

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT

## SECTION A: GENERAL DISCLOSURES

### I. Details of the entity

<b>1 Corporate Identity Number (CIN) of the Listed Entity</b>	L18101DL1970PLC005197
<b>2 Name of the Listed Entity</b>	SRF Limited
<b>3 Year of incorporation</b>	1970
<b>4 Registered office address</b>	The Galleria, DLF Mayur Vihar, Unit No. 236 & 237, Second Floor, Mayur Place, Noida Link Road, Mayur Vihar Phase I Extn, Delhi - 110 091
<b>5 Corporate address</b>	Block - C, Sector - 45, Gurugram, Haryana, India - 122 003
<b>6 E-mail</b>	cs@srf.com
<b>7 Telephone</b>	91-124-4354400
<b>8 Website</b>	www.srf.com
<b>9 Financial year for which reporting is being done</b>	1 April 2022 to 31 March 2023
<b>10 Name of the Stock Exchange(s) where shares are listed</b>	1. BSE Limited 2. The National Stock Exchange of India Limited
<b>11 Paid-up Capital</b>	₹ 296.42 Crore
<b>12 Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Rajat Lakhanpal Sr. Vice President (Corporate Compliance) & Company Secretary Email - rlakhanpal@srf.com Contact - 0124-4354589
<b>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):</b>	Disclosures under this report are made on standalone basis for SRF Limited

### 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	Chemicals Business	Chemicals Business consists of two segments, namely Specialty Chemicals and Fluorochemicals located in Dahej, Gujarat and Bhiwadi, Haryana respectively	60.68
2	Packaging Films Business	Packaging Films Business (PFB) consists of Polyester Films. PFB manufacturing locations are based in Indore (3), Madhya Pradesh and Kashipur, Uttarakhand. Additionally, there are three overseas plants in Thailand, South Africa, and Hungary	20.41
3	Technical Textiles Business	Technical Textiles Business (TTB) consists of manufacturing of Tyre Cord Fabrics, Belting Fabrics and Industrial Yarn. TTB has manufacturing locations in Manali, Gummidipoondi and Viralmalai in Tamil Nadu and Malanpur in Madhya Pradesh	15.66
4	Other Businesses	Coated and Laminated Fabric Businesses located at Gummidipoondi, Tamil Nadu and Kashipur, Uttarakhand	3.25

\* Based on segment revenue

### 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.	Specialty Chemicals	2029	35.28
2.	Fluorochemicals, Refrigerant Gases and allied products	2011	21.66
3.	Packaging Films	2220	20.35
4.	Nylon Tyre Cord Fabric / Polyester Tyre Cord Fabric / Belting Fabric	1399	13.81
5.	Industrial Chemicals	2011	3.64
6.	Laminated Fabric, Coated Fabric and other ancilliary activities	1399	3.28
7.	Synthetic Filament Yarn including Industrial Yarn/ Twine	2220	1.98

\*Excluding other operating income

### III. Operations

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

Location	Number of plants	Number of offices	Total
National	10	7	17
International	0	0	0

#### 17. Markets served by the entity:

##### a. Number of locations

Locations	Value (in numbers)
National (No. of States)	30
International (No. of Countries)	86

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

The contribution of exports as a percentage of total turnover of SRF Limited on standalone basis is 51.03%.

##### c. A brief on types of customers:

The Company's customers base consists of organisations under automotive, pharmaceuticals, air conditioning and refrigeration, manufacturing, chemicals, food & agro, renewable energy, lifestyle & decor, agrochemicals, mining and FMCG.

### IV. Employees

#### 18. Details as at the end of Financial Year (FY 2022-23):

##### 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)	3276	3049	93	227	7
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total employees (D + E)	3276	3049	93	227	7
Workers						
4.	Permanent (F)	3895	3771	97	124	3
5.	Other than Permanent (G)	7084	6768	96	316	4
6.	Total workers (F + G)	10979	10539	96	440	4

##### b. Differently abled Employees and workers (FY 2022-23):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	3	2	67	1	33
2.	Other than Permanent (E)	-	-	-	-	-
3.	Total differently abled employees (D + E)	3	2	67	1	33
Workers						
4.	Permanent (F)	14	14	100	0	0
5.	Other than permanent (G)	5	5	100	0	0
6.	Total differently abled workers (F + G)	19	19	100	0	0

