

Business Responsibility & Sustainability Reporting

FOREWORD

The world faces a set of risks that feel both wholly new and eerily familiar. The ongoing decade will be characterized by environmental and societal crises, driven by underlying geopolitical and economic trends. The recently published Global Risks Report 2023 by the World Economic Forum emphasizes that environmental risks will dominate the top 10 risks over the current decade. Failure to address this risk could result in severe consequences for the economy as a whole. Companies, at large, need to focus not just on integrating ESG strategy into their value story but also on communicating this strategy and vision to its stakeholders. The past year, Havells continued to focus on the aspects of Environment, Social and Governance (ESG) that would work towards an inclusive society, which is stronger and more resilient.

Our business sustainability is the key metric for our entry and expansion into any new category. Sustainability is not confined to Environment, Social and Governance, it is in each aspect of the organization whether it is quality of the product or efficient utilization of resource in the manufacturing process. Energy efficiency and emission reduction are our key drivers in our overall ESG strategy to increase resilience towards climate change. During F.Y. 2023, we had undertaken multiple key energy efficient measures such as:

- Launching of fans with BLDC motor technology which saves ~ 50% power consumption in comparison to traditional fans.
- In Washing Machines category ~ 90% of our products are energy efficient and BEE star rated. Further, we have reduced water consumption during water testing in manufacturing by usage of re-cycled water.
- In Desert cooler category, design optimized for reduced power consumption by ~15%. Further, developed BLDC motor for air cooler resulting in power consumption saving by ~ 40%.

In the fiscal year 2022-23, we eliminated ~ 9,042 tCO₂ on account of implementation of over 40 energy conservation projects and through green electricity usage (solar renewable energy). Over the years, we have been working persistently towards reducing our carbon footprint and use of natural gas-based furnaces. In FY 2023, we had reduced Scope 1 Intensity by ~ 72% and Scope 2 Intensity by ~ 59% from the base year i.e., FY 2013.

We are progressively including material circularity in our product design and processes while ensuring high quality and durability. We also undertake rigorous testing of our products and provide post-sales services to increase their shelf life, thereby reducing requirements for natural resources. Being an industry leader in our business, we have a responsibility to think ahead of the curve and provide stewardship in the way we serve our customers and consumers. On the social front, we inaugurated one of biggest stores pan India which is being managed and run by 100% female staff at Bhubaneswar. Further, at our newly commissioned plant in Sri City, we are targeting to run the entire operations by 100% female workers.

Havells strongly believe reporting company's performance on environmental and social aspects is as vital as reporting on financial and operational performance. At Havells, Social and Environment responsibility has always been at the forefront of our operating philosophy. Havells has been consistently ranked in the top 10 global companies for ESG performance in the electrical sector for last four years, in addition to be featured in S&P Global Sustainability Yearbook.

From this fiscal year i.e., 2022-23, compliance with Business Responsibility & Sustainability Report (BRSR) requirements is mandatory for the top 1,000 companies. In order to provide disclosures on Havells' ESG Practices and priorities in fiscal year 2022-23, we will be reporting on key leadership indicators voluntarily in addition to mandatory essential indicators. With a commitment to set standards for our business, transactions based on mutual trust and building long-term relationships with all our associates, customers, partners, and employees, we present our 2nd BRSR for the financial year 2022-23. Havells has widened the scope of its limited assurance on key non-financial sustainability indicators to include assurance on quantitative indicators of BRSR principles in addition to GRI indicators as per ISAE 3000 (Revised).

Regards,
Ameet Kumar Gupta
Whole Time Director

SECTION A: GENERAL DISCLOSURES

I. DETAILS OF THE LISTED ENTITY

1. **Corporate Identity Number (CIN) of the Listed Entity** - L31900DL1983PLC016304
2. **Name of the Listed Entity** - Havells India Limited
3. **Year of incorporation** - 1983
4. **Registered office address** - 904, 9th Floor, Surya Kiran Building, KG Marg, Connaught Place, New Delhi – 110001
5. **Corporate address** - QRG Towers, 2D, Sector – 126, Expressway, Noida – 201304
6. **E-mail** - sustainability@havells.com
7. **Telephone** - 0120-3331000
8. **Website** - www.havells.com
9. **Financial year for which reporting is being done** - FY 2022-23
10. **Name of the Stock Exchange(s) where shares are listed** - (a) The National Stock Exchange of India Limited (b) BSE Ltd.
11. **Paid-up Capital** - ₹ 62,65,09,738 as of 31st March 2023
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report –**
Shri Nitin Singh –
Telephone no.: 0120-3331000
e-mail id: Nitin.Singh@havells.com
13. **Reporting boundary** - Are the disclosures under this report made on a standalone basis (i.e., only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together) –
The disclosures are made on Standalone basis

II. PRODUCTS / SERVICES

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

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1.	Switchgears	Switches, Domestic Switchgears, Industrial Switchgears, Capacitors, Automation and Control	12.6
2.	Cables	Power Cable and Flexible Cables	32.8
3.	Lighting and Fixture	Professional Luminaires and Consumer Luminaires	9.5
4.	Electrical Consumer Durables	Fans, Small domestic appliances and Water Heaters	19.5
5.	Lloyd Consumer	Air Conditioners, Refrigerator, Washing Machine Televisions, and other domestic appliances	20.0
6.	Others	Motors, Solar, Pump, water purifiers and Personal Grooming Products	5.6

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.	Cables	27320	32.8
2.	Switchgears	27103	12.6
3.	Electronic Consumer Durable	27501, 27502, 28132, 27503, 25931, 27504 & 28195	19.5
4.	Lighting and Fixtures	27400 & 43213	9.5
6.	Lloyd Consumer	28192, 27501 & 26401	20.0

III. OPERATIONS

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

Location	Number of plants	Number of branch offices	Total
National	15	35	50
International	0	3	3

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	Pan India
International (No. of Countries)	70+

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

Havells International Business contributes approximately 2.9 % of the Company's overall business. Our vision is to increase this contribution with accelerated growth in products including air conditioners, cables, fans and switchgears. We are presently supplying to more than 70 countries across the globe. During the past years, we have invested heavily on HR resources, products, and channels to achieve the accelerated growth in International Business and currently developing a road map to enter the developed markets including Europe, US and Australia.

c. A brief on types of customers

Havells India Limited is a leading Fast Moving Electrical Goods (FMEG) Company and a major power distribution equipment manufacturer with a strong global presence. Havells enjoys enviable market dominance across a wide spectrum of products, including Industrial and Domestic. The company pioneered the concept of exclusive brand showroom in the electrical industry with 'Havells Galaxy'. Today over 600 plus Havells Galaxies across the country are helping customers, both domestic and commercial, to choose from a wide variety of products for different applications.

Havells is now the most penetrated FMEG company in rural markets also, where we have gained market share across categories along with increased distribution penetration under "Rural Vistaar" initiative. We have launched over 380 exclusive stores "Havells Utsav" for reaching towns with population of less than 10,000. Over the years, we have evolved keeping pace with the changing consumer preference and multiplied our GTM into a multi-channel offering. Our channels for urban markets comprise of Dealers, Distributors, E-commerce, Brand Shops, Modern Format Retail, CSD/ CPC canteens, and Projects.

