

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

|     |  |  |
|-----|--|--|
| 1.  | Corporate Identity Number (CIN) of the Listed Entity   | L31900MH2015PLC262254  |
| 2.  | Name of the Listed Entity  | Crompton Greaves Consumer Electricals Limited  |
| 3.  | Year of incorporation  | 2015   |
| 4.  | Registered office address  | Tower 3, 1 <sup>st</sup> Floor, East Wing, Equinox Business Park, LBS Marg, Kurla (West), Mumbai - 400 070   |
| 5.  | Corporate address  | Tower 3, 1 <sup>st</sup> Floor, East Wing, Equinox Business Park, LBS Marg, Kurla (West), Mumbai - 400 070   |
| 6.  | E-mail   | <a href="mailto:crompton.investorrelations@crompton.co.in">crompton.investorrelations@crompton.co.in</a>   |
| 7.  | Telephone  | +91 2261678499   |
| 8.  | Website  | <a href="http://www.crompton.co.in">www.crompton.co.in</a>   |
| 9.  | Financial year for which reporting is being done   | 2023-24  |
| 10. | Name of the Stock Exchange(s) where shares are listed  | 1. National Stock Exchange of India Ltd.<br>2. BSE Ltd.  |
| 11. | Paid-up Capital  | ₹128.62 Crore  |
| 12. | Name and contact details (telephone, e-mail address) of the person who may be contacted in case of any queries on the BRSR report  | Name: Mr. Promeet Ghosh <sup>#</sup><br>Designation: MD & CEO<br>E-mail Id: <a href="mailto:secretarial@crompton.co.in">secretarial@crompton.co.in</a> |
| 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) | Standalone   |
| 14. | Name of assurance provider   | BDO India LLP  |
| 15. | Type of assurance obtained   | 1. For Core Indicators - Reasonable<br>2. For Non-Core Indicators - Limited  |

<sup>#</sup> Non-Executive Non-Independent Director till April 23, 2023, and appointed as Executive Director w.e.f. April 24, 2023, and as MD & CEO w.e.f May 1, 2023, till April 30, 2028

\* For environmental KPIs, we have included only manufacturing facilities.

### II. Products/ services

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

| S. No. | Description of main activity                       | Description of business activity | % of turnover of the entity |
|--------|--|----------------------------------|-----------------------------|
| 1.     | Electrical Consumer Durables and Lighting Products | Manufacturing/ Trading           | 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.     | Electrical Consumer Durables | 27501, 27502, 27503, 28132 | 84.41%                          |
| 2.     | Lighting Products            | 27400                      | 15.59%                          |

### III. Operations

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

| Location      | Number of plants | Number of offices | Total |
|---------------|------------------|-------------------|-------|
| National      | 8                | 21                | 29    |
| International | 0                | 0                 | 0     |

## 19. Markets served by the entity

### a) Number of locations

| Locations                        | Number    |
|----------------------------------|-----------|
| National (No. of States)         | PAN India |
| International (No. of Countries) | 38        |

b) What is the contribution of exports as a percentage of the total turnover of the entity? **1.60%**

c) A brief on types of customers –

The Company caters to a wide range of consumers, including homeowners, other businesses, corporates, architects, interior designers, real-estate developers, government, wholesalers and distributors. The Company has National & International customer basis.

A mix of Distributors, Retailers, Institutional Buyers and Large Format Stores.

## IV. Employees

### 20. Details as at the end of Financial Year

#### a) Employees and workers (including differently abled)

| S. No.    | Particulars              | Total | Male    |         | Female  |         |
|-----------|--------------------------|-------|---------|---------|---------|---------|
|           |                          | (A)   | No. (B) | % (B/A) | No. (C) | % (C/A) |
| Employees |                          |       |         |         |         |         |
| 1.        | Permanent (D)            | 1,779 | 1,654   | 92.97   | 125     | 7.03    |
| 2.        | Other than Permanent (E) | 1,235 | 1,068   | 86.48   | 167     | 13.52   |
| 3.        | Total employees (D + E)  | 3,014 | 2,722   | 90.31   | 292     | 9.69    |
| Workers   |                          |       |         |         |         |         |
| 4.        | Permanent (F)            | 459   | 401     | 87.36   | 58      | 12.64   |
| 5.        | Other than Permanent (G) | 2,489 | 1,846   | 74.17   | 643     | 25.83   |
| 6.        | Total workers (F + G)    | 2,948 | 2,247   | 76.22   | 701     | 23.78   |

#### b) Differently abled employees and workers

| S. No.                      | Particulars                               | Total | Male    |          | Female  |          |
|-----------------------------|---|-------|---------|----------|---------|----------|
|                             |   | (A)   | No. (B) | % (B/ A) | No. (C) | % (C/ A) |
| Differently abled employees |   |       |         |          |         |          |
| 1.                          | Permanent (D)                             | NIL   | NIL     | NIL      | NIL     | NIL      |
| 2.                          | Other than Permanent (E)                  | NIL   | NIL     | NIL      | NIL     | NIL      |
| 3.                          | Total differently abled employees (D + E) | NIL   | NIL     | NIL      | NIL     | NIL      |
| Differently abled workers   |   |       |         |          |         |          |
| 4.                          | Permanent (F)                             | 2     | 2       | 100      | NIL     | NIL      |
| 5.                          | Other than permanent (G)                  | 2     | 2       | 100      | NIL     | NIL      |
| 6.                          | Total differently abled workers (F + G)   | 4     | 4       | 100      | NIL     | NIL      |

### 21. Participation/ inclusion/ representation of women

| Particulars              | Total (A) | No. and % of Female |         |
|--------------------------|-----------|---------------------|---------|
|                          |           | No. (B)             | % (B/A) |
| Board of Directors       | 9         | 2                   | 22.22   |
| Key Management Personnel | 3         | 1                   | 33.33   |

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

(In %)

|                     | F.Y. 2023-24 |        |       | F.Y. 2022-23 |        |       | F.Y. 2021-22 |        |       |
|---------------------|--------------|--------|-------|--------------|--------|-------|--------------|--------|-------|
|                     | Male         | Female | Total | Male         | Female | Total | Male         | Female | Total |
| Permanent Employees | 24.40        | 22.90  | 24.30 | 36.13        | 33.17  | 35.94 | 29.68        | 22.11  | 29.19 |
| Permanent Workers   | 7.20         | 13.01  | 7.95  | 2.75         | 3.08   | 2.79  | 3.13         | 4.51   | 3.31  |

## V. Holding, subsidiary and associate companies (including joint ventures)

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

| S. No. | Name of the holding/ subsidiary/ associate companies/ joint ventures (A) | Indicate whether holding/ subsidiary/ associate/joint venture | % of shares held by listed entity                                    | Does the entity indicated at column A, participate in the business responsibility initiatives of the listed entity? (Yes/ No) |
|--------|--|---|--|---|
| 1.     | Nexustar Lighting Project Private Limited                                | Wholly-owned subsidiary                                       | 100  | No  |
| 2.     | Pinnacles Lighting Project Private Limited                               | Wholly-owned subsidiary                                       | 100  | No  |
| 3.     | Crompton CSR Foundation  | Wholly-owned subsidiary                                       | The Company is limited by guarantee and does not have share capital. | No  |
| 4.     | Butterfly Gandhimathi Appliances Limited ("Butterfly")                   | Subsidiary  | 75   | No  |

## VI. Corporate Social Responsibility ("CSR") details

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

(ii) Turnover (in ₹) **6,388.38 Crore**

(iii) Net worth (in ₹) **3,205.48 Crore**

## VII. Transparency and disclosures compliances

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

| Stakeholder group from whom complaint is received | Grievance Redressal Mechanism in Place (Yes/ No) (If Yes, then provide web-link for grievance redress policy) | F.Y. 2023-24                               |  |   | F.Y. 2022-23                               |  |   |
|---|---|--|--|---|--|--|---|
|   |   | 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 <sup>1</sup>                          | YES   | NIL  | NIL  | NA  | NIL  | NIL  | NA  |
| Investors (other than shareholders) <sup>2</sup>  | YES   | NIL  | NIL  | NA  | NIL  | NIL  | NA  |
| Shareholders <sup>2</sup>                         | YES   | 4  | NIL  | NA  | 11   | NA   | NA  |
| Employees and workers <sup>3</sup>                | YES   | NIL  | NIL  | Minor complaints are resolved by the respective SPOC, location-wise | NIL  | NIL  | Minor complaints are resolved by the respective SPOC, location-wise |
| Customers <sup>4</sup>                            | YES   | 27,74,927                                  | 3,322  | NA  | 25,80,752                                  | 3,072  | NA  |
| Value Chain Partners <sup>5</sup>                 | YES   | NIL  | NIL  | NA  | NIL  | NIL  | NA  |
| Other (please specify)                            | NIL   | NIL  | NIL  | NA  | NIL  | NIL  | NA  |

The Company is committed to encourage openness, promote transparency and reporting improvements without fear of rebuttal. The organisation is committed to creating a culture that encourages high standards of ethics and upholds decent and safe working conditions for the entire workforces.

