

Business Responsibility and Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. Corporate Identity Number (CIN) of the Listed Entity	L17124MP1947PLC000410
2. Name of the Listed Entity	Grasim Industries Limited ('Grasim')
3. Year of incorporation	1947
4. Registered office address	Birlagram, Nagda – 456 331, Madhya Pradesh, India
5. Corporate address	Aditya Birla Centre, 'A' Wing, 2 nd Floor, S. K. Ahire Marg, Worli, Mumbai – 400 030, Maharashtra, India
6. E-mail	grasim.secretarial@adityabirla.com
7. Telephone	+91 22 6652 5000, +91 22 2499 5000
8. Website	https://www.grasim.com
9. Financial year for which reporting is being done	1 st April 2022 to 31 st March 2023
10. Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. National Stock Exchange of India Limited 3. Luxembourg Stock Exchange
11. Paid-up Capital	₹ 131.69 crore
12. Contact details of the person who may be contacted in case of any queries on the BRSR report	<p>Name of the Person: Mr. Sailesh Kumar Daga (Company Secretary)</p> <p>Telephone: 022-2499 5000</p> <p>E-mail address: sailesh.daga@adityabirla.com</p>
13. Reporting Boundary – Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e., for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures under this report covers the standalone operations of Grasim Industries Limited, however, for Principle 6 we have only considered the manufacturing plants and does not include the data pertaining to offices.

II. Product/Services

14. Details of business activities (accounting for 90% of the turnover):

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the entity
1.	Manufacturing	Fibre & Yarn	56%
2.	Manufacturing	Chemical and Allied Chemicals	39%

15. 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	Fibre & Yarn	24301 24303	56%
2	Chemicals	24297	39%

III. Operations

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

Location	Number of plants	No. of offices	Total
National	21	2*	23
International	-	1	1

There are one or more plants at a single geographical location.

*Corporate & Registered Office. (Does not include marketing and other offices).

17. Market served by the entity

	Locations	Numbers
a. No. of Locations	National (No. of States)	28 states & 8 Union Territories
	International (No. of Countries)	84
b. What is the contribution of exports as a percentage of the total turnover of the entity?	13% of total operating revenue of the Company.	
c. A brief on types of customers:		

Viscose – The customer base for viscose fibre includes all partners in the textiles value chain. VSF is shipped to yarn manufacturers to convert fibre into yarn and the weaving mills convert yarn into fabrics and eventually use it for garment manufacturing. In contrast, the non-woven value chain is shorter and involves converters in roll-goods production, who are our customers for final products such as wipes.

Chemicals – Our Chlor-Alkali business caters to a wide range of applications, such as the production of aluminum, pulp and paper, soaps, detergents, viscose fibre, zeolites, food additives, textile processing, and more. The business primarily serves industrial sectors (B2B) that are diverse and critical. On the other hand, our Speciality Chemicals (epoxy polymers and curing agents) division produces products in the Epoxy value chain, which are used in various industries such as windmill blades and auto segments, paints, construction, coating, composite, and electrical applications, among others, and cater to different touchpoints across the value chain.

Textiles – Our Textiles business caters to both the textile value chain and retail customers, with certain products being made available through retail outlets. Our textiles business addresses demand of three sub-categories linen, wool and cotton fabrics.

IV. Employees

18. Details as at the end of Financial Year

a. Employees and Workers (including differently abled)

S. No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Employees					
1. Permanent (D)	8,314	7,645	92	669	8
2. Other than Permanent (E)	553	498	90	55	10
3. Total Employees (D + E)	8,867	8,143	92	724	8
Workers					
4. Permanent (F)	16,141	16,002	99	139	1
5. Other than Permanent (G)	18,121	17,667	97	454	3
6. Total Workers (F + G)	34,262	33,669	98	593	2

b. Differently abled Employees and Workers

S. No. Particulars	Total (A)	Male		Female	
		No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees					
1. Permanent (D)	7	7	100	-	-
2. Other than Permanent (E)	-	-	-	-	-
3. Total Employees (D + E)	7	7	100	-	-
Differently abled workers					
4. Permanent (F)	28	28	100	-	-
5. Other than Permanent (G)	18	18	100	-	-
6. Total Workers (F + G)	46	46	100	-	-

19. Participation/Inclusion/Representation of women

Particulars	Total (A)	No. and % of females	
		No. (B)	% (B/A)
Board of Directors	14	3	21%
Key Management Personnel	3	-	-

20. Turnover rate for permanent employees and workers:

Particulars	FY 2022-2023			FY 2021-2022			FY 2020-2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13%	18%	14%	9%	18%	9%	7%	12%	7%
Permanent Workers	4%	18%	4%						

V. Holding, Subsidiary and Associate Companies (Including Joint Ventures)

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

S. No.	Name of the holding/ subsidiary / associate companies / joint ventures	Indicate whether it is a holding / Subsidiary / Associate / or 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.	UltraTech Cement Limited*	Subsidiary	57.27	Yes
2.	Aditya Birla Capital Limited**	Subsidiary	54.15	Yes
3.	Aditya Birla Renewables Limited	Subsidiary	100	No

*UltraTech Cement Limited and its subsidiaries, associate companies and joint ventures follows its separate business responsibility initiatives.

**Aditya Birla Capital Limited and its subsidiaries, associate companies and joint ventures follows its separate business responsibility initiatives.

The Company's business responsibility initiatives apply to its other subsidiaries.

Please refer to Page No. 600 for the list of subsidiaries, associate companies, and joint ventures.

VI. CSR Details

22. (i) Whether CSR is applicable as per Section 135 of Companies Act, 2013:	Yes
(ii) Turnover (in ₹)	26,840 crore
(iii) Net worth (in ₹)	46,955 crore

VII. Transparency and Disclosures Compliances

23. Complaints/ Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2022-2023			FY 2021-2022		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Investors (other than shareholders)	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Shareholders	Yes	60	Nil	Nil	42	Nil	Nil
Employees and workers	Yes	Nil	Nil	Nil	Nil	Nil	Nil
Customers	Yes	928	76	The pending complaints are under review	990	87	-
Value Chain Partners	Yes	Nil	Nil	Nil	4	-	-
Other* (Whistle-Blower)	Yes	3	1	Across Chemicals and Renewables business	5	1	-

Note: The policies are placed on the Company's website under the Corporate Governance & Policies and Code of Conduct section and the same can be accessed through the web-link: <https://www.grasim.com/investors/policies-and-code-of-conduct>

* In some of the Whistle-blower cases the identity is not known, and they may belong to any of the above stakeholders' group.

24. Overview of the entity's material responsible business conduct issues

S.No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1.	Energy Consumption and GHG Emissions	Risk	Energy Consumption and GHG Emissions pose a risk for Grasim due to the environmental impact and regulatory compliance requirements. Rising energy costs, potential supply disruptions, and stricter emissions regulations can affect operations and profitability. By addressing energy efficiency, transitioning to cleaner energy sources, and implementing emission reduction measures, Grasim can mitigate these risks, enhance operational resilience, and contribute to a low-carbon future.	Energy constitutes a significant portion of Grasim's business expenses. However, the Company recognises the potential for cost savings by implementing energy efficiency initiatives. By adopting high-efficiency equipment, incorporating on-site renewable energy systems whenever possible, and pursuing other energy-saving projects, it not only reduces carbon emissions but also achieve financial savings. The Company's goal to eliminate direct greenhouse gas emissions from its operations not only enhance its energy supply resilience but also appeals to investors who view carbon emissions as a growing risk. This ambitious approach is expected to lower overhead costs while attracting environmentally conscious investors.	Negative
2.	Responsible Supply Chain	Opportunity	Investors, customers, and regulators are increasingly demanding organisations to tackle environmental, social, and governance (ESG) risks within their supply chains. Failing to adopt sustainable supply chain management practices exposes companies to various risks, such as labour disruptions, incidents related to workforce health and safety, human rights concerns, and shortages of raw materials.	Grasim acknowledges the potential of incorporating ESG considerations into its supply chain to mitigate risk comprehensively. Company has made substantial advancements in supply chain management by diversifying our suppliers and vendors, as well as implementing sustainable sourcing practices. The company prioritises sustainable sourcing for all operations, sourcing 100% of its pulp from certified vendors. There is a preference for local vendors, which not only promotes community development but also ensures sustainability.	Positive

