please refer note 1	-	-

Note:

- 1) The Company has made a conscious effort to align its business practices with various public advocacy forums that promote social, environmental, and ethical values. By doing so, the Company is able to operate in a way that is not only profitable, but also responsible towards society and the environment.

As a member in these forums, the Company has exhibited its dedication to social responsibility by actively engaging in initiatives and programs that endorse sustainable business practices. The Company may share its expertise to help in the formulation of public policy, but we do not directly engage in advocacy activities and hence do not have a specific policy for this purpose.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

The purpose of this section is to assist organisations in showcasing their proficiency in integrating principles and core elements into critical processes and decisions. The Company has duly provided all mandatory disclosures as per the BRSR framework.

PRINCIPLE**1****BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE**

The Company's governance framework is deeply rooted in its dedication to ethical and legal business conduct, shared by all stakeholders from the Board of Directors to every employee. Emphasising enduring relationships and value provision through agility and innovation, SJS ensures that clients realise tangible results. Upholding personal responsibility and commitment fulfillment, the Board has established a "Code of Conduct for Directors and Senior Management" in line with SEBI's Listing Regulation, ensuring adherence across all operations.

The Company maintains high standards of professionalism, honesty, integrity, and transparency, supported by a Stakeholder Management Policy encouraging reporting of non-compliance and improper behaviour. In exceptional cases, direct contact with key figures such as the Chairman, CEO, or Chairperson of the Audit Committee is facilitated. Furthermore, the Company's "Code of Conduct for Insider Trading and Fair Disclosure" reinforces ethical standards and legal compliance, promoting integrity in securities trading.

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 and Key Managerial Personnel	3	<ul style="list-style-type: none"> (i) An ESG training session was scheduled for Directors and KMP, focusing on the company's actions related to Environmental, Social, and Governance aspects, particularly within the context of the BRSR framework, for the forthcoming years. (ii) The Company introduced the board to Industry 4.0 highlighting its transformative potential and impact on manufacture, technology and further emphasising the predominant need for its adaptability & Innovation. (iii) The Board undergoes cybersecurity training to understand practices to avoid cyber attacks. 	100%

Business Responsibility and Sustainability Report (Contd.)

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
Employees other than BOD and KMPs	78	<ul style="list-style-type: none"> (i) Following the installation of renewable energy sources, employees have undergone training emphasising the significance of energy management. (ii) POSH Training is crucial for creating a safe and respectful work environment, preventing sexual harassment incidents, and ensuring that everyone understands Company policies and procedures for dealing with such incidents. (iii) EHS Training is vital for creating a safe and healthy workplace, minimising accidents, and ensuring that employees understand Company policies and procedures for handling hazardous materials and situations. (iv) Waste Management and Segregation Training is important to minimise environmental impact, ensure compliance, and educate employees on handling and disposing of waste responsibly. (v) Human Rights Training is critical to ensure employees understand and respects human rights, creating a diverse and inclusive workplace that values and respects all employees. 	100%
Workers	162	<ul style="list-style-type: none"> (i) Following the implementation of renewable energy sources, workers have undergone training sessions emphasising the significance of energy management. (ii) POSH Training is crucial for creating a safe and respectful work environment, preventing sexual harassment incidents, and ensuring that everyone understands Company policies and procedures for dealing with such incidents. (iii) EHS Training is vital for creating a safe and healthy workplace, minimising accidents, and ensuring that workers understand company policies and procedures for handling hazardous materials and situations. (iv) Waste Management and Segregation Training is important to minimise environmental impact, ensure compliance, and educate workers on handling and disposing of waste responsibly. (v) Human Rights Training is critical to ensure employees understand and respects human rights, creating a diverse and inclusive workplace that values and respects all employees and workers. 	100%

- The Company strongly advocates for the growth and advancement of its workforce, recognising it as essential for achieving organisational objectives and fostering prosperity. To this end, we have instituted training and awareness initiatives tailored for the Board of Directors, Key Managerial Personnel, employees, and labour force. These initiatives are designed to bolster the team's competencies, knowledge, and adherence to best practices, equipping them to navigate the dynamic business landscape effectively.
- These programs serve to deepen our team members' comprehension of the company's ethos and aspirations, empowering them to actively contribute to our sustained growth. We view these initiatives as pivotal investments in our personnel and remain steadfast in our commitment to furnish the requisite resources and assistance to ensure their efficacy.

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:

MONETARY					
Particulars	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	NIL	NIL	NIL	NIL
Settlement	NIL	NIL	NIL	NIL	NIL
Compounding fee	NIL	NIL	NIL	NIL	NIL

NON-MONETARY					
Particulars	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment	NIL	NIL	NIL	NIL	NIL
Punishment	NIL	NIL	NIL	NIL	NIL

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
-	-

Considering that the Company has not filed any appeal/revision, the particular section is not applicable.

4. Anti-corruption or Anti-bribery policy:

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 Company has an Anti-Bribery and Anti-Corruption Policy which provides the requirements in detail. The said policy can be accessed at the below mentioned link. https://www.sjsindia.com/investors.html#policies
---	--

The Company is dedicated to preventing, deterring, and uncovering instances of fraud, bribery, and any other unethical business behaviours. Our policy mandates conducting all business operations with utmost honesty, integrity, and ethical standards, rigorously enforced across all operations to avoid any engagement in bribery or corruption. In alignment with this pledge, the Company has instituted the Anti-Bribery and Anti-Corruption Policy, prohibiting any form of bribery or corruption and ensuring transparent and accountable business conduct.

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	NIL	NIL
KMPs	NIL	NIL
Employees	NIL	NIL
Workers	NIL	NIL

- There was no disciplinary action that has been initiated against any director, KMP, employees or workers of the Company by any law enforcement agency for charges of bribery or corruption.

Business Responsibility and Sustainability Report (Contd.)

- We maintain a zero-tolerance policy towards corruption, and we are committed to upholding the highest standards of ethical conduct and transparency in all our business dealings. We believe that transparency and accountability are critical to building trust with our stakeholders, and we will continue to work towards promoting a culture of integrity throughout our operations.

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	NIL	None	NIL	None
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	None	NIL	None

- We prioritise the avoidance of conflicts of interest among our directors and KMPs, as it can negatively affect our stakeholders and reputation. To address this, we have established policies and procedures to identify and resolve any conflicts of interest, ensuring our leaders act in the best interests of the company and stakeholders.
- We are dedicated to handling potential conflicts of interest responsibly and upholding the highest ethical standards among all our Directors and KMPs.

7. Corrective Actions:

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

This section is not applicable to the Company as there were no fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.

8. Number of days of account payable ((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	61	68

9. Open-ness of Business

Provide details of Concentration of purchase 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 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Concentration of purchases	a. Purchases from trading houses as % of total purchases	97.71%	99.64%
	b. Number of Trading houses where purchases are made from	136	144
	c. Purchases from top 10 Trading houses as % of total purchases from trading houses	58.50%	62.09%
Concentration of Sales	a. Sale to dealers / distributed as % of total sales	96.88%	99.51%
	b. Number of dealers / distributions to whom sales are made	192	180
	c. Sales upto 10 dealers / distributors as % of total sales to dealers / distributors	75.80%	82.90%

Parameter	Metrics	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.29%	0.36%
	b. Sales (Sales to related parties / Total Sales)	3.12%	0.49%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	100%	100%
	d. Investments (Investments in related parties / Total Investments made)	98.05%	94.58%

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
---	--	--

The Company organised an awareness program on environmental protection for all value chain partners, facilitated by an external party, in alignment with Principle 6. This program aimed to educate stakeholders from various departments—such as procurement, logistics, supply, maintenance, and quality—about the importance of environmental conservation, sustainable practices, and their roles in fostering positive environmental outcomes.

The initiative covered topics including energy, waste and water management, emissions, ESG for the value chain, and various case studies. Through this effort, the Company sought to raise awareness, foster understanding, and encourage active participation in environmental stewardship among its value chain partners, enabling them to comprehensively understand and engage with multiple environmental topics.

Furthermore, the emphasis on ESG principles helped value chain partners understand the broader implications of their actions and the importance of integrating these principles into their business operations. By sharing case studies, the Company provided real-world examples of how these practices could be implemented effectively, thus enabling the value chain partners to comprehensively understand and become aware of multiple environmental topics.

2. Management of conflict of Interest:

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, the company has established a comprehensive Code of Conduct for all members of the Board, which mandates that Directors always act in the best interests of the company. This code also stipulates that any personal or business associations they may have should not conflict with the company's operations. In the event of any actual or potential conflicts of interest, Directors are required to promptly report such conflicts and seek necessary approvals as per applicable laws and company policies.

Furthermore, the company receives annual declarations from its Board of Directors and all employees, confirming their adherence to the Code of Conduct, which includes provisions for dealing with conflicts of interest.

PRINCIPLE**2****BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE**

We recognise that as a Company, we have a responsibility to reduce our environmental impact and contribute to sustainable development. By providing goods and services in a sustainable manner, we can reduce waste, emissions, and other negative environmental impacts.

Business Responsibility and Sustainability Report (Contd.)