#### 19. Participation/Inclusion/Representation of women

Particulars	Total (A)	Number and Percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	1	10
Key Management Personnel	8	0	0

#### 20. Turnover rate for permanent employees and workers

Particulars	FY 2022-23 (Turnover rate in %)			FY 2021-22 (Turnover rate in %)			FY 2020-21 (Turnover rate in %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13	18	13	10	18	11	7	6	7
Permanent Workers	7	10	7	5	21	5	7	18	7

### V. Holding, Subsidiary and Associate Companies (including joint ventures)

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	KAMA Holdings Limited	Holding	50.48	Yes
2	SRF Holiday Home Limited	Subsidiary	100	No
3	SRF Global BV	Subsidiary	100	No
4	SRF Industries (Thailand) Limited	Subsidiary	100	No
5	SRF Industex Belting (Pty) Limited	Subsidiary	100	No
6	SRF Flexipak (South Africa) (Pty) Limited	Subsidiary	100	No
7	SRF Europe Kft	Subsidiary	100	No
8	SRF Employees Welfare Trust (Controlled Trust) *	Subsidiary	100	No
9	SRF Altech Limited	Subsidiary	100	No
10	Malanpur Captive Power Ltd.	Associate	22.60	No
11	Vaayu Renewable Energy (Tapti) Private Limited	Associate	26.32	No

\* as per the requirements of INDAS

## VI. CSR Details

22. i. Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes
- ii. Turnover (in ₹) (FY 2022-23): INR 12,074 Crores
- iii. Net worth (in ₹) (FY 2022-23): INR 9,109 Crores

## VII. Transparency and Disclosures Compliances

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2022-23			FY 2021-22		
		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	0	0		0	0	
Investors	Yes	0	0		0	0	
Shareholders	Yes	304	0		394	0	
Employees and workers	Yes	3	0	None	3	0	None
Customers	Yes	440	56		545	32	
Value Chain Partners	Yes	0	0		0	0	

### 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.

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
1	Energy Management	Opportunity	Optimising energy installations in our manufacturing locations and offices adds to our effort of reducing Company's GHG emissions	-	Positive
2	GHG emission reduction	Opportunity	Undertake GHG emissions reduction initiatives through use of fuel from renewable sources, increased use of electricity from renewable sources and implement energy efficient measures	-	Positive
3	Air emissions	Risk	Emission beyond prescribed limits by the respective State Pollution Control Board (SPCB) may attract fines and penalties	Ensure monitoring of all sources of air pollutants in Company's manufacturing locations. Undertake measures to reduce SOx, NOx and PM emissions	Negative

S. No.	Material Issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, Approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate Positive or negative implications)
4	Water conservation	Opportunity	Reuse, recycling and rainwater harvesting lowers water withdrawals leading to increased availability of water resource	-	Positive
5	Waste Management	Risk	Inefficient waste management practices may pose a risk to environment	Our waste management strategy focuses efficient management of waste based on 3R principle – Reduce, Reuse and Recycle and promotes circular economy	Negative
6	Key material procurement and management	Risk	Non-adherence to ESG Practices and EHS compliances in organisations providing raw material may lead to supply chain disruptions	Engage in frequent dialogue with raw material suppliers for implementation of EHS Governance and ESG Practices	Negative
7	Employment	Opportunity	Ensuring we remain as the "go to Company" for emerging talent.	-	Positive
8	Occupational Health and Safety	Risk	Occupational health & safety risks due to the nature of operations of the Company	Company continues to implement robust and effective occupational health and safety management systems and minimise Industrial accidents	Negative
9	Community relations and engagement	Opportunity	CSR activities helps empower communities and generates employment leading to development of people and the region	-	Positive
10	Corporate Governance Practices	Opportunity	Code of Conduct of the Company enshrines the principles by which the Company and its employees are guided.	-	Positive
11	Total Quality Management (TQM)	Opportunity	Implementation of TQM ensures meeting evolving customer aspirations and shifting market dynamics by bringing systemic changes to maximise operational efficiency	-	Positive
12	Innovation & Research and Development	Opportunity	Enhance resource efficiency and continuous development of new products for the market	-	Positive

