

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A: GENERAL DISCLOSURE

I. Details of the Company

1	Corporate Identity Number (CIN) of the Listed Entity	L29300GJ1984PLC007470
2	Name of the Listed Entity	Johnson Controls-Hitachi Air Conditioning India Limited (referred as 'JCH-IN' or 'the Company')
3	Year of incorporation	1984
4	Registered Office address	9th Floor, Abhijeet-1, Mithakhali Six Roads, Ahmedabad: 380006, Gujarat
5	Corporate address	Hitachi Complex, Village Karan Nagar, Taluka Kadi - 384 440, Dist. Mehsana, Gujarat
6	E-mail	hitachi@jci-hitachi.com
7	Telephone	079-26402024
8	Website	https://www.hitachiaircon.com/in/about
9	Financial year for which reporting is being done	1st April, 2023 to 31st March, 2024
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited (BSE) and National Stock Exchange of India Limited (NSE)
11	Paid-up Capital	Rs. 271.9 Million
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Roopesh Jain – DVP – Legal & Secretarial Ph. 079-26402024 Mail: hitachi@jci-hitachi.com
13	Reporting boundary	Disclosures made in this report are on a standalone basis. As JCH-IN is a part of Johnson Controls, Inc., USA (JCI Group), several sustainability related policies framed by JCI Group have been adopted by us.
14	Name of assurance provider	Not applicable
15	Type of assurance obtained	Not applicable

II. Products/services

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

Sr	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Manufacture of Air Conditioners	Manufacturing and Trading (including after sales Services) of Air conditioners for residential and commercial use.	97.1

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

Sr	Product/Service	NIC Code	% of Total Turnover contributed
1	JCH-IN is engaged in the manufacturing and trading of Air conditioners under the brand name Hitachi. Company is also engaged in providing after sales services of the products so manufactured and sold by it.	28192	97.1

III. Operations

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

Location	Number of plants	Number of offices			Total
		(Regional Offices)	Branch Offices	Engineering Excellence Center	
National	1	4	12	4	21
International	Nil	Nil	Nil	Nil	Nil

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

Locations	Number
National (Number of States)	28 States and 8 Union territories
International (No. of Countries)	9

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

Export contribution in total turnover is 5.5%.

c. A brief on types of customers:

1. Individual Customers (B2C).
2. Corporate customers (B2B) including Shops, Offices, Corporate Buildings, Builders, Banks, Telecom Infra Companies, Hospitals, Malls, etc.
3. Public Sector undertakings, Government/Semi Government offices, etc.

IV. Employees**20 Details as at the end of Financial Year:****a. Employees and workers (including differently abled):**

Sr. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
EMPLOYEES					
1. Permanent (D)	623	557	89.4%	66	10.6%
2. Other than Permanent (E)	1415	1266	89.5%	149	10.5%
3. Total employees (D+ E)	2038	1823	89.5%	215	10.5%
WORKERS					
4. Permanent (F)	546	546	100%	-	-
5. Other than Permanent (G)	794	539	67.9%	255	32.1%
6. Total workers (F + G)	1340	1085	81.0%	255	19.0%

b. Differently abled Employees and workers:

S. Particulars	Total (A)	Male		Female	
		No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFERENTLY ABLED EMPLOYEES					
1. Permanent (D)	2	2	100%	-	-
2. Other than Permanent (E)	-	-	-	-	-
3. Total differently abled employees (D + E)	2	2	100%	-	-
DIFFERENTLY ABLED WORKERS					
4. Permanent (F)	6	6	100%	-	-
5. Other than permanent (G)	5	5	100%	-	-
6. Total differently abled workers (F + G)	11	11	100%	-	-

21 Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7	1	14%
Key Management Personnel*	2	0	Nil

*Other than member of Board of Directors

22 Turnover rate for permanent employees and workers

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in current FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	21%	35%	23%	22.8%	25%	23.1%	17%	24%	17%
Permanent Workers	0.4%	-	0.4%	0.8%	-	0.8%	0.3%	-	0.3%

V. Holding, Subsidiary and Associate Companies (including joint ventures)
23 Details as at the end of March 31, 2024:

Sr.	Name of the holding / subsidiary /associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility and Sustainability initiatives of the listed entity? (Yes / No)
1	JCHAC India Holdco Ltd.	Holding Company	74.25%	No

VI. CSR details
24 CSR details

- (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
- (ii) Turnover: Rs. 19187.0 Million
- (iii) Net worth (in Rs.): Rs. 5829.7 Million

VII. Transparency and Disclosures Compliances
25 Complaints / grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct (NGRBC)

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	-	Nil	Nil	-
http://www.johnsoncontrolsintegrityhelpline.com/							
Investors (other than shareholder)		There is no Investor other than shareholder					
Shareholders	Yes	Nil	Nil	-	3	Nil	-
https://buy.hitachiaircon.in/content/investors							
Employees and workers	Yes	20	6	-	25	8	-
http://www.johnsoncontrolsintegrityhelpline.com/							
Customers Service	Yes	562,155	2,123	Complaints received in Customer Care Centre	734,278	2,573	Complaints received in Customer Care Centre
https://www.hitachiaircon.com/in/contact-us							
Value Chain Partners	Yes	Nil	Nil	-	Nil	Nil	-
http://www.johnsoncontrolsintegrityhelpline.com/							