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)	6,090	5,820	95.57%	270	4.43%
2.	Other than Permanent (E)	7,224	6,530	90.39%	694	9.61%
3.	Total employees (D + E)	13,314	12,350	92.76%	964	7.24%
WORKERS						
4.	Permanent (F)	443	409	92.33%	34	7.67%
5.	Other than Permanent (G)	17,101	16,002	93.57%	1,099	6.43%
6.	Total workers (F + G)	17,544	16,411	93.54%	1,133	6.46%

Note:- The figure of permanent employee (6,090) does not include 6 directors and 283 apprentices.

b. Differently abled Employees and workers:

We have 11 differently abled male employees accounting for 0.17% of employee strength and 2 differently abled male in contractual workforce.

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
DIFFRENTLY ABLED EMPLOYEES						
1.	Permanent (D)	6	6	100%	0	0%
2.	Other than Permanent (E)	0	0	0	0	0 %
3.	Total employees (D + E)	6	6	100%	0	0 %
WORKERS						
4.	Permanent (F)	5	5	100%	0	0 %
5.	Other than Permanent (G)	2	2	100%	0	0 %
6.	Total workers (F + G)	7	7	100 %	0	0 %

19. Participation/Inclusion/Representation of women

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

*Excluding BOD

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

In FY 2023, a lot of initiatives have been taken on talent retention and engagement at the company level. For retention of existing talent under managerial level, we have introduced a Talent Mapping exercise and identified employees who can be given larger roles in future to create career paths. We have launched a career development center "Pragati" for our frontline salespeople to become first level Managers and a management development program called "Unnati", for our first level sales managers. 360-degree survey has been launched for senior leaders.

We have a very robust program of engaging with campuses for our future young talent requirements. In line with the organizational growth aspirations and to ensure that our people are constantly in a state of future readiness, though we have developed an L&D strategy, to address the learning needs at every level of the organizational hierarchy. All of these has helped us to decrease our attrition rates as compared to last year. Some of initiatives are delivered through instructor lead training and others through online portal using our LMS platform - Saksham. For the fourth year in succession, we have been recognized as "Great Place to Work" in India and our scores have consistently improved over the years, which has led to, Havells India Limited being recognized as India's Best Workplaces™, among Top 50 large organizations. This recognition identifies us as having successfully inspired our employees to innovate, by fostering a culture that encourages and empowers them to try new and better ways of doing things. Please find the trend for last 3 years below:

Particulars	FY 2023			FY 2022			FY 2021		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16.67%	1.20%	17.87%	15.73%	0.92%	16.65%	9.41%	0.64%	10.05%
Permanent Workers	3.16%	0.67%	3.83%	3.99%	0.22%	4.05%	5.99	0.31%	6.31%

Note:- In calculation of attrition rate for permanent employee, total permanent employee (6,090) numbers does not include 6 directors and 283 apprentices.

V. HOLDING, SUBSIDIARY AND ASSOCIATE COMPANIES (INCLUDING JOINT VENTURE)
21. (a) Names of holding / subsidiary / associate companies / joint ventures

No material subsidiary is present.

VI. CSR DETAILS
22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes

(ii) Turnover (in ₹): ₹ 16,868 crores

(iii) Net Worth (in ₹): ₹ 6,614 crores

VII. TRANSPARENCY AND DISCLOSURE 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)	FY2023			FY 2022		
	(If yes, then provide web-link for grievance redress policy)	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	-	-		-	-	
Investors (other than shareholders)	YES	-	-		-	-	
Shareholders	YES	3	0	Source: Stakeholder Relationship Committee	2	0	
Employees and workers	YES	10	0	Concerns and suggestions received through various formal and informal modes	16	0	
Customers*	YES	7,701	0	Concerns and suggestions received on social media, Consumer email id and central feedback number	6,741	0	Concerns and suggestions received on social media, Consumer email id and central feedback number
Value Chain Partners	YES	2	0		8	0	
Other (please specify)	-						

* Number includes only grievances / escalations.

Customer Service and satisfaction are the focus areas of Havells, and we truly believe in providing best service to our customers. We aim at minimizing instances of customer complaints and grievances through proper service delivery and review mechanism and to ensure prompt redressal of customer complaints and grievances. Havells has established a structured grievances redressal mechanism. We are committed to encouraging openness, promote transparency and to report improvements without fear of rebuttal. Havells follows 'Zero Tolerance' Policies w.r.t non-compliance and committed to creating a culture that encourages high standards of ethics and upholds decent and safe working conditions for all workforces. There is a defined mechanism to protect our intellectual property such as trademarks, logos, patents and design of our products by registering under relevant acts. We also have a process of reporting the whistle blower complaints under "Satark" to the Board on an annual basis and to our external auditors on a quarterly basis. Please refer page no. 136 of the IAR for detailed information on grievance redressal.

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format.

Please refer to the materiality page and risk management page in IAR (page no. 28 & 67)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions			P1	P2	P3	P4	P5	P6	P7	P8	P9									
Policy and management processes																				
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y									
	b.	Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y									
	c.	Web Link of the Policies, if available	https://havells.com/en/discover-havells/investor-relation/codes-and-policies.html																	
2.		Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	NA	Y	Y									
3.		Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	NA	Y	Y									
4.		Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusted) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Organization wide the below ISO certification has been taken up ISO 9001, ISO 14001, ISO 50001, ISO 45001, ISO 27001. We are BIS compliant.																	
5.		Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please refer to IAR, page no. 26																	
6.		Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not Applicable																	
Governance, leadership and oversight																				
7.		Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed entity has flexibility regarding the placement of this disclosure) - Please refer to IAR Chairman Message, page no. 10																		
8.		Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Shri Ameet Kumar Gupta Designation: Whole Time Director DIN: 00002838																	
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 Name: Shri Ameet Kumar Gupta Designation: Whole Time Director DIN: 00002838																	
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	Y	Y	Y	Y	Y	Y	Y	Y	Y	On periodic basis the ESG performance of the company is reported to the executive committee of Board and follow up actions are mapped out								
		Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Compliance report across all statutory requirement is submitted to the Directors on monthly basis and to audit committee on quarterly basis. In addition, Control Manager tool is used to track and enforce 100% compliance								
11.		Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.																		
			P1	P2	P3	P4	P5	P6		P7		P8		P9						
			Y	Y	Y	Y	Y	Y		Y		Y		Y						

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

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

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	Percentage of persons in respective category covered by the awareness Programs
Board of Directors	6	Familiarization programs are carried out by way of exhaustive presentations on various topics/ areas such as Enterprise Risk Management, Cybersecurity and Information Security, Brands and Marketing Strategy etc.	100 %
Key Managerial Personnel	6		100%
Employees other than BoD and KMPs	1	All employees are required to undergo and sign off the Code of Conduct, Anti-Corruption and Anti-Bribery Policy, Idea (Innovative thinking and creativity in the group / for any suggestions), Satark (for Right Doing under Vigil Mechanism) and Nirbhaya training (under POSH)	100%
Workers	1	Workers are required to undergo training on the Safety and Code of Conduct	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):

There were no material fines/ penalties/punishment/ award/compounding fees/ settlement amount of material paid in proceedings by the directors/ KMPs to regulators/ law enforcement agencies/ judicial institutions during FY 2023.

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.

Not applicable

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

Yes, Havells has policy for anti-corruption or anti-bribery policy. Please refer to link: <https://havells.com/en/discover-havells/investor-relation/codes-and-policies.html>. Havells India Limited does not tolerate corruption or bribery in any form and expects its employees to fully comply with requirements of all applicable anti-corruption laws, Havells' Code of Conduct and that of this Policy. We expect strict adherence to ethical and transparent actions from all our employees and have zero tolerance to violations. The employees are forbidden to accept donations, discounts, favors, or services from an existing or potential client, competitor, supplier, or service provider. In addition, every employee has to provide an annual declaration of adherence to the policies.