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3.	Climate Change Adaptation	Risk	<p>Climate change and the requirement for adaptation measures can greatly impact Grasim's business operations. Extreme weather events like floods, storms, and droughts have the potential to disturb supply chains, cause damage to infrastructure and equipment, and result in higher expenses. In addition to these impacts, the emergence of new and potential regulations may introduce or escalate regulatory risks, further influencing the Company's operations. Grasim perceives climate change as both a challenge and an opportunity. Embracing the low-carbon transition allows it to enhance efficiency, drive innovation, and foster growth. Through strategic investments in clean technologies, its businesses can lower energy and material expenses, meet evolving customer needs, improve their reputations, and attract and retain top talent. These favourable outcomes arise from the Company's commitment to reducing emissions.</p>	<p>Grasim recognises the potential risks linked to climate change and has taken proactive steps to address them. It has incorporated the Task Force on Climate-related Financial Disclosure (TCFD) into its risk management framework and have effectively conducted assessments of both physical and transition risks this year.</p>	Negative
4.	Waste Management	Risk	<p>Waste management represents a risk for Grasim due to its potential environmental and regulatory implications. Inadequate waste management practices can result in pollution, legal non-compliance, and reputational damage. By addressing waste management effectively, Grasim can mitigate these risks, minimise environmental impact, and ensure compliance with regulations, while also exploring opportunities for resource recovery and circular economy practices.</p>	<p>Grasim demonstrates a dedicated approach to waste management by employing a comprehensive strategy. The company places emphasis on waste reduction, recycling, and responsible disposal practices throughout its operations. By implementing efficient waste segregation systems, embracing circular economy principles, and collaborating with certified waste management vendors, Grasim aims to minimise waste generation, optimise resource utilisation, and mitigate environmental risks.</p>	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)
5.	Product Stewardship	Opportunity	Product stewardship presents an opportunity for Grasim to demonstrate its commitment to responsible and sustainable business practices. By ensuring the safe and environmentally sound use, disposal, and lifecycle management of its products, Grasim can enhance customer trust, meet regulatory requirements, and differentiate itself in the market as a socially responsible company.	Grasim's approach to product stewardship encompasses several key initiatives. The Company employs Life Cycle Assessment to identify and address risks and concerns associated with its production and disposal activities. The Company's Closed Loop system ensures the reuse of by-products within its production cycle, promoting resource efficiency and waste reduction. By reducing its footprint, Grasim optimises its resource utilisation and generate sustainable value for society. Additionally, the Company prioritises product safety to ensure secure handling and transportation of its finished products, safeguarding both its customers and the environment.	Positive
6.	Human Rights	Risk	Human rights pose a risk for Grasim due to its vast supply chain and labour-intensive operations. Violations or non-compliance with human rights standards can damage the company's reputation, lead to legal consequences, and disrupt operations. Ensuring respect for human rights is essential to mitigate these risks and uphold ethical business practices.	Grasim upholds a strong commitment to respecting and promoting human rights throughout its operations. The company ensures compliance with internationally recognised human rights standards, both within its own workforce and across its supply chain. Through robust policies, regular audits, and capacity-building initiatives, Grasim strives to prevent human rights violations, foster a culture of diversity and inclusion, and empower stakeholders. By prioritising human rights, Grasim aims to create a safe, fair, and ethical work environment that aligns with global best practices.	Negative
7.	Water and Effluents	Risk	The availability and quality of water play a crucial role in our business operations. The nature of our operations makes us vulnerable to water scarcity, which can cause disruptions, supply chain challenges, rising raw material expenses, and potential health and safety risks for our employees and the community. Additionally, competing for water resources with local communities may jeopardise our social license to operate.	Grasim has undertaken a range of initiatives to uphold water stewardship. The company places a strong emphasis on water conservation, treatment, and reuse. Through continuous investments in cutting-edge technologies and process enhancements, Grasim strives to reduce its overall water consumption. Additionally, the implementation of Zero Liquid Discharge (ZLD) plants across its manufacturing facilities demonstrates a commitment to responsible water management, fostering sustainability for future generations.	Negative
8.	Innovation and R&D	Opportunity	Innovation and R&D offer a significant opportunity for Grasim by fostering technological advancements and product development. By investing in research, Grasim can stay ahead of market trends, enhance product performance, and explore new business avenues. This approach enables Grasim to maintain a competitive edge, drive growth, and adapt to evolving customer needs.	Through Grasim's dedicated R&D efforts, it strives to develop specialty chemicals, sustainable solutions, and novel production techniques. The Company recognises that innovation is key to stay competitive in a rapidly evolving market and meeting the changing needs of its customers. By investing in R&D, the Company not only drive continuous improvement but also position itself as industry leaders and pioneers in its field. Embracing innovation enables Grasim to seize opportunities, create value, and contribute to the sustainable development of our industry and society.	Positive

S. No.	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
9.	Resource Efficiency	Opportunity	Resource efficiency presents a valuable opportunity for Grasim due to its potential to optimise resource utilisation and reduce waste. By implementing efficient practices in energy, water, and raw material consumption, Grasim can enhance operational efficiency, reduce costs, and minimise its environmental footprint, aligning with sustainability goals and gaining a competitive advantage.	Through the implementation of efficient technologies, process improvements, and responsible consumption practices, Grasim aims to maximise resource utilisation and minimise inefficiencies. This not only contributes to its environmental stewardship but also enhances its competitiveness in a resource-constrained world. By embracing resource efficiency, the Company can lower operational costs, increase productivity, and foster a more sustainable future for the company and the communities in which it operates.	Positive
10.	Occupational Health and Safety	Risk	Occupational Health and Safety is a significant risk for Grasim due to its labour-intensive manufacturing operations, which are prone to health and injury risks caused by machinery breakdowns and human negligence. Moreover, the Chemicals business further amplifies the risk with the production and handling of hazardous chemicals.	To mitigate risks and ensure safety at Grasim, the Company has implemented SA 8000 standards across its units. The Company has also developed and implemented critical safety standards, including the introduction of 'Life Saving Rules,' and established processes for identifying training needs at every employee level. Furthermore, Grasim continuously emphasise the importance of a safety culture throughout its workforce. To provide additional protection, it has secured adequate insurance coverage to address any unforeseen incidents or accidents that may occur.	Negative

*Please refer to Materiality Assessment on Page 52 for further details.

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.

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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	2	<ul style="list-style-type: none"> • Quality Journey: Research & Development • Safety and its values • Practices Across Value Chain • Water intake and Effluent generation • Sustainable Products & Circular Economy 	100%
Key Management Personnel	2	<ul style="list-style-type: none"> • Quality Journey: Research & Development • Safety and its values • Practices Across Value Chain • Water intake and Effluent generation • Sustainable Products & Circular Economy • BRSR 	100%
Employees other than BODs and KMPs	27	<ul style="list-style-type: none"> • Compliances under Code of Conduct • Pre and Post Budget sessions detailing implications on financial health of employees • Health and Safety Training • Skill Upgradation Training • Human Rights Training • Capacity building sessions on sustainability values 	67%*
Workers	Multiple	<ul style="list-style-type: none"> • Health and Safety Training • Skill Upgradation Training • Human Rights Training 	39%*

*Average percentage of persons covered by the awareness programmes.

2. Details of fines/ penalties/ punishment/ award/ compounding fees/ settlement amount paid in proceedings (by the entity or by directors / KMPs) with regulators/ law enforcement agencies/ judicial institutions, in the financial year, in the following format.

Monetary

Type	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		
Settlement			NIL		
Compounding fee			NIL		

Non-Monetary

Type	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the case	Has an appeal been preferred? (Yes/No)
Imprisonment			NIL	
Punishment			NIL	

Note: For this disclosure, materiality threshold is considered as detailed in Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 has been considered.

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

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

- 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 Company has an anti-corruption and anti-bribery policy that applies to all its employees and associates working on behalf of the Company, and it is communicated and disseminated to vendors, suppliers, and other stakeholders. To foster a culture of 'zero-tolerance' towards corruption and bribery, a third-party external agency has been appointed to receive and process complaints. The policy can be accessed through this web link: <https://www.grasim.com/Upload/PDF/anti-corruption-and-anti-bribery.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:**

Category	FY 2022-2023	FY 2021-2022
Directors	Nil	Nil
KMPs	Nil	Nil
Employees	Nil	Nil
Workers	Nil	Nil

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

Topic	FY 2022-2023		FY 2021-2022	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL		NIL	
Number of complaints received in relation to issues of Conflict of Interest of KMPs	NIL		NIL	

- 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.**

No instances of corruption or conflicts of interest have been reported in financial year.

Leadership Indicators

- 1. Awareness programmes conducted for value chain partners on any of the principles during the financial year:**

Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	% Age of persons in value chain covered under the awareness programmes
The company actively organises programmes aimed at raising awareness among its value chain partners on important aspects such as health and safety, education, and adherence to the company's code of conduct. These programmes are designed to foster transparent business practices throughout the organisation. Furthermore, the company recognises its responsibility in promoting sustainability among its suppliers. To ensure alignment between supplier objectives and the company's own sustainability goals, specific supplier criteria have been developed. The company places great value on ESG (Environmental, Social, and Governance) aspects, in addition to evaluating general skills, finances, and capacity. In the past year, significant attention has been given to improving operational efficiency and reducing waste to enhance energy conservation. Moreover, the company has made progress in the procurement process, actively seeking out vendors who share their commitment to environmental stewardship and community engagement. For more detailed information on the company's interaction with suppliers, please refer to the Social and Relationship Capital section of the Integrated Reporting on Page No. 110.		

- 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 Company has established a code of conduct specifically for the Board and Senior Management, as required by the Listing Regulations. Additionally, the Board Members and Key Managerial Personnel (KMPs) affirm that at the start of each financial year and whenever there are any changes, there are no significant financial or commercial transactions in which they have a vested interest that could potentially conflict with the Company's interest. Furthermore, if any such conflicts arise, the Directors abstain from participating in discussions or decision-making regarding agenda items at Board or Committee Meetings in which they have a personal or perceived 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.**

Type	FY 2022–2023	FY 2021–2022	Details of improvement in social and environmental aspects
Research & Development (R&D)	18%	7%	• Please refer to Board's report on page no. 160 for details
Capital Expenditure (CAPEX)	6%	7%	• Capex in technologies to improve Environmental impacts

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

Yes, the Company has implemented procedures for sustainable sourcing. The Company has integrated sustainability in the procurement process, also the 'Supplier Code of Conduct' establishes the standards required from all the suppliers who do business with us. The sourcing strategy is designed considering the management of risks pertaining to safety and environment, legal compliances, ethics, human rights, and fair wages, among other aspects related to functionality of materials and services.

In Viscose business, wood is a key raw material which is converted to dissolving grade pulp and this pulp in turn is converted to viscose fibre. Therefore, responsible sourcing of wood carries a very high importance in our sourcing strategy. We strictly implement our requirements of wood supply across all our pulp suppliers to ensure that the wood used by them are sourced from sustainably managed forests while also following the laws of the land in this regard. A 'Wood Sourcing Policy' which is aligned to global benchmark practices has been in place and fully implemented, which encompasses an internal mechanism and system of checks to trace the source and origin of woods that we use. All the wood/pulp sourced by the business is certified by globally recognised forestry standards such as Forest Stewardship Council® (FSC®). Viscose business also works with Canada based not-for-profit ENGO Canopy which has set standards for responsible wood sourcing and annually publishes a report called Hot Button Report and ranks all the global viscose producers on their wood sourcing practices. Viscose business has been ranked in the top category from last 3 years.

Please refer to our Wood Sourcing Policy: <https://www.grasim.com/Upload/PDF/fibre-sourcing-policy.pdf>

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

We source 100% of our pulp from sustainably managed forests and adhere to FSC®, SFI® and PEFC™ standards for wood sourcing. Additionally, our textiles business also sources significant portion of its raw materials like flax, and wool, from sustainable origins. Both these business account for 55% of the total Standalone revenues.

- 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.**

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Under the Plastic Waste Management Rules, 2018, the Company is registered as a Brand Owner with Central Pollution Control Board (CPCB), we take appropriate actions for recycling, reusing and disposing of plastic at the end of the life.
b. E-Waste	E-waste is disposed of through a registered recycler.
c. Hazardous Waste	Hazardous waste is disposed of through pre-processing, co-processing, incineration, or landfill at TSDF or by selling to SPCB-authorised re-cycling & decontamination facilities of registered recyclers.
d. Other Waste	Bio-medical waste is disposed of through Common Bio-medical Waste Treatment and Disposal Facility (CBWTF) incinerator. Organic waste like food waste and gardening waste are processed to use as an organic fertiliser.