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	No	Yes	Yes	No	Yes	No
c. Web Link of the Policies, if available									
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No	No
4. Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	ISO 14001, OHSAS 18001, SA8000, ISO 9001, ISO 45001								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Our values – Respect, Integrity, Non-discrimination, Excellence &amp; Wellbeing– ensure our commitment towards sustainability across our plants and offices. In line with our identified material topics, we have taken the following targets and commitments:</p> <ul style="list-style-type: none"> <li>30% electricity sourced from RE by 2030</li> <li>Improvement in water credit to debit ratio</li> <li>Moving towards an Injury Free Workplace</li> <li>Enhanced women participation across organisation</li> </ul>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	We have set up an internal mechanism to regularly track our targets and commitments as mentioned in (5). Yearly performance of identified targets and commitments will be updated as part of our ESG disclosures								
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):	<p>Our Environment and Social Responsibility will focus on four main aspects:</p> <ol style="list-style-type: none"> <li>We will benefit the communities where we work.</li> <li>We will embrace diversity, equality and inclusion in our workforce.</li> <li>We will enhance our focus on the 3R's- Recycle, Reuse and Reduce.</li> <li>We will transition from traditional energy to renewable energy in the future (Refer to point no 5 for targets)</li> </ol>								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	We are guided by the Board of Directors comprising of industry experts having diverse and rich experiences which enable and facilitate effective decision-making and execution of sustainable and long-term strategies. The Board reviews key ESG imperatives and ensure ESG performance is aligned to our aspirations								
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.	The Board periodically monitor the financial, environmental, and social performance of the Company while addressing key risks and opportunities. The Company also has a Risk Management Committee which reviews entity wide risks including ESG risks.								

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
10. Details of Review of NGRBCs by the Company:																		
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	A	A	A	A	A	A	A	A
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.	<b>P1</b>	<b>P2</b>	<b>P3</b>	<b>P4</b>	<b>P5</b>	<b>P6</b>	<b>P7</b>	<b>P8</b>	<b>P9</b>	No external assessment was conducted, However The Company conducts periodic review of the policies internally.								
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated:																		
Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9									
The entity does not consider the Principles material to its business (Yes/No)																		
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

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

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

### Essential Indicators

#### 1. Percentage coverage by training and awareness programmes on any of the principles during the financial year:

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	4	Familiarisation of business environment and related risk, Changes in regulatory framework, TQM, ESG, OHS, etc	100
Key Managerial Personnel	5	Information Security, Familiarisation of business environment and related risk, Changes in regulatory framework, TQM, ESG, OHS, etc.	68
Employees other than BoD and KMPs	2041	Various trainings pertaining to health, safety, behavioural, skill upgradation, management, operations, etc.	81
Workers	2203	Various trainings pertaining to health, safety, behavioural, skill upgradation, management, operations, etc.	84

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

(Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

Monetary					
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Penalty/ Fine					
Penalty/ Fine		Nil			
Settlement					
Compounding fee					
Monetary					
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)	
Imprisonment		Nil			
Punishment					

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

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

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

We adhere to the Code of Conduct & Ethics and Whistle Blower Policy which reflects the commitments regarding ethical conduct, anti-corruption and to maintain highest level of integrity. We have also established a vigil mechanism for our directors and employees to report any concerns about unethical behaviour, actual or suspected fraud or violation of the company's code of conduct.

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

	FY 2022-23	FY 2021-22
Directors		
KMPs		
Employees	Nil	Nil
Workers		

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

	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		Nil		Nil
Number of complaints received in relation to issues of Conflict of Interest of the KMPs				

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

No fines/penalties were imposed by regulators/ law enforcement agencies/ judicial institutions, on account of bribery/corruption and conflict of interest.

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

**Essential Indicators**

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

	FY 2022-23	FY 2021-22	Details of improvements in Environmental and social impacts
R&D	-	-	While the Company makes significant investments in development of new sustainable and green technologies, however we have not measured the impact specifically.
Capex	3.45%	7.10%	Project for solar energy, reduction of emissions and environmental impact, Employee health and safety.

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

SRF is committed towards sustainably sourcing our raw material. We constantly work towards nurturing sustainable relationships with our supply chain partners by building trust, fair treatment, and transparency in all procurement-related decisions. SRF also undertakes the 'Supplier Quality System' assessment wherever possible by evaluating them on various parameters like resource management, compliance with environmental requirements & certifications, storage etc

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

71% (including procurement of capital goods)

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

- a) Plastics- We have established our capability to recycle non-usable metallised film by unique demetallisation process. This process has resulted in reduced input of virgin raw material.