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

No disciplinary action was taken against any Directors/KMPs/employees/workers by any law enforcement agency for charges of bribery/ corruption.

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

No complaints received in relation to issues of Conflict of Interest of the Directors in FY 2023.

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.

There were no cases of corruptions or conflicts of interest which required action by regulators/ law enforcement agencies/ judicial institutions.

Leadership Indicators

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

Total Number of awareness programmes held	Topics/Principle covered under the training	% of value chain partner covered (by value of business done with such partners) under the awareness programs
Multiple training/Awareness sessions carried out during the year	P1, P2, P3, P4, P5, P6, P7, P8, P9	100% of upstream, downstream value chain partners and employees have been covered.

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 various codes and policies in order to avoid/manage conflicts of interest, involving members of the Board. Havells obtains a mandatory declaration from its Board members. The declaration ensures that the members of the Board are in compliance with the Code of Ethics and the same is applicable to all the Directors, Senior Management and all employees of the entire Havells Group. It helps in maintaining and following the standards of business conduct of the Company. The purpose of the Code is to deter wrongdoing and promote ethical conduct in the Company. Refer to this link: <https://www.havells.com/en/discover-havells/investor-relation/codes-and-policies.html>.

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.

Havells India has a systematic approach w.r.t product stewardship and our R & D team is dedicated to design and develop product to safeguard environment by improving energy efficiency, reducing water uses, minimizing waste generation, adopting Lean manufacturing with reduced material use apart from continuous quality improvement, durability, and performance of our products. Havells India has a focused approach with respect to usage of clean tech in process and product stewardship in design phase. Key focus areas of our R&D are energy efficiency, quality, durability and usage of sustainable material in our products. In FY 2023, R&D Expenditure was INR148.09 Cr and Capital Expenditure was INR 15.09 Cr .Out of Total INR 163.18 Cr expenditure approximately 41% of our R&D expenditure was invested in improving the environmental and social impacts of our products and processes. This is in addition to the capex investment to improve our technology and build capacity for Innovation.

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

If yes, what percentage of inputs were sourced sustainably?

Yes, Havells India Limited is committed to have sustainable supply chain on social, ethical and environment aspects and established sustainable practices for our suppliers. This year, we organized a strategic partners meet "MANTHAN" where ESG guidelines and expectations were shared with all strategic suppliers. We have established a procedure to follow Sourcing agreement and Vendor Code of conduct, in addition to contractual ESG obligations to encourage vendors to adhere to ESG guidelines. A stringent process is put in place to evaluate all new suppliers on ESG parameters such as Statutory and Regulatory compliances under Environment, Energy, Waste Management, Health and Safety working conditions etc. 80% of our sourcing was through sustainable sourcing in FY 2023 which will be continuing to improve further.

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.

As a part of the e-waste recycling and plastic waste management collection programme, Havells has partnered with government authorized recyclers. We have a detailed MOU signed for both e-waste and plastic waste management with the identified treatment value-chain player. Havells provides e-waste drop-off centers and ensures environmentally safe management of electronics that have reached their end-of-life or otherwise and defective spare parts. All the necessary and legal authorizations required for the processing facilities have been taken and approved by concerned governmental agencies. The recycling and disposal of e-waste help us to ensure the protection of the environment from hazardous consequences.

We urge our channel partners/consumers/bulk consumers to contribute towards the preservation of environment by the simple action of properly disposing of their old consumer durable products, its accessories or defective spares. We have implemented multiple avenues for customer to reach us for end-of-life disposal such as a dedicated customer care number (1800 1020 666) or website visit or mail at ewaste@havells.com. After receipt of end-of-life products at our collection center, we channelize it to e-waste recyclers authorized by Central Pollution Control Board / State Pollution Control Board for further processing.

In FY 2023, we reclaimed 5,187 MT of e-waste and 3,617 MT of plastic packaging waste.

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, we have submitted Extended Producer Responsibility plan as per government norms and the same is available in the public domain. During FY 2023, we had completed 100% EPR Target of plastic waste through collection and sustainable disposal of 3,617 MT plastic waste in pan India. Under our E Waste EPR obligations, we have completed 100% Target through collection and recycling of 5,187 MT e-waste.

Leadership Indicators

- Has the entity conducted Life Cycle Perspective/ Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)?

We are planning to conduct Life Cycle Assessments (LCA) of its key high revenue contributing products in FY 23-24.

- 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

Target action plan will be defined basis LCA assessment to be carried out (as mentioned in Q1)

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

Recycled or reused input material to total material

Current FY	Previous FY
2.46 % Recycled Paper Used	2.19% Recycled paper Used
10% Thermoset Recycled Plastic Used	4% Thermoset Recycled Plastic Used

- Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed

Particulars	FY 2023			FY 2022		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)	-	3,617 MT	-	-	3,087 MT	-
E-Waste	-	5,187 MT	-	-	902 MT	-

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

Please refer to responses to Question 3 and 4 above

PRINCIPLE 3

Businesses should respect and promote the well-being of all employees, including those in their value chains.

Essential Indicators

- 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	5,820	5,472	94.02%	5,820	100%	-	-	5,820	100%	5,820	100%
Female	270	230	85.19%	270	100%	270	100%	-	-	270	100%
Total	6,090	5,702	93.63%	6,090	100%	-	-	-	-	6,090	100%
Other than Permanent employees											
Male	6,530	1,923	29.44%	6,530	100%	-	-	-	-	-	-
Female	694	107	15.41%	694	100%	694	100%	-	-	-	-
Total	7,224	2,030	28.10%	7,224	100%	-	-	-	-	-	-

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 employees											
Male	409	81	19.80%	-	-	-	-	-	-	409	100%
Female	34	1	2.94%	-	-	34	100%	-	-	34	100%
Total	443	82	18.51%	-	-	-	-	-	-	443	100%
Other than Permanent employees											
Male	16,002	-	-	-	-	-	-	-	-	16,002	100%
Female	1,099	-	-	-	-	1,099	100%	-	-	1,099	100%
Total	17,101	-	-	-	-	-	-	-	-	17,101	100%

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

Benefits	FY 2023			FY 2022		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	7.27%	Y	100%	8%	Y
Gratuity	100%	7.37%	N	100%	8%	N
ESI	2.67%	4.45%	Y	2%	6%	Y
Others – please Specify- NPS	4.15%	-	N	5%	-	N
LTRI	2.38%	-	N	3.23%	-	N
ESOP 2014	1.97%	-	Y	1.66%	-	Y
ESOP 2016	0.57%	-	N	0.40%	-	N

Most of the workers are covered under ESI. Those who are out of ESI, have medical insurance policy voluntarily.

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

Yes, the premises and offices of Havells are designed with keeping in mind to accessibility of differently abled employees. Ramps for easy movement and separate washrooms designed for differently abled people have been created in offices to improve usability and access.