26 Overview of the entity's material responsible business conduct issues

Sr.	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	Power consumption - Star rating	Opportunity	With state of the art design and development capabilities, Company can produce energy efficient products	-	Positive Energy efficient products are increasingly being preferred by consumers
2	Power consumption - Star rating	Risk	Government continues to revise rating parameters (Energy Efficiency Ratio) upwards	Company has adequate research and development capabilities to cater to technological upgradation requirements	Negative Cost implications in terms of continuous design and development and technological upgradation requirements
3	Low Penetration	Opportunity	India has a tropical climate and with rising temperatures, without air conditioning, there are productivity losses	-	Positive With increase in sales, it will generate more revenue for the company
4	Use of Refrigerants Gases	Risk	Certain refrigerants used are identified as Ozone Depleting	Company is continuously working on developing products which use non-ODS refrigerants	Negative There are technological upgradation costs and also non-ODS refrigerants are costlier
5	Responsibility / obligations under various environmental laws	Risk	Air Conditioners and Refrigerators become E-Waste at the end of their useful life. Also, Plastic used for packaging purposes need to be recycled under Extended producer Responsibility obligations	Engaging with Producer Responsibility Organisations (PRO) / Recyclers for collection and channelization of E-waste / Plastic Waste	Negative Recycling costs
			Water usage at the manufacturing site	Implementation of Water Conservation initiatives	Infrastructure Development costs
			Generation of Hazardous waste during manufacturing process	ZERO landfill	Disposal Costs
6	Automation of processes	Opportunity	In various processes, automation reduces errors and helps in accuracy of data and process.	Considering the cost and benefit analysis and payback period, Company continues to make investments in Automation of process.	Positive
7	Health and Safety	Risk	Company is providing training to employees and workers for Health and Safety which helps in reducing accidents.	Company has framed policies for Health and Safety which are to be complied with by all employees including workers. Relevant insurance has also been taken by Company	Negative Requires incurring costs on regular and continuous monitoring of compliance of Health and Safety related norms framed by Company.

Sr.	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)
8	Human capital	Opportunity	Human assets play a key role in seamless driving of operations in today's ever-evolving business environment.	Company's focus is on providing its people a work environment that welcomes diversity, nurtures positive relationships, provides challenging work assignments and provides opportunities based on meritocracy for people to grow and build their careers with Company, in line with their aspirations.	Positive
9	Customer Satisfaction towards products quality	Opportunity	Changing lifestyles of Indian consumers have created a growing need for accessible and convenient products that improve comfort level of customers. Increased affordability, a focus on energy efficiency, digital penetration, and rising aspirations are driving Indian Air Conditioning industry's growth.	Company is continuously working on product innovation to meet the demand for better quality, feature rich and energy efficient products.	Positive
10	DE&I	Opportunity	Diversity, Equity and Inclusion empowers every employee to take an active role in creating a culture that values uniqueness, celebrates creativity and drives innovation.	Company's inclusive culture drives the right mindsets and behaviors, unlock engagement, accelerate productivity and foster innovation, leading to exceptional outcomes.	Positive

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SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Following nine (9) principles are prescribed under 'The National Guidelines for Responsible Business Conduct (NGRBC)' by the Ministry of Corporate Affairs:

Principle 1	Ethics	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
Principle 2	Safe and sustainable Products	Businesses should provide goods and services in a manner that is sustainable and safe
Principle 3	Human Resources	Businesses should respect and promote the well-being of all employees, including those in their value chains
Principle 4	Stakeholder concerns	Businesses should respect the interests of and be responsive towards all its stakeholders
Principle 5	Human rights	Businesses should respect and promote human rights
Principle 6	Environment	Businesses should respect, protect and make efforts to restore the environment
Principle 7	Transparency in business influencing public	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
Principle 8	Business growth and development	Businesses should promote inclusive growth and equitable development
Principle 9	Consumer engagement	Businesses should engage with and provide value to their consumers in a responsible manner

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/ No)	All policies have been approved by Board.								
c. Web Link of the Policies, if available	Policies are available on: https://buy.hitachaircon.in/content/investors								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Various SOPs are in place to comply with Principles for responsible business conduct.								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusteas) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Policies are in line with global / local standards and practices such as ISO 9001, ISO 14001, OHSAS 45001, NABL accreditation, BIS Certifications, etc.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<ul style="list-style-type: none"> - To participate and contribute in initiatives of Parent Company (JCI) towards reduction of Carbon emissions. - Reduction of Energy consumption in operations – continuous process - Producing Energy efficient products –continuous process - Under its DE&I initiative - To increase participation of women in business operations. - To continue to contribute towards Social welfare measures (CSR). 								
6. Performance of the entity against the specific commitments, goals and targets alongwith reasons in case the same are not met.	<ul style="list-style-type: none"> -- Company has transitioned the Inverter Room AC models to low GWP R32 refrigerant, and now most of the Room AC range is offered in R32. - Under DE&I initiative, in Financial year 2023-24, 10.6% are female employees were employed as against 11.3% in 2022-23. - Amount of Rs. 2.1 Million spent towards Corporate Social Responsibility. 								

Governance, leadership and oversight

7. Statement by director responsible for the business responsibility and sustainability report, highlighting ESG related challenges, targets and achievements

Sustainability creates long term benefits to Customers, Vendors, Employees, Investors and Society at large. Sustainable way of doing business has become our priority. We always think of augmenting the experience of all our stakeholders including Consumers, Channel Partners, Vendors, Service Providers and Employees in dealings with us and/or while using our products and/or services. We have taken various sustainability initiatives so as to contribute for a better world.

We follow Environment related regulations in true letter and spirit. In January, 2021, (our Parent Company) announced ambitious new sustainability commitments that outline JCI's priority to make positive changes in reducing JCI's environmental footprint. Building on JCI's history of sustainability leadership, JCI is committed to achieve net zero carbon emissions before 2040 and JCI has announced science-based targets for 2030, which we are following. JCI is elevating sustainability as a key performance metric for preferred suppliers while also launching a supplier cohort training initiative to cut supplier emissions.

To give back to society, there are several projects on which Company is spending as per its Corporate Social Responsibility (CSR) obligation which includes, Health, Sanitation, Education, Vocational training, etc. and the Company will continue to spend on Corporate Social Responsibility in coming years also.

Under Diversity, Equity and Inclusion (DE&I) Program, we are committed to shape a diverse and inclusive team that will help us to continue to attract the best talent and drive best in-class performance of our offerings. We are committed to increase the representation of women employees in coming years.

Sustainability is a journey not a goal. Though, we still have a lot to do in coming years, this is not new for us. We trust that sustainability is where we came from. We are firmly committed to continue building a world that's safe, comfortable and sustainable.

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).									Managing Director
9. Does the entity have a specified Committee of the Board / Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.									Yes. Board has formed an ESG Committee to make decision on sustainability related issues.

10. Details of Review of NGRBCs by the Company:

Subject for review	Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action																		
Compliance with statutory requirements of relevance to the principles and rectification of any non-compliances																		
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
11. Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.																		