- 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.**

The Company is subjected to Extended Producer Responsibility (EPR) solely for managing plastic waste in accordance with the PWM (Plastic Waste Management) rules of 2018.

Yes, Extended Producer Responsibility under Plastic Waste Management Rules is applicable for Grasim. The waste collection mechanism is in line with the guidelines and the process established by Central Pollution Control Board (CPCB). Brand Owner registration obtained for Grasim and EPR Plan submitted to CPCB as per the guidelines and Year wise % based target defined by CPCB. As per the applicable Year, through CPCB registered Plastic Waste Processors (PWPs) Category wise Plastics e.g., Rigid and Flexible recycled for the target quantity of Plastics Waste (Pre -Consumers and Post Consumers) and EPR Credits procured by Grasim. This process is operated and governed through CPCB online Portal for EPR Credit exchange.

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.
20302	Viscose Staple Fibre	47%	Cradle-to-gate	Yes	https://www.birlacellulose.com/policies_reports_files/policies_reports_pdf_36_1636614623.pdf#page=41
20116	Chlor-Alkali Product	30%	Cradle-to-gate	Yes	No
46411	Linen Fabric	4.4%	Cradle-to-gate	Yes	https://www.jayashree-grasim.com/wp-content/uploads/FY-19-20-and-21.pdf

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
Viscose Staple Fibre	Major contribution to Global Warming Potential (GWP) is from the on-site generation of electricity and steam from captive power plant (CPP)	<ol style="list-style-type: none"> Planning for decarbonisation and subsequently moving to green power and green steam required for fibre production. More efficient coal-based steam and power generation. Improving operational efficiency to achieve reduction in steam and power consumption. Actively participate in Perform, Achieve and Trade (PAT) cycle as per Bureau of Energy Efficiency (BEE) which helps in conservation and efficient use of energy.
Chlor-Alkali	Electricity used in the Electrolysis process leading to GHG emission	<ol style="list-style-type: none"> Technology up-gradation use of 6th generation electrolyzers, timely recoating & re-membranering to optimise power consumption, installation of VFDs, Installation of IE-3 Grade Motors by replacing the Old - Non-IE/below IE-2- Standard, installation of energy efficient equipment. Actively participate in Perform, Achieve and Trade (PAT) cycle as per Bureau of Energy Efficiency (BEE) which helps in conservation and efficient use of energy. Increased share of renewable power/green energy footprint to reduce fossil fuels & carbon emissions.
Linen Fabric	<ol style="list-style-type: none"> Global Warming Potential on account of electricity consumed and steam consumption in the processing step Blue Water Consumption 	<ol style="list-style-type: none"> LOI signed for hybrid power for 30 lakh units. Renewable power share increased. ZLD installed for 2 units.

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).

Indicated input Material	Recycled or re-used input material to total material	
	FY 2022-2023	FY 2021-2022
	NIL	NIL

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:

Topic	FY 2022-2023			FY 2021-2022		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste						None
Other waste						

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

Indicated product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

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	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent Employees											
Male	7,645	7,110	93	7,566	99	-	-	4,832	63	2,148	28
Female	669	615	92	650	97	543	81	-	-	169	25
Total	8,314	7,725	93	8,216	99	543	7	4,832	58	2,317	28
Other than Permanent Employees											
Male	498	4	1	6	1	-	-	-	-	4	1
Female	55	4	7	-	-	4	7	-	-	4	7
Total	553	8	1	6	1	4	1	-	-	8	1

b. Details of measures for the well-being of workers:

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	% (C/A)	No. (D)	% (D/A)	No. (E)	% (E/A)	No. (F)	% (F/A)
Permanent workers											
Male	16,002	9,006	56	8,136	51	-	-	-	-	5,274	33
Female	139	87	63	32	23	106	76	-	-	84	60
Total	16,141	9,093	56	8,168	51	106	1	-	-	5,358	33
Other than Permanent workers											
Male	17,667	4988	28	5,527	31	-	-	-	-	4,323	24
Female	454	45	10	109	24	67	15	-	-	34	7
Total	18,121	5,033	28	5,636	31	67	0.4	-	-	4,357	24

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

Sr. No.	Benefits	FY 2022-2023			FY 2021-2022		
		No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
1.	PF	100	100	Yes	100	100	Yes
2.	Gratuity	100	100	Yes	100	100	Yes
3.	ESI	3	41	Yes	4	37	Yes
4.	Others—Please Specify	The company extends superannuation scheme and NPS to employees at their option, out of the total remuneration.					

- 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 has implemented a comprehensive strategy to ensure workplace accessibility, specifically for individuals with disabilities, across all existing and future infrastructure. Careful consideration has been given to the design and construction of work areas, restrooms, social spaces, and mobility areas within and around our facilities to promote accessibility. As a result, all our offices and facilities are accessible to employees with different abilities.

- 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.**

Grasim provides an inclusive work culture and a discrimination free environment for all its employees. The Company has a code of conduct that ensures that no person is discriminated based on race, gender, religion/ beliefs, disability, marital or civil partnership status, age, sexual orientation, gender identity, gender expression, caring responsibilities, or any other protected class of person in the country.

Weblink of the policy: <https://www.grasim.com/Upload/PDF/corporate-principles-code-of-conduct.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	99	76	-	-
Female	55	57	50	-
Total	95	75	25	-

- 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.**

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	Grasim has implemented an internal grievance policy for its employees and workers, which is readily available on the company's intranet. In cases where an employee's actions are found to be in violation of the Code, appropriate disciplinary measures are taken. All employees and workers are encouraged to report any operational or performance issues and concerns to their immediate supervisor or reporting manager. For matters related to organisational issues, performance, and appraisal concerns, or if the complaint is against the supervisor or reporting manager, they are directed to the Human Resource Manager. To ensure a platform for addressing organisational issues, we have established a portal that allows employees to express any concerns they may have. Additionally, we conduct an annual survey to gather feedback and identify any potential complaints or grievances from employees.
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

Please refer to our Grievance Handling Policy: <https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf>

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

Category	FY 2022-2023			FY 2021-2022		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Permanent Employees						
Male	7,645	-	-	6,800	-	-
Female	669	-	-	455	-	-
Total	8,314	-	-	7,255	-	-
Permanent Workers						
Male	16,002	14,715	92	16,210	15,775	97
Female	139	138	99	126	125	91
Total	16,141	14,853	92	16,336	15,900	97

8. Details of training given to employees and workers:

Category	FY 2022-2023				FY 2021-2022			
	Total (A)	On Health and Safety measures		Total (D)	On Health and Safety measures		On skill upgradation	
		No. (B)	% (B / A)		No. (C)	% (C / A)	No. (E)	% (E / D)
Permanent Employees								
Male	7,645	7,011	92	7,272	95	6,800	6001	88
Female	669	498	74	597	89	455	380	84
Total	8,314	7,509	90	7,869	95	7,255	6,381	88
Permanent Workers								
Male	16,002	12,402	78	7,040	44	16,210	16,210	100
Female	139	51	37	17	12	126	126	100
Total	16,141	12,453	77	7,057	44	16,336	16,336	100

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

Category	FY 2022-2023				FY 2021-2022			
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who had a career review (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who had a career review (D)		%(D/C)	
					No. (E)	% (E / D)		
Permanent Employees								
Male	7,645	7,595	99	6,800	6,800	100		
Female	669	520	78	455	455	100		
Total	8,314	8,115	98	7,255	7,255	100		
Permanent Workers								
Male	16,002	3,070	19	16,210	1,705	10		
Female	139	3	2	126	-	-		
Total	16,141	3,073	19	16,336	1,705	10		

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?**
- Yes, across all the units, the company has established an occupational health and safety management system. The system is diligently maintained and monitored through a three-tier safety governance structure. Occupational health and safety processes and procedures are aligned with ABG sustainability standards and meet the requirements of ISO 45001. These processes have been developed and implemented at our manufacturing units, and their efficacy is demonstrated through a Self-Assessment Questionnaire (SAQ) Assurance model. To validate their effectiveness, we have a dedicated group assurance team, the Business IMS core team, and periodic assessments conducted by a certification body
- b) What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?**
- The Company has established a Risk Evaluation Management and Occupational Health Risk Assessment standard that includes TIER-1 and TIER-2 Risk Assessment requirements. To guide the Hazard Identification & Risk Assessment process in the business units and have implemented the Business Hazard Identification & Risk Assessment procedure. This procedure ensures that all routine and non-routine activities are identified, associated risks are analysed, and appropriate control measures are implemented. For critical and high potential tasks, we follow the Job Safety Analysis process. Grasim also has a mandatory practice of conducting toolbox talks for all contractors, followed by Job Safety Analysis and obtaining the necessary Permit to Work. Records of these activities are maintained and reviewed regularly. Furthermore, surprise visits by safety professionals are conducted to ensure adherence to the established processes. To provide additional controls for significant risks, Company has developed Operational Control Procedures, Work instructions and conduct HAZOP (Hazard and Operability Study) for identifying and assessing hazardous processes, to address the recommendations that arise from the study. Before commencing any job, Company conducts toolbox talks for all contractors, followed by Job Safety Analysis and the issuance of work permits.
- c) Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)**
- We have the online system of incident reporting which allows us to keep track of any incidents that occur at any location and based on such reporting Corrective Action and Preventive Action ('CAPA'), Learnings from Incident report is issued to all the concerned persons, which help us to prevent re-occurrence of similar incidents in future.
- d) Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)**
- Yes, the Company provides round-the-clock access to non-occupational medical and healthcare services for its employees and workers.

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

Safety Incident/Number	Category	FY 2022-2023	FY 2021-2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.21	0.22
	Workers	0.23	-
Total recordable work-related injuries	Employees	52	-
	Workers	50	-
No. of fatalities	Employees	1	2
	Workers	1	-
High consequence work-related injury or ill-health (excluding fatalities)	Employees	21	-
	Workers	27	-

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

The company has technical and management safety standard comprising various work practices such as Permit to Work for Confined Space, Hot Work, Machine Guarding, Working at Height, Electrical Safety, Management of Change, Process Safety Management etc. In addition, it has developed sufficient infrastructure to manage occupational health monitoring on periodic manner. Work-zone monitoring, and employee medical check-up is being ensured. Multiple safety and OH campaigns are held on regular basis. Training and capacity building sessions are conducted from time to time, as well as mock drill are carried out at regular intervals at each unit, and toolbox talks are an integral part of the system. It is mandatory to undergo safety induction/orientation for all new employees (includes contractor workmen, TOTI- workmen joiners, security, staff etc). Trainings by subject matter expert from Group sustainability cell are organised across sites.