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. Havells is committed to ensuring that existing employees, job applicants and workers are treated fairly in an environment which is free from any form of discrimination. Havells India has established a policy to ensure non-discrimination on the basis of age, disability, gender reassignment, marriage and civil partnership, pregnancy and maternity, race (includes color, nationality and ethnic origins), religion and or belief, sexual orientation, handicapped and on the basis of any illness. We are an equal opportunity workplace with gender neutral compensation policies and norms. Our diversity and equal opportunity policy can be assessed at <https://havells.com/en/discover-havells/investor-relation/codes-and-policies.html>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	The paternity leave at present does not cover the male workers	
Female	0%	100%	None of the female workers availed maternity benefit	
Total	-	-	-	-

We believe in instilling work-life balance in our work environment. In FY 2023, 180 male employees and 8 female employee availed paternity leave and maternity leaves, respectively. In case of female employees, all 8 employees are eligible to return in FY 2023-24.

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

	Yes (details of the mechanism in brief)
Permanent Workers	Yes, we have an established system of grievances redressal mechanism in place.
Other than Permanent Workers	A grievance redressal policy has been established and published on our website to encourage openness, promote transparency and to encourage improvements without fear of rebuttal.
Permanent Employees	We have multiple lines of communication open for employees and workers to discuss their concerns. A suggestion box / drop box without camera surveillance is available at all locations, alternately email can also be shared at dedicated email id established for this purpose.
Other than Permanent Employees	<p>The policy applies to all directors, employees, partners, customers, vendors, contractors, contractors' employees, clients, internal or external auditors or other third parties or anybody engaged through any other service mode with Havells India Limited, across all divisions and locations in India and overseas.</p> <p>Any of the above-mentioned individuals or entities could make a protected disclosure. In case the complaint received is of the nature and kind for which a separate redressal committee/ forum is available, the same would be dealt with in terms of the concerned committee/ forum, as the case may be.</p>

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

The company does not have any trade unions. However, we recognize the right to freedom of association and collective bargaining.

8. Details of training given to employees and workers

Category	FY 2023					FY 2022				
	Total (A)	On Health		On Skill		Total (X)	On Health		On Skill	
		and safety measures		Upgradation			and safety measures		Upgradation	
		No.	% (B	No.	% (C /		No.	% (Y	No.	% (Z /
		(B)	/ A)	(C)	A)		(Y)	/ X)	(Z)	X)
Employees										
Male	5,754	3,855	67.0%	5,754	100.0%	5,131	5,131	100.0%	5,131	100.0%
Female	262	201	77.0%	262	100.0%	222	222	100.0%	222	100.0%
Total	6,016	4,056	67.5%	6,016	100.0%	5,353	5,353	100.0%	5,353	100.0%
Workers										
Male	413	413	100%	413	100%	418	418	100%	418	100%
Female	24	24	100%	24	100%	24	24	100%	24	100%
Total	437	437	100%	437	100%	442	442	100%	442	100%

Note: For more details on our training programs and human capital development initiative, please refer to Human capital section in IAR page no. 42

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

Category	FY 2023			FY 2022		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	5,820	5,035	86.65%	5,131	4,428	86.29%
Female	270	208	77.03%	222	191	86.03%
Total	6,090	5,243	86.09%	5,353	4,619	86.28%
Workers						
Male	409	402	98.28%	418	418	100%
Female	34	21	61.76%	24	24	100%
Total	443	423	95.48%	442	442	100%

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. The Company has implemented ISO 45001 for the health and well-being of its employees. Various awareness sessions/trainings are conducted on safety related aspects for the employees. Training related to Hazard Identification and Risk Assessment (HIRA) and Total Productive Maintenance are also provided. Back to basics initiatives with respect to the coverage of safety parameters have been initiated to maintain safe workplace culture. Fire and Electrical Safety audit has been conducted in our manufacturing units by Independent Third-Party Agencies. Scheduled Medical Examinations has been conducted for workers engaged in Hazardous work activities. Monthly Safety Review has been facilitated by HO and Chaired by Manufacturing Site Head/Plant Head on rotation basis and learning has been implemented across all units to avoid the reoccurrence of any incidents. The Company is focused on both, the physical and mental well-being of its employees and has organized various programs and discussions with well-being experts and medical practitioners.

- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? Please refer to IAR section for detailed description.

To identify work-related hazards and evaluate risks on a routine and non-routine basis, Havells has implemented following measures / initiatives:

- Gemba walk
- Hazard identification and Risk assessment with Shop floor people
- Internal and External audit
- Why-why analysis
- Work permit system
- Near miss reporting system
- Work zone monitoring, analysis of Noise assessment

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

Yes, the Company has processes for workers to report the work-related hazards and to remove themselves from such risks.

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

Yes. There is nothing more important than the health and well-being of our employees. We want to ensure our workplace is the healthiest, happiest selves where everyone feels supported. We have created an ecosystem of healthcare providers across India for providing quality, 24*7 healthcare services to our employees and their dependents. The arrangement with the empanelled hospitals is to cover OPD, Health check-up, Hospitalization services at discounted rates. All our empanelled hospitals have agreed to provide a SPOC for each hospital to provide priority services and to address any query in case of any hospitalization. To promote health and wellbeing of our workers and employees, we provide access to various wellness workshops in addition to medical check -up which is rolled out on all plant locations (including HO). The wellness program "referred as Wellness Wednesday" is focused on making healthier, balanced, and purposeful life. We have developed a structured, strategic wellness approach with our empanelled hospitals and partners who have agreed to provide wellness services such as Gynaecology, Cardiology, Orthopaedics, Gastroenterology etc

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

Safety Incident/Number	Category	FY 2023	FY 2022
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0.684	0.328
	Workers	0.109	0.219
Total recordable work-related injuries	Employees	2	1
	Workers	4	7
No. of fatalities	Employees	0	0
	Workers	1	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

Yes, we have numerous measures in place to establish a safe workplace and culture. Please refer to our IAR page no. 42 for more details

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

Benefits	FY 2023			FY 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			Please refer to our IAR page no. 42			
Health and Safety						

14. Assessments for the year:

% of your plants and offices that were assessed (by entity or statutory authorities or third parties)	
Health and safety practices	100% of the plants were assessed by company and 3 rd party Internal auditors
Working Conditions	100% of the plants were assessed by company and 3 rd party Internal auditors

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.

- We have Safety Command centers established at each plant to track and raise awareness on safety culture.
- Root Cause Analysis (RCA) are conducted for all the safety related incidences and suitable corrective actions are taken. Safety Inspections and Safety Audits are also being done periodically. Corrective actions are being taken for all the observations given by the auditors (internal as well as external).
- Safety Reviews conducted by rotation by Site Heads and Plant Heads in once a month. Key learning points shared by site implemented horizontally. In addition, PPE Matrix revised, and plant-wise PPE training modules has been deployed. A system of Safety challans and Surprise checks are used to strengthen the culture of safety.
- Increased the number of targeted safety placards and poster and signboards, placed at strategic places for raising awareness as well as to reinforce that safety is everyone's responsibility.

Please refer to our IAR page no. 42

Leadership Indicators

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

Yes. Havells believes health as most integral part of life. Having good health is directly related to a productive workforce. There is nothing more important than the health and well-being of employees and their families. We ensure all our permanent employees, and their declared dependents are covered in medical health Insurance, Accident Insurance and Group Term Life Insurance from day 1 of their joining Havells family.

In order to educate and support our employees to keep themselves fit, we have engaged with reputed doctors in various medicine areas and arrange for their visit and free consultation in Head Office under 'Live Healthy' program. We have tie ups with various renowned hospitals and health labs in the country on tests, treatment, and health checks for our employees. Our employees can avail discount on Annual Health Check by way of their medical insurance card.