<sup>1</sup>Communities while interacting during the community engagement programmes, can report their grievances

<sup>2</sup>Investors and stakeholders can correspond with the Company by sending an e-mail to [crompton.investorrelations@crompton.co.in](mailto:crompton.investorrelations@crompton.co.in) or by calling on 022 61678499

<sup>3</sup>Employees and workers can report any grievance by sending an e-mail to [wbcrompton@crompton.co.in](mailto:wbcrompton@crompton.co.in) or a letter in a physical form in a sealed envelope

<sup>4</sup>Consumers can report grievances through the CRM system, the WhatsApp (+91 74287 13838) and the toll-free number (1800 419 0505)

<sup>5</sup>Value chain partners can reach us through the Partner Connect tab on the website

## 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.     | Product                   | R  | Products in compliance with regulatory requirements, meet highest quality parameters, environmentally sustainable and features innovative designs | Revamping all models by optimising processes to create energy-efficient designs that align with BEE regulations. Transitioning from driver to driver on board technology in LED bulb to reduce failure and waste. Enhancing product performance scores by leveraging various technological advancements and implementing rigorous quality checks. Strategising to embed sustainability into product development and maintaining a relentless focus on commercially viable innovations.  | Negative   |
| 2.     | Brand                     | R  | Brand disruption due to negative feedback on social media, substandard service quality & prevalence of counterfeit product                        | Implemented system of social listening & sentiments analysis to handle feedback; Establish on-line response mechanism; PAN India network of authorised service centres to address customer complaints; Requisite training given to service teams to cater to consumer complaints; Information about counterfeit is obtained by way of monitoring through market intelligence and statutory methods such as publication of trademark journals; and All actions initiated basis methods defined in the IP policy of Company and legal action initiated as appropriate.                  | Negative   |
| 3.     | EHS                       | R  | Safety & Compliance issues  | Ensuring adherence to statutory and regulatory compliances, encompassing E-waste management and Extended Producer Responsibility ("EPR") policies, remains a priority. This involves meticulous monitoring and enforcement of Environmental, Health, and Safety ("EHS") policies, both within our facilities and across vendor locations, through comprehensive audit mechanisms. These audits serve as crucial checkpoints to guarantee compliance with established guidelines, fostering a culture of responsibility and sustainability throughout our operations and supply chain. | Negative   |

| S. No. | Material issue identified     | Indicate whether risk or opportunity (R/O) | Rationale for identifying the risk/ opportunity   | In case of risk, approach to adapt or mitigate   | Financial implications of the risk or opportunity (Indicate positive or negative implications) |
|--------|-------------------------------|--|---|--|--|
| 4.     | Supply                        | R  | Disruption in production due to dependency on single source, volatile commodity cost  | The establishment of a phased strategy to develop local suppliers aims to reduce import dependency, while also expanding the supplier footprint for essential raw materials. This includes the identification and development of secondary vendors for critical SKUs, or in-house design development, thereby reducing reliance on single sources. Additionally, cost-saving initiatives are being implemented to counter the impact of commodity price fluctuations.  | Negative   |
| 5.     | IT Security & Data Protection | R  | Cyber threats, Data breach, use of Company information  | Active Directory (AD) and SAP HANA are hosted internally in the company's datacenters and are disaster recovery (DR) enabled. Strengthen the existing processes for data identification, retention, and disposal. Implement Data Leakage Prevention (DLP) and Cloud Access Security Broker (CASB), which are currently in progress. Conduct a Data Privacy GAP Assessment and ensure alignment with the DPDP Act.  | Negative   |
| 6.     | People                        | R  | Attrition & Succession Planning   | Various initiatives are underway to tackle attrition and bolster retention of key talents, encompassing efforts to promote work-life balance, organise bonding sessions, infuse fun into the workplace, and elevate festival celebrations. These endeavours are coupled with increased investment in training, rewards, and recognition programmes. Additionally, a structured approach to job rotation, succession planning, and talent calibration ensures seamless transitions in key positions. Furthermore, the implementation of a structured leadership programme aims to cultivate and empower future leaders, fostering organisational resilience and growth. | Negative   |
| 7.     | Energy Efficient Products     | O  | Focus on producing energy efficient products, reducing emissions and optimising natural resources   | Invested in green, sustainable & energy efficient technologies which will spur demand for energy efficient products; conservation of limited resources and minimising harmful emissions – energy reduction across product lines; eliminated plastic & thermocol during packaging as they are great danger to landfills; and all across manufacturing plants, we have increased % of renewable & clean energy in our energy mix, it allows us to decrease carbon footprint and helps in reducing our power costs.   | Positive   |
| 8.     | Government Initiatives        | O  | Government continues to drive initiatives like Har Ghar Nal Yojana, Pradhan Mantri Awas Yojana, PM KUSUM scheme etc. to address basic needs of the citizens. This creates growth opportunities for business | Government initiatives such as the Har Ghar Nal Yojana, which aims to provide piped water supply to households, are driving growth in the household pump sector. Similarly, the Pradhan Mantri Awas Yojana has created new opportunities to meet housing demand at competitive prices. Additionally, the PM KUSUM scheme, which focuses on installing solar pumps in rural India, is further boosting the solar pump business.   | Positive   |
| 9.     | New Technologies              | O  | Consumers looking for smart, easy-to-use, energy efficient, technologically advanced products   | The Crompton brand has long been associated with well-engineered products featuring cutting-edge technology and smart solutions by prioritising deep understanding of consumer needs; 50,000 sq ft state-of-the-art research & development centre helps enhance our capabilities in enhancing world-class innovation and optimise product efficiencies; and the Company has implemented automation across its production lines, data analytics is deployed to gain critical insights manufacturing processes to identify areas for optimisation & improvement.   | Positive   |

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

| Disclosure Questions   |   | P 1  | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|---|--|-----|-----|-----|-----|-----|-----|-----|-----|
| Policy and management processes  |   |  |     |     |     |     |     |     |     |     |
| 1. a) Whether your entity's policy/ policies cover each principle and its core elements of the NGRBCs. (Yes/ No)   |   | Y  | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| b) Has the policy been approved by the Board? (Yes/No)   |   | Y  | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| c) Web-link of the Policies, if available  |   | <a href="https://www.crompton.co.in/pages/corporate-governance#CodesPolicies">https://www.crompton.co.in/pages/corporate-governance#CodesPolicies</a>  |     |     |     |     |     |     |     |     |
| 2. Whether the entity has translated the policy into procedures. (Yes/ No)   |   | Y  | Y   | Y   | Y   | Y   | Y   | Y   | Y   | Y   |
| 3. Do the enlisted policies extend to your value chain partners? (Yes/ No)   |   | To emphasise the values of transparency and ethical behaviour, empowerment, and accountability, the Company has formalised the 'Code of Conduct' for the Directors and employees of the Company. The Code lays down principles and standards that govern the actions of the employees during the conduct of the Company's business. It covers all dealings with vendors, consumers, and other business partners. |     |     |     |     |     |     |     |     |
| 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.   |   | All the Company's manufacturing units are certified for ISO 14001, ISO 45001 & ISO 9001.   |     |     |     |     |     |     |     |     |
| 5. Specific commitments, goals and targets set by the entity with defined timelines, if any.   |   | Please refer to the Chairman's Message, Management Discussion and Analysis Report ("MDA") and Integrated Annual Report ("IAR") for our management approach and commitments.  |     |     |     |     |     |     |     |     |
| 6. Performance of the entity against the specific commitments, goals and targets along with reasons in case the same are not met.  |   | Please refer to the Chairman's Message, MDA and the IAR for our management approach and commitments.   |     |     |     |     |     |     |     |     |
| Governance, leadership, and oversight  |   |  |     |     |     |     |     |     |     |     |
| 7. Statement by director responsible for the business responsibility report.<br>Highlighting Environmental, Social and Governance ("ESG") related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure), The Company integrates ESG principles into its business strategy which is central to improving the quality of life of the communities it serves. As sustainable management is a crucial component of the Company's strategy across its entire value chain, it is constantly making adequate efforts to protect the environment. Throughout the course of the year, the Company remained committed to making its business operations more eco-friendly. Please refer to the Chairman's Message, MDA and the IAR for our management approach and commitments. |   |  |     |     |     |     |     |     |     |     |
| 8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy(ies).   |   | Name: Mr. Promeet Ghosh<br>Designation: MD & CEO<br>E-mail Id: <a href="mailto:secretarial@crompton.co.in">secretarial@crompton.co.in</a>  |     |     |     |     |     |     |     |     |
| 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.   |   | Yes, the Company's ESG Committee monitors the Company's ongoing commitment to environment, health and safety, social responsibility, governance, sustainability concerns, and other public policy matters. It has 3 (Three) Members.   |     |     |     |     |     |     |     |     |
| 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)   |     |     |     |     |     |     |     |     |
|  | P 1P 2P 3P 4P 5P 6P 7P 8P 9   | P 1  | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| Performance against above policies and follow up action  | The policies of the Company are reviewed periodically or on a need-based basis by the Board of Directors, department heads, and business heads. During this assessment, the efficacy of the policies is reviewed, and necessary changes to the policies and procedures are implemented. | Annually   |     |     |     |     |     |     |     |     |
| Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances   | A Compliance report across all statutory requirements is submitted to the Audit Committee on a quarterly basis. In addition to this, the Control Manager tool (Beacon) is also used to track and ensure timely compliance.  | Quarterly  |     |     |     |     |     |     |     |     |



| Principles   | P 1  | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
|--|--|-----|-----|-----|-----|-----|-----|-----|-----|
| 11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/ No). If yes, provide name of the agency. | Internal and external auditors, where needed, assess these policies during their audits and reviews. However, no formal evaluation by any internal or external agency has been conducted |     |     |     |     |     |     |     |     |
| 12. If answer to question (1) above is “No” i.e. not all Principles are covered by a policy, reasons to be stated:   |  |     |     |     |     |     |     |     |     |
| Questions  | P 1  | P 2 | P 3 | P 4 | P 5 | P 6 | P 7 | P 8 | P 9 |
| The entity does not consider the Principles material to its business (Yes/ No)   | NA as all principles are covered.  |     |     |     |     |     |     |     |     |
| The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/ No)                                       |  |     |     |     |     |     |     |     |     |
| The entity does not have the financial or/ human and technical resources available for the task (Yes/ No)  |  |     |     |     |     |     |     |     |     |
| It is planned to be done in the next Financial Year (Yes/ No)  |  |     |     |     |     |     |     |     |     |
| Any other reason (please specify)  |  |     |     |     |     |     |     |     |     |

## List of Policies

| Policies  | Links   |
|---|---|
| Code of Conduct   | <a href="https://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA_Code-of-Conduct_19May2023_updated.pdf">https://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA_Code-of-Conduct_19May2023_updated.pdf</a>   |
| Vigil Mechanism and Whistle Blower Policy                           | <a href="https://reports.crompton.co.in/shopify/public/files/hxamy77St7_Vigil-Mechanism-and-WB-Policy_19-May_updated.pdf">https://reports.crompton.co.in/shopify/public/files/hxamy77St7_Vigil-Mechanism-and-WB-Policy_19-May_updated.pdf</a>   |
| Code of Conduct to Regulate, Monitor and Report trading by Insiders | <a href="https://reports.crompton.co.in/shopify/public/files/QVY7HjIK7R_Code-of-Conduct-to-Regulate-Monitor-and-Report-Trading-by-Designated-Persons-1.pdf">https://reports.crompton.co.in/shopify/public/files/QVY7HjIK7R_Code-of-Conduct-to-Regulate-Monitor-and-Report-Trading-by-Designated-Persons-1.pdf</a> |
| Prevention of Sexual Harassment Policy                              | <a href="https://reports.crompton.co.in/shopify/public/files/UxKXXDfbtE_PoSH-at-Workplace-19May2023_updated.pdf">https://reports.crompton.co.in/shopify/public/files/UxKXXDfbtE_PoSH-at-Workplace-19May2023_updated.pdf</a>   |
| Environment, Health and Safety Policy                               | <a href="https://reports.crompton.co.in/shopify/public/files/hPXJY7RU1i_Crompton-EHS-Policy-1.pdf">https://reports.crompton.co.in/shopify/public/files/hPXJY7RU1i_Crompton-EHS-Policy-1.pdf</a>   |
| Corporate Social Responsibility Policy                              | <a href="https://reports.crompton.co.in/shopify/public/files/U6kk0A8Uoy_Corporate-Social-Responsibility-Policy-1.pdf">https://reports.crompton.co.in/shopify/public/files/U6kk0A8Uoy_Corporate-Social-Responsibility-Policy-1.pdf</a>   |
| Sustainability Policy   | <a href="https://reports.crompton.co.in/shopify/public/files/yrBuqXsSV4_Sustainability%20Policy.pdf">https://reports.crompton.co.in/shopify/public/files/yrBuqXsSV4_Sustainability%20Policy.pdf</a>   |
| Maternity Leave Policy  | The policy is available on the Company's employee's portal  |
| Product Service Policy  | The policy is available internally in the Company and has been made available to the product service centres  |

## SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURE

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

### PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable

#### Essential indicators

#### 1. Percentage coverage by training and awareness programmes on any of the Principles during the Financial Year

| Segment  | Total number of training and awareness programmes held | Topics/ principles covered under the training and its impact   | %age of persons in respective category covered by the awareness programmes |
|--|--|--|--|
| Board of Directors<br>Key Managerial Personnel | 34   | Familiarisation programmes are carried out by way of exhaustive presentations on various topics and areas like:<br>1. Strategy and Annual Budget of the Company;<br>2. Internal Financial Control Systems;<br>3. CSR Strategy Framework;<br>4. Environment;<br>5. Health and Safety;<br>6. ESG framework; and<br>7. Risk Management, and so on   | 100  |
| Employees other than BoD and KMPs              | 36   | Edge - A&B, Product Trainings, SDA, Lighting, Fans, LDA, Pumps, Rural, Code of Conduct (“ <b>COC</b> ”), Prevention of Sexual Harassment (“ <b>POSH</b> ”) & Compliance, Personal Nutrition, Road Safety, Defensive Awareness, Excel, SAP, Financial Planning, ELDP, Outbound, Induction, FLDP, BEI, MEP, Udaan, Conversation Forum, Power of One, I am CEO, 3 laws of Performance, Grooming Session, Sales Pich & Negotiation Skills, Mediclaim Awareness, Yatra Portal Training, New Dealer & Channel Appointment, High-Mast, Pole & Deco Pole - B2B, Application Design - Lighting B2B, Freepay Training Session, Servicettude (Service Training), Vendor Code Creation, Business Presentation Skills, Evolve KT B2B, CIB workshop, Sales Pich & Negotiation Skills | 68   |
| Workers  | 9  | POSH, COC, Safety, Awareness, Compliance, Quality, Maintenance, Operations, EHS  | 51   |

#### 2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors/ KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the Financial Year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity’s website)

##### Monetary

|               | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Amount (In ₹) | Brief of the Case   | Has an appeal been preferred? (Yes/No) |
|---------------|-----------------|---|---------------|---|--|
| Penalty/ Fine | NIL             | Assessment Unit, Income Tax Department                              | 68,66,59,820  | Disallowance of ESOP expenses, claim of provisions against warranty and after sale service and of depreciation on goodwill                                  | Yes                                    |
|               |                 | Excise & Taxation Officer, Ambala Ward, Haryana                     | 40,03,10,199  | Disallowance of input tax credit, imposition of tax on other income, sale of fixed assets and legal professional charges disclosed in financials and others | Yes                                    |



## Non-Monetary

|              | NGRBC Principle | Name of the regulatory/ enforcement agencies/ judicial institutions | Brief of the Case | Has an appeal been preferred? (Yes/No) |
|--------------|-----------------|---|-------------------|--|
| Penalty/Fine | NIL             |   |                   |  |
| Settlement   |                 |   |                   |  |

### 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      |
|---|--|
| Disallowance of ESOP expenses, claim of provisions against warranty and after sale service and of depreciation on goodwill                                  | Joint Commissioner (Appeals) or the Commissioner of Income-tax (Appeals) |
| Disallowance of input tax credit, imposition of tax on other income, sale of fixed assets and legal professional charges disclosed in financials and others | Joint Commissioner of State Tax (Appeals), Ambala                        |

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

The anti-corruption and anti-bribery policies are included in the Company's COC Policy. All new hires are required to undergo training on the COC. The Company believes in maintaining high ethical and legal standards. It is committed to imbibing the appropriate regulatory framework to govern its business performance. The link to access policy is [https://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA\\_Code-of-Conduct\\_19May2023\\_updated.pdf](https://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA_Code-of-Conduct_19May2023_updated.pdf)

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

|           | F.Y. 2023-24 | F.Y. 2022-23 |
|-----------|--------------|--------------|
| Directors | Nil          | Nil          |
| KMPs      |              |              |
| Employees |              |              |
| Workers   |              |              |

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

|  | F.Y. 2023-24 |         | F.Y. 2022-23 |         |
|--|--------------|---------|--------------|---------|
|  | Number       | Remarks | Number       | Remarks |
| Number of complaints received in relation to issues of Conflict of Interest of the Directors | Nil          | Nil     | Nil          | Nil     |
| Number of complaints received in relation to issues of Conflict of Interest of the KMPs      |              |         |              |         |

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

### 8. Number of days of accounts payables [Accounts payable \*365]/ Cost of goods/ services procured) in the following format

|                                     | F.Y. 2023-24 | F.Y. 2022-23 |
|-------------------------------------|--------------|--------------|
| Number of days of accounts payables | 98           | 83           |

## 9. Openness of business

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

| Parameter                                       | Metrics   | F.Y. 2023-24 | F.Y. 2022-23 |
|---|---|--------------|--------------|
| Concentration of Purchases                      | a) Purchases from trading houses as % of total purchases                                | 0.01%        | 0.01%        |
|   | b) Number of trading houses where purchases are made from                               | 9            | 13           |
|   | c) Purchases from top 10 trading houses as % of total purchases from trading houses     | 100%         | 99.43%       |
| Concentration of Sales                          | a) Sales to dealers/ distributors as % of total sales                                   | 84.88%       | 89.08%       |
|   | b) Number of dealers/ distributors to whom sales are made                               | 6,044        | 5,760        |
|   | c) Sales to top 10 dealers/ distributors as % of total sales to dealers/ distributors   | 6.29%        | 6.78%        |
| Share of Related Party Transactions ("RPTs") in | a) Purchases (Purchases with related parties/ Total Purchases)                          | 0.22%        | NIL          |
|   | b) Sales (Sales to related parties/ Total Sales)  | 0.00%        | NIL          |
|   | c) Loans & advances (Loans & advances given to related parties/ total loans & advances) | NIL          | NIL          |
|   | d) Investments (Investments in related parties/ total Investments made)                 | NIL          | NIL          |

### Leadership indicators

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

The Company has built a sustainable supply chain throughout its operations. It aims to improve suppliers' understanding of their legal obligations, sustainable business practices and the importance of employee health and safety through several programmes.

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

Yes, the COC encourages all its Board Members to refrain from participating in activities that could result in a conflict of interest

## PRINCIPLE 2: Businesses should provide goods and services in a manner that is sustainable and safe

### Essential indicators

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

- Enhancing capabilities by hiring futuristic talent.
- Trained R&D manpower for an average of 20 manhours in the Financial Year 2023-24 in the identified competencies.
- Setting up lab infrastructure with added research and testing equipments.
- Digitalised R&D documentation processes and NPD innovation processes.
- Digital change management system Implemented which replaces manual change notification with a digital workflow, facilitating faster approvals and execution.

The Company collaborated with various validation and testing agencies to enhance its R&D capabilities. Some of them are mentioned below:

- a) Collaborated with ARAI Pune on project basis.
- b) Organised the Startup India Design Challenge in partnership with Start-Up India. This helped to focus on critical areas of technology through project based engagements.
- c) Two startups have submitted their prototypes enabling us to directly leapfrog to testing stage saving significant time and investment.
- d) Access to 2 (Two) startups who are working on prototypes.
- e) It has helped the company gain critical insights into new technology development and provided access to ready-to-test prototypes.
- f) 70% of the R&D expenditure is directed towards sustainable technologies, specifically the energy efficiency of fans, lighting and appliances.

₹ in Crore

|       | F.Y. 2023-24 | F.Y. 2022-23 | Details of improvements in environmental and social impacts |
|-------|--------------|--------------|---|
| R&D   | 38.14        | 29.20        | -   |
| Capex | 33.23        | 48.52        | -   |

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

**Yes**

**b) If yes, what percentage of inputs were sourced sustainably?**

**22.05%**

**3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life, for (a) Plastics (including packaging) (b) E-waste (c) Hazardous waste and (d) other waste**

The Company has authorisation for EPR E-Waste and plastic waste management and through Pollution Control Board ("PCB") authorised recyclers are engaged in channelisation of such waste. For hazardous and non hazardous waste disposal the Company's units are engaged as well with PCB approved agencies and complying terms & conditions.

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

Yes, the Company's has systematically made progress to comply with EPR obligations.