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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 programs on any of the Principles during the financial year:

Segment	Total number of training and awareness program held	Topics/principles covered under the training and its impact	% age of persons in respective category covered by the awareness Program
Board of Directors (Non-Independent Directors)	5	<ul style="list-style-type: none"> • Code of Conduct • Anti-bribery and anti-corruption • Prevention of Sexual Harassment • Diversity, Equity and inclusion • Health and Safety 	100%
Key Managerial Personnel	5	<ul style="list-style-type: none"> • Code of Conduct • Anti-bribery and anti-corruption • Prevention of Sexual Harassment • Diversity, Equity and inclusion • Health and Safety 	100%
Employees other than Board of Directors and KMPs	5	<ul style="list-style-type: none"> • Code of Conduct • Anti-bribery and anti-corruption • Prevention of Sexual Harassment • Diversity, Equity and inclusion • Health and Safety 	100%
Workers	3	<ul style="list-style-type: none"> • Code of Conduct • Prevention of Sexual Harassment • Health and Safety 	100%

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

Monetary				
NGRBC Principle	Name of the Regulatory/ enforcement agencies/ judicial institutions	Amount (In Rs.)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine				
Settlement	No such incident			
Compounding Fee				
Non-Monetary				
Imprisonment				
Imprisonment	No such incident			
Punishment				

- 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.**

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Yes.

According to Ethics policy followed by Company, the Value of keeping Integrity First strengthens Company's reputation as a trustworthy and reliable business partner. Company does not believe in "buying" business, nor dealing with those who encourage or tolerate corrupt practices. Corruption harms communities, distorts the marketplace and makes it harder for everyone to do business. Regardless of local customs or the practices of other companies, the Company resists corruption in all its forms. Company avoids even the appearance of acting improperly, whether dealing with government officials or private enterprise.

Company vigorously opposes bribery and other forms of corruption by:

- Never offering, promising or giving anything of value to a government official or anyone else in order to gain a business advantage.
- Refusing to accept bribes or kickbacks and notifying the Compliance Department if they are offered.
- Keeping accurate and complete records so that all payments are honestly detailed and Company funds are not used for unlawful purposes.
- Conducting appropriate due diligence on all its high risk third-party service providers / consultants.
- Not using an agent or other third party to make improper payments that Company would not make itself.
- Following Third Party Travel, Gifts and Entertainment Policy and Anti-Corruption Policy diligently.
- Reporting any concern about a potentially improper payment.

Website link: <https://buy.hitachiaircon.in/cms/materials/0b0376ec04.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:**

	FY 2023-24	FY 2022-23
	Current Financial Year	Previous Financial Year
Directors / KMPs / Employees / Workers	No such incident	No such incident

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Number of complaints received in relation to issues of Conflict of Interest of the Directors / KMPs	No such incident	No such incident

7. Provide details of any corrective action taken or underway on issues related to fines / penalties / action taken by regulators/ law enforcement agencies/ judicial institutions, on cases of corruption and conflicts of interest.
Not applicable.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Number of days of accounts payable	70	80

9. Open-ness of business

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

Parameter	Metrics	FY 2023-24 (Current Financial year)	FY 2022-23 (Previous Financial year)
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from.	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to Dealers / Distributors as % of total sales	82.4%	83.4%
	b. Number of dealers / distributors to whom sales are made	1283	1366
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	21.2%	19.0%
Share of RPTs in	a. Purchases (Purchases with related parties / Total purchases)	17.0%	22.0%
	b. Sales (Sales to related parties / Total Sales)	3.7%	3.4%
	c. Loan & Advances (Loan and advances given to related parties / Total loans & Advances)	Nil	Nil
	d. Investments (Investments in related parties / Total Investments made)	Nil	Nil

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Leadership Indicators

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

Channel Partners and Vendors are made aware of the Company's Ethics Policy and Integrity Helpline through agreements, due diligence processes and mandatory declarations.

Said Ethics policy is placed in public domain and is accessible to all value chain partners. Link for the same is <https://buy.hitachiaircon.in/cms/materials/0b0376ec04.pdf>

For raising their concerns or whistle blower complaints Company provides various options to its Value Chain Partners viz, through Vigil Mechanism <https://buy.hitachiaircon.in/cms/materials/c8d657bdb1.pdf> and also through its global integrity helpline <http://www.johnsoncontrolsintegrityhelpline.com/> besides the option for reaching out to Procurement, Manufacturing and Sales leadership.

Total number of programs held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programs
Nil		

**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.

A conflict of interest exists whenever social or family relationships, activities outside of work, financial investments or other personal interests are at risk of interfering with our ability to make unbiased decisions on behalf of the Company. Board Members must be careful to avoid even the appearance of a conflict of interest.

On annual basis, each Board Member of the Company submits an Annual declaration with the Company in this regard.

Besides this, the Ethics Policy / Code of Conduct requires all employees including Board members to disclose their Conflict of Interest for a perspective transaction. In case, it is found that any person has failed to disclose his conflict of interest, strict disciplinary action is taken against him irrespective of his position / hierarchy

JCI (Our Parent Company) has featured amongst World's most ethical companies for 16 consecutive years and we follow all the ethical policies, processes and code of conduct in line with global policies.

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.

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year	Details of improvements in environmental and social impacts
R & D	63.6%	60%	Migration to R32 refrigerant for RAC, Digital Manuals, Future ready for Energy rating enhancements
Capex	Nil	Nil	-

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

No. However, majority of the materials sourced are complying with RoHS requirements. Company is purchasing Plastic packaging materials as per norms prescribed under the extant Plastic Waste (Management and Handling) Rules.

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

Not Applicable

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.

- a. Plastic waste: Company is complying with extant Plastic Waste (Management and Handling) Rules including using minimum micron Plastic. Company is also complying with Extended Producer Responsibility requirements under said Rules. Besides, company is exploring use of compostable and other non-polluting plastics for packaging purposes. The plastic parts which are part of product are channelized as E-waste and are recycled in an Environment Friendly manner.
- b. E-Waste: Company has made arrangements to channelize end of life products through registered Recyclers.
- c. Hazardous Waste: Company is complying with the norms and ensuring that there is Zero Landfill.

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

Yes.