During the recent unfortunate pandemic time, Havells ensured that all Covid protocols are adhered at all our locations. We not just organized free vaccination camps for our employees and their families but also made 'Oxygen concentrators' available at our most location offices in order to support our employees and their families.

In the untimely demise of our employee, we extended following support to immediate family –

- Mediciam benefits to continue for Dependent Family for 5 years from the year of demise of the employee.
- Education Fee Reimbursement on actual basis or up to ₹ 1 Lac per year per child (max 2 child), till his/her graduation or 5 years, whichever is earlier.

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

All the Havells' value chain partners come under PF act and ESI act which makes them liable to deduct and deposit statutory dues. In addition to this, the service contract between Havells and service provider also contains clause under 'payment terms' for necessary statutory payments like PF, ESI etc. by service provider.

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:

	Total Number of affected Employee/Worker		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023	FY 2022	FY 2023	FY 2022
Employees	0	0	0	0
Workers	1	0	0	0

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

Yes, Havells provides transition assistance to facilitate continued employability and the management of career endings resulting from retirement or termination viz. we provide tax and investment guidance to the separating employees.

5. Details on assessment of value chain partners:

% of value chain partner (by value of business done with such partners) that were assessed	
Health and safety practices	100%
Working Conditions	100 %

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

The company has adopted a structured approach towards adopting a proactive safety program and establishing a strong safety culture in the company. Some of progressive actions are as follows: -

- Management Safety Review Team constituted: Site Heads/ Plant Heads/ Factory Safety Officers/ Factory HR Heads/ Engineering team members. Guidance received from Director on a regular basis.
- Safety metrics finalized for review along with definition through Site Heads. 5 lagging indicators: Lost time incident, Reportable Accident, Lost Time Incident Rate, No Lost Time Injury and Fire Incident. 2 leading indicators of Near Miss and Unsafe Acts and Unsafe Conditions.
- Review template has been finalized and once a month review held since December 2021. Reviews conducted by rotation by Site Heads and Plant Heads
- "One Point Lesson" accident investigation format introduced. Horizontal deployment being implemented on all lessons.
- PPE Matrix revised, and plant-wise PPE training modules prepared. Training programmes are on. Safety challans being introduced. Surprise checks being conducted by shop floor supervisors.
- Approval matrix being changed in the Compliance Manager to regularize the approval authority following the change in the reporting of the safety function from the HR function to the Plant Heads.
- Central repository of resources on Safety placed on Share Point which is accessible across the network.
- Inter-plant safety assessment exercise by the Factory Safety Officers initiated.
- 3 months (May – July 2022) observed as Safety Kaizen months.
- Learning Safety Training programmes through Tata Steel Digishala

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.

We have based our stakeholder identification process on the fundamentals of inclusivity, materiality, and responsiveness. Our stakeholder groups are those which are directly or indirectly impacted by the Havells. It also includes stakeholders identified to which Havells has a legal, financial or moral responsibilities. In addition, we have evaluated from the perspective of a stakeholder having an influence or impact on Havells strategy and decision making as well. All this stems from our belief of building mutual trust-based relationship with our stakeholders and understanding their priorities in creating shared value for all.

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 page 22 and risk management page 16 in IAR.

Leadership Indicator

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

The strong foundation of governance with ethics, integrity, transparency help us steer our way forward. Havells Board of Directors committees are charged with monitoring and reviewing the company's Sustainability strategy and Climate Action Plan. The organization's governance around the material ESG aspects including climate-related risks and opportunities is disbursed through two Board level committees that evaluate and provide oversight on ESG related matters and risk exposures including climate-related aspects i.e. CSR and ESG Committee / Risk Management Committee. Havells India has reconstituted its CSR committee to address the broader agenda of ESG along with its CSR responsibility. The CSR and ESG Committee will support Havells India Ltd. commitment to sustainable, inclusive progress that enhances HIL's core value proposition by mainstreaming ESG considerations into decision making of the Company. The role of the Enterprises Risk Management Committee is to identify the risks impacting the Company's business and formulate and administer policies/ strategies aimed at risk minimization and risk mitigation as part of risk management.

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.

As per stakeholder section of essential indicator 2 in this principle are systematically engaged by various functions of the Company. Our sustainability model focuses on stakeholder value creation through identification of the Havells' material topics, developed in consultation with the stakeholders. With the intention of aligning long-term thinking and goal orientation - Environmental, Social, Governance (ESG) related KPIs have been identified for the process of inclusion of ESG metrics in performance linked compensation measurement of senior management.

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

Havells CSR ethos are motivated by the belief that small steps lead to meaningful change in people's lives "Chhote Kadam Badi Soch". This belief has led to targeted efforts by the organization for the communities revolving around six strong pillars of Health and Nutrition, Education, Skill and Development, Sanitation, Environment, Heritage Conservation and other humanitarian causes. These pillars not only move hand in hand with the ones envisioned by the government but are also aligned to United Nations Sustainable Development Goals. Havells has been transforming communities across India through their Corporate Citizenship initiatives. Now, communities and poor children have access to hunger and nutrition, healthcare, sanitation, quality education and livelihood.

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			FY 2022		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	6,090	6,090	100 %	5,355	5,355	100 %
Other than permanent	7,224	7,224	100 %	5,182	5,182	100 %
Total	13,314	13,314	100 %	10,537	10,537	100 %
Workers						
Permanent	443	443	100 %	442	442	100 %
Other than permanent	17,101	17,101	100 %	13,946	13,946	100 %
Total	17,544	17,544	100 %	14,388	14,388	100 %

Note: For company policy related program, only HR related policies are considered here

Havells India Limited has established a Code of Conduct (COC) and Human rights policy to uphold human rights and right to proper working conditions. Awareness session on the same is conducted on regular basis such as in induction training, annual declaration to COC and other discussion platform. In addition, special classroom training on Human rights is imparted to all security staff to ensure adherence to human rights even in high pressure situations. The training and policy are also applicable to third party security guards working on our premises. In FY 2022 – 427 security guards were trained on human rights.

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

Category	FY 2023							
	FY 2023				FY 2022			
	Total (A)	Equal to Minimum Wage	More than Minimum Wage	Total (D)	Equal to Minimum Wage	More than Minimum Wage	Total (C)	Equal to Minimum Wage
	No. (B)	% (B/A)	No. (C)	% (C/A)	No. (E)	% (E/D)	No. (F)	% (F/D)
Employees								
Male	5,820	0	0	5,820	100%	5,131	0	0
Female	270	0	0	270	100%	222	0	0
Total	6,090	0	0	6,090	100%	5,353	0	0
Workers								
Permanent	443	0	0	443	100%	442	0	0
Male	409	0	0	409	100%	418	0	0
Female	34	0	0	34	100%	24	0	0
Total	443	0	0	443	100 %	442	0	0

On-roll workers and contractual workers are paid in compliance with the minimum wage act. We have implemented programs where in recognition of good efforts, workers are paid additional through special component and benefits. Our employees are paid as per industry standards and do not fall in the hourly wages category.

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 [#]	₹ 4,50,50,000/-	1 [^]	-
Key Managerial Personnel	1	₹ 92,06,112/-	0	-
Employees other than BoD and KMP	5,819	₹ 10,42,800/-	270	₹ 8,56,734/-
Workers	409	₹ 2,71,680/-	34	₹ 2,26,728/-

* Annual Median Fixed Salary

[^] We have only one female independent director, who is paid sitting fee and annual commission. Please refer corporate governance report for details

[#] We have 4 executive directors who are paid compensation, rest are independent directors who only receive sitting fee and annual commission.