**Leadership indicators**

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

| NIC Code  | Name of Product/ Service | % of total Turnover contributed | Boundary for which the Life Cycle Perspective/ Assessment was conducted | Whether conducted by independent external agency (Yes/No) | Results communicated in public domain (Yes/ No) If yes, provide the web-link. |
|---|--------------------------|---------------------------------|---|---|---|
| Not applicable, as we have not conducted LCA for any of our products. |                          |                                 |   |   |   |

2. If there are any significant social or environmental concerns and/ or risks arising from production or disposal of your products/ services, as identified in the Life Cycle Perspective/ Assessments (LCA) or through any other means, briefly describe the same along with action taken to mitigate the same

| Name of Product/Service | Description of the risk/concern | Action Taken |
|-------------------------|---------------------------------|--------------|
| Nil                     |                                 |              |

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

| Indicate input material | Recycled or re-used input material to total material |              |
|-------------------------|--|--------------|
|                         | F.Y. 2023-24   | F.Y. 2022-23 |
| NA                      |  |              |

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

|                               | F.Y. 2023-24 |           |                 | F.Y. 2022-23 |          |                 |
|-------------------------------|--------------|-----------|-----------------|--------------|----------|-----------------|
|                               | Re-Used      | Recycled  | Safely Disposed | Re-Used      | Recycled | Safely Disposed |
| Plastics including packaging) | NA           | 2,015.64  | 0               | NA           | 1,234.82 | 1,234.82        |
| E-waste                       | NA           | 15,816.60 | 0               | NA           | NA       | 90.2            |
| Hazardous waste               | NA           | 260       | 260             | NA           | NA       | 104.17          |
| Other waste                   | NA           | NA        | NA              | NA           | 0.00     | NA              |

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 |
|--|---|
| Damaged material comes to the depots and is disposed of as-is through the contracting process.<br>The quantum of such material is almost negligible. |   |

## PRINCIPLE 3: Businesses should respect and promote the well-being of all employees, including those in their value chains

### Essential indicators

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

| Category                       | % of employees covered by |                  |         |                    |         |                    |         |                    |         |                       |          |
|--------------------------------|---------------------------|------------------|---------|--------------------|---------|--------------------|---------|--------------------|---------|-----------------------|----------|
|                                | Total (A)                 | Health insurance |         | Accident insurance |         | Maternity benefits |         | Paternity Benefits |         | Day Care facilities** |          |
|                                |                           | Number (B)       | % (B/A) | Number (C)         | % (C/A) | Number (D)         | % (D/A) | Number (E)         | % (E/A) | Number (F)            | % (F /A) |
| Permanent employees            |                           |                  |         |                    |         |                    |         |                    |         |                       |          |
| Male                           | 1,654                     | 1,654            | 100     | 1,654              | 100     | NA                 | NA      | 1,654*             | 100     | Yes                   | Yes      |
| Female                         | 125                       | 125              | 100     | 125                | 100     | 125                | 100     | NA                 | NA      | Yes                   | Yes      |
| Total                          | 1,779                     | 1,779            | 100     | 1,779              | 100     | 125                | 7.03    | 1,654              | 92.97   | -                     | -        |
| Other than Permanent employees |                           |                  |         |                    |         |                    |         |                    |         |                       |          |
| Male                           | 1,068                     | 1,068            | 100     | 1,068              | 100     | NA                 | NA      | NA                 | NA      | Yes                   | Yes      |
| Female                         | 167                       | 167              | 100     | 167                | 100     | 167                | 100     | NA                 | NA      | Yes                   | Yes      |
| Total                          | 1,235                     | 1,235            | 100     | 1,235              | 100     | 167                | 13.52   | NA                 | NA      | -                     | -        |

\*Employees can avail leave from their leave pool

\*\*Available at applicable locations

## b) Details of measures for the well-being of workers

| Category                     | % of workers covered by |                  |         |                    |         |                    |         |                    |         |                       |          |
|------------------------------|-------------------------|------------------|---------|--------------------|---------|--------------------|---------|--------------------|---------|-----------------------|----------|
|                              | Total (A)               | Health insurance |         | Accident insurance |         | Maternity benefits |         | Paternity Benefits |         | Day Care facilities** |          |
|                              |                         | Number (B)       | % (B/A) | Number (C)         | % (C/A) | Number (D)         | % (D/A) | Number (E)         | % (E/A) | Number (F)            | % (F /A) |
| Permanent workers            |                         |                  |         |                    |         |                    |         |                    |         |                       |          |
| Male                         | 401                     | 401              | 100     | 401                | 100     | NA                 | NA      | 401*               | 100     | Yes                   | Yes      |
| Female                       | 58                      | 58               | 100     | 58                 | 100     | 58                 | 100     | NA                 | NA      | Yes                   | Yes      |
| Total                        | 459                     | 459              | 100     | 459                | 100     | 58                 | 12.64   | 401                | 87.36   | -                     | -        |
| Other than Permanent workers |                         |                  |         |                    |         |                    |         |                    |         |                       |          |
| Male                         | 1,846                   | 1,846            | 100     | 1,846              | 100     | NA                 | NA      | NA                 | NA      | Yes                   | Yes      |
| Female                       | 643                     | 643              | 100     | 643                | 100     | 643                | 100     | NA                 | NA      | Yes                   | Yes      |
| Total                        | 2,489                   | 2,489            | 100     | 2,489              | 100     | 643                | 25.83   | NA                 | NA      | -                     | -        |

\*Employees can avail leave from their leave pool

\*\*Available at applicable locations

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

|  | F.Y. 2023-24 | F.Y. 2022-23 |
|--|--------------|--------------|
| Cost incurred on well- being measures as a % of total revenue of the Company | 0.47%        | 0.42%        |

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

| Benefits  | F.Y. 2023-24                                       |  |  | F.Y. 2022-23                                       |  |  |
|---|--|--|--|--|--|--|
|   | 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/ NA) | 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/ NA) |
| PF  | 100  | 100  | Yes  | 100  | 100  | Yes  |
| Gratuity  | 100  | 100  | Yes  | 100  | 100  | Yes  |
| ESI   | Eligibility as per ESIC Act                        |  |  | Eligibility as per ESIC Act                        |  |  |
| Others – please specify - Employee compensation |  |  |  |  |  |  |

## 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**

The Company is implementing appropriate measures to provide its employees with a better, more accessible work Environment.

## 4. 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

The Company is committed to ensuring that existing employees, job applicants and workers are treated fairly in an environment free from discrimination based on race, gender, religion or beliefs, disability, age, sexual orientation, gender identity, gender expression, and so on. The Company promotes equal treatment and opportunities for all employees. The employee COC specifically prohibits discrimination in all its manifestations. The link to the policy is [https://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA\\_Code-of-Conduct\\_19May2023\\_updated.pdf](https://reports.crompton.co.in/shopify/public/files/JQyKgNOWmA_Code-of-Conduct_19May2023_updated.pdf)

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

| Gender | Permanent employees |                | Permanent workers   |                |
|--------|---------------------|----------------|---------------------|----------------|
|        | Return to work rate | Retention rate | Return to work rate | Retention rate |
| Male   | 100                 | 100            | NA                  | NA             |
| Female | NA                  | NA             | NA                  | NA             |

**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<br>(If Yes, then give details of the mechanism in brief)  |
|--------------------------------|---|
| Permanent Workers              | The Company encourages transparency at all levels. Employees are urged to discuss their concerns with their managers, and employees who are engaged on a contractual basis are urged to discuss their issues with their managers. Workers are encouraged to share their issues with the worker representative, the respective primary manager, or the HR SPOC available in different locations. Workers who are engaged on a contractual basis can share their concerns with the contractor representative or the Company HR SPOC, such as supervisors and contractors. Appropriate actions are taken against any employee or workers whose actions are proved to be violating the COC. |
| Other than Permanent Workers   |   |
| Permanent Employees            |   |
| Other than Permanent Employees |   |

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

| Category                         | F.Y. 2023-24   |   |         | F.Y. 2022-23   |   |         |
|----------------------------------|--|---|---------|--|---|---------|
|                                  | Total employees/<br>workers in<br>respective<br>category (A) | No. of employees/<br>workers in<br>respective<br>category, who<br>are part of<br>association(s) or<br>Union (B) | % (B/A) | Total employees/<br>workers in<br>respective<br>category (C) | No. of employees/<br>workers in<br>respective<br>category, who<br>are part of<br>association(s) or<br>Union (D) | % (D/C) |
| <b>Total Permanent Employees</b> | 1,779  | 0   | 0       | 1,693  | 0   | 0       |
| - Male                           | 1,654  | 0   | 0       | 1,582  | 0   |         |
| - Female                         | 125  | 0   | 0       | 111  | 0   | 0       |
| <b>Total Permanent Workers</b>   | 459  | 410   | 89.32   | 497  | 447   | 89.94   |
| - Male                           | 401  | 352   | 87.78   | 432  | 382   | 88.43   |
| - Female                         | 58   | 58  | 100     | 65   | 65  | 100     |

**8. Details of training given to employees and workers\***

| Category  | F.Y. 2023-24 |                               |         |                      |         | F.Y. 2022-23 |                               |         |                      |         |
|-----------|--------------|-------------------------------|---------|----------------------|---------|--------------|-------------------------------|---------|----------------------|---------|
|           | Total (A)    | On Health and safety measures |         | 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      | 1,654        | 1,440                         | 87.06   | 1,226                | 74.12   | 1,582        | 1,313                         | 82.99   | 1,286                | 81.29   |
| Female    | 125          | 51                            | 40.80   | 38                   | 30.40   | 111          | 99                            | 89.19   | 84                   | 75.68   |
| Total     | 1,779        | 1,491                         | 83.81   | 1,264                | 71.05   | 1,693        | 1,412                         | 83.40   | 1,370                | 80.92   |
| Workers   |              |                               |         |                      |         |              |                               |         |                      |         |
| Male      | 401          | 401                           | 100     | 401                  | 100     | 432          | 432                           | 100     | 355                  | 82.18   |
| Female    | 58           | 58                            | 100     | 58                   | 100     | 65           | 65                            | 100     | 48                   | 73.85   |
| Total     | 459          | 459                           | 100     | 459                  | 100     | 497          | 497                           | 100     | 403                  | 81.09   |

\*The above data pertains to Blue Collar and White Collar on roll employees



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

| Category         | F.Y. 2023-24                                 |              |            | F.Y. 2022-23                                 |              |            |
|------------------|--|--------------|------------|--|--------------|------------|
|                  | Total (A)                                    | No. (B)      | % (B/A)    | Total (C)                                    | No. (D)      | % (D/C)    |
| <b>Employees</b> |  |              |            |  |              |            |
| Male             | 1,654  | 1,654        | 100        | 1,582  | 1,582        | 100        |
| Female           | 125  | 125          | 100        | 111  | 111          | 100        |
| <b>Total</b>     | <b>1,779</b>                                 | <b>1,779</b> | <b>100</b> | <b>1,693</b>                                 | <b>1,693</b> | <b>100</b> |
| <b>Workers</b>   |  |              |            |  |              |            |
| Male             | Salary revision happens as per the LTS terms |              |            | Salary revision happens as per the LTS terms |              |            |
| Female           |  |              |            |  |              |            |
| <b>Total</b>     |  |              |            |  |              |            |

## 10. Health and safety management system

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

The Company acknowledges the fact that the identification of work-related hazards is crucial for ensuring the safety of its people. Each plant implements Aspect Impact and HIRA, i.e. identifying hazards, assessing risks and defining controls, to ensure that EHS operations are conducted with care.