Providing goods and services in a sustainable and safe manner is critical for the Company's success and for building a responsible and sustainable business. By prioritising sustainability and safety, the Company has enhanced reputation, reduced risks, and contributed to a more sustainable future. The Company remains committed to upholding this principle and will continue to seek ways to improve our sustainability and safety practices.

Providing sustainable and safe goods and services is important for protecting stakeholders' health, reducing environmental impact, and enhancing reputation.

ESSENTIAL INDICATORS:

- 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:**

	2023-24 Current Financial Year	2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
R&D*	-	-	-
Capex*	-	-	-

*While the Company has made investments in research and development (R&D) and Capex in both the Current and Previous Financial Years, there is currently no detailed breakdown or categorisation available to assess the specific environmental and social impacts resulting from these investments. However, our steadfast dedication to innovation and technological advancements has yielded remarkable outcomes. Through the utilisation of cutting-edge solutions and the adoption of innovative practices, we have successfully reduced our environmental footprint.

2. Sustainable sourcing:

Does the entity have procedures in place for sustainable sourcing? (Yes/No)

The Company maintains strong collaborative relationships with its vendors, suppliers, and service providers, integrating them into its business strategies and growth plans. To ensure sustainable sourcing, the Company has implemented rigorous procedures for selecting, assessing, and monitoring both new and existing suppliers of raw materials and outsourced services. These procedures enable the Company to partner with suppliers who share its values and sustainable practices, while continuously monitoring their performance to ensure adherence to environmental standards and regulations. This approach promotes responsible sourcing practices throughout the supply chain, reducing the environmental footprint of the Company's operations. Embedded within its Sustainable Procurement policy is the Green Inspired section, which aims to establish an environmentally responsible value chain in compliance with local environmental laws and regulations. Priorities include reducing carbon emissions, water usage, hazardous materials, and toxic waste, as well as promoting the adoption of renewable energy sources. The policy advocates for the "reduce, reuse, and recycle" approach to minimise waste and promote responsible resource consumption, including in packaging materials. Additionally, suppliers are required to establish a Quality Management System and adhere to local regulations, training, registrations, management reviews, and internal audits. Furthermore, the Company encourages its suppliers to embrace green initiatives and practices to monitor and mitigate their environmental impact.

If yes, what percentage of inputs were sourced sustainably?

100%

3. Processes in place to reclaim products for reuse, recycle and safe disposal of products at the end of life:

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) (b) E-waste (c) Hazardous waste and (d) other waste.

Recognising the significance of product marking in facilitating effective reclamation and recycling, the Company has established a standardised system for marking its products. Each part produced is clearly labelled with a raw material code, such as >ABS< for Acrylonitrile Butadiene Styrene or >PMMA< for Polymethyl Methacrylate, providing vital information about the materials used.

This marking system serves as a crucial identification tool for end users and recycling facilities, enabling easy sorting and processing of materials for recycling or reuse. By ensuring efficient material separation, the Company minimises waste and promotes environmental sustainability.

Through the implementation of this robust product marking system, the Company underscores its dedication to environmentally responsible practices. This ensures that their products are managed in an environmentally sustainable manner, reducing their environmental impact and contributing to the establishment of a circular economy.

4. Extended Producer Responsibility (EPR) plan:

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, Extended Producer Responsibility (EPR) is applicable to the entity's activities. The waste collection plan is in line with the EPR plan submitted to Pollution Control Board.

LEADERSHIP INDICATORS:

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

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
----------	---------------------------	---------------------------------	--	---	--

The Company has not any conducted Life Cycle Perspective / Assessments (LCA) for any of its products.

- 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
	NIL	

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

Name of Product / Service	Recycled or re-used input material to total material	
	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
	NIL	

Business Responsibility and Sustainability Report (Contd.)

- 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)	-	-	6,98,860	-	-	5,97,093
E-waste	-	-	-	-	-	480
Hazardous waste	-	230	1,625	-	180	420
Other waste	-	-	-	-	-	-

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

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

PRINCIPLE 3 BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS



As a company, we acknowledge the importance of prioritising the welfare of all our employees, both within our organisation and across our value chains. This commitment stems not only from ethical considerations but also from the understanding that it fosters a conducive business environment.

Our pledge involves establishing a safe and supportive workplace environment, devoid of discrimination or harassment. Recognising our employees as invaluable assets, we are dedicated to equipping them with the necessary resources and assistance to safeguard their well-being. This encompasses access to comprehensive health and wellness initiatives, ample training and development avenues, and equitable compensation packages.

Moreover, we recognise the vital role played by our suppliers and partners in our value chain. Hence, we are devoted to collaborating with them to ensure the promotion of employee welfare within their organisations. By closely engaging with our suppliers, we ensure alignment with our ethical and social standards, providing them with the requisite guidance and support to uphold these principles.

Prioritising the welfare of all our employees, from our workforce to our partners, not only aligns with our moral compass but also cultivates a positive and productive work culture. This, in turn, fosters heightened employee engagement, amplified productivity, and ultimately, enhanced profitability.

ESSENTIAL INDICATORS:**1. A) Details of measures for the well-being of employees:**

Category	Total (A)	% of employees covered by									
		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	170	170	100%	170	100%	-	-	-	-	-	-
Female	24	24	100%	24	100%	24	100%	-	-	24	100%
Total	194	194	100%	194	100%	24	12.3%	-	-	24	12.3%
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

B) Details of measures for the well-being of workers:

Category	Total (A)	% of employees covered by									
		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	271	271	100%	271	100%	-	-	-	-	-	-
Female	36	36	100%	36	100%	36	100%	-	-	36	100%
Total	307	307	100%	307	100%	36	11.7%	-	-	36	11.7%
Other than Permanent workers											
Male	775	775	100%	775	100%	-	-	-	-	-	-
Female	175	175	100%	175	100%	-	-	-	-	-	-
Total	950	950	100%	950	100%	-	-	-	-	-	-

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	2.56%	3.24%

2. Details of retirement benefits, for Current FY 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%	100%	Yes	100%	100%	Yes
Gratuity	100%	100%	Yes	100%	100%	Yes
ESI	100%	100%	Yes	100%	100%	Yes
Others – Medi - claim	100%	100%	-	100%	100%	-

Business Responsibility and Sustainability Report (Contd.)

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, our offices are fully accessible to all employees, including those with disabilities. We actively engage with our employees to address and manage their mobility needs, ensuring their input is valued and incorporated into our accessibility initiatives.

Our buildings, rooms, toilets, and recreational areas are designed to be securely accessible, allowing differently abled employees to navigate the premises comfortably and enjoy the same amenities as their colleagues. Various safety measures, such as handrails and ramps, are in place to enhance safety and comfort for all employees.

The surrounding area features pathways and dedicated walkways equipped with accessible stairs and lifts, facilitating easy access for differently abled employees and individuals with mobility challenges. These features promote inclusivity and ensure that everyone can navigate public spaces with ease.

Furthermore, there are no restrictions on personal vehicles within the factory premises, enhancing convenience for all employees.

4. Equal Opportunity Policy:

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

In accordance with our Human Rights policy, we uphold principles of equality as an employer. Our policy promotes inclusivity and fairness in the workplace, prohibiting any form of discrimination or harassment based on factors such as race, color, religion, disability, gender, sexual orientation, age, or any other legally protected status.

The Policy can be accessed at the given link:

<https://www.sjsindia.com/investors.html#policies>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	NIL	NIL	NIL	NIL
Female	100%	100%	100%	100%
Total	100%	100%	100%	100%

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 Company is committed to providing an inclusive and supportive work environment for all employees. As part of this commitment, we have established a grievance redressal mechanism to address any concerns or issues that employees may have.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	<ul style="list-style-type: none"> ➢ Every employee in the company will receive respectful and dignified treatment, free from any form of discrimination. There shall be no tolerance for Physical, Sexual, Psychological, or Verbal Harassment or Abuse towards any employee. ➢ Employees are encouraged to communicate their concerns, complaints, grievances, and suggestions through the following channels: <ul style="list-style-type: none"> a. Utilising complaint/suggestion boxes placed strategically within the unit. b. Contacting business unit heads directly. c. Registering complaints in writing with the Grievance Desk.

Upon receipt of a grievance, our internal grievance committee will review the matter and utilise an escalation matrix to determine the most appropriate course of action. This matrix outlines a set of steps that are designed to facilitate the resolution of the grievance, taking into consideration various factors such as the severity of the grievance, the seniority of the involved parties, and the timeline for resolution.

Yes/No (If Yes, then give details of the mechanism in brief)

Our escalation process comprises several stages, including:

A. Informal Discussion with Supervisor:

The first stage of our escalation process involves encouraging employees to speak with their manager before filing a formal grievance. This informal discussion can often help to bridge communication gaps and allow for issues to be resolved quickly and effectively.

B. Formal Written Grievance:

If the informal discussion is not successful in resolving the grievance, employees can file a formal written grievance. We have developed a grievance form that employees can use to document their concerns.

C. Evaluation of Grievance:

Once a formal grievance has been received, the grievance committee will evaluate the matter and determine the appropriate course of action. This can include mediation or other forms of conflict resolution.