E-Waste: Extended Producer Responsibility (EPR) is applicable to the Company's products - Air Conditioners and Refrigerators. Waste collection plan of the Company are in line with the EPR plan submitted with Central Pollution Control Board.

Plastic Waste: EPR is applicable to plastic packaging. Company complies with EPR requirement under Plastic Waste Management Rules in line with EPR plan submitted with Central Pollution Control Board.

Leadership Indicators

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

No Life Cycle Assessment carried out for any product of the Company.

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

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 risk / concern	Action taken
Air Conditioners	HCFC (Refrigerant) Gas used in the Air Conditioners	Using different Refrigerant Earlier we were manufacturing several products which used the refrigeration R22 which was an ODS and had a high GWP. Now, we have shifted to R32 technology and majority of our products are using R410A and R32, both of which have low GWP than R22. We are in the process to shift all our new production to Green Refrigerants in FY 2024-25.
Air Conditioners and Refrigerators	At end of their useful life, both are categorized as E-waste. Also, the plastic used in the packaging is also an environmental concern	We are complying with Extended Producer Responsibility regulations for both E-waste and plastic waste

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
	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:

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastic (Including packaging)	Nil	1930.00 MT	Nil	Not reclaimed	Nil	Nil
E-Waste	Nil	8154.60 MT	Nil	Not reclaimed	6254.35 MT	Nil
Hazardous Waste	Nil	Nil	Nil	Not reclaimed	Nil	Nil
Other Waste	Nil	Nil	Nil	Not reclaimed	Nil	Nil

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

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
Nil	Considering the nature of product, it is not feasible and practical to reclaim back the product and packaging material. We ensure that our spare parts are freely available and also the products are compatible with parts used by other companies.

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

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	557	557	100%	557	100%	-	-	-	-	-	-
Female	66	66	100%	66	100%	66	100%	-	-	49	74%
Total	623	623	100%	623	100%	66	11%	-	-	49	8%
Other than Permanent employees											
Male	1266	1266	100%	1266	100%	-	-	-	-	-	-
Female	149	149	100%	149	100%	149	100%	-	-	15	18%
Total	1415	1415	100%	1415	100%	149	100%	-	-	15	18%

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity benefits		Paternity benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	546	546	100%	546	100%	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	546	546	100%	546	100%	-	-	-	-	-	-
Other than Permanent workers											
Male	539	539	100%	539	100%	-	-	-	-	-	-
Female	255	255	100%	255	100%	255	100%	-	-	255	100%
Total	794	794	100%	794	100%	255	32%	-	-	255	32%

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

				FY 2023-24		FY 2023-24	
				Current Financial Year		Previous Financial Year	
Cost incurred on well-being measures as a % of total revenue of the Company				-Nil-		-Nil-	
				Wellbeing programs conducted through internal resources		Wellbeing programs conducted through internal resources	

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

Benefits	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)	No of employees covered as a % of total employees	No of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/NA)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	N	100%	100%	N
ESI	0%	0.2%	Y	0%	0.3%	Y

- 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.

Company has provided Lift Facilities and ramps at its Works & Head office at Kadi to make it accessible for differently abled employees and workers. Majority of our branches / sales offices are in business centres which have elevators and ramps and are accessible for differently-abled employees. Company continues to identify areas to improve accessibility of its work places for Disabled people.

- 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.**

Yes. As per our ethics policy, we base employment decisions on qualifications, aspirations and performance, never on prejudice or bias. Giving everyone a fair chance is the right thing to do. We won't tolerate discrimination on the basis of race, color, religion, national origin, gender, pregnancy, age, disability, sexual orientation, gender identity, marital status, military service or any other status protected by law. Through its Diversity, Equity and Inclusion (DE&I) initiative, the company has the goal to enhance the employability of people with disabilities. Weblink to policy -

<https://buy.hitachaircon.in/cms/materials/0b0376ec04.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	NA	NA	NA	NA
Female	100%	100%	NA	NA
Total	-	-	-	-

- 6. Is there a mechanism available to receive and redress grievances for the following categories of employees and worker? If yes, give details of the mechanism in brief**

Yes

The Integrity Helpline is a tool that allows people (including employees and Workers) to report concerns anonymously, if they choose. Once a person reports a concern, he or she can correspond anonymously with the assigned investigator through the Helpline. This open line of communication during the investigation often helps speed up the investigation process and makes it more thorough.

The Integrity Helpline allows reporters to receive email notifications as the investigations team looks into the concern. Reporters choosing to receive notifications will be asked to provide an email address to receive communications. An independent third party protects the identity of the email address provided, and does not share the address with Johnson Controls. Also identities of reporters are kept strictly confidential and there is a strict 'No Retaliation Policy' with respect to concerns raised in good faith.

Categories	Mechanism
Permanent Workers	Anyone including employees and workers both permanent and contractual can report an incident via the Integrity Helpline online link or by calling the Integrity Helpline local number.
Other than Permanent Workers	Integrity Helpline -
Permanent Employees	http://www.johnsoncontrolsintegrityhelpline.com/
Other than Permanent Employees	Contact Nos.: 000-800-100-7127, 033-7127-9005 For workers, complaint boxes are also placed at various convenient places.

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

Category	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
Total employees / workers in respective category (A)	No of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)	
Total Permanent Employees	623	-	746	-	-	
Male	557	-	662	-	-	
Female	66	-	84	-	-	

Category	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Total employees / workers in respective category (A)	No of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Workers	546	546	100%	615	615	100%
Male	546	546	100%	615	615	100%
Female	-	-	-	-	-	-

8. Details of training given to employees and workers

Category	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Total (A)	On Health and safety measures	On Skill upgradation	Total (D)	On Health and safety measures	On Skill upgradation
Employees						
Male	557	557	557	662	662	662
Female	66	66	66	84	84	84
Total	623	623	623	746	746	746
Workers						
Male	546	546	546	615	615	615
Female	-	-	-	-	-	-
Total	546	546	546	615	615	615

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

Category	FY 2023-24			FY 2022-23		
	Current Financial Year			Previous Financial Year		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	557	557	100%	662	662	100%
Female	66	66	100%	84	84	100%
Workers						
Male	546	546	100%	615	615	100%
Female	-	-	-	-	-	-

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.