Grasim has a structured process of sharing knowledge management capsules on safety and across all units. OHS processes and procedures are in line with ABG sustainability standards and ISO 45001 requirement.

Business units are adhering their plant SOPs. Regular awareness programmes are being done for relevant employees and contract workmen as well.

The company has well-defined audit system for carrying out internal & external audit (Occupational Safety Parameters) as per schedule throughout the year and has already developed a pool of internal auditors trained in the different ISO Standards to review the compliance periodically. Internal and External Audits are conducted subsequently.

Behaviour Based Safety Observation Round module has also in place, through its online platform where all employees are eligible for reporting Safe and Unsafe practices as well as condition and near miss at workplace to reduce hazards along with corrective actions which are then reviewed for respective mitigation actions.

Besides this Grasim has structured Kaizen-scheme in place, where safety related Kaizens/Suggestions are captured from all levels of employees. Moreover, Safety Frameworks are also being audited by Group assurance team.

On top of everything, central safety committee and Department safety committee carry out periodic safety review to ensure safety practices are best implemented.

1. Safety Policy: <https://www.grasim.com/Upload/PDF/safety-policy.pdf>

2. Occupational Health Policy: <https://www.grasim.com/Upload/PDF/occupational-health-policy.pdf>

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

Topic	FY 2022-2023			FY 2021-2022		
	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						
Health & Safety			Nil			

14. Assessments for the year:

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% (All units of Grasim are assessed by both internal and external parties)
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 company has a structured framework for incident investigation. Incidents are investigated and root cause & countermeasures are communicated & implemented across the plants. The company has a process to communicate high consequence incidents which happened in the sister companies. Preliminary incident investigation report is uploaded to the internal IT software within 24 hours, as per safety policy. In case of major incident, investigation process is carried out by cross functional to find the exact root cause of the incident and then it is taken forward to central safety committee meeting. Also, the company has certified Taproot professionals for Incident investigations.

We have well-defined audit system for carrying out internal & external audits (Environmental & Occupational Health Safety parameters) as per schedule throughout the year. We have already developed a pool of internal auditors trained in the different ISO Standards to review compliance periodically. Internal Audit is conducted twice a year and External Audit is conducted by BVQI subsequently (twice a year). Opportunities for improvement and NC raised in the internal audit are well taken care of with root cause & corrective action preventive action. Our ABG Sustainability Frameworks/ Sustainable Assessment Questionnaire Audit is conducted by the Group Sustainability Cell. We published our Sustainability report and Safety data being audited during Assurance process (DQS India). Incidents are investigated and root causes & countermeasures are communicated & implemented across the units. We have a process to communicate incidents that happened across our respective businesses and follow a structured framework for incident investigation. Preliminary incident investigation report is uploaded in Enablon software within 24 hours, as per our group sustainability policy.

Leadership indicators

- 1. Does the entity extend any life insurance or any compensatory package in the event of death of**
 - A. Employees (Y/N):** Yes
 - B. Workers (Y/N):** Yes
- 2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**
 - To ensure compliance with PF and ESIC regulations, we verify that contractor, vendors are making timely payments by requiring proof of compliance before releasing payment to them.
 - We perform monthly reconciliations of GSTR-2B to verify that vendors are making timely GST payments and filing returns with the government on time.
 - Our timely filing of GST returns enables our customers to avail GST credits on time, and we ensure that any issues related to GST credits are resolved in a timely manner.
 - We follow up with customers and vendors to obtain TDS/TCS certificates (Form16A and Form27D) to ensure timely payments are being made.
 - We make timely TDS/TCS payments and issue certificates to vendors, customers, and employees, allowing them to avail credits promptly.
 - We collect Income Tax Returns from vendors annually to ensure proper levy of TDS rates and that vendors file their Income Tax Returns on time.
 - We collect Tax Residency Certificate, Permanent Establishment Certificates, and 10F Forms for all foreign payments related to goods and services to prevent tax evasion by foreign entities and regularise foreign currency payments.
 - To support the welfare of our employees, we make timely payments of the Labour Welfare Fund.

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

Category	Total no. of affected employees/ workers	No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
		FY 2022–2023	FY 2021–2022
Employees	1	1	1
Workers	1	1	0 The employees/workers were compensated to their satisfaction

- 4. Does the entity provide transition assistance programmes to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No).**

Yes, the Company assist employees during retirement or termination of their employment, even if they are not part of the company group. The company has dedicated programme named Enabling a New Life Post Retirement (ENLPR) which motivates and guides for new life post retirement. During the year, Company has provided transition assistance programme to eight employees.

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

Topic	% Of value chain partners (by value of business done with such partners) that were assessed
Health and Safety practices	There is a formal practice in our Textiles division to carry our supplier assessment which covers SA-8000, environmental laws and safety standards. While such formal framework is under preparation for all other business segments, we carry intermittent audits and evaluate the health and safety practices of all our partners in the value chain at their work sites. In case they are found to be non-compliant with safety regulations, we impose penalties.
Working conditions	

- 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.**

Few recommendations were received during the assessments, which have been addressed internally. However, no significant risks/ concerns were observed owing to extreme vigilance and efforts put on health and safety within the Company.

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.

At Grasim, we have a systematic process for identifying key stakeholder groups. Here is an overview of its process:

Stakeholder Mapping: The company conducts a comprehensive stakeholder mapping exercise to identify and categorise the key stakeholder groups relevant to our business. This process involves analysing the impact and influence of various individuals, organisations, and communities on our operations and vice versa.

Internal Consultation: The company engages with its internal teams, departments, and leadership to gather insights and perspectives on stakeholders. This includes conducting workshops, meetings, and consultations to identify stakeholders who have a direct or indirect impact on its businesses.

External Engagement: The company actively engages with external stakeholders through various channels, including surveys, interviews, focus groups, and public consultations. This enables Grasim to understand its stakeholder's expectations, concerns, and interests related to its operations and sustainability practices.

Stakeholder Mapping Matrix: Based on the information gathered from internal and external consultations, the company developed a stakeholder mapping matrix. This matrix helps the company to prioritise and categorise stakeholders based on their level of influence, impact, and relevance to its business.

Continuous Monitoring and Feedback: Grasim believes in maintaining an ongoing dialogue with its stakeholders to keep track of their evolving needs and expectations. The company regularly seeks feedback through surveys, feedback forms, meetings, and other channels to ensure that its engagement remains effective and meaningful.

Stakeholder Engagement Plans: Once the key stakeholders are identified, the company develops tailored engagement plans for each group. These plans outline the objectives, strategies, and activities for engaging with stakeholders, considering their specific interests and concerns.

By systematically identifying and engaging with its key stakeholders, Grasim aims to build strong relationships, foster trust, and align its business practices with their expectations. This approach enables the company to address its concerns, collaborate on shared goals, and create long-term value for all stakeholders involved.

Please refer to our Stakeholder Engagement Policy: <https://www.grasim.com/Upload/PDF/grasim-stakeholder-engagement-policy.pdf>

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

Please refer to the Stakeholder Engagement of Integrated Report on page no. 50 for details.

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.

Grasim recognises the crucial importance of meeting stakeholder expectations to succeed as an organisation and create value for shareholders. To gain valuable insights into stakeholder concerns and expectations, the company places great emphasis on effective stakeholder engagement.

The diverse need of Grasim's stakeholders are acknowledged, and the company maintains regular interactions with them to understand their interests and address any issues they may have. Stakeholders can be broadly classified into two groups: internal and external. Grasim values its talented workforce as valuable internal stakeholders and places a high priority on their well-being, health, and fostering a positive working environment.

External stakeholders include customers, investors, government bodies, regulatory authorities, knowledge partners, trade and industry associations, and others. Grasim is dedicated to delivering superior products and ensuring the security of its operations and services for these external stakeholders. Moreover, the company actively promotes sustainable practices in social, environmental, and health management across its entire business value chain.

Engaging with stakeholders involves identifying and analysing the relationships that exist throughout the value chain of Grasim's operations. Stakeholders are individuals or groups who may be impacted by the company's business operations, as well as those who may have an influence on its growth prospects. Grasim manages its stakeholders using a stakeholder matrix, which outlines the methods of engagement, as well as the frequency and channels of communication the company maintains with them.

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

Yes, Grasim utilises stakeholder consultation to support the identification and management of environmental and social topics. The Company has implemented a dedicated stakeholder engagement process, which is facilitated by third-party consultants. This process involves seeking input from stakeholders on key triple bottom line factors, including environmental and social issues.

The inputs received from stakeholders through these consultations are carefully considered and incorporated into the policies and activities of the entity. The results of these engagements are submitted to the Board of Directors, ensuring that the perspectives and concerns of stakeholders are considered in decision-making processes.

Furthermore, Grasim recognises the importance of transparency and accountability. The outcomes of stakeholder consultations and the actions taken as a result of the inputs received are communicated to the public through Annual Integrated Reports. This enables stakeholders and the wider community to understand how their feedback has influenced the company's policies and activities.

By actively engaging with stakeholders and incorporating their inputs into its operations, Grasim demonstrates its commitment to sustainable practices and responsible business conduct. This approach helps the company identify and address environmental and social challenges effectively while fostering trust and collaboration with its stakeholders.

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

The company actively engages with vulnerable and marginalised stakeholder groups to understand their needs and concerns. Grasim implements various initiatives to address these needs and work towards their socio-economic upliftment. Their engagement activities include outreach programmes across 17 locations in 9 states and 15 districts.

For female gender and transgender groups, Grasim supports women empowerment through partnerships with Self-Help Groups, NGOs, and institutions. They also facilitate the formation of more groups and provide support for women's entrepreneurship and marketing. Regarding age, Grasim supports government schools and Anganwadis, benefiting around 1.50 lakh students. The company focuses on improving the quality of education and infrastructure in these institutions. To address descent/identity/ethnicity-related issues, Grasim supports marginalised sections of society, providing necessities, relief support, and assistance in accessing government schemes. They also support historical fairs and mass marriages. For occupation-related concerns, Grasim implements the "Resilient Agriculture Development" program, benefiting 3,500 marginalised farmers. The company also facilitates skill development, knowledge sharing, and assistance in accessing government initiatives. Grasim conducts artificial limb fitment camps in partnership with organisations like the Karnataka Marwari Youth Federation, benefiting 224 differently able people from 15 locations. In terms of the community, Grasim focuses on sustainable livelihood initiatives, benefiting ~1.9 lakh people. They contribute to infrastructural development, support local employment, and participate in village celebrations, aiming to build strong relationships with the communities they operate.