D. Conduct a Formal Investigation:

In some cases, a formal investigation may be necessary to gather additional information or evidence. This may involve interviewing witnesses and gathering documents in order to arrive at a fair and impartial resolution.

Upon conclusion of the investigation, the grievance committee will work towards creating a resolution that is fair and equitable for all parties involved. Our aim is to ensure that grievances are resolved in a timely and impartial manner, and that employee's feel supported and valued throughout the process.

It is important to note that our grievance policy recognises and provides for Anonymous Reporting Option and ensures that No employee will face retaliation for filing a grievance or participating in the grievance resolution process.

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	194	NIL	-	178	NIL	-
Male	170	NIL	-	160	NIL	-
Female	24	NIL	-	18	NIL	-
Total Permanent Workers	307	NIL	-	295	NIL	-
Male	271	NIL	-	259	NIL	-
Female	36	NIL	-	36	NIL	-

The Company's staff and labour force do not possess any acknowledged associations or union affiliations. We maintain the belief that each individual should receive equitable and respectful treatment, regardless of their affiliations or absence thereof. We endeavour to cultivate an all-encompassing environment that encourages cooperation and novelty. We pledge to guarantee that all our staff and labour force are provided with just and unbiased prospects and perks.

Business Responsibility and Sustainability Report (Contd.)

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	On Health and safety		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	170	170	100%	170	100%	160	160	100%	160	100%
Female	24	24	100%	24	100%	18	18	100%	18	100%
Total	194	194	100%	194	100%	178	178	100%	178	100%
Workers										
Male	271	271	100%	271	100%	259	259	100%	259	100%
Female	36	36	100%	36	100%	36	36	100%	36	100%
Total	307	307	100%	307	100%	295	295	100%	295	100%

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	Workers	
Male	170	17	10%	160	12	7.5%
Female	24	-	-	18	-	-
Total	194	17	8.76%	178	12	7.5%
Workers						
Male	271	3	1.11%	259	5	1.93%
Female	36	-	-	36	-	-
Total	307	3	0.98%	295	5	1.93%

10. Health and safety management system:

S.no	Particulars	Response
a)	Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Yes, the Company has implemented a comprehensive occupational health and safety management system. This system encompasses various components aimed at promoting a safe and healthy work environment for all employees: 1) Pre-employment and Annual Medical Check-ups: These assessments are conducted to identify any health risks present among employees and ensure they are physically fit to perform their job duties safely. 2) Training on Environment and Employee Health and Safety: Essential training programs are provided to employees to increase awareness of workplace hazards and educate them on the necessary precautions to prevent accidents and injuries. 3) Comprehensive Fire Safety Program: Employees receive training on various aspects of fire safety, including the proper use of fire hydrant systems, smoke detectors, sprinkler systems, fire extinguishers, safe assembly points, and emergency exits. 4) Work Permit System: Before commencing work, employees undergo a formal work permit process to ensure they are adequately trained and certified for their roles. This system also ensures compliance with safety regulations and the provision of a safe working environment.

S.no	Particulars	Response
		<p>5) Safety Committee: A dedicated safety committee is established to oversee safety compliance, conduct regular safety audits and inspections, and develop and implement safety programs to minimise the risk of injuries to workers.</p> <p>6) Emergency Preparedness/Mock Drills: Regular mock drills are conducted to familiarise employees with emergency procedures such as evacuation routes and to assess the effectiveness of existing safety protocols. These drills also help identify areas for improvement in emergency response plans.</p> <p>7) Near Miss Report and Incident Investigation System: A reporting system is in place for employees to report near misses or incidents. These reports are thoroughly investigated to identify root causes and implement corrective measures to prevent similar incidents from occurring in the future.</p> <p>8) Visitor Management System and Safety Guide: A visitor management system is implemented to track visitors on-site and ensure they are aware of safety protocols. A safety guide is provided to visitors to inform them of potential hazards and safety procedures to follow while on the premises.</p> <p>9) Safety Audits: Regular safety audits are conducted to identify potential hazards and risks in the workplace. These audits help determine necessary measures to prevent accidents, injuries, and illnesses and ensure compliance with safety regulations and procedures.</p>
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>The identification of work-related hazards and assessment of risks is a critical process to ensure the safety and well-being of employees in any organisation. The specific processes used may vary depending on the industry, organisation, and local regulations, but generally include the following steps:</p> <p>The observance of work safety analysis, Hazard Identification and Risk Assessment (HIRA), standard operating procedure, and operational control plan helps to monitor routine activities.</p> <p>To ensure the health and safety of personnel, equipment, and materials involved, non-routine activities are supervised using a seven-type work permit system. The seven types of work permit cover various types of hazardous activities, including:</p> <ol style="list-style-type: none">1) Hot work Operations2) Cold work activities3) Electrical installation and maintenance4) Working at heights5) Electromechanical services6) Confined space entry7) Heavy lifting operations <p>This system ensures that every non-routine activity is evaluated and planned, with appropriate safety measures in place before work can begin. By strictly adhering to this system, the Company can minimise the risks associated with non-routine activities, preventing accidents and injuries.</p>

Business Responsibility and Sustainability Report (Contd.)

S.no	Particulars	Response
c)	Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Y/N)	<p>Yes, to ensure a safe and healthy work environment, we are actively monitoring and addressing workplace hazards through a variety of forums. These forums allow us to gather feedback from workers and identify potential safety risks.</p> <p>The forums that we use to monitor and gather input from workers include Safety Patrols, Workplace Inspections, Pictorial PPE Displays, Identification of Unsafe Conditions and Unsafe Acts, Safety Audits (including Gemba and Departmental Audits), Monthly Safety Audits, On-the-Job Training on Safety, Safety Committee Meetings, and Mock Drills and Emergency Preparedness Training.</p> <p>Through these various forums, we are able to gather feedback and identify potential safety hazards. We then take proactive steps to address these hazards and ensure that our workers have the necessary knowledge and tools to work safely. This includes providing fire-fighting and first aid training, as well as ongoing safety training to help workers identify and avoid potential safety risks.</p> <p>Overall, our commitment to safety is a top priority, and we will continue to work to ensure that all of our workers are able to work in a safe and healthy environment.</p>
d)	Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes. The Company provides access to non-occupational medical and health services to employees and workers.

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	NIL	NIL
	Workers	0.71	0.00042
Total recordable work-related injuries	Employees	NIL	NIL
	Workers	1	7
No. of fatalities	Employees	NIL	NIL
	Workers	NIL	NIL
High consequence work-related injury or ill-health (excluding fatalities) Including in the contract workforce	Employees	NIL	NIL
	Workers	NIL	NIL

12. Measures to ensure a safe and healthy workplace:

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

The Company places significant emphasis on upholding a safe and healthy workplace environment for all employees, considering it a paramount priority. Various measures have been implemented to ensure this commitment is met effectively.

Safety calendars have been introduced featuring RED/GREEN indicators to highlight accident incidence within specific months. This visual representation aids in tracking safety progress, empowering employees to strive for a zero-accident objective with clear evaluation.

Machinery is equipped with sensors to detect environmental changes and promptly shut down in response to potential danger, ensuring optimal performance while adhering to safety standards.

Stringent parameters have been established to regulate chemical release and maintain compliance with safety requirements, minimising risks associated with handling hazardous materials.

Yearly planning identifies areas for improvement, while regular shop floor inspections assess machinery, equipment, and working conditions. Employee awareness training on Environmental Health and Safety (EHS) is conducted, with incidents investigated and reported to management for hazard and risk assessment.

Additional measures include a reliable firefighting system, first aid and firefighting committees, workplace safety programs, and mandatory use of personal protective equipment (PPE). Annual medical check-ups are provided for all employees, alongside comprehensive fire safety training, reflecting the Company's unwavering commitment to a safe and healthy workplace.

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	NIL	NIL	None	NIL	NIL	None
Health & Safety	NIL	NIL	None	NIL	NIL	None

We are pleased to report that our employees and workers have not lodged any grievances regarding their working conditions or health and safety. This reflects our commitment to providing a secure and healthy working environment for our staff. We will continue to prioritise employee welfare and maintain the highest standards of safety and health.

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. Corrective Actions:

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

In order to address any safety-related incidents and significant risks or concerns identified through health and safety assessments, we have implemented a structured root cause analysis format for detailed investigations and the formulation of corrective action plans. This procedure is followed at all locations and includes the following measures:

1. Establishment of safety committees and works committees.
2. Recognition of employees who have made notable contributions to safety through the Best Safety Kaizen award.
3. Identification and reporting of unsafe conditions and unsafe acts.
4. Installation of fire extinguishers in every department.

Display boards promoting awareness about personal protective equipment (PPE) and fire safety classes throughout the plant.

LEADERSHIP INDICATORS:

1

Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N)?

Yes. The entity provides compensatory coverage in the event of death for employees and workers. The company has a workmen compensation policy in place to ensure financial protection for workers and their families in case of workplace accidents resulting in injury, disability, or death. This policy provides coverage for employees and workers outside the company's premises during working hours. Further the Company also has Group Personal Accident policy and Group Medical Compensation. This coverage extends to all types of accidents, including those that occur during leave. The workmen compensation policy reflects the company's commitment to ensuring the safety and welfare of its workforce and compliance with legal requirements related to occupational health and safety.

