

# Business Responsibility & Sustainability Report

GMM Pfaudler Limited ("GMM Pfaudler" or "the Company") delivers corrosion-resistant technologies, systems, and services worldwide and remains the preferred choice by consistently providing its customers in the chemical and pharmaceutical industries with innovative and cost-effective solutions. We are committed to delivering quality products led by our purpose of creating value for our people, our communities and our planet. Our operational and future growth strategies put responsible Environmental, Social and Governance (ESG) principles at their core to positively impact our stakeholders. As a responsible corporate citizen, the Company is committed to ensuring sustainable development and inclusive growth and believes in the philosophy of giving back to the society, that played an instrumental role in GMM Pfaudler's growth and success by offering uninterrupted support in the organization's endeavors. In keeping with the Company's commitment to responsibility and accountability towards all its stakeholders and its efforts to conduct business with responsibility, the Company is pleased to present its Business Responsibility and Sustainability Report for the FY 2022-23 prepared in accordance with SEBI Circular no. CIR/2021/562 dated May 10, 2021. Certain data points of our previous year's report have been revised in view of updated calculation methodology as per BRSR guidance note. The Company endorses the guiding principles as outlined in the National Guidelines on Responsible Business Conduct (NGBRC) as formulated by the Ministry of Corporate Affairs and is committed towards their adherence.

## SECTION A: GENERAL DISCLOSURE

### I. DETAILS OF THE LISTED ENTITY

1. Corporate Identity Number (CIN) of the Listed Entity	L29199GJ1962PLC001171
2. Name of the Listed Entity	GMM Pfaudler Limited
3. Year of incorporation	1962
4. Registered office address	Vithal Udyognagar, Anand – Sojitra Road, Karamsad, Gujarat, 388325 India
5. Corporate address	902, Vios Tower, New Cuffe Parade, Sewri-Chembur Road, Mumbai, Maharashtra, 400037 India
6. E-mail	investorservices@gmmpfudler.com
7. Telephone	+91 22 6650 3900
8. Website	www.gmmpfudler.com
9. Financial year for which reporting is being done	April 1, 2022 to March 31, 2023
10. Name of the Stock Exchange(s) where shares are listed	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11. Paid-up Capital	INR 8.99 crores
12. Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Name: Ms. Mittal Mehta Designation: Company Secretary Telephone: +91 22 6650 3900 Email: mittal.mehta@gmmpfudler.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 under this report are made on a Standalone basis.

## II. PRODUCT/SERVICES

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

S. No.	Description of Main Activity	Description of Business Activity	% Turnover of the Entity
1	Manufacturing	Chemical and chemical products, pharmaceuticals, medicinal chemical and botanical products	100%

### 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	Manufacturing of other Special Purpose Machinery	28299	96.61

## III. OPERATIONS

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

Location	Number of plants	No. of Offices	Total
National	3	9	12
International*	-	-	-

\*The international operations are carried out by the Company through its subsidiary companies and are outside the reporting boundary of this report.

### 17. Market served by the entity:

#### a. No. of Locations:

Locations	Numbers
National (No. of States)	36*
International (No. of Countries)	100+

\* This includes 28 States and 8 Union Territories.

#### 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 the total turnover of the Company is 16%.

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

GMM Pfaudler is the leading technologies, systems, and services provider for the chemical and pharmaceutical industries, as well as many others. GMM Pfaudler caters to over 90% of the world's Top 20 ICIS Chemical Companies.