Every manufacturing location has an occupational health and safety management system that is compliant with ISO 45001, and all locations are ISO 45001 certified.

- (b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?

Process – Hazard Identification & Risk Assessment (“HIRA”) and Environmental Impact Assessment (“EIA”)

The organisation’s EHS Manual (KAVACH) covers all EHS processes. Under KAVACH, the risk assessment process is elaborated with departmental and individual roles and responsibilities, monitoring control measures, competency training and awareness of individuals associated with such activities, all in support of our goal of preventing incidents, injuries, occupational disease, emergency control and prevention, and business continuity. For all activities, whether routine or irregular (permit and project activities), a trained cross-functional team identifies hazards, and risk assessment and management are carried out using HIRA, Job Safety Analysis (JSA), Physical hazard analysis through check sheet (PHA), HAZOP for high risk and Standard Operating Procedures (SOP), which are referred to before beginning any activity. Apart from this organisation, the Company has undertaken its own self-assessments in areas such as electrical safety, fire safety, machine safety, and so on.

- (c) Whether you have processes for workers to report the work related hazards and to remove themselves from such risks ? (Y/ N)

Yes, the Company urges its employees/ workers to record near-miss situations discovered during various operations, which are then classified, and an action plan is developed and implemented to prevent a recurrence. Each manufacturing facility has a specific protocol in place for reporting work-related hazards, injuries, hazardous conditions, and unsafe activities.

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

Yes, all employees are covered under health insurance and ESI scheme.

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

| Safety Incident/Number   | Category* | F.Y. 2023-24 | F.Y. 2022-23 |
|--|-----------|--------------|--------------|
| Lost Time Injury Frequency Rate (LTIFR)<br>(per one million-person hours worked) | Employees | 0            | 0            |
|  | Workers   | 0            | 0            |
| Total recordable work-related injuries   | Employees | 0            | 0            |
|  | Workers   | 0            | 1            |
| No. of fatalities  | Employees | 0            | 0            |
|  | Workers   | 0            | 0            |
| High consequence work-related injury or ill-health<br>(excluding fatalities)     | Employees | 0            | 0            |
|  | Workers   | 0            | 0            |

\*Including the contract workforce

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

The Board-approved EHS Policy outlines the Company's philosophy and commitment to important EHS standards. It assists the Company in strengthening EHS performance by creating objectives and targets and monitoring key performance indicators, resulting in the organisation-wide promotion of a safety culture. A thorough EHS scorecard has been implemented across all units, and its performance is evaluated each month, following which preventive and Corrective actions are implemented as necessary. The Company adheres to the Work Permit System (WPS) and conducts daily toolbox discussions to promote a risk free work environment and culture. Safety-related performance is evaluated using a standard, data-driven method and lessons based on the current situation are delivered to employees in an effort to prevent similar incidents at work. Also, the Company is ISO 45001:2018 certified and other this facility conducts regular safety training programs for employees at all levels, Routine inspections of the workplace are carried out to identify and address potential hazards, Safety Equipment Provision etc.

## 13. Number of complaints on the following made by employees and workers

| Benefits           | F.Y. 2023-24                     |                                       |         | F.Y. 2022-23                     |                                       |         |
|--------------------|----------------------------------|---------------------------------------|---------|----------------------------------|---------------------------------------|---------|
|                    | 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 | No complaints have been received |                                       |         | No complaints have been received |                                       |         |
| Health Safety      |                                  |                                       |         |                                  |                                       |         |

## 14. Assessments for the year

| Particulars                 | % of your plants and offices that were assessed<br>(by entity or statutory authorities or third parties) |
|-----------------------------|--|
| Health and safety practices | 100  |
| Working Conditions          |  |

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

The objective is to create an EHS-oriented mindset focused on engineering control, zero accidents, and behavior control, supported by people. The Company has a safety manual called Kavach covering all aspects of safety. Daily incident reporting, safety, behavior observations, and theme-based awareness campaigns are conducted. Safety compliance is ensured through gap analysis, warehouse safety evaluation, and OH&S management system compliance with ISO 45001:2018. Regular audits and legal compliance checks are conducted. The safety culture is promoted through zero-tolerance policies, leading and lagging indicators, and empowerment of safety officers.

## 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)**

A - Employees - **Yes**

B- Workers - **Yes**

2. **Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners**

Yes, the Company has a compliance tool to track all the legal compliances with proper dates. Stakeholders are trained to ensure compliance.

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

| Particulars | 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 |              |
|-------------|---|--------------|---|--------------|
|             | F.Y. 2023-24                            | F.Y. 2022-23 | F.Y. 2023-24  | F.Y. 2022-23 |
| Employees   | Nil                                     | Nil          | Nil   | Nil          |
| Workers     | Nil                                     | Nil          | Nil   | Nil          |

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)**

The entity provides transition assistance programmes only in cases of retirement, and that too is need-based.

5. **Details on assessment of value chain partners**

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

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**

The details of the corrective actions undertaken are as follows:

- A vendor handbook encompassing EHS and sustainability check points has been issued as a pre-qualification procedure addressing required law compliance.
- The gap after assessment is communicated and an action plan for compliance is prepared and acted on.
- The Company also carries out assessment as per the internal EHS audit procedures and all the observations and non conformances are properly recorded and notified.

## PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders

### Essential indicators

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

The Company adopts a systematic approach to identify key stakeholder groups vital for its operations. Initially, the Company consults extensively with its management team, following these steps:

- i) Compiling a comprehensive list of stakeholders.
- ii) Categorising stakeholders into internal and external groups.
- iii) Prioritising stakeholder groups based on their significance to the Company's operations and objectives.

These primary stakeholders encompass consumers (both B2B and B2C), employees, shareholders/ investors, suppliers, the community, governments/ regulators.

Moreover, the Company extends its stakeholder identification beyond primary groups through an in-depth analysis of its business environment, considering factors such as industry dynamics, market trends, and regulatory requirements. Through this process, the Company identifies other stakeholders closely linked to its operations, such as industry analysts, equity analysts, and the news media, serving as proxies for customers, shareholders, and society at large.

Additionally, the Company has established organisation-wide processes to facilitate open and constructive dialogue with stakeholders regularly. Engaging in such communication channels enhances the Company's understanding of relevant issues and helps recognise the unique attributes of stakeholders contributing value. The Company consistently aims to understand their needs, expectations, and interests to improve business outcomes.

Furthermore, the Company's stakeholder engagement strategy prioritises two-way communication, enabling the integration of diverse perspectives into business practices effectively. This approach ensures that stakeholders feel valued and heard, fostering mutual benefits and sustainable relationships.

#### 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 (E-mail, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other  | Frequency of engagement (Annually/ half yearly/ quarterly/ others – please specify) | Purpose and scope of engagement including key topics and concerns raised during such engagement   |
|-------------------|--|---|---|---|
| Employees         | No   | <ul style="list-style-type: none"> <li>Meetings/ Town hall briefings</li> <li>Employee engagement activities and surveys</li> <li>Team building, workshops, capability building and training</li> <li>Performance management system</li> <li>Employee newsletters</li> <li>Rewards and recognitions</li> <li>CSR through employee engagement</li> </ul> | Continuous  | Employees are the most important assets of the Company and are essential to its long-term success. They are critical to increasing the Company's competitiveness and confirming its market leadership.  |
| Community         | Yes  | <ul style="list-style-type: none"> <li>CSR initiatives</li> <li>Volunteering</li> </ul>   | Continuous  | Empowering the community is critical to the Company's long-term business sustainability. Through numerous upliftment projects and activities, the Company continues to develop enduring relationships with the communities and transform their lives. |
| Suppliers         | No   | <ul style="list-style-type: none"> <li>One to-one meetings</li> <li>Regular operational reviews</li> </ul>  | Continuous  | The Company collaborates with the suppliers to maintain seamless business operations by ensuring effective and efficient procurement practices.   |

| Stakeholder Group       | Whether identified as vulnerable & marginalised group (Yes/No) | Channels of communication (E-mail, 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   |
|-------------------------|--|--|---|---|
| Consumers (B2B), (B2C)  | No   | <ul style="list-style-type: none"> <li>Customer engagement surveys</li> </ul>  | Continuous  | Consumers' purchasing habits have an influence on the Company, so it is critical to have continual contact with them to understand their needs and desires.   |
| Investors/ Shareholders | No   | <ul style="list-style-type: none"> <li>Annual general meeting</li> <li>Financial result declarations</li> <li>Media releases</li> <li>Investor calls and meets</li> <li>One-on-one interactions &amp; calls</li> <li>Group meetings</li> <li>Investor Conferences</li> </ul> | Ongoing   | <p>Investors are critical to our success and growth. The purpose of these engagements is to build mutual relationship with domestic &amp; foreign investors, thereby enhancing their understanding of the business model as well as to provide updates on new business developments.</p> <p>The management spends significant time with Members, analysts and investors to communicate the strategic direction of the business, capital allocation priorities and address any other queries that they might have regarding operations or financial performance.</p> <p>During the year, the Company has substantially increased their investor engagement and have interacted with 450+ institutional investors in India &amp; abroad (excluding quarterly earnings calls and specific event related calls) and 40+ sell-side research analysts from various broker houses.</p> <p><b>Strategic priorities include:</b></p> <ul style="list-style-type: none"> <li>- High Return on investment</li> <li>- Capital allocation</li> <li>- Higher investments towards Brand building, R&amp;D and People capabilities under Crompton 2.0 strategy</li> <li>- ESG impact</li> <li>- Transparent disclosure for investors to take informed investment decisions</li> </ul> |

## Leadership indicators

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

The contributions of stakeholders were utilised to determine the Company's material subjects. The outcome of this exercise in materiality was transformed into policies by utilising several other worldwide standards and needs. These help form a framework that is specific to the Company. Also, these frameworks are presented to the Board for discussion and approval.

### 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

After stakeholder consultation, the Company has identified significant environmental and social concerns. Material topics were shortlisted and prioritised according to their influence on stakeholders and businesses.

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

There are no reportable concerns of vulnerable marginalised groups. However, the Company undertakes various CSR activities in local areas that serve the vulnerable/ marginalised stakeholder group.

## 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

The Company operates in an open, fair, and transparent manner and is dedicated to upholding the highest ethical standards and practices. To expose unethical conduct and encourage professionalism and ethical behaviour among its staff, the whistle-blower and code of conduct policies are in place. Trainings conducted on COC policy.