Business Responsibility and Sustainability Report (Contd.)

2.

Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.	Prior to engaging with any vendors, we conduct thorough due diligence to assess their credibility and compliance history. This includes reviewing their commitment towards ESG , health and safety and human rights assessment , past performance, and adherence to legal requirements, including statutory deductions and deposits. To ensure rigorous compliance with statutory dues across our value chain, we have implemented a comprehensive vendor survey questionnaire. Within this questionnaire, specific inquiries are made regarding the vendors' processes and practices related to statutory deductions and deposits. By integrating this questionnaire into our vendor survey process, we establish clear expectations regarding legal compliance and accountability throughout our supply chain. Vendors must demonstrate adherence to all relevant legal requirements, including statutory obligations related to labour laws, environmental regulations, and any other applicable laws and regulations in their jurisdiction.
--	---

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 rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	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		The Company has no reported cases of occupation related injury / ill-health.		
Workers				

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)	Yes. In case of those who retire from employment, the organisation ensures that all the financial transactions and settlements are completed as soon as possible, so that it provides them with the necessary financial security. This includes all those settlements which have to be made through third parties also. In case of retirement, there was a case where a person was employed in the capacity of a consultant for the Company.
--	--

5. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	35%
Working Conditions	35%

The assessment was conducted via a questionnaire and targeted the top 30-40% of vendors and service providers. The Company conducted an assessment of its value chain partners, focusing on the top 30-40% of vendors and service providers. This evaluation was carried out through a comprehensive questionnaire that encompassed various Environmental, Social, and Governance (ESG) factors including health and safety practices and working conditions.

The assessment process was designed to be thorough and informative, enabling the Company to gain a clear understanding of the practices and standards maintained by its value chain partners.

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.	There were no significant risks/ concerns arising from assessments of value chain partners.
---	---

PRINCIPLE

4

BUSINESSES SHOULD RESPECT THE INTERESTS OF AND BE RESPONSIVE TO ALL ITS STAKEHOLDERS



ESSENTIAL INDICATORS:

1. Identification of stakeholders group:

Describe the processes for identifying key stakeholder groups of the entity

The Company has developed a Stakeholder Engagement Framework for identification of Stakeholders. In line with this framework, the stakeholder identification process at the Company considers the following scope in identifying the stakeholders:

- **Dependency** – groups or individuals who are directly or indirectly dependent on the organisation's activities, products or services and associated performance, or on whom the organisation is dependent in order to operate.
- **Responsibility** – groups or individuals to whom the organisation has, or in the future may have, legal, commercial, operational or ethical/moral responsibilities.
- **Attention** – groups or individuals who need immediate attention from the organisation about financial, wider economic, social or environmental issues.
- **Influence** – groups or individuals who can have an impact on the organisations or a stakeholder's strategic or operational decision-making.
- **Diverse perspectives** – groups or individuals whose different views can lead to a new understanding of the situation and the identification of opportunities for action that may not otherwise occur.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	<ul style="list-style-type: none"> • Annual General Meeting • Shareholder meets • Email • Stock Exchange (SE) Intimations • investor/analysts meet/ conference calls • annual report, • quarterly results • media releases and • Company website • Notice • Newspaper advertisements 	Quarterly, Half yearly and annually	<p>1) Share price appreciation, dividends, profitability and financial stability:</p> <ul style="list-style-type: none"> a) Purpose: Evaluate financial performance and stability for potential growth. b) Key topics raised: Share price trends, dividend history, profitability ratios, financial statements, and market conditions c) Concerns raised: Volatility in share prices, non-declaration of dividend and financial risks. <p>2) Queries/suggestions/ assurance /complaints etc:</p> <ul style="list-style-type: none"> a) Purpose: Address shareholder queries, suggestions, complaints, and provide assurance. b) Key topics raised: Shareholder queries, suggestions, assurances, and concerns.

Business Responsibility and Sustainability Report (Contd.)

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	<ul style="list-style-type: none"> • Partnering with them in their journey from products to services. • One-on-one interaction. • Customer satisfaction survey. • Feedback surveys and calls post redressal of complaints. Customer service helpline. • Email, Telephone and physical and VC Meetings 	Daily	<p>1) Queries/suggestions/ assurance/complaints:</p> <ul style="list-style-type: none"> a) Purpose: Address customer queries, suggestions, complaints, and provide assurance. b) Key topics: Customer service, complaint handling, feedback mechanisms. c) Concerns: On time delivery and quality related concerns. <p>2) Understanding the customers' requirements:</p> <ul style="list-style-type: none"> a) Purpose: Understand customer requirements to improve products and services. b) Key topics: Customer needs analysis, market research, product development.
Suppliers	No	<ul style="list-style-type: none"> • Supplier meets. • One-on-one interactions. • Email, Telephone and physical and VC Meetings 	Fortnightly	<p>1) Supplier Feedback Mechanism:</p> <ul style="list-style-type: none"> a) Purpose: To gather feedback and input from suppliers regarding their experiences, challenges, and suggestions for improvement. b) Key topics: Supplier relationships, contract terms, payment processes, and communication channels. <p>2) Supplier Performance Evaluation:</p> <ul style="list-style-type: none"> a) Purpose: To assess the performance of suppliers and provide feedback on areas of improvement. b) Key topics: Quality of goods/services, timeliness, adherence to contractual obligations, and compliance with ethical standards. <p>3) Supplier Capacity Building:</p> <ul style="list-style-type: none"> a) Purpose: To provide support and resources to suppliers to enhance their capabilities and meet the company's requirements. b) Key topics: Training programs, supplier development initiatives, and sharing best practices. <p>4) Collaborative Innovation:</p> <ul style="list-style-type: none"> a) Purpose: To foster innovation and collaboration between the company and suppliers to drive mutual growth and development. b) Key topics: Joint research and development projects, co-creation of new products/services, and sharing market insights. <p>5) Ethical and Sustainable Practices:</p> <ul style="list-style-type: none"> a) Purpose: To ensure suppliers adhere to ethical and sustainable practices in their operations. b) Key topics: Compliance with labor standards, environmental regulations, and responsible sourcing.

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employee and Workers	No	<ul style="list-style-type: none"> • Personalised learning and development programmes. • Regular performance review and feedback. • One-on-one engagement, townhall meetings. • Employee engagement surveys. • Programmes catered around overall wellbeing. • Intranet Portal. • Casual interaction and daily games post lunch • Emails, Notice Board, Meetings 	Daily	<p>1) Hearing of all employee concerns:</p> <p>a) Purpose: To provide an open forum for employees to voice their concerns and improve company culture.</p> <p>b) Key topics: Employee concerns, communication, and feedback mechanisms.</p> <p>2) Conducting meetings:</p> <p>a) Purpose: To facilitate communication and decision-making within the organisation.</p> <p>b) Key topics: Meeting agenda, participation, and outcomes.</p> <p>3) Suggestion Schemes:</p> <p>a) Purpose: To encourage employees to contribute innovative ideas and improve company operations.</p> <p>b) Key topics: Suggestion submission process, evaluation criteria, and implementation strategies.</p> <p>4) Conducting enquiries:</p> <p>a) Purpose: To investigate and resolve issues within the organisation.</p> <p>b) Key topics: Enquiry process, documentation, and communication with stakeholders.</p>
Government and Regulators	No	<ul style="list-style-type: none"> • E-mails and letters. • Conferences. • Industry forums. • Regulatory filings. • Meetings with officials. • Representations. 	On periodical basis as provided under relevant legislations	<p>1) In relation to Compliances with applicable laws, Industry concerns, changes in regulatory frameworks, skill and capacity building, employment:</p> <p>a) Purpose: Ensure compliance with applicable laws, adapt to regulatory changes, stay informed of industry concerns, invest in employee skills.</p> <p>b) Key topics: Regulatory compliance, industry trends, workforce development, employment policies, and skill-building initiatives.</p>
Community	Yes	<ul style="list-style-type: none"> • Collaboration with non-governmental organisations (NGOs). • Field visits. • CSR and sustainability initiatives. • Skill development. • One-on-one interactions. 	Periodically	<p>a) Purpose: Develop and implement sustainable CSR initiatives related to water and natural resource management, community development, education/skill development, and livelihood support.</p> <p>b) Key topics: Water and natural resource management, community development, education/skill development, livelihood support, and sustainability reporting.</p>

Business Responsibility and Sustainability Report (Contd.)