JCH-IN has implemented Occupational Health & Safety Management System which is being managed and supervised by EHS Team.

The H&S Management system covers following areas of work.

- Workplace Monitoring
- Workplace Safety Management
- Industrial Hygiene study
- Health & Safety Campaigns
- Fire Safety Management
- Periodic Occupational Health Testing/ Check-Ups.

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

Each process / operation taking place in JCH-IN Plant is assessed with respect to Health & Safety through various Risk Assessment methodologies and tools. Risk Assessment of respective processes is reviewed at least once in a year and also as and when any changes or any incident happens in that particular process.

Moreover, for new equipment installation / process change or any additional work other than routine work there is a system of MOC (Management of Change) in which process is reviewed by EHS Team and CFT (Cross Functional Team) thoroughly for any EHS related aspects, if any, before commencing such installation / process / activity or implementing any change.

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

JCH-IN does have various methods to record / report work related hazards which covers bottom level worker to top leaders of the organization.

For Example:

- EHS suggestion box
- QR Code system for reporting unsafe condition and unsafe act.
- Safety Workshops
- Daily EHS Safety Patrol
- Weekly Safety Gemba Walk led by Plant Manager, HODs and Section Managers
- Circulation of safety related messages on Whats App groups – “Safety Warriors”
- Elimination of Identified Hazard: Once Hazard is identified it is communicated to concerned department and is thereafter monitored for timely closure by EHS through regular 1:1 follow ups, through emails and during PCC review meetings.
- Integrity Helpline

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

Yes. Healthcare services are made available to all workers and employees both permanent and contractual in factory during working hours irrespective of nature of health concern. All Employees and Workers both permanent and contractual are covered under ESI and/or Group Mediclaim / Personal Accident Policies.

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

Safety Incident / Number	Category	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	0.22	0.37
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	3	4
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	Nil	Nil

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

Following measured have already been implemented and being followed.

1. Compliance to Global and regional EHS policy
2. PPE rules and availability of standard PPEs to every worker/employee on FOC basis
3. Worker/Employee trainings and awareness programs
4. Daily EHS safety patrol and weekly Safety Gemba walk led by Plant Manager, HODs and other section managers.
5. Hazard Identification & Risk Assessment system and timely closure of Identified hazards

6. Safety Suggestions system
7. Regular Safety Workshops
8. EHS related event celebrations. i.e. National Safety Week, Zero Harm Week, Environment Day etc.
9. Periodic EHS committee meetings
10. Change management – MOC
11. Integrated (ISO 45001 and 14001) management certification
12. Digitisation for reporting of Hazard, Near miss and incident reporting
13. Reward and Recognition system
14. Safety incident reporting to management and sharing lessons learnt from safety incidents occurring in other JCI locations and happening in external world with workers, employees and after sales service providing vendors

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

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil	Nil	Nil	Nil	Nil	Nil
Health Safety	Nil	Nil	Nil	Nil	Nil	Nil

14. Assessments for the year:

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

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

As part of the corrective actions, incorporate amendments to risk assessment procedures, implement competency-building programs for both employees and contract workers, address areas for improvement, establish consequence management protocols, and institute reward and recognition initiatives.

Leadership Indicators

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

Employee: Yes, In the event of accidental death of an employee, the family gets an amount equal to 3 times his/her gross annual salary. For death due to any other reason, the family gets an amount equal to 2 times his/her gross annual salary.

Workers: Yes, In the event of accidental death of a worker, the family gets an amount equal to 3 times his/her gross annual salary. For death due to any other reason, the family gets an amount equal to 2 times his/her gross annual salary.

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

As per the prevailing processes adopted by the company, the invoices of manpower suppliers and of those service providers which provide labour services at our facilities, are processed only after they submit proof of having deposited their statutory dues viz., PF and ESI etc. In various other cases, declarations are sought. The agreements with all the vendors obligate them to deposit statutory dues.

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

	Total no. of affected employees / workers		No. of employees / workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24 Current Financial Year		FY 2022-23 Previous Financial Year	FY 2023-24 Current Financial Year
	Employees	Workers	Employees	Workers
	Nil	Nil	Nil	Nil
	Nil	Nil	Nil	Nil

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

No. Company do not have a formal program of such a nature.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	Not assessed
Working Conditions	Not assessed

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

The corrective actions from assessments of health and safety practices and working conditions of value chain partners are Contractor Safety management, Consequence management, Continuous Improvement Initiatives, SHE conclave for awareness on safety.

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

Essential Indicators

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

The company has identified following groups as key stakeholders through a stakeholder mapping exercise:

- a. Shareholders including Promoters
- b. Customers
- c. Dealers / Sales Channel partners.
- d. Service Franchisees / After Sales Service providing partners
- e. Raw material Suppliers
- f. Employees including contract workers
- g. Financial Institutions
- h. Other service providers
- i. Government

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	Email, SMS, Newspaper, Website	Ongoing	Feedback and Product Offerings
Dealers / Channel partners	No	Email, SMS, Pamphlets, Community Meetings, Website, Personal visits	Ongoing	Resolving concerns, Budget and Targets
Service Franchisees	No	Email, SMS, Pamphlets, Personal visits	Ongoing	Resolving concerns, Budget and Targets

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Suppliers	No	Email, SMS, Community Meetings,	Ongoing	Resolving concerns, Quality controls, Price Negotiations
Shareholders	No	Email, SMS, Newspaper, Website	Ongoing	Notice of General Meetings, E-voting instructions, Financials and Annual Report
Employees	No	Email, SMS, Meetings, Notice Board, Website, Intranet	On-going	Regular communication through various modes

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.**

Process owners like HR Head, Manufacturing Head, Operations Head, Legal Head and CFO take part in Audit Committee Meetings and Board Meetings and provide feedback to the Board on matters of concern with respect to economic, social and environmental matters.

For social matters, CSR team periodically engages with natives of nearby villages through their respective village heads with respect to their requirements and issues faced by them and based on their analysis of such issues and requirements, CSR Team makes suggestions to Board for undertaking CSR activities.