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policy(ies) of the entity, in the following format:

Category	FY 2022–2023			FY 2021–2022		
	Total (A)	No. of employees/ workers covered (B)	% (B / A)	Total (C)	No. of employees/ workers covered (D)	% (D / C)
Employees						
Permanent	8,314	2,307	28	7,255	1,391	19
Other than permanent	553	—	—	—	—	—
Total Employees	8,867	2,307	26	7,255	1,391	19
Workers						
Permanent	16,141	1,525	9	16,336	2,141	13
Other than permanent	18,121	All contractors have been made aware of Human Rights Policy.	—	15,799	All contractors have been made aware of Human Rights Policy.	—
Total Workers	34,262	1,525	4	32,135	2,141	7

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

Category	FY 2022–2023				FY 2021–2022					
	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)
Permanent Employees										
Male	7,645	608	8	7,036	92	6,800	53	1	6,747	99
Female	669	76	11	594	89	455	6	1	449	99
Total	8,314	684	8	7,630	92	7,255	59	1	7,196	99
Other than Permanent Employees										
Male	498	—	—	498	100	—	—	—	—	—
Female	55	—	—	55	100	—	—	—	—	—
Total	553	—	—	553	100	—	—	—	—	—
Permanent Workers										
Male	16,002	3,644	23	12,358	77	16,210	2,333	14	13,877	86
Female	139	62	45	77	55	126	49	39	77	61
Total	16,141	3,706	23	12,435	77	16,336	2,382	15	13,954	85
Other than Permanent Workers										
Male	17,667	All contractors have been paid more than minimum wages in accordance with the laws of the land where the Company operates.			15,381	All contractors have been paid more than minimum wages in accordance with the laws of the land where the Company operates.				
Female	454				418					
Total	18,121				15,799					

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

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	13	₹ 18,00,000	3	₹ 28,50,000
Key Managerial Personnel	3	₹ 94,55,854	-	-
Employees other than BoD and KMP	7,642	₹ 7,67,444	669	₹ 7,78,922
Workers	16,002	₹ 3,82,086	139	₹ 2,10,227

Note: The median remuneration for FY 2022-23 is calculated for comparable Board of Directors, KMPs, Permanent Employees & Workers.

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

Yes, all of Grasim's manufacturing locations have their own committee to address any human rights complaints.

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

Grasim has an established internal mechanism to address grievances related to human rights issues in a prompt and effective manner. These mechanisms are guided by its comprehensive human rights policy, which is publicly available and accessible to all stakeholders.

To ensure that grievances are addressed appropriately, the company has a dedicated grievance redressal committee that handles all types of grievances, including those related to human rights. The committee comprises experienced and impartial members who are trained to handle sensitive matters with utmost confidentiality and sensitivity.

Employees and stakeholders who have concerns or grievances regarding human rights violations can raise their issues through the established channels. These channels include submitting written complaints to the designated focal point or member of the grievance redressal committee. The company encourage individuals to come forward and report any violations or instances of human rights abuses without fear of retaliation.

Once a complaint is received, the grievance redressal committee conducts a thorough investigation. The committee follows a fair and transparent process, which may involve collecting evidence, interviewing relevant parties, and seeking expert advice, if required. The committee aims to resolve grievances in a timely manner while upholding the principles of fairness and justice.

Throughout the grievance redressal process, the confidentiality and privacy of the individuals involved are respected. The company prioritise creating a safe and supportive environment for complainants, ensuring that they are protected from any form of harassment or victimisation during and after the investigation.

In addition to the internal mechanisms, it also encourages open dialogue and communication within the organisation to address human rights issues. Grasim promote a culture of respect, diversity, and inclusivity, fostering an environment where individuals feel empowered to raise concerns and contribute to the continuous improvement of our human rights practices.

By implementing these internal mechanisms, the company strives to ensure that grievances related to human rights issues are effectively addressed, leading to the protection and promotion of human rights within its organisation and across its value chain.

Please refer to our Human Rights Policy: <https://www.grasim.com/upload/pdf/human-rights-policy.pdf>

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

	FY 2022–2023			FY 2021–2022		
	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	4	2*	-	3	1	-
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

* As on the report date one pending complaint was closed.

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

Grasim has implemented a comprehensive policy to prevent and address cases of discrimination and harassment, particularly sexual harassment, in the workplace. The company take all complaints regarding such incidents seriously and handle them with utmost diligence and strictness. Its aim is to ensure the well-being and protection of the complainant throughout the process. To prevent the incidents from happening the company mandates its employees to complete the learning programmes organised by the Business to develop deeper understanding on what constitutes sexual harassment and how to adopt appropriate behaviour at workplace.

In cases of discrimination and harassment, employees are encouraged to file a written complaint with the chairperson or any member of the relevant complaints committee if not directly then the employee can take assistance from manager or HR or colleague to file the written complaint. The identity of the complainant is treated with strict confidentiality and discretion. It is recommended that the complaints be filed as soon as possible, preferably within 30 days of the incident.

Upon receiving a complaint, the chairperson or a nominated committee member will promptly meet with the complainant to record the employee's statement. The complainant is also encouraged to provide any supporting evidence related to the incident. If the committee finds a *prima facie* case of sexual harassment, a committee meeting will be convened within 7 working days. The accused individual will be duly notified and given an opportunity to present their perspective on the matter.

The complaints committee will conduct a thorough investigation, which may involve interviewing the complainant, witnesses, and relevant experts, as well as reviewing any submitted evidence. Within two weeks, the committee will submit a detailed report of their findings to the relevant management team.

It is crucial to emphasise that during the investigation process, the complainant, witnesses, or anyone involved will not face any unfavourable treatment or victimisation. Grasim is committed to providing a safe and supportive environment for all individuals involved, and any form of retaliation or victimisation is strictly prohibited.

In cases where a complaint is found to be false or made with malicious intent, appropriate disciplinary action, including termination of employment, may be taken against the complainant. This is to ensure the integrity and fairness of the grievance resolution process.

The Company is dedicated to upholding the rights and dignity of every employee and ensuring that all individuals are treated with respect and equality. The Company continually review and improve its mechanisms to prevent adverse consequences to complainants and maintain a safe and inclusive work environment.

Please refer to our POSH Policy: <https://www.grasim.com/Upload/PDF/POSH-policy.pdf>

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

Yes, Grasim actively incorporates human rights requirements into its business agreements and contracts when applicable. The Company places great importance on upholding human rights across its operations and supply chain. To ensure this, Grasim includes explicit clauses in certain agreements and contracts that specifically address human rights considerations. These clauses align with the Company's Human Rights Policy and Code of Conduct for suppliers.

By integrating human rights requirements into its agreements and contracts, Grasim strives to foster ethical and responsible business practices. This commitment serves to raise awareness among its partners and suppliers about the importance of respecting human rights principles. It also ensures that they share Grasim's commitment to upholding these principles in their own operations.

Through this proactive approach, Grasim promotes a culture of respect for human rights throughout its business relationships and works towards creating a sustainable and responsible supply chain.

9. Assessments for the year:

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

The company conducts regular internal monitoring to ensure compliance with all relevant laws and policies related to these issues. No significant observations have been made by local regulatory authorities or third parties during the year. The company takes all necessary measures to prevent discrimination, child labour, and sexual harassment by our value chain partners. It internally monitors compliances of all the relevant laws and policies pertaining to these issues. There have been no material observations by local statutory authorities or third parties during the year. 100% of plants and offices are assessed internally.

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

We internally monitor compliances of all the relevant laws and policies pertaining to these issues. There has been no material observation by local statutory authorities or third parties during the year. We take all necessary measures that there is not discrimination/child labour/ sexual harassment by employees or stakeholders.

Leadership Indicators

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

Grasim has established a robust grievance redressal mechanism at its manufacturing sites to effectively address and resolve any human rights grievances or complaints. As part of this mechanism, the company has designated focal points at each plant who are responsible for receiving and handling such grievances from employees and stakeholders.

By implementing this process, the company aims to ensure that individuals with grievances have a direct and accessible channel to voice their concerns. The designated focal points are trained to handle human rights-related issues sensitively and impartially. They will carefully evaluate each complaint and take appropriate action in line with its commitment to respect and protect human rights. In addition, we have SA 8000 certified facilities which showcases our commitment towards creating better working environment for our employees and adhering to highest social standards. This modified business process provides a clear and structured approach to address human rights grievances, promoting transparency, fairness, and accountability. It enables the company to promptly investigate and resolve any issues raised, fostering a culture of respect and dignity within Grasim. The Company continually review and improve this process to ensure its effectiveness and alignment with internationally recognised human rights standards.

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

Grasim has implemented the Human Rights Due Diligence (HRDD) tool across all its plants, demonstrating a commitment to assessing and addressing human rights impacts throughout its operations. This tool helps in identifying, preventing, mitigating, and accounting for potential human rights risks and violations. The scope and coverage of the HRDD conducted include multiple locations, extending beyond individual plants. This indicates a comprehensive approach to human rights due diligence, encompassing various aspects of the company's activities and supply chain. By conducting HRDD at multiple locations, the company aims to ensure consistency and accountability in addressing human rights issues across its operations. Through the HRDD process, the Company evaluates its policies, practices, and procedures to ensure compliance with human rights standards.

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, Grasim ensures that its premises, including registered and corporate offices, as well as other plants, are accessible to differently abled visitors in compliance with the requirements of the Rights of Persons with Disabilities Act, 2016. Ramps have been installed to facilitate the movement of visitors with disabilities. In the case of corporate offices located in commercial buildings, they are either situated on the ground floor or equipped with elevators and facilities that cater to the needs of visitors with disabilities. This commitment to accessibility aims to provide equal opportunities and inclusivity for all individuals, regardless of their abilities.

4. Details on assessment of value chain partners:

% of value chain partners (by value of business done with such partners) that were assessed	
Child labour	
Forced/involuntary labour	During the company's onboarding process, an assessment is conducted to evaluate various risks, such as labour rights, health, safety, and issues like sexual harassment, discrimination, fair wages, child labour, and forced labour, for all third-party vendors, suppliers, and contract manufacturers. This assessment focuses on reviewing the policies and procedures already in place by these suppliers, vendors, and contract manufacturers to address these matters.
Sexual harassment	
Discrimination at workplace	
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.

Not Applicable.