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Board of Directors	No	<ul style="list-style-type: none"> • Board Meetings - Engage with Board members through regular board meetings, either in person or virtually, to discuss company performance, strategy, and challenges. Meetings usually happen on a regular basis, such as quarterly. • Board Committees - Engage with Board committee members, such as Audit, CSR, NRC, SRC, and Risk Management committees, for more focused updates and discussions on specific areas of the company's operations. • Board Reports - Provide regular reports to the Board on company performance and progress towards strategic goals. Reports may include financial updates, key performance indicators, or other relevant information. • Informal Updates - Provide informal updates to Board members on an ongoing basis through channels such as emails, phone calls, or meetings outside of regular Board meetings. 	Quarterly and on any event/need basis.	<p>1) Company's business operations, planning, strategies etc:</p> <p>a) Purpose: To review the company's current business operations, planning and strategies, and identify opportunities for improvement.</p> <p>b) Key topics: Business model, operational efficiency, market analysis, growth strategies, risk management, and financial performance.</p>
Contractors	No	<ul style="list-style-type: none"> • Emails. • Need based meetings. • Periodical Reports 	Periodically	<p>Purpose: Manage the contractor relationship for quality performance and contractual compliance.</p> <p>Key Topics:</p> <p>Contractual Agreements, Performance Evaluation, Fair and Timely Payment, Quality and Performance.</p>

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Subsidiary	No	<ul style="list-style-type: none"> • Emails. • Need based meetings. • Periodical Reports. 	Quarterly and Requirement basis.	<p>1) Strategic Alignment:</p> <ul style="list-style-type: none"> a) Purpose: To align the subsidiary company's goals and strategies with the overall objectives of the Company. b) Key topics: Business plans, market expansion strategies, product development, and resource allocation. <p>2) Performance Reviews and Reporting:</p> <ul style="list-style-type: none"> a) Purpose: To review the performance of subsidiary company, assess key metrics, and ensure transparency in reporting. b) Key topics: Financial performance, operational efficiency, market share, and compliance with regulations. <p>3) Knowledge Sharing and Best Practices:</p> <ul style="list-style-type: none"> a) Purpose: To facilitate knowledge sharing and exchange of best practices among subsidiary company and the Company. b) Key topics: Innovation, process optimisation, risk management, and market insights.
Bankers	No	<ul style="list-style-type: none"> • Periodic Meetings • Periodic Reports • Emails 	Requirement basis.	<p>1) Understand the banking compliance, maintaining rapport with our bankers, and banking/credit facilities:</p> <ul style="list-style-type: none"> a) Purpose: Understand banking compliance, maintain rapport with bankers, and manage banking/credit facilities. b) Key topics: Banking regulations, compliance requirements, credit facilities, maintaining relationships with bankers.
Peers	No	<ul style="list-style-type: none"> • Industry events and conferences • Trade associations and industry groups • Market research and analysis • Benchmarking studies 	Requirement basis.	<p>To provide considerations and share insights on global developments:</p> <ul style="list-style-type: none"> a) Purpose: Provide insights on global developments that may impact the company's operations and strategies b) Key topics: Geopolitical risks, macroeconomic trends, emerging technologies, social and environmental issues, and industry developments.

Business Responsibility and Sustainability Report (Contd.)

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.

Management actively engages with various stakeholders, including investors, employees, and customers, as part of our ongoing business operations. These interactions occur both during planned events and as necessary to address specific needs or concerns. Any feedback or issues that warrant the attention of the Board are promptly brought to their notice. Suggestions, complaints, or grievances from stakeholders are communicated through established channels and processes. For these purposes, we have a stakeholder management policy in place, providing stakeholders with a structured route to address grievances and ensure effective resolution. Depending on their importance and impact, these matters are escalated to the relevant committees within the Board for careful consideration and resolution. This systematic approach ensures that all stakeholder feedback and concerns are appropriately addressed and managed within the organisational framework.

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 conducts materiality assessments to understand and identify pertinent environmental and social issues relating to its operations and stakeholders. These assessments actively seek input from stakeholders to ensure that key concerns and priorities are accurately reflected in the entity's sustainability strategy, objectives, and reporting frameworks.

Stakeholder engagement involves consultations with various parties, including local community members, healthcare professionals, and government officials. These consultations may entail assessing healthcare and educational needs in the area, as well as identifying schools with the greatest requirements, and tailoring support accordingly.

Additionally, stakeholder input plays a crucial role in shaping initiatives with social impact, such as education and skill development programs, free eye check-ups for children, distribution of school bags and e-learning kits. Furthermore, environmental initiatives like the Clean Village Initiative Campaign for waste management, construction of RO water plants, providing support upto 200 underprivileged women with vocational trainings were also taken up by the Company. This collaborative approach ensures that the organisation's sustainability efforts are aligned with the needs and expectations of its stakeholders, fostering meaningful impact within the community.

3.

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

As a socially responsible Organisation, we are committed to working for the welfare of the communities around us. The Company has established community outreach programs specifically targeting vulnerable or marginalised groups. These programs include educational workshops, job training initiatives, health awareness campaigns, or access to basic services like clean water or sanitation like providing vocational training to 200 women in tailoring, computer skills, and driving, with a focus on facilitating job placement opportunities. Company implemented diversity and inclusion initiatives aimed at ensuring representation and equal opportunities for all employees, including those from marginalised groups. Our community engagement interventions include:

- Providing home meals to economically backward and needy people
- Sponsoring para-athlete for participating in international sports competitions
- Contribution to CBCI Society for Medical Education for medical treatment of needy patients
- Distributing e-learning kits and school bags.
- Participation in garbage collection and waste management drive
- Constructed a new building at Varahasandra government school including two classrooms with a seating capacity of 50 children each, an RO unit for clean drinking water, and building of additional classrooms and school infrastructure
- Provided support upto 200 underprivileged women with vocational trainings
- Conducted comprehensive health check-ups and free doctor consultations for up to 900 underprivileged villagers

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	194	194	100%	178	178	100%
Other than permanent	-	-	-	29	29	100%
Total Employees	194	194	100%	207	207	100%
Workers						
Permanent	307	307	100%	295	295	100%
Other than permanent	950	950	100%	950	950	100%
Total Workers	1257	1257	100%	1245	1245	100%

- 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	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)
Employees								
Permanent	194	-	-	194	100%	178	-	-
Male	170	-	-	170	100%	160	-	-
Female	24	-	-	24	100%	18	-	-
Other than Permanent	-	-	-	-	-	29	-	-
Male	-	-	-	-	-	25	-	-
Female	-	-	-	-	-	4	-	-
Workers								
Permanent	307	-	-	307	100%	295	-	-
Male	271	-	-	271	100%	259	-	-
Female	36	-	-	36	100%	36	-	-
Other than Permanent	950	-	-	950	100%	950	-	-
Male	775	-	-	775	100%	725	-	-
Female	175	-	-	175	100%	225	-	-

Business Responsibility and Sustainability Report (Contd.)

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

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	5	3,000,000	1	1,825,000
Key Managerial Personnel*	2	7,845,443	-	-
Employees other than BoD and KMP	170	709,552	24	601,286
Workers	271	378,484	36	359,136

*Comprising Chief Financial Officer and Company Secretary.

b. Gross wages paid to Female 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	10.3%	9.7%

4. Focal point for addressing human rights:

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. The Head of HR department oversees the human resource's function. In addition, the Executive Directors are responsible for addressing any human rights issues caused or contributed by the business.

5. Internal mechanisms in place to redress grievances related to human rights issues:

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

The internal stakeholders of a business are groups or individuals who work directly within it, such as employees and contractual support staff. They are granted access to a redressal channel as specified in the human rights policy to address any concerns or complaints that they may have.

By providing regular training and awareness programs on human rights issues company prevents violations from occurring in the first place. The policy's objective is to establish an accessible and secure process for employees to report any incidents of discrimination, harassment, or other human rights violations that may occur in the workplace. The grievance mechanism is effectively communicated to all employees to ensure that they are informed of the process and their rights to report any violations. Company has established clear and comprehensive policy that define sexual harassment, outline unacceptable behaviours, and provide guidance on reporting procedures.

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

Category	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	NIL	NIL	None	NIL	NIL	None
Discrimination at workplace	NIL	NIL	None	NIL	NIL	None
Child Labour	NIL	NIL	None	NIL	NIL	None
Forced Labour/Involuntary Labour	NIL	NIL	None	NIL	NIL	None
Wages	NIL	NIL	None	NIL	NIL	None
Other human rights related issues	NIL	NIL	None	NIL	NIL	None

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)	NIL	NIL
Complaints on POSH as a % of female employees / workers	NIL	NIL
Complaints on POSH upheld	NIL	NIL

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

Mechanism to prevent adverse consequences to the complainant in discrimination and harassment cases.

To prevent harassment in the workplace, the company has established a mechanism that consists of various policies, procedures, and guidelines. The mechanism includes a code of conduct that outlines the company's expectations for appropriate workplace behaviour and provides guidance on identifying and addressing harassment.

The company has also established a confidential reporting system that allows employees to report any incidents of harassment without fear of retaliation. These reports are thoroughly investigated, and corrective action is taken where necessary. Additionally, the company provides regular training to all employees on identifying and preventing harassment in the workplace.

Confidentiality is strictly maintained throughout the process, ensuring that information is shared only with those directly involved in resolving the grievance. This safeguards the privacy and integrity of the parties concerned, minimising the risk of sensitive details being exposed unnecessarily. Furthermore, the policy includes a commitment to non-retaliation, guaranteeing that no employee will face repercussions for filing a grievance or participating in its resolution. This discourages any form of retaliation and fosters an environment where employees feel safe to voice their concerns without fear of retribution. Additionally, the option for anonymous reporting provides an alternative avenue for employees who may be uncomfortable reporting grievances openly. This option allows concerns to be addressed while protecting the anonymity of the reporting party, ensuring their safety and encouraging transparency in addressing workplace issues. Together, these measures create a supportive framework that prioritises fairness, confidentiality, and the well-being of all employees involved in the grievance process.