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

After consultation with stakeholders in the vicinity of company's manufacturing unit, Company has received following inputs:

- Lack of specialist medical facilities for villagers.
- Women hygiene issues explained by ASHA workers.
- Inputs on facilities at schools by village panchayats and primary school principals.
- Input from local authorities about employment.

These consultations were used to plan CSR activities.

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

After receipt of inputs as mentioned in above clause 2, Company has projected CSR activities with the approval of CSR Committee and Board of Directors:

- For lack of specialist medical facilities for villagers, Company has provided medical specialist to local PHC along with ambulance.
- With respect to Women hygiene input by ASHA workers Company has started sanitary napkin unit to provide free sanitary napkins to around 8000 rural girls and women.

PRINCIPLE 5 Businesses should respect and promote human rights
Essential Indicators

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

Category	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Total (A)	No. of Employees / workers covered (B)	% (B / A)	Total (C)	No. of Employees / workers covered (D)	% (D / C)
	Employees					
Permanent	623	623	100%	746	746	100%
Other than permanent	1415	-	-	1,052	-	-
Total employees	2038	623	30.57%	1,798	746	41.5%
Workers						
Permanent	546	546	100%	615	615	100%
Other than permanent	794	794	100%	1,111	1,111	100%
Total workers	1340	1340	100%	1,726	1,726	100%

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

Category	FY 2023-24 Current Financial Year				FY 2022-23 Previous Financial Year					
	Total (A)	Equal to minimum wage		More than minimum wage		Total (D)	Equal to minimum wage		More than minimum wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	623	-	-	623	100%	746	-	-	746	100%
Male	557	-	-	557	100%	662	-	-	662	100%
Female	66	-	-	66	100%	84	-	-	84	100%
Other than permanent	1415	-	-	1415	100%	1,052	-	-	1,052	100%
Male	1266	-	-	1266	100%	978	-	-	978	100%
Female	149	-	-	149	100%	74	-	-	74	100%
Workers										
Permanent	546	-	-	546	100%	615	-	-	615	100%
Male	546	-	-	546	100%	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Other than permanent	794	-	-	794	100%	1,111	-	-	1,111	100%
Male	539	-	-	539	100%	901	-	-	901	100%
Female	255	-	-	255	100%	210	-	-	210	100%

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

- a. Median remuneration / wages:

	Male		Female	
	Number	Median (Monthly) remuneration / salary / wages of respective category (in Rs. Million)	Number	Median remuneration / salary / wages of respective category (in Rs. Million)
Board of Directors (BoD)	2	1.7*	-	-
KMP	4	1.2*	-	-
Employees other than BoD and KMP	554	0.13	66	.10
Workers	615	0.04	-	-

* Mean considered instead of Median due to small number of BoD and KMP.

b. Gross wages paid to females as % of total wages paid by the entity:

Safety Incident / Number	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Gross wages paid to females as % of total wages	7.3%	7.5%

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, the Ethics Policy and the Integrity Helpline addresses this aspect. 'Speak Up' campaigns and communications are made to encourage employees / stakeholders to report concerns regarding human rights. Besides, such concerns can also be reported to respective supervisors, HR and Legal.

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

Johnson Controls, Company's parent entity, continually strives to uphold human rights principles throughout its operations worldwide. A Human Rights Policy is in place. Supervisors are responsible for helping their team members comply with this policy.

Employees are expected to comply with the policy, and submit their questions or concerns to supervisory staff or to members of Human Resources, Legal.

Employees are also encouraged to raise any issues and concerns through Integrity Helpline for investigation at: www.johnsoncontrolsintegrityhelpline.com. To give confidence, employees/workers also have the options to raise concerns anonymously.

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

62		FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
		Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
	Sexual harassment	2	0	-	1	0	-
	Discrimination at workplace	11	2	-	1	0	-
	Child labor	-	-	-	-	-	-
	Forced labor / involuntary labor	-	-	-	-	-	-
	Wages	-	-	-	-	-	-
	Other human rights related issues	-	-	-	-	-	-

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Total complaints reported under Sexual harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	2	1
Complaints on POSH as a % of female employees / workers	3.03%	1.19%
Complaints on POSH upheld	1	1

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

Company has a strict 'No Retaliation' policy for concerns raised in good faith. Confidentiality of concerns raised is maintained and anonymity is respected. 'Speak Up' culture is promoted across the organisation to report matters of concern.

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

Yes. In all the agreements with third parties, there are clauses relating to compliance with Ethics Policy of the Company which need to be agreed by the other Party. Upholding of Human Rights is one of the basic tenets of our Ethics Policy.

10. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	No assessment was carried out in manufacturing plant and/or any office on Child Labour, Sexual Harassment, Discrimination, Wages etc. either on its own or through any third party. However, in JCH-IN there is Zero tolerance towards any such kind of issues. JCH-IN strictly adheres to Ethics Policy which gives mandatory guidelines for welfare and upholding of human rights of its workers and employees.
Forced / involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - Social Security, Medical Facilities, Non-monetary Benefits to employees / workers	

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

Not Applicable

Leadership Indicators

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

There was no such instance.

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

As such no due diligence is done by any third party. There are internal controls to ensure that no human rights violations happen in the organisation and of contractual staff who works outside the company's premises.

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, it is accessible. We continue to work and improve the accessibility.

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4. Details on assessment of value chain partners.

In Agreement with Value Chain partners, the clauses regarding below points are covered however, assessment of value chain partners has not been done.

	% of value chain partners (by value of business done with such partners) that were assessed
Child labor	-
Forced / involuntary labor	-
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 as no assessment Value Chain Partners on such parameters was done.

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PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
From renewable sources (In Gigajoules)		
Total electricity consumption (A)	23,045	26,009
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	23,045	26,009

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	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
From non-renewable sources (In Gigajoules)	-	-
Total electricity consumption (D)	28,204	43,617
Total fuel consumption (E)	17,918	21,375
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	46,122	64,992
Total energy consumed (A+B+C+D+E+F) (In Gigajoules)	1,55,288	91,001
Energy intensity per rupee of turnover	0.00000809	0.00000382
(Total energy consumed / Revenue from operations)		
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	0.00018519	0.00008736
(Total energy consumed / Revenue from operations adjusted for PPP)		
Energy intensity in terms of physical output	0.29844137	0.13113216

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

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

No. We are not Designated Consumer under Performance, Achieve and Trade Scheme.