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 management committee over sees the HR function covering the afore mentioned aspects.

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

Havells is committed to prevent any human rights violation and ensures the compliance of the Policy through a mechanism implemented by the HR Department and regularly monitored by Internal committee. The HR departments at plants and the HO conducts a regular human rights risk assessment. All stakeholders also have a secure and 24x7 access to raise grievances and to report anonymously any breach with respect to the Human Rights Policy through the Vigilance and the mechanism of 'Satark' which provides anonymity.

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

Complaint Type	FY 2023			FY 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		NIL			NIL	
Discrimination at workplace		NIL			NIL	
Child Labour		NIL			NIL	
Forced Labour/Involuntary Labour		NIL			NIL	
Wages		NIL			NIL	
Other human rights related issues		NIL			NIL	

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

Havells is committed to developing an organizational culture which implements a policy of support for the internationally recognized human rights contained within the Universal Declaration of Human Rights and seeks to avoid complicity in human rights abuses. Our Whistle blower policy has clearly laid down the guidelines to prevent adverse consequence to a complainant. A complainant has the right to complete anonymity unless required by law enforcement agencies.

The organization prohibits retaliation against a complainant such as threats of physical harm, loss of job, punitive work assignments, or impact on salary or wages. A complainant who believes that they have been retaliated against; may file a written complaint with the chairman of the Audit committee.

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

Yes, we are committed to developing an organizational culture that upholds universally recognized human rights. We also enforce social well-being and human rights culture through contractual obligations and supplier code of conduct. Our company directive on human rights is diligently followed and relevant awareness sessions are conducted at regular frequency. All our manufacturing sites undergo human rights assessment at regular frequency with different function heads held responsible for different aspects of human rights.

9. Assessments for the year:

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

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

One of the key action point that arose as a part of the assessment was lack of awareness about the law among the workers and contractors and subcontractors. As a part of this, in FY 2023, we intend to roll out increased awareness session for contractual workers and suppliers on relevant topics.

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

Havells is committed to prevent any human rights violation and ensures the compliance of the Policy through a mechanism implemented by the HR Department and regularly monitored by Audit committee (at the board level). The HR departments at plants and the HO conducts a regular human rights risk assessment and generates a monthly report and shares it with the Audit Committee on a half yearly basis. All stakeholders also have a secure and 24x7 access to raise grievances and to report anonymously any breach with respect to the Human Rights Policy through the Vigilance and the mechanism of 'Satark' which provides anonymity. Refer to our Human Rights Policy: https://www.havells.com/HavellsProductImages/HavellsIndia/pdf/About-Havells/Investor-Relations/Codes_Policies/Human_Rights_Policy.pdf

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

100% scope and coverage has been conducted for all value chain partners.

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

Yes, the premises and offices of Havells are designed with keeping in mind to accessibility of differently abled visitors. Ramps for easy movement and separate washrooms, separate Vehicle Parking space designed for differently abled people have been created in all our offices to improve usability and access.

4. Details on assessment of value chain partners: -

Sexual Harassment	100%
Discrimination at workplace	100%
Child Labour	100%
Forced Labour/Involuntary Labour	100%
Wages	100%
Others – please specify	Nil

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

NIL

PRINCIPLE 6

Businesses should respect and make efforts to protect and restore the environment.

Essential Indicators

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

As a growing company we are very conscious of our carbon footprint and strongly believe in responsible growth which is reflected in our specific CO₂ intensity metric. During F.Y. 2023 our revenue grew by 21.5 % however, due to our energy management programs, our energy usage has only grown by 12.8 %. Our diligent planning in resource optimization has led to an 8 % reduction in our energy intensity from 35.83 GJ per crore to 33.29 GJ per crore.

Parameter	FY 2023	FY 2022
Total electricity consumption (A) in GJ	4,09,566	3,64,101
Total fuel consumption (B) in GJ	1,51,971	1,33,609
Energy consumption through other sources (C)	Not applicable	Not applicable
Total energy consumption (A+B+C)	5,61,538	4,97,710
Energy intensity per rupee of turnover GJ per Crore ₹ (Total energy consumption/turnover in rupees)	33.29	35.83

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, an independent assurance has been carried out by KPMG.

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 don't fall under PAT scheme of Government of India.

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

Environment conservation through resource management is not just a business practice but also something that drives us to challenge ourselves every day to deliver our value with increased efficiency and quality across every aspect of manufacturing. In spite of the fact that we are not water intensive industry and we do ground aquifer recharge of approximately twice our water withdrawal, we are aware that India is a water stressed region. So, we place high importance on water balance and responsible use of water as illustrated by our specific water consumption metric.

Our water intensity has been slightly increased due to increased consumption in domestic usages.

Please find below the trend for the last two years

Parameter	FY 2023	FY 2022
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	1,55,059	89,273
(iii) Third party water	40,981	34,115
(iv) Seawater / desalinated water	0	0
(v) Others – Municipal Supply	15,449	24,364
Total volume of freshwater consumption (in kilolitres) (i + ii + iii + iv + v)	2,11,488	1,47,752
Total volume of water consumption (in kilolitres)	2,97,856	2,17,077
Water intensity in KL per Crore turnover (Water consumed / turnover)	17.66	15.63

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 an independent assurance has been carried out by KPMG.

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

At present we don't have Zero Liquid Discharge mechanism however all our facilities, except Faridabad, use 100% of the treated water from STP and ETP within premises for horticulture and flushing of toilet. Our Faridabad unit is the only one which discharges treated water (after maintaining the minimum discharge standards) into municipal sewage line with consent from the concerned authorities during the reporting period. We follow all the necessary applicable guidelines and directions on maintaining the standards of STP and ETP required by CPCB and SPCBs.

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

Our NOx and SOx emission are predominantly generated from our fossil fuel consumption especially diesel in manufacturing process and genset. While our emission is inherently of small quantum and well within permissible limits, we are still keen to improve our performance. Towards this, we are exploring by replacing diesel genset with other cleaner fuels gensets, install additional filtration systems at our stack emission outlets to capture emissions or replacing diesel with PNG where there is steady PNG infrastructure installed by government.

Another approach adopted by us is moving to a stable electricity connect with minimum power cuts and load shedding so that Genset are not used often.

Parameter	Please specify unit	FY 2023	FY2022
NOx	Metric Tons	6.29	5.56
SOx	Metric Tons	0.27	0.22
Particulate matter (PM)	We undertake third party lab testing for each of these air emission parameters including NOx and SOx on as defined schedule at all our 7 plant locations to ensure the parameters are within permissible limits. This is done in addition to our internal monitoring systems. We also submit the reports to the concern authority and pollution board.		
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others – please Specify			

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, an independent assurance has been carried out by KPMG.

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

Combating Climate Change is a top priority for Havells India Ltd. As a growing company in emerging market, while our absolute emission has risen by 12 % our specific emission intensity has reduced by 7%. In our total GHG Emission mix, 90% of our emission stems from our scope 2 emission which is reliance on the grid electricity. In the forth coming years, we are looking to use open access and long-term power purchase agreements to increase our renewable energy mix leading to substantial reductions in our absolute emissions.