To ensure compliance with its harassment prevention policies, the company conducts regular audits and assessments of its workplace culture and practices. These assessments help identify areas for improvement and ensure that the company is taking all necessary steps to prevent harassment.

9. Human rights requirements forming part of your business agreements and contracts:

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

The Human rights related requirements are covered as a part of supplier/Dealer/Vendor onboarding process. As part of our supplier/Dealer/Vendor onboarding process, we integrate human rights requirements to ensure compliance with relevant laws, labour standards, and environmental regulations, fostering an environment of ethics and integrity.

Our business agreements feature clauses mandating ethical recruitment practices, prohibiting human trafficking and forced labour. Contracts further stipulate the obligation to respect the land, forest, and water rights of local communities and indigenous peoples. Emphasising diversity and inclusion, our agreements encourage suppliers to cultivate diverse workforces and provide equal opportunities irrespective of race, gender, or ethnicity. Additionally, our onboarding process includes measures to ensure fair treatment of workers regarding wages, working hours, and occupational health and safety.

10. Assessments for the year:

Category	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	100%
Wages	
Others – please specify	

Business Responsibility and Sustainability Report (Contd.)

11. Corrective Actions to address significant risks / concerns arising from the assessments:

Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.

The Company is deeply committed to upholding human rights and has established a comprehensive framework to address key risks and concerns, including child labour, forced labour, sexual harassment, discrimination, and fair wages. We have enhanced our due diligence procedures to better identify and address any potential violations, ensuring compliance with ethical standards and environmental regulations throughout our supply chain. Regular assessments and employee training initiatives help raise awareness and prevent incidents. If any violations are detected, swift and decisive corrective actions are taken, including contract terminations or legal recourse as necessary. Furthermore, our policies and procedures are continuously reviewed and reinforced to uphold human rights standards across all operations.

As part of our ongoing efforts, there were no significant risk/concern that arose on its self-assessment and from the diligence of customers.

LEADERSHIP INDICATORS:

1.

Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.

As there were no major human rights grievances or complaints, there have been no specific business processes modified or introduced in response to addressing such grievances or complaints.

2.

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

The Company conducts internal due diligence to ensure adherence to human rights standards. Employee rights are rigorously monitored, guaranteeing a safe and equitable workplace free from harassment and discrimination. Stakeholder engagement plays a crucial role in the process, with feedback from employees, communities, and civil society organisations being incorporated to ensure comprehensive coverage. Risks are identified and mitigated through detailed assessments, regular audits, and targeted training initiatives. These efforts foster awareness and build capacity to effectively address and overcome human rights challenges within the Company.

Monitoring mechanisms are in place to track compliance, with prompt remedial action taken in case of violations to ensure accountability and redress for affected individuals. Overall, this diligence reflects the Company's commitment to upholding human rights standards and promoting fairness and equality across its operations.

3. Is the premise/office of the entity accessible to differently abled visitors:

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, our premises fully comply with the requirements of the Rights of Persons with Disabilities Act, 2016. We actively engage with our differently abled visitors to address their mobility needs and incorporate their input into our accessibility initiatives.

The Company's buildings, rooms, toilets, and recreational areas are designed with secure accessibility features such as handrails and ramps, allowing differently abled visitors to navigate comfortably. Additionally, pathways and walkways surrounding the area are equipped with accessible stairs and lifts, facilitating easy access for individuals with mobility challenges.

These initiatives promote inclusivity and ensure that all visitors, including those with disabilities, can navigate our premises with ease.

4. Details on assessment of value chain partners:

Category	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	35%
Wages	
Others – please specify	

The assessment was conducted via a questionnaire and targeted the top 30-40% of vendors and service providers. The Company conducted an assessment of its value chain partners, focusing on the top 30-40% of vendors and service providers. This evaluation was carried out through a comprehensive questionnaire that encompassed various Environmental, Social, and Governance (ESG) factors including the above-mentioned factors.

The assessment process was designed to be thorough and informative, enabling the Company to gain a clear understanding of the practices and standards maintained by its value chain partners.

5.

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

There were no significant risks/ concerns arising from assessments of value chain partners.

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)	FY 2022-23 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A)	28855.47 GJ	18026.58 GJ
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumption (A+B+C)	28855.47 GJ	18026.58 GJ
From non-renewable sources		
Total electricity consumption (D)	3009.22 GJ	10612.35 GJ
Total fuel consumption (E)	202.37 GJ	105.69 GJ
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	3211.59 GJ	10718.04 GJ
Total energy consumed (A+B+C+D+E+F)	32067.06 GJ	28744.62 GJ
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.00000882	0.00000970
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption / Revenue from operations adjusted for PPP)	0.00000039	0.00000043
Energy intensity in terms of physical output	-	-
Energy intensity (optional) – the relevant metric may be selected by the entity	-	-

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended 31st March 2024 and 31st March 2023, it is 22.401 and 22.167, respectively.

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.

The assessment / evaluation has been carried out in-house and J. Sundharesan and Associates, Compliance Governance and Sustainability Advisors, has given limited assurances on the said parameter.

Business Responsibility and Sustainability Report (Contd.)

- 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.**

No, we have not identified any sites/facilities as Designated Consumers (DCs) under the PAT scheme of the Government of India.

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

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	52,321.346	46,862.428
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	52,321.346	46,862.428
Total volume of water consumption (in kilolitres)	52,321.346	46,862.428
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00001439	0.00001582
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) *	0.00000064	0.00000071
Water intensity in terms of physical output	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended 31st March 2024 and 31st March 2023, it is 22.401 and 22.167, respectively.

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.

The assessment / evaluation has been carried out in-house and J. Sundharesan and Associates, Compliance Governance and Sustainability Advisors, has given limited assurances on the said parameter.

- 4. Provide the following details related to water discharged: Not Applicable**

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(iv) Sent to third parties	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
(v) Others	-	-
-No treatment	-	-
-With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

5. Mechanism for Zero Liquid Discharge:

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

In its commitment to being a responsible corporate citizen, the Company has mechanisms to treat and recycle all the wastewater generated by their industrial processes. They have installed a state-of-the-art treatment plant that uses a combination of physical, chemical, and biological processes to treat the wastewater. The treated water is then passed through a series of filtration and evaporation processes to remove all the impurities and contaminants, leaving behind only pure and clean water that can be reused within the plant. The remaining solid waste is disposed off in a responsible and environmentally sustainable manner.

The Company has established Sewage Treatment Plants (STPs) and Effluent Treatment Plants (ETPs), the Company endeavours to minimise the quantity of water discharged to the greatest extent possible, in accordance with feasible measures.

There exists a mechanism to treat and recycle all the wastewater generated by the industrial processes. The Company has installed a state-of-the-art treatment plant that uses a combination of physical, chemical, and biological processes to treat the wastewater. The treated water is then passed through a series of filtration and evaporation processes to remove all the impurities and contaminants, leaving behind only pure and clean water that can be reused within the plant. The remaining solid waste is disposed of in a responsible and environmentally sustainable manner.

- The liquid from the Sewage Treatment Plant (STP) undergoes processing in the STP plant, where it is converted into sludge, and the treated water is repurposed for flushing toilets and gardening purposes.
- The liquid from the Effluent Treatment Plant (ETP) is treated in the ETP plant, resulting in the production of ETP sludge, which is then disposed of in an environmentally responsible manner by appointing authorised vendors.

By adopting a Zero Liquid Discharge mechanism, the Company has been able to reduce its dependence on freshwater sources, minimise its impact on the environment, and ensure that all the wastewater generated is treated and recycled in a responsible and sustainable manner.

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

Parameter	Please specify unit	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
NOx	mg/Nm3	15.5	27.3
Sox	mg/Nm3	9.3	18.4
Particulate matter (PM)	mg/Nm3	17.1	66
Persistent organic pollutants (POP)	Nm3/hr	8495.4	9440.8
Volatile organic compounds (VOC)	Kg/hr	0.145	0.623
Hazardous air pollutants (HAP)	mg/Nm3	BDL	BDL
Others – please specify	mg/Nm3	BDL	BDL

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.

The assessment / evaluation has been carried out by Vsix Analytical Labs Private Limited.

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

Parameter	Unit	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (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	46,032	26,912.56
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	6,35,281	22,40,385
Total Scope 1 and Scope 2 emissions intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent	0.00018750	0.00076548

Business Responsibility and Sustainability Report (Contd.)

Parameter	Unit	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
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)*		0.00000837	0.00003456
Total Scope 1 and Scope 2 emission intensity in terms of physical output		-	-
Total Scope 1 and Scope 2 emission intensity (optional) – the relevant metric may be selected by the entity		-	-

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended 31st March 2024 and 31st March 2023, it is 22.401 and 22.167, respectively.