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

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water withdrawal by source (in Kiloliters)		
(i) Surface water	Nil	Nil
(ii) Groundwater	65,143	83,326
(iii) Third party water	Nil	Nil
(iv) Seawater / desalinated water	Nil	Nil
(v) Others	Nil	Nil
Total volume of Water withdrawal (in Kilolitres)	65,143	83,326
Total volume of water consumption (in Kilolitres)	65,143	83,326
Water intensity per rupee of turnover (Water consumed / turnover)	0.00000340	0.00000349
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)	0.00007769	0.00007999
(Total water consumption / Revenue from operations adjusted for PPP)		
Water intensity in terms of physical output	0.41949797	0.91566027

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

No

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others (Used for gardening)	-	-
- No treatment	-	-
- With treatment – (Tertiary treatment)	25,351	34,585
Total water discharged (in kilolitres)	25,351	34,585

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

The water drawn is used for industrial and domestic purposes. After usage, the water is treated in ETP/STP and such treated water is used for Gardening to ensure that there is no external discharge. It is ensured that no quantity of water is allowed to run off outside factory premises or discharged in streams.

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

Parameter	Please specify unit	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
NOx	mg/Nm ³	10	11
Sox	mg/Nm ³	22	7
Particulate matter (PM)	mg/Nm ³	23	55
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others - please specify	NA	NA	NA

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

No.

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

No

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

Parameter	Unit	FY 2023-24	FY 2022-23
		Current Financial Year	Previous Financial Year
Total scope 1 emissions (Break-up of the GHG GH into CO ₂ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	25759	28617
Total scope 2 emissions (Break-up of the GHG GH into CO ₂ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	6674	8515
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)		0.00000169	0.00000156
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)		0.00003868	0.00003565
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.20885709	0.40803947

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

No.

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

It is important to conserve energy to reduce GHG emissions. JCH-IN is continuously working on energy conservation projects. JCH-IN team have constituted Energy Conservation Team at plant level in which Environment (EHS), Utility, Maintenance & Continuous Improvement (CI) team is taken as permanent members while operators of different operations have been taken as non-permanent members. We also identify opportunities to convert / shift our energy requirements from fossil fuel to renewable energy sources. As of today, around 40% of our energy requirements for production purposes are met through renewable sources.

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

Parameter	FY 2023-24	FY 2022-23
	Current Financial Year	Previous Financial Year
Total Waste generated (in metric tons)		
Plastic waste (Pre Consumer) (A)	40	63
E-Waste (Pre Consumer) (B)	74.16	73.86
Construction and demolition waste (C)	Nil	Nil
Battery waste (D)	Nil	Nil
Radioactive waste (E)	Nil	Nil
Other Hazardous waste. Please specify, if any (G)	17.96	8.84
Used Oil	9.86	2.31
Discarded Container	5.09	5.61
ETP Sludge	0.56	0.23
Powder paint	Nil	0.69
Waste or residue containing oil	2.45	Nil
Other non-hazardous waste generated (H) please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3224	4328
Total (A+B+C+D+E+F+G+H)	3356.18	4473.70
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tons)		
Category of waste		
(i) Recycled		
Plastic Waste	1930	1174.02
Electronic Waste	7559.82	6254.35
(ii) Re-used		5.61
(iii) Other recovery options		0.23
Total		7434.21
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	3.01	0.69
(ii) Landfilling	0.00	0.00
(iii) Other disposal operations	-	-
Total	3.01	0.69

*includes EPR obligations

JCH-IN is under an obligation (Extended Producer Responsibility Obligation) to channelize E-waste, generated by its customers owing to use of Room Air Conditioners and Refrigerators sold by it, towards environment friendly recycling. JCH-IN engages Recyclers / PRO's (Producer Responsibility Organisation) to ensure recycling of E-waste in an environment friendly manner. Similarly, beginning financial year 2022-23, JCH-IN is under an obligation to channelize Plastic Waste generated due to plastic material used in packaging and sold in the market.

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

No

- 10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

JCH-IN ensures that all kind of waste generated during the production process is disposed of in an environment friendly manner. The disposal of all kinds of wastes happens through recyclers and waste processors authorised by Pollution Control Board and/or other authorities as applicable.

JCH-IN ensures compliance with RoHS provisions to limit the use of hazardous substances in its products. It obtains certifications / test reports to this effect from all its vendors supplying raw material / components to be used in its products.

All kinds of waste is segregated at source and disposed off with the help of vendors specializing in the processing / recycling of the respective category of waste.

JCH-IN has adopted Waste Minimization Program which commences from reduction / prevention at Source, Reuse / Recycle, Energy Recovery, Treatment & Disposal. By adopting this methodology we have ensured ZERO WASTE TO THE LANDFILL and ensured minimal generation of waste which is required to be disposed of directly without being reused / recycled / used for energy recovery.

Communications to this effect are regularly made by EHS function to all the employees and workers from time to time to reinforce these practices at shop floor as well as in office areas. They are also encouraged to share ideas for conservation of environment.

- 11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones etc.) where environmental approvals / clearances are required, please specify details in the following format:**

Sr.	Location of operations / offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N)	If no, the reasons thereof and corrective action taken, if any.
	Not applicable			No offices or operations are present in ecologically sensitive areas

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

Name and brief details of project	EIA notification No.	Date	Whether conducted by independent external agency (Yes / No)	remove results communicated in public domain (Yes / No)	Relevant web link
			Not applicable		

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

Yes

Sr.	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,
		Not applicable		

Leadership Indicators**1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):**

Not applicable. Neither our factory nor any of our offices withdraw, consume and discharge water in areas of water stress (areas which are categorized as Critical or Over Exploited by CGWB)

For each facility / plant located in areas of water stress, provide the following information: Not applicable

- (i) Name of the area
- (ii) Nature of operations
- (iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Water withdrawal by source (in kilolitres)		
(i) To Surface water	-	-
(ii) To Groundwater	-	-
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	-	-
Total volume of water consumption (in kilolitres)	-	-
Water intensity per rupee of turnover (Water consumed / turnover)	-	-
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	-	-

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

No

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

Parameter	Unit	FY 2023-24		FY 2022-23
		Current Financial Year	Previous Financial Year	
Total scope 3 emissions (breakup of the GHG into CO2, CH2, N2O, HFCs, PFCs, SF6 I have, NF3, if available)	Metric tons of CO2 equivalent	-	-	-
Total scope 3 emissions per rupee of turnover	Metric tons of CO2 equivalent	-	-	-
Total scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	Metric tons of CO2 equivalent	-	-	-

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 assessment has been carried out.