Parameter	Unit	FY 2023	FY 2022
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	9,861	8,599
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	83,684	74,211
Total Scope 1 and Scope 2 emissions	Metric tons of CO ₂ equivalent	93,545	82,810
Total Scope 1 and Scope 2 emission intensity per crore rupee of turnover	Metric tons of CO ₂ equivalent/Cr.	5.55	5.96

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, an independent assurance has been carried out by KPMG.

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

We have taken up a 4-pronged approach to reduce Green House Gas emission.

1. Renewable Energy in our Energy mix – Our renewable energy installed capacity is 9 MW. We mitigated 7,331 tCO₂ through green electricity usage in FY2023.
2. Implementation of Energy Conservation measures - We undertook 42 initiatives of electricity reduction leading to a mitigation of 1,711 tCO₂ and reduced energy of 21,38,949 KWh.
3. We are switching to cleaner fuels for better efficiency such as switching to Natural Gas, Biogas or renewable electricity supply where feasible.
4. We are continuously improving our products for better energy efficiency in usage and reduced energy consumption.

Category	Key Energy Efficiency features
Fans	<ol style="list-style-type: none"> 1. Launched 9 New models in FY 2023 under ceiling fan category with BLDC motor technology to save approx. 50% power consumption per fan. 2. Mandatory star rated for ceiling fan started from 1st Jan 23. Till date we have 137 models approved (87%) out of 158 models for applicable sweep size in Star rating for HAVELLS, STANDARD and REO BRAND. 3. Energy saving though 5 star is approx.3 Megawatt (Volume is appx.2.16 lakh).and through rest of the star rating is approx. 19 Megawatt (Volume is appx.7.5 lakh) 4. Two New fans with BLDC technology launched. 1 wall and 1 pedestal under TPW category. 5. Manufacturing steps has been reduced by optimizing number of stator SKU from 22 SKU to 10 SKU. 6. Power consumption reduction during testing of fan after conversion of fans to star rating, approx. saving of power consumption per fan is 25 W. Electricity saving 50KW per annum.
Motor and Pump	16,58,000 KWH/ annum energy saving by efficiency improvement and low power consumption in V3~V4~V6 bore well submersible, Open well 1.5HP, Mini monoblock pumps.
Air-condition	All products are energy star rated as per BEE regulation (3-star, 4 star and 5 star rated products).
Refrigerators	BEE star rating, Air deflector technology for energy and power saving, (3 start fixed speed, new 4star model developed and it will save 20% energy w.r.t existing model. BEE certificates done
LED TV	Enhanced energy efficiency in the product - 100% HD and Full HD LED TV are BEE certified.
Washing Machine	<ol style="list-style-type: none"> 1. About 90% of our products are energy efficient and BEE Star rated, efficiency in usage of water apart from Wash, rinse and Spin performance. 100% BEE compliance achieved and is mandatory 2. Energy efficient injection molding machines with servo motors installed in factory. 3. Water consumption is reduced by usage of re-cycled water during water testing in manufacturing 4. Manufacturing steps are encouraged by In-house sub-assemblies encouraged wherever possible.
Small Domestic Appliances	<ol style="list-style-type: none"> 1. In Desert cooler category, Design optimized for reduced Power Consumption by 15%. 2. Developed BLDC motor for air cooler. Saving power consumption by 40%. 3. 5% energy saving through optimization of molding parameters during manufacturing. 4. Enhancing consumer comfort and ease of operation by introducing Smart mode IOT Air cooler which maintains human comfort under all weather conditions.
Switch Gear (DP/IP)	Our Export Products are RoHS Compliance and using approx. 8% less energy as compared to competitors based on less material consumption during production.
Lighting	<ol style="list-style-type: none"> 1. BEE 4-star rating for LED Lamps (5 W to 23 W) with total number 30 million. 2. Introducing RoHS compliance in LED bulb and batten categories.

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

Parameter	FY 2023	FY 2022
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste - Hazardous Waste		
(i) Recycled	246.064	168.323
(ii) Re-used	13.15	11.45
(iii) Other recovery operations	8.821	6.11
Total	268.035	185.890
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Hazardous Waste		
(i) Incineration	317.64	215.97
(ii) Landfilling	8.09	8.28
(iii) Other disposal operations	0.00	0.00
Total	325.74	224.24
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste – Non-Hazardous Waste		
(i) Recycled	15,382.157	12,089.483
(ii) Re-used	2,421.821	1,497.322
(iii) Other recovery operations (composting, energy recovery)	12.726	4.86
Total	17,816.704	13,591.669
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste - Non- Hazardous Waste		
(i) Incineration	0	0
(ii) Landfilling	0	0
(iii) Other disposal operations	0	0
Total	0	0

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, an independent assurance has been carried out by KPMG.

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.

Please refer to Natural capital section of the IAR pages no. 52 for detailed description of our waste management practices.

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:

No, we do not have any office or plant location around ecologically sensitive areas.

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

Not applicable

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:

No material fines were paid in FY 2023.

Leadership Indicators

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

Parameter	FY 2023	FY 2022
Total Electricity consumption (A)	32,988.35	30,149.60
Total fuel consumption (B)	1,103.99	2,086.18
Energy consumption through other sources (C)	32,988.35	30,149.60
Total energy consumed from renewable sources (A+B+C)	34,092.35	32,235.78
From Non-renewable sources		
Total electricity consumption (D)	3,74,161.81	3,33,951.33
Total fuel consumption (E)	1,50,867.14	1,31,522.62
Energy consumption through other sources (F)	0.0	0.0
Total energy consumed from non-renewable sources (D+E+F)	5,25,028.95	4,65,473.96

2. Provide the following details related to water discharged:

Parameter	FY 2023	FY 2022
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water		
- No treatment		
- With treatment – please specify level of treatment	8,088	7,362
(ii) To Groundwater		0.0
- No treatment		
- With treatment – please specify level of treatment		
(iii) To Seawater		0.0
- No treatment		
- With treatment – please specify level of treatment		
(iv) Sent to third-parties		
- No treatment		0.0
- With treatment – please specify level of treatment		
(v) Others		0.0
- No treatment		
- With treatment – please specify level of treatment		
Total water discharged (in kilolitres)	8,088	7,362

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

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

- (i) **Name of the area** - Sahibabad, Faridabad, Alwar, Neemrana, Ghiloth, Noida
(ii) **Nature of operations** - Manufacturing location and Head Office
(iii) **Water withdrawal, consumption and discharge in the following format:**

Parameter	FY 2023	FY 2022
Water withdrawal by source (in kilolitres)		
(i) Surface water		
(ii) Groundwater	82,869	23,547
(iii) Third party water	40,981	34,115
(iv) Seawater / desalinated water		
(v) Others (Municipal Water Supply)	15,449	24,364
Total volume of water withdrawal (in kilolitres)	1,39,299	82,026
Total volume of water consumption (in kilolitres)	1,39,299	82,026

Parameter	FY 2023	FY 2022
Water intensity per rupee of turnover (Water consumed / turnover)	8.26 KL/Cr	5.91 KL/Cr
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	8,088	7,362
- No treatment		
- With treatment – please specify level of treatment	Tertiary treatment	Tertiary 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)	8,088	7,362

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

Parameter	Unit	FY 2023	FY 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)	Metric tonnes of CO ₂ Equivalent	1,028	853
Total Scope 3 emissions per rupee of turnover		0.06	0.06
Total Scope 3 emission intensity (optional) – the relevant metric may be selected by the entity			

5. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct and indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

We, at Havells do not perform any business activity which has an irreversible or negative impact on biodiversity. Also, we do not have any operational sites near high biodiversity value area or protected area.