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.**

No

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

**Essential Indicators**

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	3049	3049	100	3049	100	0	0	3049	100	3049	100
Female	227	227	100	227	100	227	100	0	0	227	100
Total	3276	3276	100	3276	100	227	100	3049	100	3276	100
Other than Permanent employees											
Male	-	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-	-
Total	-	-	-	-	-	-	-	-	-	-	-

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

Category	% of workers covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent workers											
Male	3771	3771	100	3771	100	0	0	3771	100	3771	100
Female	124	124	100	124	100	124	100	0	0	124	100
Total	3895	3895	100	3895	100	124	100	3771	100	3895	100
Other than Permanent workers											
Male	6768	6768	100	6768	100	0	0	6768	100	6768	100
Female	316	316	100	316	100	316	100	0	0	316	100
Total	7084	7084	100	7084	100	316	100	6768	100	7084	100

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

Benefits	FY 2022-23			FY 2021-22		
	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	91	Y	100	92	Y
Gratuity	100	91	N.A.	100	92	N.A.
ESI	2	6	Y	2	11	Y

### 3. Accessibility of workplaces

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

At SRF, we believe in safe and integrated working environment for all individuals. Our premises are equipped with lifts, ramps with adequate slopes, proper seating plan to enable easy movement and comfortable seating arrangement for differently abled persons.

### 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.

We have Human Rights policy and code of conduct which reflects equal opportunity for all. We ensure that there is no discrimination in employment or developmental opportunities based on religion, caste, language, region, gender (male, female or transgender), age, sex, sexual orientation, physical abilities, etc. For more details, refer section on Human Rights. <https://www.srf.com/wp-content/uploads/2022/01/SRF-Human-Rights-Policy.pdf>

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	87%	100%	95%
Female	100%	89%	100%	100%
<b>Total</b>	<b>100%</b>	<b>88%</b>	<b>100%</b>	<b>95%</b>

### 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.

Gender	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes
Other than Permanent Workers	Yes
Permanent Employees	Yes
Other than Permanent Employees	Yes

Yes, our company has Grievance Redressal Mechanisms for all employees and workers. The Company has put in place a 'People Redbook Systems' at various locations. These grievance handling systems provide a platform to employees to voice their grievances. Employees and workers can anonymously submit their grievances in offices and plants through complaint and suggestion boxes. The grievance procedures clearly outline the resolution process which is conducted in a fair and independent manner while respecting confidentiality.

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

	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	3276	85	3	2976	395	13
Male	3049	81	3	2782	395	14
Female	227	4	2	194	0	0
<b>Total Permanent Workers</b>	<b>3895</b>	<b>986</b>	<b>25</b>	<b>3698</b>	<b>1314</b>	<b>36</b>
Male	3771	957	25	3629	1264	35
Female	124	29	23	69	50	72

The Company has set up various committees that have representatives of both management and workers and these provide a platform for communication and ensure transparency. These include employee associations, canteen committees, health & safety committees, etc., and significantly contribute to workers' well-being and satisfaction. These associations are recognised by the management and provide a forum for interaction and resolution of issues between management and employees.

### 8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	3049	1925	63	2228	73	2782	1085	39	921	33
Female	227	98	43	136	60	194	79	41	80	41
<b>Total</b>	<b>3276</b>	<b>2023</b>	<b>62</b>	<b>2364</b>	<b>72</b>	<b>2976</b>	<b>1164</b>	<b>39</b>	<b>1001</b>	<b>34</b>
Workers										
Male	3771	2284	61	2403	64	3629	1427	39	1204	33
Female	124	111	90	105	85	69	28	41	28	41
<b>Total</b>	<b>3895</b>	<b>2395</b>	<b>61</b>	<b>2508</b>	<b>64</b>	<b>3698</b>	<b>1455</b>	<b>39</b>	<b>1232</b>	<b>33</b>