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

1. Details of total energy consumption (in million Gigajoules) and energy intensity, in the following format:

Parameter	FY 2022–2023	FY 2021–2022
Total electricity consumption (A)	7.35*	6.39
Total fuel consumption (B)	56.29*	53.54
Energy consumption through other sources (C)	—	—
Total energy consumption (A+B+C)	63.64*	59.93
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) (Consumption per rupee of turnover)	2,370.98	2873.20
Energy intensity (optional)	—	—

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, Limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the indicators marked by '*' above.

2. Does the entity have any sites/ facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India? (Y/N) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

Yes, 14 out of 21 Grasim's sites are designated consumers under PAT scheme with target year FY25 and beyond.

Moreover, the company is actively working on changing employee behaviour and promoting awareness about the importance of energy conservation and management. Through these efforts, the company is committed to continuously improving its energy efficiency performance and achieving the targets set under the PAT scheme.

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

Parameter	FY 2022–2023*	FY 2021–2022
Water withdrawal by source (in million Cubic Metre)		
(i) Surface water	37.56*	36.28
(ii) Ground water	3.09*	2.18
(iii) Third party water	13.36*	10.87
(iv) Seawater / desalinated water	—	—
(v) Others (Rainwater)	0.03*	—
Total volume of water withdrawal (in million Cubic Metre) (i + ii + iii + iv + v)	54.04*	49.33
Total volume of water consumption** (in million Cubic Metre)	52.54*	36.87
Water intensity per rupee of turnover (Water consumed / turnover) (kl per crore INR of revenue)	1,957.64	1,767.96
Water intensity (optional)	—	—

*In the current fiscal year, water disclosures also includes water consumed by residential colonies within the plant premises.

**Water consumption includes 24.14 million cubic meter of recycled water used in the processes/operations/residential premises.

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, Limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the indicators marked by '*' above.

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

Yes, Out of the 21 manufacturing locations of Grasim, 9 have ZLD plants out of which one is under commissioning. This invention eliminates liquid effluents and recovers 95% of the water used in the viscose process, setting a new standard for closed-loop production. Grasim has implemented ZLD plants in Nagda, Renukoot, Ganjam, Rehla, and BB Puram for Chlor-Alkali business and in Nagda for VSF business. Veraval and Karwar have received MoEFCC permission for deep-sea discharge. ZLD facilities are also present in two textile plants and one Halol Insulators unit.

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

Parameter	Please specify unit	FY 2022–23	FY 2021–22
NOx	MT	2,128.67*	2,013.49
SOx	MT	7,273.01*	6,332.01
Particulate matter (PM)	MT	1,038.54*	1,311.72
Persistent organic pollutants (POP)	NA	–	–
Volatile organic compounds (VOC)	NA	–	–
Hazardous air pollutants (HAP)	NA	–	–
Others	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, Limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the indicators marked by '*' above.

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

Parameter	Unit	FY 2022–2023	FY 2021–2022
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF3, if available)	Million MTCO ₂ e	4.72*	4.57
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF3, if available)	Million MTCO ₂ e	1.62*	1.39
Total Scope 1 and Scope 2 emissions per rupee of turnover	Emission per rupee of turnover	236.20	285.98
Total Scope 1 and Scope 2 emission intensity (optional)– the relevant metric may be selected by the entity	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, Limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the indicators marked by '*' above.

7. Does the entity have any project related to reducing Green House Gas emission? If yes, then provide detail.

Yes, Grasim has implemented various projects aimed at reducing greenhouse gas emissions.

1. Energy efficiency initiatives:

- a. Increasing the efficiency of coal-based captive power plants through continuous performance monitoring and advanced process control.
- b. Implementing measures to reduce specific energy consumption in the process and eliminating energy-intensive steps in the operational series.
- c. Upgrading and optimising the generation for electrolyzers through recoating/ re-membranizing.
- d. Implementing electrolyser cell power optimiser and Life Cycle & Performance Management Systems.
- e. Optimisation of system & equipment efficiency throughout our operations.
- f. Proactively replacing conventional equipment with highly efficient latest-design equipment.

2. Renewable Energy (RE):

- a. Sourcing renewable energy by adding three more manufacturing units, taking the count to total 8 units. Additional sites are being evaluated for sourcing RE power.
- b. Increasing the share of RE power from 5% to 8% on Y-o-Y basis.

3. Green Power:

- a. Harihar unit in our Viscose business has successfully implemented a 10 MW green power generation system that utilises waste liquor, effectively reducing coal consumption.
- b. We are actively exploring additional initiatives to source power from waste steam, further enhancing our green power generation.

4. Alternate fuel:

- a. Pilot trial has been successfully carried out for replacing fossil fuels like coal with low carbon fuel or renewable fuel e.g. Agro waste/ Biofuel/ process waste as a fuel source.

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

Parameter	FY 2022-2023	FY 2021-2022
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,361.32*	-
E-waste (B)	104.60*	-
Bio-medical waste (C)	21.10*	-
Construction and demolition waste (D)	12,537.31*	-
Battery waste (E)	99.79*	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	2,29,316.38*	1,33,865.01**
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e., by materials relevant to the sector)	6,54,238.62*	8,94,063.10
Total (A+B + C + D + E + F + G+ H)	8,98,679.11*	10,27,928.11
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Hazardous waste		
Category of waste		
(i) Recycled	1,39,567.40	49,720.53
(ii) Re-used		
(iii) Other recovery operations	20,010.77	16,797.33
Total	1,59,578.17	66,517.86
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Non-Hazardous waste		
Category of waste		
(i) Recycled	5,81,717.33	7,70,193.66
(ii) Re-used		
(iii) Other recovery operations	67,684.90	86,451.10
Total	6,49,402.23	8,56,644.76
For each category of waste generated, the waste disposed by nature of disposal (in metric tonnes) (Hazardous Waste)		
(i) Incineration	1,174.78	870.06
(ii) Landfilling	1,09,765.91	66,477.10
(iii) Other disposal operations		
Total	1,10,940.69	67,347.16
For each category of waste generated, the waste disposed by nature of disposal (in metric tonnes) (Non-Hazardous Waste)		
(i) Incineration	21.05	0.44
(ii) Landfilling	9,601.92	37,417.90
(iii) Other disposal operations	-	-
Total	9,622.97	37,418.34

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, Limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the indicators marked by '*' above.

**The bifurcation was not assured last year.

- 9. 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.**

Grasim's waste management system is well defined to manage its operational waste and ensures responsible waste management practices. All our sites comply with local waste management regulations for disposal and classification. Our waste management approach continues to evolve as we strive to better identify and account for our waste. Most of the waste generated at our sites is recycled, reused, or recovered, and we focus on reducing the amount of waste that goes to landfills or incineration. We follow the principles of the circular economy in our waste management, meaning that we aim to use waste as a resource for other processes or industries. Any hazardous waste generated at our facilities is either supplied to authorised recyclers, disposed of through Treatment, Storage, and Disposal Facilities (TSDF), or used as raw material by other industries.

Proper segregation and methodical inventory management of solid waste is one of the key pillars for effective solid waste management at Grasim.

Organic Waste having calorific value finds application to replace fossil fuel and inorganic waste based on composition can be used as substitute to virgin raw material for co-processing. One of the examples is gypsum generated from wastewater treatment plant can replace natural gypsum and fly ash generated from captive power plants is used in cement plants/ brick manufacturing. As well as bio-sludge from ETPs are used in captive power plant to replace coal. Solid waste management becomes important as incineration process adds to GHG emission and landfilling is cost intensive as well as sensitive to seasonal changes.

P&F business levers are being devised based on above philosophy to achieve goal of zero waste.

Further we have comprehensive waste management plan, which includes identification and categorisation based on its characteristic and schedule of HWMR-2016. Waste stored in designated storage area as per CPCB/SPCB guidelines. Our Chemical sector is continuously increasing multi-source procurement of super washed/washed salt, which helps in reduction of sludge generation. Further we are in process of installing treatment system to eliminate/reduce sulphate and thus achieve sludge reduction up to 30%. Company is in advance phase of initiation to send the sludge to fertiliser industries to produce NPK Fertiliser as well.

In addition to this our facility has a Chemical Management team as per our Chemical Management policy. Workmen are using these chemicals with proper PPEs (gloves, safety shoes, googles etc). Periodic trainings are given to educate and aware them on the hazards of the Chemicals. Chemical spill kits are also available in all the chemical handling department. We are in process of developing chemical management professional and we always prefer our suppliers to provide Manufacturing Restricted Substance List (MRSLS), Restricted Substance List (RLS) declarations along with Material Safety Data Sheet (MSDS).

Some of our units are certified with EUBAT complying with stringent norms of waste disposal as well as in the process of achieving Zero Discharge of Hazardous Chemicals.

We are therefore placing persistent efforts in reducing waste to landfill or incineration.

- 10. 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:**

None of the sites are located in ecologically sensitive areas. However, the company is planning to conduct biodiversity impact assessments for selected sites to understand and mitigate any potential impact on biodiversity.

Please refer to Biodiversity Policy: <https://www.grasim.com/Upload/PDF/biodiversity-policy.pdf>

11. 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
Grasim Industries Birla Paints Division, Chamarajanagar, Karnataka	EC22B023KA154511	11-04-2022	Yes	Yes	https://www.grasim.com/Upload/PDF/ec-state-level-environment-impact-assessment-authority-seiaa-karnataka.pdf
Grasim Industries Birla Paints Division, Mahad, Maharashtra	EC22B023MH151788	24-08-2022	Yes	Yes	https://www.grasim.com/Upload/PDF/environment-clearance-mahad.pdf
Grasim Industries Birla Paints Division, Kharagpur, West Bengal	EC22B023WB164110	06-12-2022	Yes	Yes	https://www.grasim.com/Upload/PDF/environmental-clearance-birla-paints-kharagpur-nov22.pdf

12. 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
1.	Alleged pollution of water	SCN issued by JSPCB on alleged water pollution.	₹2,07,37,500 paid to JSPCB in the full and final settlement without admitting liability. The matter was dismissed as withdrawn.	All points are complied and closed. Full and Final settlement without admitting liability.

Leadership Indicators

1. Provide break-up of the total energy consumed (in million GJ) from renewable and non-renewable sources, in the following format:

Parameter	FY 2022-2023	FY 2021-2022
From Renewable Sources		
Total electricity consumption (A)	0.95	0.78
Total fuel consumption (B)	2.59	2.52
Energy consumption through other sources (C)	–	–
Total energy consumed from renewable sources (A+B+C)	3.54	3.30
From Non-Renewable Sources		
Total electricity consumption (D)	6.39	5.61
Total fuel consumption (E)	53.71	51.01
Energy consumption through other sources (F)	–	–
Total energy consumed from non-renewable sources (D+E+F)	60.10	56.62

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, limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the above indicator.