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

| Category             | F.Y. 2023-24 |                       |         |                        |         | F.Y. 2022-23 |                       |         |                        |         |
|----------------------|--------------|-----------------------|---------|------------------------|---------|--------------|-----------------------|---------|------------------------|---------|
|                      | Total (A)    | Equal to Minimum Wage |         | More than Minimum Wage |         | Total (D)    | Equal to Minimum Wage |         | More than Minimum Wage |         |
|                      |              | No. (B)               | % (B/A) | No. (C)                | % (C/A) |              | No. (E)               | % (E/D) | No. (F)                | % (F/D) |
| Employees            |              |                       |         |                        |         |              |                       |         |                        |         |
| Permanent            | 1,779        | NA                    | NA      | 1,779                  | 100     | 1,693        | NA                    | NA      | 1,693                  | 100     |
| Male                 | 1,654        | NA                    | NA      | 1,654                  | 100     | 1,582        | NA                    | NA      | 1,582                  | 100     |
| Female               | 125          | NA                    | NA      | 125                    | 100     | 111          | NA                    | NA      | 111                    | 100     |
| Other than Permanent | 1,235        | NA                    | NA      | 1,235                  | 100     | 783          | NA                    | NA      | 783                    | 100     |
| Male                 | 1,068        | NA                    | NA      | 1,068                  | 100     | 660          | NA                    | NA      | 660                    | 100     |
| Female               | 167          | NA                    | NA      | 167                    | 100     | 123          | NA                    | NA      | 123                    | 100     |
| Workers              |              |                       |         |                        |         |              |                       |         |                        |         |
| Permanent            | 459          | NA                    | NA      | 459                    | 100     | 497          | NA                    | NA      | 497                    | 100     |
| Male                 | 401          | NA                    | NA      | 401                    | 100     | 432          | NA                    | NA      | 432                    | 100     |
| Female               | 58           | NA                    | NA      | 58                     | 100     | 65           | NA                    | NA      | 65                     | 100     |
| Other than Permanent | 2,489        | NA                    | NA      | 2,489                  | 100     | 2,849        | 2,849                 | 100     | NA                     | NA      |
| Male                 | 1,846        | NA                    | NA      | 1,846                  | 100     | 2,104        | 2,104                 | 100     | NA                     | NA      |
| Female               | 643          | NA                    | NA      | 643                    | 100     | 745          | 745                   | 100     | NA                     | NA      |

#### 3. Details of remuneration/ salary/ wages

##### a) Median remuneration/ wages

|                                  | Male   |   | Female |   |
|----------------------------------|--------|---|--------|---|
|                                  | Number | Median remuneration/ salary/ wages of respective category | Number | Median remuneration/ salary/ wages of respective category |
| Board of Directors (BoD)*        | 9      | 29,08,142   | 2      | 24,75,000   |
| Key Managerial Personnel*        | 4      | 3,85,99,998   | 1      | 72,64,956   |
| Employees other than BoD and KMP | 1,651  | 11,22,000   | 124    | 15,75,006   |
| Workers                          | 401    | 4,04,968  | 58     | 5,87,876  |

- \* 1. Remuneration paid to Mr. Mathew Job is considered only for his tenure as Executive Director and as Chief Executive Officer (CEO). Mr. Mathew Job, resigned from the position of Executive Director w.e.f. April 24, 2023 and from the position of CEO w.e.f. April 30, 2023
2. As on March 31, 2024, there were 9 (Nine) Directors
3. Mr. Shantanu Khosla was acting as Managing Director till April 30, 2023 and elevated as Executive Vice Chairman w.e.f. May 1, 2023 to April 30, 2024 and then assumed the position of Non-Executive Vice Chairman till December 31, 2025
4. Mr. Hemant Nerurkar ceased to be Director w.e.f. October 20, 2023 pursuant to completion of his second term as a Director upon attaining the age of 75 (Seventy Five) years
5. Mr. Anil Chaudhry and Mr. Sanjiv Kakkar were appointed as the Non-Executive Independent Directors w.e.f. October 17, 2023
6. Mr. Promeet Ghosh was acting as Non-Executive Non-Independent Director till April 23, 2023 and was appointed as Executive Director w.e.f. April 24, 2023 and as MD & CEO w.e.f. May 1, 2023 till April 30, 2028



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

|   | F.Y. 2023-24 | F.Y. 2022-23 |
|---|--------------|--------------|
| Gross wages paid to females as % of total wages | 8.53         | 6.66         |

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

No, the Company does not have a focal point responsible for addressing human rights impacts or issues whereas the Company is aware of how severe violations of human rights are. To maintain a safe and productive workplace, the Company has adopted a COC, POSH policy and a whistle-blower policy. To familiarise the employees with POSH and whistle-blower policies as well as the implications of human rights issues, the Company also offers training on these topics. Human rights are a sensitive topic, and the Company has zero tolerance for human rights violations. Human rights are one of the Company's key focus areas. Any human rights violation, wherever reported, shall be investigated by the Management following the COC policy of the Company.

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

The Company is committed to supporting internationally accepted human rights principles and standards. It has also established procedures and processes to ensure that no human rights violations occur throughout the Company's operations. The Company's POSH and whistle-blower policies aid employees in reporting complaints. All grievances are addressed as and when received by the respective manufacturing unit heads, project managers, and business unit heads through admin/ IR in coordination with HR. All the grievances received are duly investigated, and appropriate actions are taken to resolve the issue or complaint. Whenever required, disciplinary actions are initiated as deemed fit, and assistance from regulatory authorities is sought.

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

| Category                          | F.Y. 2023-24          |                                       |         | F.Y. 2022-23          |                                       |         |
|-----------------------------------|-----------------------|---------------------------------------|---------|-----------------------|---------------------------------------|---------|
|                                   | 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                 | 3                     | NIL                                   | NIL     | NIL                   | NIL                                   | NIL     |
| Discrimination at workplace       | NIL                   | NIL                                   | NIL     | NIL                   | NIL                                   | NIL     |
| Child Labour                      | NIL                   | NIL                                   | NIL     | NIL                   | NIL                                   | NIL     |
| Forced Labour/ Involuntary Labour | NIL                   | NIL                                   | NIL     | NIL                   | NIL                                   | NIL     |
| Wages                             | NIL                   | NIL                                   | NIL     | NIL                   | NIL                                   | NIL     |
| Other human rights related issues | NIL                   | NIL                                   | NIL     | NIL                   | NIL                                   | NIL     |

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

|  | F.Y. 2023-24 | F.Y. 2022-23 |
|--|--------------|--------------|
| Total Complaints reported under Sexual Harassment on Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 ("POSH") | 3            | NIL          |
| Complaints on POSH as a % of female employees/ workers   | 66.67 %*     | NA           |
| Complaints on POSH upheld  | 3            | NIL          |

\* Note: POSH policy of the Company is gender neutral

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

The Company's whistle-blower policy has clearly laid down the guidelines to prevent retaliation against a complainant. A complainant has the right to complete anonymity unless required by law enforcement agencies. The organisation prohibits retaliation against a complainant, such as threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages.

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

No. However, the Company strongly believes that suppliers and vendors are an integral part of its business and contribute to its growth and viability. Regular engagement activities are organised with suppliers and vendors.

## 10. Assessments for the year

|                             | % of your plants and offices that were assessed (by entity or statutory authorities or third parties) |
|-----------------------------|---|
| Child labour                | Government officers from the respective locations come for inspection                                 |
| Forced/ involuntary labour  | Government officers from the respective locations come for inspection                                 |
| Sexual harassment           | Government officers from the respective locations come for inspection.                                |
| Discrimination at workplace | Government officers from the respective locations come for inspection                                 |
| Wages                       | Government officers from the respective locations come for inspection                                 |
| Others – please specify     | NA  |

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

No complaints related to child labour, forced labour, involuntary labour, or discriminatory employment were received during the reporting year, and none are pending at the end of the reporting year.

## Leadership indicators

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

The Company regularly updates its employees about the COC through various training programmes.

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

None.

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

Yes, the premises and offices are accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

### 4. Details on assessment of value chain partners

|                                   | % of value chain partners (by value of business done with such partners) that were assessed  |
|-----------------------------------|--|
| Sexual Harassment                 | The Company expects its value chain partners to adhere to the same values, principles and business ethics upheld by the Company in all their dealings. No specific assessment with respect to value chain partners has been carried out. |
| Discrimination at workplace       |  |
| Child Labour                      |  |
| Forced Labour/ Involuntary Labour |  |
| Wages                             |  |
| Others – please specify           |  |

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

No corrective action pertaining to Question 4 was necessitated by the Company during the year under review.

## 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   | F.Y. 2023-24 | F.Y. 2022-23 |
|---|--------------|--------------|
| <b>From renewable sources</b>   |              |              |
| Total electricity consumption (A)   | 33.16 GJ     | 70.74 GJ     |
| Total fuel consumption (B)  | NA           | NA           |
| Energy consumption through other sources (C)  | NA           | NA           |
| <b>Total energy consumed from renewable sources (A+B+C)</b>   | 33.16 GJ     | 70.74 GJ     |
| <b>From non-renewable sources</b>   |              |              |
| Total electricity consumption (D)   | 32,144.89 GJ | 35,003.30 GJ |
| Total fuel consumption (E)  | 7,007.7 GJ   | 23,290.86 GJ |
| Energy consumption through other sources (F)  | NA           | NA           |
| <b>Total energy consumed from non-renewable sources (D+E+F)</b>   | 39,152.59 GJ | 58,294.16 GJ |
| <b>Total energy consumed (A+B+C+D+E+F)</b>  | 39,185.75 GJ | 58,364.90 GJ |
| <b>Energy intensity per rupee of turnover</b><br>(Total energy consumed/ Revenue from operations)   | 6.13         | 10.15        |
| <b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total energy consumed/ Revenue from operations adjusted for PPP) | NA           | NA           |
| <b>Energy intensity in terms of physical output</b>   | 0.00         | NA           |
| Energy intensity (optional) – the relevant metric may be selected by the entity   | NA           | NA           |

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

#### 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

This is not applicable to the Company as it does not fall under the PAT scheme of the Government of India.