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	3049	3049	100	2782	2782	100
Female	227	227	100	194	194	100
<b>Total</b>	<b>3276</b>	<b>3276</b>	<b>100</b>	<b>2976</b>	<b>2976</b>	<b>100</b>
Workers						
Male	3771	3771	100	3629	3629	100
Female	124	124	100	69	69	100
<b>Total</b>	<b>3895</b>	<b>3895</b>	<b>100</b>	<b>3698</b>	<b>3698</b>	<b>100</b>

#### 10. Health and safety management system:

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

We recognise safety and health as an essential part of our operations. Our Health & Safety Policy ensures safe and healthy workplace for all. Based on the policy, we have established robust safety management systems across all our plants which includes, training on safety parameters including case studies, awareness campaigns, identification of hazards and tangible interventions to make the workplace safer. We have an Occupational Health Centre (OHC) in our plants which caters to any type of injury sustained by a worker or an employee. The OHC is managed round the clock by qualified doctors and trained paramedic staff.

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

Company follows Hazard Identification and Risk Assessment (HIRA) and Hazard and operability (HAZOP) study to identify the work-related hazards and all the significant risks arising from the identified hazards are then addressed through operational control procedure and management programs.

Audits and inspections are carried out on an annual basis to identify risks, address areas of concern and minimise the risk of occurrence of any accidents at the workplace. Our plants and offices are assessed by third party auditors to ensure the health & safety and working conditions of our workplace as well. For more detail, refer section on Occupational Health & Safety.

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

We have a structured way to report any work-related hazard identified in our facilities. Workers are given trainings and awareness sessions on a regular basis on identifying work related hazards. Additionally, everyone is encouraged to report work related hazards in our portal and to the plant EHS SPOC to ensure timely corrective action.

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

Our Occupational Health Centres are managed by qualified doctors, Trained paramedic staff. In addition to response to occupational injuries, they also cater to non-occupational medical and healthcare advice in general.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR)	Employees	0	0
	Workers	0.19	0.73
Total recordable work-related injuries	Employees	0	0
	Workers	5	11
Number of fatalities	Employees	1	0
	Workers	1	2
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.

SRF is committed to be an injury free workplace. Consequently, the Company strives to achieve zero injury/fatality/incidents/accidents across all its plants and manufacturing units. The Company handles, stores and distributes its products in an environment conscious manner. Emergency response plans, safety procedures and processes have been deployed across the organization to ensure a healthy and safe workplace. In addition to the above, EHS committees have been formed across plants to build a safety-oriented culture across the organization. This helps in ensuring proactive identification and avoidance of safety incidents. SRF has systems in place to monitor and address issues at an early stage and help take pre-emptive measures and report near-miss incidents.

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

	FY 2022-23		Remarks	FY 2021-22		Remarks
	Filed during the year	Pending resolution at the end of year		Filed during the year	Pending resolution at the end of year	
Working Conditions	0	0		0	0	
Health & Safety	0	0		0	0	

#### 14. Assessments for the year:

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

#### 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.

As a responsible organisation, SRF strives to ensure a safe and healthy working environment for its workforce. We have deployed emergency response plans, safety procedures and processes across the organisation to ensure a healthy and safe workplace. To keep the employees safe, SRF provides training on the importance of safety practices and trains them to deal with adverse events and at the same time, trains them on ways to avoid such incidents. This is done through regular safety trainings and emergency mock drills. For more information, refer Occupational Health & Safety section.

#### 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 take a collaborative approach when it comes to working with both internal and external stakeholders namely employees, suppliers, dealers, customers, shareholders / investors, communities surrounding the operations and government / regulatory authorities and gives utmost importance to healthy relationship and continuous engagement with them.