2. Provide the following details related to water discharged:

Parameter	FY 2022-2023	FY 2021-2022
Water discharge by destination and level of treatment (in million Cubic Metre)		
(i) To Surface water		
- No treatment	-	-
- With treatment - Secondary Level Treatment	10.22	13.27
(ii) To Groundwater		
- No treatment	-	-
- With treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment - Secondary Level Treatment	9.84	15.45
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment - Secondary Level Treatment	5.58	0.03
(v) Others		
- No treatment	-	-
- With treatment	-	-
Total water discharged (in Million Cubic Metre)	25.64	28.75

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

No.

3. Water withdrawal, consumption, and discharge in areas of water stress (in million Cubic Metre):

For each facility / plant located in areas of water stress, provide the following information:

- (i) Name of the area: Since all our plant regions fall under any of the parameters of water stress, drought risk or water depletion as per WRI Aqueduct Tool, we have considered all regions under water stress. Please refer to Page No. 26 for our plant locations.
- (ii) Nature of operations: Not Applicable
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2022-2023	FY 2021-2022
Water withdrawal by source (in Million Cubic Metre)		
(i) Surface water	37.56	36.28
(ii) Groundwater	3.09	2.18
(iii) Third party water	13.36	10.87
(iv) Seawater / desalinated water	-	-
(v) Others (Rain Water)	0.03	-
Total volume of water withdrawal (in Million Cubic Metre)	54.04	49.33
Total volume of water consumption (in Million Cubic Metre)	52.54	36.87
Water intensity per rupee of turnover (Water consumed / turnover)	1,957.64	1,767.96
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in Million Cubic Metre)		
(i) To Surface water		
- No treatment	-	-
- With treatment - Secondary level of treatment	10.22	13.27
(ii) To Groundwater		

Parameter	FY 2022–2023	FY 2021–2022
- No treatment	-	-
- With treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – Secondary level of treatment	9.84	15.45
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – Secondary level of treatment	5.58	0.03
(v) Others		
- No treatment	-	-
- With treatment	-	-
Total Water Discharged	25.64	28.75

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

No.

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

Parameter	Unit	FY 2022–2023	FY 2021–2022
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million MT CO ₂ e	5.57^	4.81
Total Scope 3 emissions per rupee of turnover	Emission per rupee of turnover	207.43	230.85
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity	NA	-	-

[^]Categories 1, 2, 3, 4, 5, 6, 7 and 9 considered for calculation of scope 3 GHG emissions

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

Yes, limited assurance has been undertaken by Price Waterhouse Chartered Accountants LLP for the above indicator.

5. With respect to the ecologically sensitive areas reported at Question 10 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.

No Impact.

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

Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Waste Heat Recovery	With help of Pinch analysis, we have been able to carry out utilisation of low temperature waste hot stream for heating process fluid and thus reducing equivalent requirement of energy.	Reduction in Steam Consumption for process heating. Reduction in power consumption of Effluent treatment plant.
2.	Condensate Recovery	Utilisation of vapor condensates in place of soft water for product washing.	Decrease in freshwater consumption in process washing.
3.	Installation of high efficiency equipment	Increasing number of stages of evaporators, thus increasing the evaporation efficiency.	Increase in steam economy, thus reduction in absolute steam consumption.
		Replacement of old Economiser with higher Heat Transfer Area and Efficiency new Economiser to extract more heat from Gases.	Increased waste heat recovery and reduction in equivalent steam consumption.
		Replace old low efficiency air compressor with high energy efficient air compressor.	Equipment specific power consumption reduction.
		Replacement of conventional lights by LED lights.	Reduction in illumination power consumption.
		Upgradation of Conventional Ceiling fan with BLDC fans.	Reduction in power consumption.
4.	Power Plant Performance Monitoring and Improvement	Improve Steam to Fuel ratio from of Boiler by various energy conservation measures and operational excellence.	Reduction in Non-Renewable fuel consumption.
		Upgradation of turbine by Installing New Rotor and Diaphragms for Energy Efficiency-Boiler House.	Drop in steam and power consumption.
5.	RE Power	Sourcing RE power in form of Solar and Wind Power.	Site specific reduction in GHG Emission intensity.
6.	Green Power	Utilising waste liquor as fuel to run boilers.	Equivalent reduction of Non-Renewable fuel consumption.
		Power generation using waste steam	
7.	Waste Characterisation	Identifying the characteristics of each type of waste generated and finding suitable use for each of the waste. For e.g. Successfully being able to divert effluent plant waste sludge from land fill to cement industries. Further looking for innovative solutions to reduce the waste generation at source.	Circularity of waste and thus reduction in waste to landfill.
8.	Zero Liquid Discharge/Minimum Liquid Discharge	Installation of RO for recovering water.	Reduction in freshwater consumption as well as effluent discharge.

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

As part of our commitment to conduct operations in a safe manner we prepare to respond to crises that may occur. A "Crisis" is an inherently abnormal, unstable, and complex situation that represents a threat or harm to people, the environment, the strategic objectives, reputation, or financial viability of an organisation. A crisis may arise from negative press coverage that threatens

reputation, government investigation, high-profile law suites, natural disasters, terrorist attacks, cyber-attacks, data breaches, workplace or external accidents (fire, explosion, severe injury to personnel), workplace or community violence and pandemics.

Grasim expects its Businesses to be resilient if confronted by any crisis mentioned above.

The goal of this plan is to prepare to take actions quickly to mitigate the adverse implications of the crisis. The objective of crisis management is to mobilise competent personnel with sufficient seniority and the necessary resources and to manage the consequences/outcomes of a crisis on People, Environment, Shareholder & Brand Value, Infrastructure, Reputation).

Grasim is strongly committed to maintaining a safe and secure operational environment. As part of this commitment, the company has developed a comprehensive business continuity and disaster management plan. These plans are communicated across all locations and undergo regular testing to ensure their effectiveness in the event of an unforeseen incident. To further enhance emergency preparedness, Grasim has partnered with an agency to manage Code Red and Call Centre operations specifically for its India Operations. In case of an emergency, any employee within the Aditya Birla Group can contact the Code Red emergency number to report an incident. The Code Red team verifies the employee's information and gathers more details about the situation. During a crisis, the Site Incident Command System (ICS) contacts the call centre to inform them about the specific scenario and activate their services.

8. 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?

There is not adverse impact to the environment from our value chain entities.

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

We ensure that 100% of our pulp suppliers undergo thorough assessments to evaluate their environmental impact.

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.

Twenty Two (22)

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.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2.	India Chemical Council	National
3.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4.	Alkali Manufacturer Association of India	National
5.	Confederation of Indian Industry (CII)	National
6.	Association Of Man-made Fibre Industry Of India (AMFII)	National
7.	The Synthetic & Rayon Textiles Export Promotion Council (SRTEPC)	National
8.	Confederation of Indian Textile Industry (CITI)	National
9.	Apparel Export Promotion Council (AEPC)	National
10.	Indian Technical Textile Association	National

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

No new cases were filed in the current financial year.

Listed below cases are ongoing cases from the previous years.

Name of Authority	Brief of the case	Corrective action taken
Competition Commission of India	Competition Commission of India (CCI) has passed an order dated 16 th March 2020 under Section 4 of the Competition Act, 2002, imposing a penalty of C301.61 crore in respect of the Viscose Staple Fibre turnover of the Company.	The Company filed an appeal before the National Company Law Appellate Tribunal (NCLAT)
Competition Commission of India	Without considering that an Appeal is already pending against the aforesaid Order, the CCI passed another Order dated 3 rd June 2021, levying a penalty of C3.49 crore for non-compliance with the Order passed on March 16, 2020.	The Company filed Writ Petition before the Hon'ble Delhi High Court against the Order of the CCI.
Competition Commission of India	Competition Commission of India (CCI) has passed another order dated 6 th August 2021 under Section 4 of the Competition Act, 2002. However, because of the penalty of C301.61 crore has already been imposed on the Company in previous order the CCI deemed it appropriate not to impose any further monetary penalty on the Company.	The Company filed an appeal before the National Company Law Appellate Tribunal (NCLAT)

Leadership Indicators

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

S. No	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
1.	<u>Recommendations to the Ministries to facilitate and enhance export demands</u> • Free Trade Agreements (FTAs) – Provided recommendations that highlight the potential benefits and growth prospects for this sector resulting from FTAs. • Suggested organising regular market promotion events in international geographies (Europe, USA and Japan) that have a largest consumer base for wool products.	We have provided regular inputs and recommendations specifically tailored to our sector to the respective Ministries of the government with aim to contribute to policymaking and provide valuable insights that address the unique needs and challenges of our industry, fostering growth and development.			
2.	<u>Pre-budget expectations (Income Tax budget announced in February'23)</u>		No	As and when required.	NA
3.	<u>Recommendation for Technology Upgradation Fund Scheme (TUFS) for Textile Sector</u> Recommended changes and sought clarification from the Ministry of Textiles regarding the previous Textile Upgradation Fund (TUF) Scheme.				
4.	<u>Recommendation for revisions in Drawback Rate as per Customs Act, 1962</u> Recommended revisions to the drawback rate to the Ministry of Finance.				

S. No	Public policy advocated	Method resort for such advocacy	Whether the information is available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
5.	<u>Engagement with Central Pollution Control Board (CPCB)</u> Actively engaged with the Central Pollution Control Board (CPCB) through the "EPR Portal for Plastic Packaging" to ensure the appropriate processing of our plastic packaging waste.				
6.	<u>Recommendation for revising the Goods and Services Tax rate to Nil for selected textile raw materials</u> Recommended revising the Goods and Services Tax (GST) rates for Nil and other textile raw materials to Nil in order to promote and support Small and Medium Enterprises (SMEs).	We have provided regular inputs and recommendations specifically tailored to our sector to the respective Ministries of the government with aim to contribute to policymaking and provide valuable insights that address the unique needs and challenges of our industry, fostering growth and development.	No	As and when required.	NA
7.	<u>Recommendation to National Handloom Development Corporation</u> Recommended maintaining stock of wool yarn in strategic hubs such as Srinagar, Amritsar, and Bhadohi to facilitate seamless supply to Small and Medium Enterprises (SMEs), thereby enabling increased exports, as corporates are reluctant to operate in these areas due to associated risks.				