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

| Parameter  | F.Y. 2023-24 | F.Y. 2022-23 |
|--|--------------|--------------|
| <b>Water withdrawal by source (in kilolitres)</b>  |              |              |
| (i) Surface water  | NA           | NA           |
| (ii) Groundwater   | 39,169       | 44,025       |
| (iii) Third party water  | 28,561       | 24,742       |
| (iv) Seawater/ desalinated water   | NA           | NA           |
| (v) Others   | 0            | NA           |
| <b>Total volume of water withdrawal (in kilolitres)</b><br>(i+ii+iii+iv+v)   | 67,730       | 68,767       |
| <b>Total volume of water consumption (in kilolitres)</b>   | 64,264       | 68,767       |
| <b>Water intensity per rupee of turnover</b><br>(Total water consumption/ Revenue from operations)   | 10.06        | 11.84        |
| <b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total water consumption/ Revenue from operations adjusted for PPP) | NA           | NA           |
| <b>Water intensity in terms of physical output</b>   | 0.00         | NA           |
| <b>Water intensity</b> (optional) – the relevant metric may be selected by the entity  | NA           | NA           |

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

\* The data reported under Principle 6 only includes numbers of manufacturing facilities.

#### 4. Provide the following details related to water discharged

| Parameter  | F.Y. 2023-24                         | F.Y. 2022-23 |
|--|--------------------------------------|--------------|
| <b>Water discharge by destination and level of treatment (in kilolitres)</b> |                                      |              |
| (i) To Surface water   | NA                                   | NA           |
| - No treatment   | NA                                   | NA           |
| - With treatment – please specify level of treatment                         | NA                                   | NA           |
| (ii) To Groundwater  | NA                                   | NA           |
| - No treatment   | NA                                   | NA           |
| - With treatment – please specify level of treatment                         | NA                                   | NA           |
| (iii) To Seawater  | NA                                   | NA           |
| - No treatment   | NA                                   | NA           |
| - With treatment – please specify level of treatment                         | NA                                   | NA           |
| (iv) Sent to third-parties   | NA                                   | NA           |
| - No treatment   | 3466 KL to CETP                      | NA           |
| - With treatment – please specify level of treatment                         | NA                                   | NA           |
| (v) Others   | NA                                   | NA           |
| - No treatment   | NA                                   | NA           |
| - With treatment – please specify level of treatment                         | 30484 KL to Gardening & Toilet Flush | NA           |
| <b>Total water discharged (in kilolitres)</b>                                |                                      | NA           |

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

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

At present, the Company does not have a zero-liquid discharge mechanism. However, all its facilities use 100% of the treated water from STP and ETP within the premises for horticulture and toilet use. The Company follows all the necessary applicable guidelines and directions on maintaining the standards of STP and ETP, as required by CPCB and SPCBs. Company is also working on reduction of water consumption at the facility by using the waterless urinal, identification of water leakage etc.

#### 6. Please provide details of air emissions (other than GHG emissions) by the entity, in the following format: (Unit for last year: KG)

| Parameter                           | Please specify unit | F.Y. 2023-24 | F.Y. 2022-23 |
|-------------------------------------|---------------------|--------------|--------------|
| NOx                                 | NA                  | NA           | NA           |
| SOx                                 | KG                  | 22           | 28.89        |
| Particulate matter (PM)             | NA                  | NA           | NA           |
| Persistent organic pollutants (POP) | NA                  | NA           | NA           |
| Volatile organic compounds (VOC)    | NA                  | NA           | NA           |
| Hazardous air pollutants (HAP)      | NA                  | NA           | NA           |
| Others – please specify             | NA                  | NA           | NA           |

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

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

| Parameter   | Please specify unit                                    | F.Y. 2023-24 | F.Y. 2022-23                                     |
|---|--|--------------|--|
| <b>Total Scope 1 emissions</b><br>(Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)                             | Metric tonnes of CO <sub>2</sub> equivalent            | 3,660.00     | 4,752.00<br>(Unit specified: tCO <sub>2</sub> e) |
| <b>Total Scope 2 emissions</b><br>(Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)                             | Metric tonnes of CO <sub>2</sub> equivalent            | 3,927.02     | 4,053.50<br>(Unit specified: tCO <sub>2</sub> e) |
| <b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b><br>(Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations)   | Metric tonnes of CO <sub>2</sub> equivalent/ Crore INR | 1.14         | 0.82   |
| <b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP) | NA   | NA           | NA   |
| <b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>   | Metric tonnes of CO <sub>2</sub> equivalent/ product   | 0.00         | NA   |
| <b>Total Scope 1 and Scope 2 emission intensity (optional)</b><br>– the relevant metric may be selected by the entity   | NA   | NA           | NA   |

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

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

The Company's innovative products (fans, lighting, pumps and appliances) help to avoid nearly 6% of its GHG emissions as compared to last year. At Baroda and the Kundiam Plant, the Company is using natural gas to reduce the GHG emissions, whereas in Ahmednagar and Goa we are using solar.

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

| Parameter   | F.Y. 2023-24    | F.Y. 2022-23    |
|---|-----------------|-----------------|
| <b>Total Waste generated (in metric tonnes)</b>   |                 |                 |
| Plastic waste (A)   | 249.92          | 895.98          |
| E-waste (B)   | 295.13          | 453.55          |
| Bio-medical waste (C)   | 0.01            | 0.00277         |
| Construction and demolition waste (D)   | 31              | 0.00            |
| Battery waste (E)   | 4.74            | 0.00            |
| Radioactive waste (F)   | 0               | 0.00            |
| Other Hazardous waste. Please specify, if any. (G)  | 1               | 104.17          |
| Other Non-hazardous waste generated (H). Please specify, if any.<br>(Break-up by composition i.e. by materials relevant to the sector)                      | 2,052.75        | 1,682.67        |
| <b>Total (A+B+C+D+E+F+G+H)</b>  | <b>2,634.55</b> | <b>3,136.37</b> |
| <b>Waste intensity per rupee of turnover</b><br>(Total waste generated/Revenue from operations)   | 0.41            | 0.54            |
| <b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b><br>(Total waste generated/Revenue from operations adjusted for PPP) | NA              | NA              |
| <b>Waste intensity in terms of physical output</b>  | 6.32            | NA              |
| <b>Waste intensity (optional)</b> – the relevant metric may be selected by the entity   | NA              | NA              |
| <b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>              | NA              | NA              |
| <b>Category of waste</b>  |                 |                 |

| Parameter   | F.Y. 2023-24   | F.Y. 2022-23    |
|---|----------------|-----------------|
| (i) Recycled  | 1,700.5        | 2,652.37        |
| (ii) Re-used  | NA             | NA              |
| (iii) Other recovery operations   | NA             | NA              |
| <b>Total</b>  | <b>1,700.5</b> | <b>2,652.37</b> |
| <b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b> |                |                 |
| <b>Category of waste</b>  | NA             | NA              |
| (i) Incineration  | NA             | NA              |
| (ii) Landfilling  | NA             | NA              |
| (iii) Other disposal operations   | NA             | NA              |
| <b>Total</b>  | <b>NA</b>      | <b>NA</b>       |

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 - **Yes, BDO India LLP**

\* Numbers are based on the assumption that waste disposal is waste generated.

**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**

Company is consistently making sincere efforts to improve its resource efficiency, eco-friendly packaging and trash recycling. It is implementing numerous well-thought-out measures to enhance its waste management initiatives. The Company has improved its material efficiency, which has resulted in a decrease in industrial waste and raw material consumption, helped in waste segregation and reduced greenhouse gas emissions. The Company makes consistent efforts to track and regulate the use of hazardous substances and considers it essential to manage its resources responsibly since it benefits the environment, reduces the price of its products and ensures consumer acceptance.

The Company's operational units are responsible for ensuring that all hazardous materials are delivered to a State Pollution Control Board-approved authorised disposal operator. The Company ensures responsible waste management practices involving 100% recycling of plastic waste as per EPR PWM. The disposal of e-waste is overseen by a licensed recycler who has been approved by the CPCB and awarded green certificates for the same. Moreover, the waste generated within the plant gets segregated at the source through colour-coded waste collection bins, awareness on waste management, disposal according to the law of the land, etc.

**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)<br>If no, the reasons thereof and corrective action taken, if any. |
|--|--------------------------------|--------------------|--|
| No, the Company does not have any offices or plants located 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**

| 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 |
|-----------------------------------|----------------------|------|---|--|-------------------|
| NA                                |                      |      |   |  |                   |



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

| S. No.   | Specify the law/ regulation/ guidelines which was not complied 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 |
|--|---|---------------------------------------|---|---------------------------------|
| Yes, the Company complies with all the applicable environmental laws. No material fines were paid in F.Y. 2023-24. |   |                                       |   |                                 |

## 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 - **NA**
- (ii) Nature of operations - **NA**
- (iii) Water withdrawal, consumption, and discharge in the following format: - **NA**

| Parameter   | F.Y. 2023-24 | F.Y. 2022-23 |
|---|--------------|--------------|
| <b>Water withdrawal by source (in kilolitres)</b>                                     |              |              |
| (i) Surface water   | NA           | NA           |
| (ii) Groundwater  | NA           | 44,626       |
| (iii) Third party water   | NA           | 25,250       |
| (iv) Seawater/ desalinated water  | NA           | Nil          |
| (v) Others  | NA           | Nil          |
| <b>Total volume of water withdrawal (in kilolitres)</b>                               | NA           | 69,876       |
| <b>Total volume of water consumption (in kilolitres)</b>                              | NA           | NA           |
| <b>Water intensity per rupee of turnover</b><br>(Water consumed/ turnover)            | NA           | NA           |
| <b>Water intensity</b> (optional) – the relevant metric may be selected by the entity | NA           | NA           |
| <b>Water discharge by destination and level of treatment (in kilolitres)</b>          |              |              |
| <b>(i) Into Surface water</b>   |              |              |
| - No treatment  |              | NA           |
| - With treatment – please specify level of treatment                                  | NA           | NA           |
| <b>(ii) Into Groundwater</b>  |              |              |
| - No treatment  | NA           | NA           |
| - With treatment – please specify level of treatment                                  | NA           | NA           |
| <b>(iii) Into Seawater</b>  |              |              |
| - No treatment  | NA           | NA           |
| - With treatment – please specify level of treatment                                  | NA           | NA           |
| <b>(iv) Sent to third-parties</b>   |              |              |
| - No treatment  | NA           | NA           |
| - With treatment – please specify level of treatment                                  | NA           | NA           |
| <b>(v) Others</b>   |              |              |
| - No treatment  | NA           | NA           |
| - With treatment – please specify level of treatment                                  | NA           | NA           |
| <b>Total water discharged (in kilolitres)</b>   | <b>NA</b>    | NA           |

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

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

| Parameter  | Unit  | F.Y. 2023-24 | F.Y. 2022-23 |
|--|---|--------------|--------------|
| <b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available) | Metric tonnes of CO <sub>2</sub> equivalent | NA           | NA           |
| <b>Total Scope 3 emissions per rupee of turnover</b>   | NA  | NA           | NA           |
| <b>Total Scope 3 emission intensity</b> (optional) – the relevant metric may be selected by the entity   | NA  | NA           | NA           |

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

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

NA

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

| S. No. | Initiative undertaken | Details of the initiative (Web-link, if any, may be provided along with summary) | Outcome of the initiative |
|--------|-----------------------|--|---------------------------|
| NA     |                       |  |                           |

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

The Disaster Management Plan includes description of the institutional arrangements and discussions on various aspects of disaster management such as prevention, mitigation, preparedness, mainstreaming, capacity development and response. The Company, all manufacturing units has set of actions and recommendations for disaster risk reduction and effective response. Onsite & offsite emergency plan discloses any significant adverse impact to the environment, arising from the entity and mitigation or adaptation measures have been taken into consideration.