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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others please specify)	Purpose and scope of engagement including key topics and concerns raised during such Engagement
Regulatory bodies	No	<ul style="list-style-type: none"> <li>Regulatory filings</li> <li>Meetings</li> <li>Emails</li> <li>Briefings on industry trend</li> <li>Through Industry Associations</li> </ul>	As per requirement	<ul style="list-style-type: none"> <li>Compliance requirements</li> <li>Upcoming rules and regulations</li> <li>Industry representation on key matters</li> </ul>
Shareholders	No	<ul style="list-style-type: none"> <li>Regulatory filings</li> <li>Company website</li> <li>Quarterly publication of results followed by earning call</li> <li>Periodic Analysts' briefing</li> </ul>	As per requirement	<ul style="list-style-type: none"> <li>Financial and non-financial performance</li> <li>Corporate governance, Ethics and value</li> </ul>
Suppliers	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Periodic meetings</li> <li>Visits to supplier's facilities</li> <li>Conferences</li> </ul>	As per requirement	<ul style="list-style-type: none"> <li>Business opportunities, quality and safety of raw materials</li> <li>Supplier evaluation programme</li> <li>Materials management</li> <li>Issues faced by Company/suppliers</li> </ul>
Customers	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Meetings</li> <li>Conferences</li> <li>Surveys to capture customer satisfaction level</li> <li>Awards and Recognitions</li> <li>Joint workings on product reengineering</li> </ul>	Regularly	<ul style="list-style-type: none"> <li>Product innovation and life-cycle efficiency</li> <li>Resolution of Customer Complaints</li> <li>Quality and Safety</li> <li>New products offerings</li> </ul>
Employees	No	<ul style="list-style-type: none"> <li>Emails</li> <li>Notice board</li> <li>Meetings</li> <li>Open house sessions with senior management</li> <li>Grievance mechanism</li> <li>Performance feedback</li> <li>Surveys to capture employee satisfaction level</li> <li>Focused trainings and awareness sessions</li> </ul>	Regularly	<ul style="list-style-type: none"> <li>Career growth prospects</li> <li>Learning and development programs</li> <li>Trainings Rewards and Recognition</li> <li>Occupational Health and Safety</li> <li>Work environment and policies</li> <li>Grievance redressal mechanism</li> <li>Ethics and transparency</li> <li>Total Quality Management</li> <li>IT enablement &amp; digitisation</li> <li>Employee-oriented work policies</li> </ul>
Local Communities	Yes	<ul style="list-style-type: none"> <li>Community meetings</li> <li>CSR projects</li> <li>Email</li> <li>Social impact assessment</li> </ul>	Regularly	<ul style="list-style-type: none"> <li>Social concerns in the region</li> <li>Minimising negative environmental impact</li> <li>Local employment</li> <li>Partnership with local NGOs for servicing wider set of local communities</li> <li>Local infrastructure development, structured learning by digital classrooms training, providing scholarships, and other necessary support</li> </ul>

## PRINCIPLE 5: Businesses should respect and promote human rights

### Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees /workers covered (B)	% (B / A)	Total (C)	No. of employees /workers covered (D)	% (D / C)
Employees						
Permanent	3276	2552	78	2976	2793	94
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>3276</b>	<b>2552</b>	<b>78</b>	<b>2976</b>	<b>2793</b>	<b>94</b>
Workers						
Permanent	3895	3045	78	3698	3409	92
Other than permanent	7084	4785	68	7433	4525	61
<b>Total Workers</b>	<b>10979</b>	<b>7830</b>	<b>71</b>	<b>11131</b>	<b>7934</b>	<b>71</b>

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

Category	FY 2022-23					FY 2021-22				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Permanent										
Male	3049	0	0	3049	100	2782	0	0	2782	100
Female	227	0	0	227	100	194	0	0	194	100
Other than Permanent										
Male	-	-	-	-	-	-	-	-	-	-
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent										
Male	3771	0	0	3771	100	3629	0	0	3629	100
Female	124	0	0	124	100	69	0	0	69	100
Other than Permanent										
Male	6768	1356	20	5412	80	7072	1445	20	5627	80
Female	316	181	57	135	43	361	167	46	194	54

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

	Male		Female	
	Number	Median remuneration/ salary (average)/ wages of respective category (in INR)	Number	Median remuneration/ salary (average)/ wages of respective category (in INR)
Board of Directors (BoD)	9	20,70,000	1	21,50,000
Key Managerial Personnel	8	7,92,08,036	0	-
Employees other than BoD and KMP	3041	7,87,819	227	7,93,965
Workers	3771	4,43,116	124	1,59,732

### 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)

SRF Limited recognises, respects and reinforces 'Human Rights' and is committed towards protection of such rights by creating a safe, secure and healthy working environment for all its employees. SRF has established a Values Steering Committee which comprises of the Joint Managing Director (JMD) and senior level employees. Our Values Steering Committee is responsible for addressing human rights issues highlighted by Company's employees and workers.