## IV. EMPLOYEES

### 18. Details as on March 31, 2023:

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

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1	Permanent Employees (D)	604	574	95.03%	30	4.97%
2	Other than Permanent Employees (E)	95	88	92.63%	7	7.37%
3	<b>Total Employees (D+E)</b>	<b>699</b>	<b>662</b>	<b>94.71%</b>	<b>37</b>	<b>5.29%</b>

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>WORKERS</b>						
4	Permanent Workers (F)	205	205	100%	-	-
5	Other than Permanent Workers (G)	1927	1920	99.64%	7	0.36%
6	<b>Total Workers (F + G)</b>	<b>2132</b>	<b>2125</b>	<b>99.67%</b>	<b>7</b>	<b>0.33%</b>

**b. Differently abled employees and workers:**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY ABLED EMPLOYEES</b>						
1	Permanent Employees (D)	2	2	100%	-	-
2	Other than Permanent Employees (E)	-	-	-	-	-
3	<b>Total Differently Abled Employees (D+E)</b>	<b>2</b>	<b>2</b>	<b>100%</b>	<b>-</b>	<b>-</b>
<b>DIFFERENTLY ABLED WORKERS</b>						
4	Permanent Workers (F)	-	-	-	-	-
5	Other than Permanent Workers (G)	3	3	100%	-	-
6	<b>Total Differently Abled Workers (F+G)</b>	<b>3</b>	<b>3</b>	<b>100%</b>	<b>-</b>	<b>-</b>

**19. Participation/Inclusion/Representation of women:**

S. No.	Category	Total (A)	No. and % of females	
			No. (B)	% (B/A)
1	Board of Directors	8	1	12.50%
2	Key Management Personnel*	4	1	25%

\*This includes MD, CEO, CFO & Company Secretary

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

Category	FY 2022-23 (Turnover rate in current FY)			FY 2021-22 (Turnover rate in previous FY)			FY 2020-21 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	20.51	30.3	21.07	13.9	16.67	14.08	6.37	5.56	6.31
Permanent Workers	3.05	-	3.05	4.76	-	4.76	2.22	-	2.22

## 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
1	Mavag AG (Switzerland)	Subsidiary	100
2	Pfudler GmbH (Germany)	Subsidiary	100
3	Pfudler Normag Systems GmbH (Germany)	Subsidiary	100
4	Pfudler interseal GmbH (Germany)	Subsidiary	100
5	Pfudler Service BeNeLux B.V. (Netherlands)	Subsidiary	100
6	Pfudler S.r.l. (Italy)	Subsidiary	100
7	Pfudler France S.à r.l. (France)	Subsidiary	100
8	GMM International S.à.r.l. (Luxembourg)	Subsidiary	100
9	Pfudler Limited (UK)	Subsidiary	100
10	GMM Pfudler US Inc. (USA)	Subsidiary	100
11	Edlon Inc. (USA)	Subsidiary	100
12	Glasteel Parts and Services, Inc. (USA)	Subsidiary	100
13	Pfudler S.A. de C.V. (Mexico)	Subsidiary	100
14	Pfudler Ltda. (Brazil)	Subsidiary	100
15	Pfudler Private Limited (Singapore)	Subsidiary	100
16	Pfudler (Chang Zhou) Process Equip. Co. Ltd. (China)	Subsidiary	100
17	GMM Pfudler Foundation (India)	Subsidiary	100
18	Hydro Air Research Italia S.r.l (Italy)	Subsidiary	100
19	Mixel France SAS (France)	Subsidiary	100
20	Mixel Agitator Co.Ltd. (China)	Subsidiary	100
21	GMM Pfudler JDS LLC (USA)	Subsidiary	51

\*Business responsibility initiative disclosed are pertaining to GMM Pfudler Limited on a standalone basis and does not include the information/initiative undertaken, if any by the Companies indicated in column A.