In the financial year 2023-24, the Company is pleased to report a significant reduction in emissions. Specifically, Scope 2 emissions saw a remarkable decrease of around 71.66% compared to the preceding financial year 2022-23. Overall, the Company achieved a substantial reduction in carbon emissions amounting to 69.95% compared to the same period.

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.

The assessment / evaluation has been carried out in-house and J. Sundharesan and Associates, Compliance Governance and Sustainability Advisors, has given limited assurances on the said parameter.

8. Project related to reducing Green House Gas emission:

Does the entity have any project related to reducing Green House Gas emission? If yes, then provide details.	<p>We are delighted to announce a substantial decrease in emissions for the financial year 2023-24, marking a remarkable reduction of around 69.95% compared to the preceding financial year 2022-23.</p> <p>Further, there was a significant reduction in Scope 2 carbon emissions leading to overall decrease in carbon emissions.</p> <p>This achievement underscores our steadfast commitment to environmental sustainability and reflects our continuous endeavours to mitigate our carbon footprint.</p> <p>The company has made significant strides in meeting its energy requirements for manufacturing operations through the utilisation of renewable solar energy. Approximately 20%-30% of the electricity consumed throughout the year was sourced from rooftop solar panels and a solar park located within the factory premises. The company is now fully reliant on renewable energy sources.</p> <p>The total energy consumed from renewable sources accounts for 89.98%, surpassing our target of renewable energy consumption.</p> <p>Moreover, to further strengthen our renewable energy initiatives, the organisation has installed a total capacity of 1.9 MW in its solar plant. Additionally, it has established power supply and off-take agreements to ensure the provision of solar power, with a capacity of up to 2 MW or 3,000,000 units per year.</p>
---	---

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

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	698.860	654.9
E-waste (B)	0	0.48
Bio-medical waste (C)	0.0022	0.0025
Construction and demolition waste (D)	0	0
Battery waste (E)	0	0
Radioactive waste (F)	0	0
Other Hazardous waste (H):	1.52	3.48
Total (A+ B + C + D + E + F + G + H)	700.3842	658.8625

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00000019	0.00000022
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) *	<0.000001	<0.000001
Waste intensity in terms of physical output	-	-
Waste intensity (optional) – the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	Due to the inherent nature of our business operations, the Company has limited opportunities within this particular domain.	
(ii) Re-used		
(iii) Other recovery operations		
Total		
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0.836	
(ii) Landfilling	0.42	
(iii) Other disposal operations	-	
Total		1.265

*The revenue from operations has been adjusted for PPP based on the latest PPP conversion factor published by the IMF- for India. For the years ended 31st March 2024 and 31st March 2023, it is 22.401 and 22.167, respectively.

**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 independent assessment, evaluation, or assurance has been carried out by an external agency.

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 has implemented a waste management system that ensures proper handling, segregation, transportation, and disposal of different types of wastes, thus promoting environmental sustainability and the safety of the workers involved in waste management.

A color-coding system exists for the purpose of categorising various types of wastes. The colour red is employed to denote hazardous waste, green is designated for biodegradable waste, yellow is utilised for adhesive waste, and blue is assigned to plastic waste. This system aids in the convenient identification and segregation of different waste types, thereby facilitating effective disposal.

The safety of workers is crucial in waste management, as they are exposed to various hazards while handling waste. Hence the provision of safety Personal Protective Equipment (PPE) is given to the workers who handle waste.

An authorised vendor has been identified for receiving scraps and waste. This ensures that the waste is collected and handled by a responsible and authorised vendor.

Waste disposal is routed through an approved vendor by KSPCB (Karnataka State Pollution Control Board)

Separate transportation facility for waste disposal purposes. This ensures that the waste is transported in a safe and organised manner and is disposed of in an environmentally responsible manner.

The Company identifies and monitors waste categories beyond the four-color-coded categories. These categories include E-waste, aluminium waste, roll storage waste, and metal scraps, and require specialised handling and disposal techniques.

Business Responsibility and Sustainability Report (Contd.)

- 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.
-	-	-	-

The Company does not have any operations/offices in/around ecologically sensitive areas.

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

S. No.	Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
-	-	-	-	Not Applicable	-	-

- 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, the Company is fully compliant with all the applicable environmental laws/regulations/ guidelines in India including but not limited to Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules.

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 boards or by courts	Corrective action taken, if any
-	-	-	-	-

LEADERSHIP INDICATORS:

- 1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:**

- (i) Name of the area
- (ii) Nature of operations

The Company does not have facility / plant located in areas of water stress.

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

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-

Parameter	FY 2023-2024 (Current Financial Year)	FY 2022-2023 (Previous Financial Year)
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

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

Parameter	Unit (Metric tonnes of CO2 Equivalent)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	-	-	-
Total Scope 3 emissions per rupee of turnover	-	-	-
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	-	-	-

The Company is currently in the process of putting in place mechanisms for calculating Scope 3 emissions. It is assessing areas in the Company which can be integrated into its procedures to enhance understanding and calculation of Scope 3 emissions.

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 independent assessment, evaluation, or assurance has been carried out by an external agency.

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

Business Responsibility and Sustainability Report (Contd.)

- 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	Solar Energy	<p>Implementation of solar energy solutions to reduce reliance on traditional energy sources and lower carbon emissions.</p> <p>The Company purchased Third Party Power which includes the utilisation of Solar and Wind energy.</p> <p>The Company is pleased to announce that there was a 74.06% increase in third-party power purchases compared to the previous year, 2022-23.</p>	<p>Energy independence: Utilisation of solar energy has increased the company's energy independence by reducing reliance on conventional energy sources.</p> <p>Reduced carbon footprint: Adoption of solar energy has led to a significant reduction in greenhouse gas emissions, contributing to environmental sustainability.</p>
2	Carbon Emissions	<p>The Company is delighted to announce a substantial decrease in emissions during the financial year 2023-24, demonstrating an impressive reduction of Scope 2 emissions of approximately 71.66% compared to the previous financial year 2022-23.</p> <p>The overall reduction in Carbon emissions is 69.95% compared to the previous financial year 2022-23. This accomplishment underscores our unwavering dedication to environmental sustainability and exemplifies our continued endeavours to mitigate our carbon footprint.</p>	<p>Environmental Impact: By achieving a substantial decrease in Scope 2 emissions by 71.66% and an overall reduction in carbon emissions by 69.95%, the Company significantly contributes to environmental sustainability. This reduction directly lowers greenhouse gas emissions, thereby positively impacting air quality and mitigating climate change effects.</p> <p>Operational Efficiency: The initiative likely reflects improved energy efficiency and operational practices within the Company. By reducing emissions, the Company demonstrates its ability to optimise energy use and operational processes, potentially leading to cost savings through reduced energy consumption and more efficient resource utilisation.</p>
5	Sewage treatment Plant	Installation of sewage treatment facilities to effectively treat and manage wastewater, minimising environmental pollution.	<p>Environmental protection: Effective treatment of wastewater has minimised environmental pollution and protected water bodies from contamination.</p>
	EV Charging stations	<p>Establishment of electric vehicle charging infrastructure to support the transition to electric mobility and reduce greenhouse gas emissions from transportation.</p>	<p>Support for electric mobility: Installation of EV charging infrastructure encourages the adoption of electric vehicles among employees, customers, and the community.</p> <p>Reduction of emissions: Increased availability of EV charging stations contributes to the reduction of greenhouse gas emissions associated with transportation.</p> <p>Innovation and leadership: The establishment of EV charging stations demonstrates the company's commitment to innovation and leadership in sustainable transportation solutions.</p>

- 5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/web link.**
Yes, the entity has a robust business continuity and disaster management plan in place. The plan is designed to mitigate the impact of unexpected events on customer operations by identifying contingencies for all processes and equipment, including IT systems and natural disasters. Employees receive periodic training on the contingency and disaster management plan to ensure preparedness and effective response in case of emergencies. The Company maintains the policy internally and shares the copy to the customer on request.

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?

No significant adverse impact to the environment has arisen from the value chain of the entity.

7.

Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts. 35%

The assessment was conducted via a questionnaire and targeted the top 30-40% of vendors and service providers. The Company conducted an assessment of its value chain partners, focusing on the top 30-40% of vendors and service providers. This evaluation was carried out through a comprehensive questionnaire that encompassed various Environmental, Social, and Governance (ESG) factors including environmental factors.

The assessment process was designed to be thorough and informative, enabling the Company to gain a clear understanding of the practices and standards maintained by its value chain partners.

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) Affiliations with trade and industry chambers/ associations:

Number of affiliations with trade and industry chambers/ associations.

Currently, the Company is a member of 6 associations.

B) List the top 10 trade and industry chambers/ associations (determined based on the total members of such body) the entity is a member of/ affiliated to:

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1.	Confederation of Indian Industry	National
2.	Indo America Chamber of Commerce	National
3.	The Plastic Export Promotion Council	National
4.	The Automotive Component Manufacturers Association	National
5.	Quality Circle Forum of India	National
6.	The Society of Indian Automobile Manufacturers	National

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

Name of authority	Brief of the case	Corrective action taken
-	-	-

The Company has not engaged in any anti-competitive conduct.