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

We have a robust mechanism to address grievances related to human rights. Any issue pertaining to human rights by any worker or employee can reported to Company's Values Steering Committee or any of its member. The Values Steering Committee will identify the resources who would conduct the investigation based on the nature of the issue reported and take necessary actions to address the issue in the best interest of the aggrieved person and the Company.

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

	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	2	0		3	0	
Discrimination at workplace	1	0		0	0	
Child Labour	0	0		0	0	
Forced Labour/ Involuntary Labour	0	0	None	0	0	None
Wages	0	0		0	0	
Other human rights related issues	0	0		0	0	

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

The Company has a Vigil Mechanism comprises of various policies which ensure protection of the complainant against victimization for the disclosures made by him/her.

### 8. Do human rights requirements form part of your business agreements and contracts?

SRF Limited recognises, respects, and reinforces 'Human Rights' and is committed towards protection of such rights. We encourage our suppliers to be fully compliant with applicable laws and to adhere environmental, social and corporate governance standards (ESG standards), and intent to foster relationship with suppliers having robust Environment Health and Safety (EHS) practices.

### 9. Assessments for the year:

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

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

Not applicable

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

#### Essential Indicators

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

Parameter	FY 2022-23	FY 2021-22
Total electricity consumption* (A) (TJ)	1,973	1,972
Total fuel consumption (B) (TJ)	10,939	8,783
Energy consumption through other sources (C) (TJ)	Nil	Nil
Total energy consumption^ (A+B+C) TJ	12,912	10,755
Energy intensity per rupee of turnover (TJ/INR Crores)	1.07	1.08

^ Increase due to higher business operations and new product commercialisation.

\* Purchased electricity including renewable and non renewable sources

### 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.

Not applicable

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

Parameter	FY 2022-23	FY 2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	6,179
(ii) Groundwater	10,25,296	10,13,771
(iii) Third party water	42,75,483	37,73,657
(iv) Seawater / desalinated water	-	-
(v) Others (Rainwater harvesting)	58,362	25,788
Total volume of water withdrawal (in KL) (i + ii + iii + iv + v)	53,59,141	48,19,395
Total volume of water consumption (in KL)	46,76,294	42,60,531
Water intensity per rupee of turnover (KL/INR Lakhs)	3.87	4.28

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

We have identified water conservation as a material topic. SRF is committed in optimising use of water using water efficient technologies, recycling and reusing treated wastewater in operations. Our Chemicals plant in Bhiwadi, Technical Textiles Business units Manali, Viralimalai and Gwalior and Packaging Films Business units are zero liquid discharge. Other locations have wastewater treatment plants ensuring quality and quantity of wastewater discharged is within permissible limits set by the respective Pollution Control Boards.

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

Parameter	Please specify unit	FY 2022-23	FY 2021-22
NOx	MT/Annum	490.31	430.24
SOx	MT/ Annum	646.79	817.54
PM	MT/ Annum	263.34	249.11

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total Scope 1 emissions	tCO <sub>2</sub> e	10,89,283	8,82,002
Total Scope 2 emissions	tCO <sub>2</sub> e	3,15,771	3,87,681
Total Scope 1 and Scope 2 emissions per rupee of turnover (tCO <sub>2</sub> e/ INR Lakhs)		1.16	1.27

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

- Increase in renewable energy share - In FY 2022-23, our energy consumption from renewable sources stood at 1201 TJ (including biomass consumption) with an increase of 31% as compared to FY 2021-22
- Retrofitted lightening and replaced high energy consuming manufacturing equipment in our Chemicals, Packaging Films and Technical Textiles business.
- We are in the process of implementing Thermal Oxidation for further reduction of green house gas emission impact.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,313	1,287
E-waste (B)	19	12
Bio-medical waste (C)	0	0
Construction and demolition waste (D)	0	0
Battery waste (E)	104	61
Radioactive waste (F)	0	0
Other Hazardous waste (G)	4,25,959	3,06,946
(Primarily consists of Spent solvent and process residue generated in Co-processing/Pre-processing)		
Other Non-hazardous waste generated (H)	78,922	67,877
(Primarily consists of fly ash and other miscellaneous scrap items)		
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>5,07,316</b>	<b>3,76,184</b>