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:

S. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	Replacement of diesel fuel in all burners in baking oven by PNG fuel	Haridwar Fan plant was largest in terms of Diesel consumption amongst the group (536 KL/annum i.e., ~ 50% of total group's diesel consumption). This was largely due to the traditional Diesel fired processes like paint shop and varnishing. In the FY 2023, we have successfully converted the process from Diesel to LPG.	Reduced carbon emission approx. 550 Mt. Auto leak detection system – safer operations lesser maintenance deskilling and de-risking of operations

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

In order to provide acceptable continuity of service, Havells has defined IT Continuity Policy for its IT services.

The objectives of the policy are: -

- To establish business contingency of operations of critical IT processes and deploy appropriate resources;
- To train IT personnel on handling disaster recovery scenarios.
- To provide information to all stakeholders about the ability to continue IT operations in case of disaster.

We have Information Security Management System (ISMS) that is ISO 27001 certified which demonstrates our commitment to continual improvement, development, and protection of information assets/sensitive data. We have implementing appropriate risk assessments, appropriate policies and controls. We conduct Information security/cybersecurity awareness training at regular intervals across various topics. We have a clear escalation process for employees to follow in the event an employee notices something suspicious is in place. Our business continuity / contingency plans and incident response procedures which is tested periodically, helps us further strengthen our digital infrastructure. Our risk management committee oversees the management and strategy of the Information Technology function to protect the confidentiality, integrity, and availability of computer systems, networks and data, against cyber-attacks or unauthorized access.

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.

NA

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

100 %

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

17

1. (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	Electric Lamp and Component Manufacturers Association of India	National
2	Indian Fan Manufacturers Association	National
3	The Associated Chamber of Commerce and Industry of India	National
4	Consumer Electronics and Appliances Manufactures Association	National
5	Refrigeration and Airconditioning Manufacturers Association	National
6	PHD Chambers of Commerce and Industry	National
7	Confederation of Indian Industry	National
8	Indian Electrical and Electronics Mfrs' Association	National
9	Faridabad Industries Association	State
10	Alwar Chamber of Commerce and Industry	State

Leadership Indicators

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

S. No.	Public Policy advocated	Method resorted for such advocacy	Whether information available in public domain yes/no	Frequency of review by board (annually/half yearly/quarterly/ other)	Weblink
1	The Company has advocated on adoption of environmental standards relevant to its solutions in the areas of electronic waste and plastic waste management, renewable energy business ethics and skill development. The Company continuously makes efforts to further contribute on specific sustainable business issues.	Through membership with trade and industry associations the Company shares its feedback on matters as mentioned in the adjacent cell. Also, as and when the government seeks inputs from Industry the Company provides feedback on these issues through Industry Associations.	This is part of Stakeholder consultation by the respective Industry Associations.	Reviewed by relevant business management on as and when basis	Not applicable

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.

Same as Principle 4 – Leadership Indicator 2

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.

Not applicable.

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

Not Applicable.

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

Havells has multiple modes of communications where a community can air its concerns and present its needs and requirements. Please refer to our social capital section in the IAR (Refer page no. 13 & 67) for more details on our CSR activities and interaction with community.

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

	FY 2023	FY 2022
Directly sourced from MSMEs/ small producers*	30%	21%
Sourced directly from within the district and neighboring districts*	57%	58%

* The calculation has been done boundary of within 300Km from the plant site

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
Not applicable as per Question 1 in Essential indicators	

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

S. No.	State	Aspirational District	Amount Spent (In Cr)
1	Madhya Pradesh	Vidisha	3.23

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?

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 Share (Yes / no)	Basis of calculating benefit share
Havells do not own or acquired intellectual property based on traditional knowledge				

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 actions taken
NA		

6. Details of beneficiaries of CSR Projects

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Refer to Annexure - 6 to Annual report			

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.

Havells believes in putting customer at the center of its value proposition. In order to ensure customer can easily reach us, we have established multiple lines of communications such as online service request, central helpline, whatsapp support, App based interaction and email- id. We also monitor and receive customer feedback through the social media such as Facebook and Twitter on real time basis. We have established a structured data management system and SLA to ensure every query is responded within a specified period of time. In case of escalation, a nominated grievance officer takes up the case and communicates with the customer on closure of the complaint.


HAVELLS SUPPORT




WhatsApp Support
9711773333




Havells Sync App
Download: Android | iOS



Online
Service Request



Email-ID
customercare@havells.com



Customer Care No.
08045 77 1313

For post sales issues and request such as Lloyd products, we have also launched Khushiyan Ki Guarantee (KKG) initiative. The KKG process starts off at the customer's very first call to our service center. When the customer calls us for any service, It provides an KKG (Khushiyan Ki Guarantee) Number. On completion of the service, this number is provided to the service engineer. If the number is not provided, we will know that more effort has to be made to make the customer happy. Thereafter our special KKG Cell at Head Office will take over and do every possible ways to satisfactorily close the service request. Thus, closing the loop on the interaction.

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	40.80%
Safe and responsible usage	100 %
Recycling and/or safe disposal	100%

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

We have received nil complaints in the aspects of Data privacy, Advertising, Cyber-security Restrictive Trade Practices and Unfair Trade Practices in FY2023 and FY2022. Our products and services do not fall under delivery of essential services. Most of our complaints are product performance related queries.

For more details on our customer interactions, please refer to our IAR .

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

There has been no instance of product recall on account of safety issues. Our product undergoes rigorous testing and quality assurance from safe usage and handling perspective. In addition, our product information such as manual, leaflet and product packaging carry safe usage instructions.

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, we have Enterprise Risk Management Policy, which includes risks to Cyber threats and data protection/ Privacy. Company's Integrated Risk Management Framework is in accordance with Globally accepted COSO (Committee of Sponsoring Organizations of the Treadway Commission) Framework. Roles based access rights are given to the users, in addition to this various next Gen solutions like (Data Leakage Protection (DLP), Advance Email threat Protection, Data and End Point encryption, Privileged Identity Management (PIM), SIEM etc. are in place. Data privacy policy is also displayed on company's websites page, wherever applicable. The relevant policy can be found at:- <https://www.havells.com/en/discover-havells/investor-relation/codes-and-policies.html>

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

Not Applicable.

Leadership Indicators

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

Information on Havells products and services can be assessed at www.havells.com

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

We provide manuals with products and installation services to train the consumers on product usage and do's and don'ts. The usage of products and services are exhibited in User manuals and video available on the Havells platform (www.havells.com). We also provide QR code for product details in some of the product and DIY (Do it yourself) installation video to service the product better.

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

Havells maintains continuous connect with its customers which ensures smooth running of operations through Havells Customer Care No. (08045771313), Email, Whatsapp, Havells Sync Mobile App.

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)

As an integral part of Havells consumer satisfaction focus, attention is paid to product information and labelling and consumer engagement by the Businesses Yes, we provide manuals with products and installation services to train the consumers on product usage and do's / don't. Havells Digital Marketing team carried out continuous monitoring of Online Reputation Management (ORM); Feedback, post and complaints, etc., are tracked and responded on real time across key online platforms (Twitter, Facebook, Instagram, Linked-in, etc.). More than 1mn+ customer comments are being examined every year w.r.t. we ensure every query is responded within a specified period of time.

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact

NIL

- b. Percentage of data breaches involving personally identifiable information of customers

NIL