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
--------	-------------------------	-----------------------------------	--	---	------------------------

As a company, we do not advocate for public policy positions.

Business Responsibility and Sustainability Report (Contd.)

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
This section is not applicable to the Company as there were no projects that required SIA to be undertaken under Law.					

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)
This section is not applicable to the Company as there were no projects that required Rehabilitation and Resettlement (R&R).						

3. Community redressal mechanism:

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

Grievance Redressal Mechanism (GRM) is an important aspect of assuring our strong relation with the community as it provides us social license to operate and execute the community initiative projects. As part of our grievance redressal mechanism, we have deployed our local employees who regularly visit the community and interact with people to gauge and address community concerns.

Receiving and redressing grievances of the community typically involves a multi-step process that begins with establishing channels for individuals or groups to voice their concerns and ends with addressing and resolving those grievances in a fair and timely manner. The following are mechanisms that are employed to receive and redress grievances of the community:

The Company through local panchayath on regular basis identifies the needs of the local community and fulfils their requirements through various CSR initiatives and the Company's representatives on regular basis visits the local community to get feedback and monitor the CSR projects. This helps to ensure that the Company is aware of the needs of the local community and that their CSR initiatives are meeting those needs. It also allows them to develop a better understanding of the community, which can help them create more effective CSR initiatives in the future.

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

Category	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
*Directly sourced from MSMEs/ small producers	-	-
*Directly from within India	-	-

*The data was not validated hence not reported.

- 5. Job creation in smaller towns – Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent / on contract basis) in the following locations, as % of total wage cost.**

Location	FY 2023-2024 (Current Year)	FY 2022-2023 (Previous Year)
Rural	85%	85%
Semi- Urban	-	-
Urban	-	-
Metropolitan	15%	15%

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
This section is not applicable, since there were no projects with SIA notification.	

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

The Company has not undertaken any CSR projects in the designated aspirational districts as identified by Government bodies. Despite not having CSR projects in aspirational districts, the Company remains dedicated to serving society and supporting those in need. We actively seek opportunities to contribute positively to communities through various initiatives aimed at fostering social welfare and addressing societal challenges.

3.

(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalised /vulnerable groups? (Yes/No)	The Company does not have preferential procurement policy where it gives preference to purchase from suppliers comprising marginalised /vulnerable groups
(b) From which marginalised /vulnerable groups do you procure?	-
(c) What percentage of total procurement (by value) does it constitute?	-

- 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
There were no benefits derived and shared from the intellectual properties owned or acquired by the Company.				

- 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
This particular section does not find applicability within the context of the Company since there were no issues relating to the same.		

Business Responsibility and Sustainability Report (Contd.)

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	The Program Welfare of Brick Lane Workers	150-200 students	100%
2.	Let's Feed the Needy program with the main objective to provide home cooked food to people in need at various places like Railway Station, Bus Stand, Road, Beaches, children & elderly people at Orphan centers and Old Age homes	150-200 people	100%
3.	Santhwana Charitable Trust with the aim of coordinating social and community health care services to the poor, sick and the most neglected section of our society in India	100 students	100%
4.	CBCI Society for Medical Education which includes payment towards medical treatment of poor and needy	6 people	100%
5.	Garbage Cleaning in and around the vicinity of the Company	14 villages	100%
6.	Distributed e-learning kits in government schools	50 children	100%
7.	Constructed a new building at Varahasandra government school including two classrooms with a seating capacity of 50 children each, an RO unit for clean drinking water, and two restrooms and additional infrastructures.	50 children	100%
8.	A bore well was installed at the Vani Vilas Institute, government women's college to meet the water needs of female students	700 students	100%
9.	Women Empowerment Projects Provided support to underprivileged women with vocational trainings	200 women	100%
10.	Conducted comprehensive health check-ups and free doctor consultations for underprivileged villagers	900 villagers	100%

PRINCIPLE

9

BUSINESSES SHOULD ENGAGE WITH AND PROVIDE VALUE TO THEIR CONSUMERS IN A RESPONSIBLE MANNER



The Company's commitment to engaging with and providing value to our consumers in a responsible manner is an essential part of our business strategy. We believe that by doing so, we can build trust and loyalty with our customers and contribute to a sustainable future for all.

As a responsible business, we recognise the importance of engaging with and providing value to our consumers in a responsible manner. We aim to ensure that our products and services meet the needs of our customers while minimising any negative impacts on society and the environment.

To achieve this, we strive to understand the needs and preferences of our customers and engage with them through various channels to provide the best possible experience. We also aim to provide accurate and transparent information about our products and services, including their safety, quality, and environmental impact.

We believe in responsible marketing practices and avoid any form of deceptive advertising or promotion. Our pricing policies are fair and transparent, and we do not engage in any anti-competitive behaviour.

ESSENTIAL INDICATORS:**1. Consumer Complaints and feedback:****Describe the mechanisms in place to receive and respond to consumer complaints and feedback.**

The Company has a well-established system for managing consumer/customer feedback, offering various channels such as email, telephone, website, and feedback forms for communication. Additionally, dedicated consumer response cells are available to address queries and gather feedback, facilitating continuous product and service improvements.

1. The Company maintains a formal consumer complaint procedure, documented and approved, with all complaints routed to an internal quality check team. Detailed registers are maintained, encompassing mitigation strategies and all relevant aspects from complaint registration to resolution.
2. This procedure covers complaints across various areas including Customer Complaints, Customer Rejections, Warranty, and Emergency Support, aligning with the Company's objectives to address consumer concerns effectively.

Furthermore, the Company endeavours to implement systematic procedures for Corrective and Preventive Actions (CAPA) relevant to each product, ensuring proactive management of risks and enhancing planning processes.

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

Category	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	100%

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

Category	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	NIL	NIL	None	NIL	NIL	None
Advertising	NIL	NIL	None	NIL	NIL	None
Cyber-security	NIL	NIL	None	NIL	NIL	None
Delivery of essential services	NIL	NIL	None	NIL	NIL	None
Restrictive Trade Practices	NIL	NIL	None	NIL	NIL	None
Unfair Trade Practices	NIL	NIL	None	NIL	NIL	None
Other	07	NIL	All complaints received during this financial year were related to general concerns, and the same has been promptly resolved with utmost priority.	11	NIL	All complaints received during this financial year were related to general concerns, and the same has been promptly resolved with utmost priority

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

Particulars	Number	Reasons for recall
Voluntary recalls	NIL	NIL
Forced recalls	NIL	NIL

Business Responsibility and Sustainability Report (Contd.)

5. Cyber security policy:

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.

The Company has implemented a robust framework and policies to ensure cybersecurity, with a primary focus on establishing a disaster recovery site as a vital component of our cybersecurity infrastructure. This site is designed to provide redundancy and resilience, allowing for swift recovery and restoration of operations in the event of cyber incidents or unforeseen disasters. Equipped with cutting-edge technologies and redundant systems, it ensures secure data backups to safeguard enterprise data.

Our cybersecurity policy is paramount in protecting digital assets from cyber threats, covering information systems, networks, data security, roles and responsibilities, and incident response procedures. Compliance with this policy is mandatory for all employees, contractors, and interns, encompassing aspects such as safeguarding confidential data, securing devices, adhering to safe email practices, managing passwords effectively, ensuring secure data transfer, and promptly reporting security breaches.

The IT Team is responsible for implementing security measures, providing training, and investigating breaches, while additional measures include device security, reporting stolen equipment, and adherence to policy provisions. The System Administrator plays a key role in deploying firewalls, anti-malware solutions, and access authentication systems, alongside conducting regular security training for employees. Overall, the Company's cybersecurity policy defines a comprehensive framework for addressing cybersecurity and data privacy risks.

The policy can be accessed at the given link:

<https://www.sjsindia.com/investors.html#policies>

6. Corrective Actions:

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

This particular section does not find applicability within the context of the Company since there were no issues relating to the same.

7. Provide the following information relating to data breaches:

Location	For the Current Financial Year (2023-2024)	For the Previous Year (2022-2023)
Number of instances of data breaches	NIL	NIL
Percentage of data breaches involving personally identifiable information of customers	NIL	NIL
Impact, if any, of the data breaches	NIL	NIL

LEADERSHIP INDICATORS:

S. No	Particulars	Response
1.	Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).	Details about our offerings and services are available at https://www.sjsindia.com/
2.	Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.	The Company possesses relevant information for safe and responsible usage on the product. It provides for a marking system for recycling mechanisms. This marking system serves as a crucial identification tool for end users and recycling facilities, enabling easy sorting and processing of materials for recycling or reuse. By ensuring efficient material separation, the Company minimises waste and promotes environmental sustainability.
3.	Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.	This section is not applicable to the Company.
4.	(a) Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. (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)	The Company displays product information as mandated by local laws. The Company ensures that all product information displayed complies strictly with the legal requirements stipulated by local laws and regulations. Yes, the Company actively engages in assessing supplier satisfaction to ensure robust relationships and operational efficiencies. The survey encompassed feedback on product quality, delivery timelines, customer service, and overall satisfaction with the Company's offerings.