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)	Resulted communicated in public domain (Yes/ no)	Relevant Web Link
Rural Development Project	NA	17-07-2023	Yes	Yes	https://www.grasim.com/Upload/PDF/impact-assessment-report-rural-development-project-1.pdf
Curative Healthcare Project	NA	17-07-2023	Yes	Yes	https://www.grasim.com/Upload/PDF/impact-assessment-report-curative-healthcare-project-1.pdf
Education Project	NA	17-07-2023	Yes	Yes	https://www.grasim.com/Upload/PDF/impact-assessment-report-education-project-1.pdf

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S. No.	Name of project for which R&R is ongoing	State	District	No of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts Paid to PAFs in the FY (in INR)
			NIL			

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

Grasim has implemented an effective system for receiving and addressing grievances from the community. The company has taken prompt and appropriate actions to address these complaints, ensuring timely closure and conducting follow-ups to prevent their recurrence.

Furthermore, it has established a dedicated grievance redressal mechanism specifically designed for community. The company actively communicates this procedure to stakeholders to raise awareness and promote transparency in how they can voice their grievances. To facilitate this process, stakeholders can approach our Admin & Liaison Officer, who will then escalate their concerns to the Grievance Committee for further action.

Grievance Mechanism Process: Our 6-step process is followed up to resolve any grievances.

Step 1: Receive Grievance

Step 2: Record

Step 3: Screen

Step 4: Investigate

Step 5: Act

Step 6: Follow up and close out

Firstly, all formal grievances are recorded in the Grievance Register, and relevant forms are saved for documentation. Upon submission of a grievance, it is acknowledged within five working days. The Stakeholder officer and employees are responsible for investigating the grievance, which may involve site visits, consultations, and record-keeping. The gathered information is analysed to determine the appropriate steps for resolution. The Stakeholder officer creates an action plan, assigns tasks, monitors progress, and informs the external stakeholder once the grievance is resolved. Finally, three weeks after resolution, the Stakeholder officer follows up with the external stakeholder to ensure satisfaction and collect feedback on the process.

For detailed information on our stakeholders' grievance redressal policy, please refer to the following web link: <https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf>

4. Percentage of input material (inputs to total inputs by value) sourced from local or small-scale suppliers:

	FY 2022-2023	FY 2021-2022
Directly sourced from MSMEs/ Small producers	15%	7%
Sourced directly from within the district and neighbouring districts	20%	24%

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
Lack of quality and skilled teachers	Adopted Digital Learning in Government-run schools by creating technology-oriented learning system. The digital classroom has made teaching and learning easy, interactive and advanced. E-literacy programme has benefited more than 6,000 children.
Low level of student participation	Educational kits along with school bags were provided to kids. Also health checkups of more than 3,500 students of 27 primary schools were conducted.
Women Empowerment	More than 700 girls and women in the villages were distributed new machines to undertake tailoring course. The course has helped women of all ages making them self-sufficient and find sources of income generation.
Poor school Infrastructure	Provided support to Anganwadi and Primary schools through various ways like financial support for infrastructure aid in schools, providing furniture and equipment, sports facilities, etc.

Details of negative social impact identified	Corrective action taken
Afford ability of healthcare services	Set up hospitals and clinics and also taken up very useful initiatives of Mobile health camps across villages. Supported healthcare initiatives at Indubai Parekh Memorial Hospital (Nagda) and Jan Kalyan Hospital (Kharach)
High dependency of farmers on single crop	Over 2,300 farmers were covered through on-field demonstration of crop varieties, conducting training and exposure visits and helping to avail the benefits from Government Schemes. More than 28,000 saplings of forestry, fruit and shade trees are distributed every year
Clean and safe drinking water	Setup RO water plant in one village at Nagda, providing clean drinking facility through tankers to five villages covering population of over 5,000. RO water was installed in 3 villages near Vilayat along with water tank at Derol village having 1,500 beneficiaries.

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 (₹)
1	Jharkhand	Palamu & Garhwa	1,31,85,099
2	Uttar Pradesh	Sonbhadra	50,00,000

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?

Not Applicable

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

Not Applicable

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 of benefits shared
			Not Applicable	

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

Name of authority	Brief of case	Corrective action taken
		Not Applicable

6. Details of beneficiaries of CSR Projects.

S. No	CSR Project	No of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised group
1	Healthcare initiatives	5,87,741	100%
2	Education initiatives	1,45,341	100%
3	Sustainable livelihood initiatives	1,90,525	100%
4	Infrastructural Development Initiatives	1,16,549	100%
5	Social Welfare Initiatives	65,594	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.

The company has established a structured mechanism to receive and address the consumer complaints and feedback in a timely manner. The company's senior management regularly review the complaints to ensure appropriate action is taken to resolve in an effective manner. The specific escalation process may vary depending on the nature of the business, considering both B2B and B2C components.

The company's mechanism



Step 1: Complaint registration – Customers can submit complaints online through the Customer Relationship Management system (DWOL), managed by the Customer Care Services (CTS) team which is further sent to the marketing team. Another method by which the customers can register their complaint is by writing an email.

Step 2: Process input – Customer complaint details, including the product name, batch number, and type of complaint, are obtained from the marketing department through an email.

Step 3: Process interface – In this stage, several actions are taken to analyse the customers' complaints.

- Marketing personnel enter the complaint into the Customer Relationship Management (CRM) system and generate a unique Ticket ID.
- The marketing department communicates the complaint details to the relevant departments.
- Quality-related complaints are promptly investigated and communicated to the Supply Chain Management (SCM) and marketing departments.
- If necessary, the marketing department requests a complaint sample from the customer.
- Genuine complaints undergo a detailed root cause analysis, which is escalated for further action.
- The detailed root cause analysis and corrective action report are shared with the customer through the marketing department. The response time depends on the customer's location:
 - Domestic customers: Quality, packaging documentation, and label complaints are addressed within 15 days, while weight shortage and application complaints are addressed within 60 days.
 - Export customers: Quality, packaging documentation, and label complaints are addressed within 30 days, while weight shortage and application complaints are addressed within 60 days.
- If a complaint is found to be not genuine, the customer is informed accordingly.
- If feasible, the Quality Assurance (QA) department may recommend visiting the customer to better understand and verify the complaint's authenticity.

Step 4: Feedback – The company provides an online mechanism for customer feedback through Mission Happiness, a highly active portal. Approximately 95% of its customers provide feedback through this platform.

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

This information is available in a product 'Safety data sheet' (SDS).

The Company's products conform to all applicable statutory parameters.

	As a percentage to total turnover
Environment and Social parameters relevant to product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not applicable

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

	FY 2022–2023			FY 2021–2022		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Others	389	67	-	53	Nil	-

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

	Number	Reason for recall
Voluntary recalls	Nil	Not Applicable
Forced recalls	Nil	Not Applicable

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

Yes, The Company has a framework and policy on cyber security and risks related to data privacy. Grasim has implemented a comprehensive framework and policy to ensure the safety and integrity of its data. The policy provides guidelines on asset usage, data classification and sharing, data backup, asset security, software usage, internet usage, email practices, and more. The company emphasises the importance of adopting best practices to maintain the highest standards of cyber security in the workplace.

You can find the information security policy of Grasim at the following web link: <https://www.grasim.com/Upload/PDF/information-security-policy.pdf> & www.grasim.com/Upload/PDF/information-security-policy.pdf.

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.

No incidence was reported in the last financial year, thus no corrective actions taken.

Leadership Indicators

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

We have a range of websites that cater to different aspects of information on products and services which are listed below

Overall

Grasim Industries: www.grasim.com
Mission Happiness: www.missionhappiness.com
(For feedback)

Viscose

Birla Cellulose: www.birlacellulose.com
Livaeco: www.livaeco.com
Liva Fluid Fashion:
[https:// www.livafluidfashion.com/](http://www.livafluidfashion.com/)
Liva Home: <http://www.liva-home.in/>
Navyasa: <https://navyasabyliva.in/>

Textiles

Jayashree Textiles: www.jayashree-grasim.com
Grasim Premium Fabrics:
www.grasimpremiumfabrics.com
Linen Club: <https://www.linenclub.com/>

Chemicals

Aditya Birla Chemicals:
www.adityabirlachemicals.com
Speciality Chemicals: www.abg-am.com

These sites provide products based on their application or end-use industry segment, chemistry, and brands. We also offer an "Enquiry" facility on the website, where potential customers can inquire about specific products. Additionally, we are working on making CRM (Customer Relationship Management) available soon, providing customers with a live view of our offerings.

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

The Company effectively showcases product information using various methods including bale packaging, hang tags and similarly on website clearly presenting the product names, attributes, and benefits. Additionally, The Company has incorporated a 'molecular tracer' in select specialty fibres, enabling customers to obtain comprehensive information about the product's source and the certified sustainable forestation practices involved. We prioritise responsible product usage by providing safety sheet for all our products. We provide Material Safety Data Sheet (MSDS) with all our Chemicals products.

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

Grasim, as a responsible organisation, has established robust mechanisms to inform consumers of any potential risks related to disruption or discontinuation of essential services. These mechanisms include proactive communication channels such as official websites, social media platforms, and dedicated customer service helplines. Grasim ensures that consumers are promptly notified about any upcoming maintenance, upgrades, or potential disruptions that may impact their access to essential services. By prioritising transparent and timely communication, Grasim aims to minimise inconveniences for consumers and maintain a strong relationship built on trust and reliability.

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, Grasim goes beyond the requirements mandated by local laws and displays additional product information to provide comprehensive details to consumers.

The Company ensures product information is displayed through various mediums. Starting from bale packaging to hang tags, the product names, attributes, and benefits are clearly communicated. Additionally, the Company maintains a website where detailed information about its products and their usage is readily available. In a noteworthy initiative, the Company has incorporated 'molecular tracer' technology in select specialty fibres. This innovative feature provides complete transparency regarding the product's origin and verifies sustainable forestation practices certified by reputable third-party agencies. By implementing such measures, the Company aims to enhance consumer trust and promote sustainable sourcing practices. Grasim believes in empowering consumers to make informed choices.

Regarding consumer satisfaction surveys, Grasim regularly conducts surveys to gauge consumer satisfaction. These surveys cover various aspects such as major products/services, significant operational locations, and the overall entity. By understanding consumer feedback, Grasim strives to continuously improve its offerings and enhance customer experiences.

5. Provide the following information relating to data breaches:

- Number of instances of data breaches along-with impact

Nil

- Percentage of data breaches involving personally identifiable information of customers

NA