The Company, all manufacturing sites are well equipped with on-site emergency plan which deals with measures to prevent and control emergencies within the factory and not affecting outside public or environment. As per applicability of manufacturing site the off-site emergency plan is made available which deal with measures to prevent and control emergencies affecting public and the environment outside the premises. Disaster recovery mechanisms are in place for critical business systems and periodic Evacuation and Fire Drills are carried out to simulate such events and ensure that processes and systems work as desired.

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

The Company has started EHS assessments for value chain partners under QA VPQ audits.

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

The Company has started EHS assessments for value chain partners under QA VPQ audits.

## PRINCIPLE 7: Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent

### Essential indicators

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

The Company is well represented in several business and industry chambers and associations. The Company is affiliated with 16 (Sixteen) trade and industry chambers and 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.     | Consumer Electronics and Appliances Manufacturers Association    | National   |
| 2.     | Indian Pumps Manufacturers' Association                          | National   |
| 3.     | The Southern India Engineering manufacturers association (SIEMA) | State  |
| 4.     | Bureau of Indian Standards (BIS)                                 | National   |
| 5.     | Bureau of Energy Efficiency (BEE)                                | National   |
| 6.     | Confederation of Indian Industry (CII)                           | National   |
| 7.     | Federation of Indian Chambers of Commerce & Industry (FICCI)     | National   |
| 8.     | Bombay Chamber of Commerce & Industry                            | State  |
| 9.     | The Advertising Standards Council of India (ASCI)                | National   |
| 10.    | Indian Society of Advertisers                                    | National   |
| 11.    | Indian Society of Lighting Engineers                             | National   |
| 12.    | Electric Lamps and Components Manufacturers of India             | National   |
| 13.    | National Lighting Code   | National   |
| 14.    | Goa Chamber of Commerce & Industry (GCCCI)                       | National   |
| 15.    | Indian Fan Manufacturers Association (IFMA)                      | National   |
| 16.    | IMA IP Ltd.  | 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 |
|---|-------------------|-------------------------|
| For the Financial Year under review, the Company has not received any adverse order from regulatory bodies; hence, no corrective actions were required. |                   |                         |

### 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 |
|---|-------------------------|-----------------------------------|--|--|------------------------|
| The Company proactively engages with various stakeholders including industry chambers, associations, government and regulatory bodies like BIS, BEE etc. and provides its inputs on various areas such as IS standards for Pumps. |                         |                                   |  |  |                        |

## 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 |
|-----------------------------------|----------------------|----------------------|---|--|-------------------|
| NA                                |                      |                      |   |  |                   |

#### 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 F.Y. (In ₹) |
|--------|--|-------|----------|---|--------------------------|---|
| NA     |  |       |          |   |                          |   |

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

The Company executes several community programmes to develop healthy relationships with the community. It regularly interacts with people and communities and tries to address their concerns. The Company ensures timely actions are taken to address the concerns raised by communities

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

|  | F.Y. 2023-24 | F.Y. 2022-23 |
|--|--------------|--------------|
| Directly sourced from MSMEs/ small producers | 27           | 62           |
| Directly from within India                   | 97           | 55           |

#### 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     | F.Y. 2023-24 | F.Y. 2022-23 |
|--------------|--------------|--------------|
| Rural        | NA           | NA           |
| Semi-urban   | 37.43        | 39.93        |
| Urban        | NA           | NA           |
| Metropolitan | 62.57        | 60.07        |

\*Only permanent employees are considered

(Place to be categorised as per RBI Classification System – rural/ semi-urban/ urban/ metropolitan)

## 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 |
|--|-------------------------|
| NA   |                         |

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

| S. No. | State     | Aspirational District | Amount spent (In ₹) |
|--------|-----------|-----------------------|---------------------|
| 1      | Rajasthan | Serohi                | 1.04 Crore          |

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

No

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

NA

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

NA

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current Financial Year), based on traditional knowledge

| S. No. | Intellectual Property based on traditional knowledge | Owned/ Acquired (Yes/No) | Benefit shared (Yes/No) | Basis of calculating benefit share |
|--------|--|--------------------------|-------------------------|------------------------------------|
| NA     |  |                          |                         |                                    |

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved

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

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      | Water Conservation                   | 40,000                                      | 100  |
| 2      | Skill & Entrepreneurship Development | 7,260                                       | 100  |
| 3      | Community Care                       | 5,922                                       | 100  |

## PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner

### Essential indicators

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

Consumers are of utmost importance to the Company. It has established multiple channels for receiving and responding to customer complaints. The Company is using a customer relationship management system to ensure that all feedback is captured and assigned to the appropriate service associates for resolution. Also, WhatsApp bots streamline the process of registering service requests, and the Technician Mobile Application helps streamline the Company's complaint resolution process. Additionally, a toll-free number is provided on the website and also on the product labels.

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

|   | As a percentage to total turnover                     |
|---|---|
| Environmental and social parameters relevant to the product | NA  |
| Safe and responsible usage                                  | NA  |
| Recycling and/or safe disposal                              | Plastic waste is 100% collected against CPCB targets. |

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

|                                | F.Y. 2023-24             |                                   | Remarks | F.Y. 2022-23             |                                   | 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                               | NA      | NIL                      | NIL                               | NA      |
| Advertising                    | NIL                      | NIL                               | NA      | NIL                      | NIL                               | NA      |
| Cyber-security                 | NIL                      | NIL                               | NA      | NIL                      | NIL                               | NA      |
| Delivery of essential services | NIL                      | NIL                               | NA      | NIL                      | NIL                               | NA      |
| Restrictive Trade Practices    | NIL                      | NIL                               | NA      | NIL                      | NIL                               | NA      |
| Unfair Trade Practices         | NIL                      | NIL                               | NA      | NIL                      | NIL                               | NA      |
| Other                          | 27,74,927                | 3,322                             | NA      | 25,80,752                | 3,702                             | NA      |

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

|                   | Number | Reasons for recall |
|-------------------|--------|--------------------|
| Voluntary recalls | NA     | NA                 |
| Forced recalls    | NA     | NA                 |

There were no product recalls because of safety issues. The Company has a well-defined system of registering the complaints through toll-free number & online portal for logging complaints for all the Company's products. The Complaints are escalated to Authorised service centres and resolved within the time bound period depending on nature of complaint.



**5. Does the entity have a framework/ policy on cyber security and risks related to data privacy? (Yes/ No) If available, provide a web-link of the policy**

The Company has a privacy policy in place that offers various security strategies to ensure the data security of users and devices.

The policy is present on the Company's website and can be accessed using this link <https://www.crompton.co.in/pages/privacy-policy>

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

Not applicable

**7. Provide the following information relating to data breaches**

- a) Number of instances of data breaches: **NIL**
- b) Percentage of data breaches involving personally identifiable information of customers: **NIL**
- c) Impact, if any, of the data breaches: **NIL**

**Leadership Indicators**

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

|                 |   |
|-----------------|---|
| Company website | <a href="https://www.crompton.co.in/">https://www.crompton.co.in/</a>   |
| YouTube         | <a href="https://youtube.com/c/CromptonGreavesConsumerElectricalsLimited">https://youtube.com/c/CromptonGreavesConsumerElectricalsLimited</a> |

**Social media handles**

|             |   |
|-------------|---|
| Instagram   | <a href="https://www.instagram.com/crompton_india/">https://www.instagram.com/crompton_india/</a>   |
| Facebook    | <a href="https://www.facebook.com/Crompton.India/">https://www.facebook.com/Crompton.India/</a>   |
| LinkedIn    | <a href="https://www.linkedin.com/company/cromptongreavesconsumerelectricalslimited/">https://www.linkedin.com/company/cromptongreavesconsumerelectricalslimited/</a> |
| X (Twitter) | <a href="https://twitter.com/Crompton_India">https://twitter.com/Crompton_India</a>   |

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

This information is provided in the Instructions/ Installation Manual which is supplied with all products. Installation manual given along with the product covers SOP to install & safely operate the product. Updating the information on the Product Communication in the form of User Manual, Catalogue etc., Official website, Marketing Communication, Sales Training, Customer Education through Installation services personnel etc.

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

There is a mechanism in place to release market circular to inform channel partners about Launch of New Products, Discontinuation of old Stock Keeping Units, Change in Authorised Listing Price etc.

**4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/ No/ Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No)**

Yes, the Company ensures that the information required to be displayed in the product is mentioned on its labels or manuals.

All the Company's products that need installation are sold with instruction manuals that contain detailed explanations on the safe installation and use of the products. It contains dos and don'ts to ensure the best usage. The Company also suggests optimum product ratings to be used in the case of fixtures that are sold without light sources. Also, mandatory information and information related to product usage are provided on the Company's website and through various documents (like catalogues, brochures, etc.). In B2B, due to the nature of working, which depends on the projects, the products display information required as per BIS and the Legal Metrology Act.

The mandated product information is displayed on rating plate fixed on product. The instructions about how to operate the product safely are mentioned on the product.

The additional information/ safety instructions mentioned on the product is as below:

1. Direction of rotation of motor.
2. Do not run the pump unless filled with water.
3. Pour clean & dust free water through water filling plug.
4. Check for 1mm lift after coupling the pump set.
5. Fitted with Thermal overload protector.
6. Run the pump for 30sec minimum daily.
7. Do not install the pump without strainer.
8. Do not use float ball cock valve in delivery pipe.

The Company carries out the consumer immersion programs to understand the pain points of consumer & what improvement needs to be made in product which will add value to consumer.