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

Not applicable as none of the offices or operations are carried out in any ecologically sensitive areas.

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

Sr.	Initiative undertaken	Details of the initiative (web link, if any, may be provided along with summary)	Outcome of the initiative
1	Installation of Fuel Catalyst PNG Line	In process of manufacturing, Company use PNG (Piped natural gas) as a primary fuel for various applications of heating. Company has Installed FUEL CATALYST in PNG line which will help to improve the efficiency of PNG	Fuel saving by 5% ~12% along with reduction in Air Pollution and improvement in equipment life.
2	A part of BMS, Company has installed Air Conditioning monitoring device for PAC Air conditioners of office area.	In phase one Company is going to manage switching of air conditioning in planned manner to avoid wastage of usage in non-office hours as well as on holidays.	By doing this there will be around 67 K-kwh savings in a year.
3	Installation of Plant Street light lux-based switching system.	There by saving in waste of energy due to seasonal lighting calculations.	Company will save around 6750 kwh per annum.
4	Migration to R32 refrigerant for Room Air conditioner	This year Company has transitioned the Inverter RAC models to low GWP R32 refrigerant, and now most of the RAC range is offered in R32.	The new R32 Inverter split range has an enhanced ISEER of 7% average Vs previous R410A baseline
5	Installation of rooftop solar plant	Installation of 33.15 KW Solar System on GDC Office Terrace.	Due to that green House Gas (GHG) Reduction and it's renewable energy.

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

The plant's code of conduct for all employees is outlined in the company's On Site Emergency Management Plan (OSEMP), which also details what to do in the case of an emergency. This plan lays out rules for workers, subcontractors, carriers, etc. Along with outlining individual responsibilities, it also provides information on timely rescue operations, evacuations, rehabilitation, coordination, communication, and the process for obtaining outside assistance from law enforcement and surrounding businesses. The Emergency, Preparedness, and Response Procedure covers the fundamental protocols that the plant will follow in the event of an emergency. The following emergency scenarios are covered by this plan's responses:

- Spills/releases or environmental releases
- Fires
- Explosion
- Natural Disaster such as Flood, Earthquake, lightning etc.

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

Not applicable

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

No. Company is in process to assess the value chain partners with respect to environmental impacts.

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.

JCH-IN has Four affiliations with trade and Industry Chambers / Associations.

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

Sr.	Name of the Trade and Industry chambers / associations	Reach of Trade and Industry chambers/associations (State/National)
1	CEAMA	National
2	RAMA	National
3	CII	National
4	Gujarat Chamber of Commerce	State

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.

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Name of authority	Brief of the case	Corrective action taken
There is no adverse order received from regulatory authorities with regard to any anti-competitive conduct.		

Leadership Indicators

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

Sr	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by Board (Annually / Half yearly / Quarterly / Others - please specify)	Web link, if available
No public policy is advocated by entity					

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 of brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes/ No)	Results communicated in public domain (Yes / No)	Relevant Web-link
No Social Impact Assessment of Projects undertaken by Company are done during the financial year					

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

Sr.	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 Rs.)
There is no project for rehabilitation and resettlement undertaken by Company						

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

CSR Team has direct contact with all stakeholders in areas where CSR projects are being undertaken. Contact with village committees, PHC authorities, skill building trainers enables grievance, if any, to be noted and addressed.

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Directly sourced from MSMEs / Small producers	34%	22%
Sourced directly from within the district and neighboring districts	41%	17%

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

Location	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Rural	-	-
Semi-Urban	-	-
Urban	7.4%	10.3%
Metropolitan	5.3%	4.8%

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

Leadership Indicators

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Nil	

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

Sr.	State	Aspirational District	Amount spent (In Rs.)
		Nil	

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

No

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

Nil

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

Nil

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:

Sr.	Intellectual Property based on traditional knowledge	Owned / Acquired (Yes / No)	Benefit shared (Yes / No)	Basis of calculating benefit share
		Nil		

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

Name of authority	Brief of the Case	Corrective action taken
	Nil	

6. Details of beneficiaries of CSR Projects

Sr.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Augmentation of Primary Health Center -Karannagar	50000	100%
2	Sanitary napkin project	5000	100%

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

Essential Indicators

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

Consumers can submit their complaint through Phone on Call center, Whats App, Chat bot, letter, E-mail, Company's Application (Hitachi Customer Care App) etc.

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

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

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

	FY 2023-24 Current Financial Year		Remarks	FY 2022-23 Previous Financial Year		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	Nil	-	-	Nil	-	-
Advertising	Nil	-	-	Nil	-	-
Delivery of essential services	Nil	-	-	Nil	-	-
Restrictive Trade Practices	Nil	-	-	Nil	-	-
Unfair Trade Practices	Nil	-	-	Nil	-	-
Other						
(Consumers)	117	305	Includes pending cases of previous years	66	257	Includes pending cases of previous years

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

	Number	Reasons for recall
Voluntary recalls		Nil
Forced recalls		Nil

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. <https://www.johnsoncontrols.com/cyber-solutions/practices>

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 such incident happened.

7. Provide the following information relating to data breaches:

- a. Number of instances of data breaches: 1
- b. Percentage of data breaches involving personally identifiable information of customers: Nil
- c. Impact, if any, of the data breaches: Nil

Leadership Indicators

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

Details of Products and services can be accessed from following Website: <https://www.hitachiaircon.com/in/about>

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

Company provides manual with its products to inform and educate consumer about safe and responsible usage of its products. Company has also uploaded such manuals on its website.

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

Consumers can reach out to Company through any of the modes provided to contact its Customer Care Centre in case of any risk of disruption / discontinuation of its products or services.

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.

Yes, the Products contain other than mandatory informations as well such as installation and maintenance manuals.

Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

No