Parameter	FY 2022-23	FY 2021-22
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
(i) Recycled	9,189	7,556
(ii) Re-used	3,30,805	2,32,150
(iii) Other recovery operations	69,776	51,961
<b>Total</b>	<b>4,09,770</b>	<b>2,91,667</b>

Parameter	FY 2022-23	FY 2021-22
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	223	4,123
(ii) Landfilling	34,753	30,700
(iii) Other disposal operations	0	0
<b>Total</b>	<b>34,976</b>	<b>34,823</b>

**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.**

SRF emphasises on the principle of 3R – Reduce, Reuse and Recycle and strives to operate in a 'closed-loop' through circularity in operations. The Company has been able to significantly enhance its capability by implementing necessary infrastructure for ensuring conversion and neutralization of hazardous waste into usable material or disposable in the most environment-friendly manner.

**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:**

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
			The Company does not have any of its manufacturing facilities in ecologically sensitive areas.

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public Domain (Yes / No)	Relevant Web Link
					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:**

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
				None

**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.**

We proactively collaborate with several industry associations to share our best practices, address industry concerns, and implement measures for driving industry growth and fostering economic development in the country. We are affiliated with eight trade and industry associations at the national and state level.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Confederation of Indian Industry	National
2	Refrigerant Gases Manufacture Association	National
3	Indian Chemical Council	National
4	CHEMEXCIL	National
5	Centre for Chemical Process Safety	National
6	The Synthetic & Rayon Textiles Export Promotion Council	National
7	Indian Technical Textile Association (ITTA)	National
8	Association of Synthetic Fibre Industry	National
9	Indian society for quality	National
10	British Safety Council	National

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

No adverse orders received from the regulatory authorities on any issues related to anti-competitive conduct.

Name of authority	Brief of the case	Corrective action taken
	None	

**PRINCIPLE 8: Businesses should promote inclusive growth and equitable development**

**Essential Indicators**

**1. Details of Social Impact Assessments (SIA) of projects undertaken by the entity based on applicable laws, in the current financial year.**

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

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

Our operations have not displaced any population or their livelihoods. Hence, no Rehabilitation and Resettlement (R&R) activities is applicable to us.

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In INR)
Not applicable						

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

The Company has a robust grievance mechanism to receive and redress complaints or any concerns raised by the community. We constantly engage with local communities through various means such as personal visits, surveys, meetings, letter etc. to understand their concerns and take appropriate actions to resolve them.

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

	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	16.95%	12.20%
Sourced directly from within the district and neighbouring districts	16.75%	17.15%

**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.**

We have a robust resolution mechanism for resolution of customer complaints. Customers can raise their complaints through the grievance redressal mechanism. Our marketing and customer relationship management team regularly engages with customers through visits/surveys and meetings to understand their feedback and subsequently incorporate into our solutions. We also conduct periodic consumer satisfaction surveys to seek detailed consumer feedback on our solutions. All complaints are resolved in the least possible time.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

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

	FY 2022-23			FY 2021-22		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	0	0		0	0	
Advertising	0	0		0	0	
Cyber-security	0	0		0	0	
Restrictive Trade practices	0	0	None	0	0	None
Unfair Trade Practices	0	0		0	0	
Others	440	56		545	32	

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

	Number	Reasons for recall
Voluntary recalls	-	Not Applicable
Forced recalls	-	

**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.**

It is essential for the continuous operations of the Company to ensure security and confidentiality of its information systems and associated data are maintained, at a level that is appropriate to its business.

Company has a well defined cyber risk management policy and has implemented various systems to protect from cyber attacks. The said policy is available for internal use.

Some of our key strategies to mitigate Cybersecurity risks are mentioned below:

- Implementation of new perimeter security mechanisms such as dual firewalls, internet/email content filtering, Secure VPNs etc.
- Secure data centres, identity and password management
- Awareness sessions on cybersecurity risks conducted for employees on regular basis
- Implementation of mobile device management for users with critical data leak risk.
- Classification and encryption of Intellectual property with IRM solutions to protect against data exfiltration.
- Ensuring adequate upgradation, maintenance and segregation of servers and network zones
- Devices for added security and data protection
- Security events management and monitoring tools managed through a 24x7 SOC
- Modern anti-malware and EDR solutions deployed on all end points and servers
- Regular backups sufficiently segregated to ensure recovery in the event of any compromise.

**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