## VI. CSR DETAILS

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No)	<b>Yes</b>
(ii) Turnover (in ₹)	<b>1,074.79 crores</b>
(iii) Net worth (in ₹)	<b>707.98 crores</b>

**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		
			Current Financial Year	Previous Financial Year	Current Financial Year	Previous Financial Year	
			Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	<a href="https://www.gmmpfaudler.com/file/CorporateSocialResponsibilityPolicy.pdf">https://www.gmmpfaudler.com/file/CorporateSocialResponsibilityPolicy.pdf</a>	0	0	0	0	-
Shareholders/ Investors	Yes	The Grievance Redressal Mechanism is as per SEBI Listing Regulations. The Company has a designated email ID exclusively for investor services i.e. investorservices@gmmpfaudler.com	12	0	1	0	-
Employees and workers	Yes	<a href="https://www.gmmpfaudler.com/file/GMMCOC.pdf">https://www.gmmpfaudler.com/file/GMMCOC.pdf</a>	0	0	0	0	-
Customers	Yes	The Company has a designated email ID exclusively for customers i.e. service@gmmpfaudler.com	344	5	334	9	All the pending complaints for FY 2021-2022 are resolved
Other Value Chain Partners	Yes	<a href="https://www.gmmpfaudler.com/file/WhistleBlowerPolicy.pdf">https://www.gmmpfaudler.com/file/WhistleBlowerPolicy.pdf</a>	1	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	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	Corporate Governance	Opportunity	<p>Governance structure is a critical component of any organization which strive for excellence. A responsive and inclusive Governance structure helps the organization to be resilient and adapt to unforeseen situations. The oversight of the Governance committees on ESG factors helps an organization to be aligned and driven in right direction of sustainability.</p> <p>GMM Pfaudler's Governance Principles and the charters of the Board's standing committees establish a framework for the governance of the Board and oversight of the Company. Each Committee plays a crucial role in reinforcing our commitment to conduct our business with the highest corporate standards.</p>	Positive	Positive
2	Product Quality and Customer Satisfaction	Opportunity	<p>A value for money and high quality product which is supported by seamless pre &amp; post sales service provides an organization with an opportunity to retain satisfied customers who in turn are a source of recurring revenues.</p> <p>We strive to align our business objectives with our vision of becoming the most sought-after provider of top-quality engineered products and services to our clients. Our pursuit of ethical and transparent business practices is aimed at building trust among our stakeholders, strengthening our brand image, and boosting customer satisfaction.</p>	Positive	Positive

S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
3	Product Stewardship	Opportunity	<p>Reducing the product's environmental and social impact throughout its production process without sacrificing quality can lessen the organization's overall environmental impact and increase sales.</p> <p>GMM Pfaudler continues to develop new products, monitor the functionality of machinery on the job site, and enhance design and feature sets for increased dependability, safety, minimal environmental impact, and user-friendliness.</p>	Positive	Positive
4	Responsible Supply Chain	Risk	<p>A sustainable supply chain is one that ensures socially responsible business practices. Our inability to identify and collaborate strategically with suppliers / partners who provide key products and services can lead to contractual, legal and business-continuity risks.</p>	<p>Suppliers details are scrutinized through various screening tools and checklists to assess social risks.</p> <p>GMM Pfaudler's supplier's Code of Conduct expects its supply chain partners to completely abide by all applicable laws and standards for corporate governance, social responsibility, and the environment.</p>	Negative
5	Occupational health and safety	Risk	<p>Our people's capabilities, competence and commitment are the force behind our continued business success and the stakeholder trust we enjoy.</p> <p>Providing a safe and healthy workplace environment for our workers is critical to the success of our operations.</p>	<p>Our focus is to create a workplace free of injuries, fatalities and illness by leveraging technology and through trainings, appropriate personal protective equipment, incident tracking and reporting.</p> <p>All of GMM Pfaudler's manufacturing facilities adhere to ISO 45001 standards, have a comprehensive Emergency Response Plan and have strict health &amp; safety in place. We monitor continuous progress through our behaviour based safety programs in all our plants.</p>	Negative

S. No.	Material issue identified	Indicate whether risk or opportunity	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)
6	Climate Change	Risk	Extreme weather events due to climate change pose a physical risk of disruption to the Company's operations, and the safety & wellbeing of its employees.	An environmentally sustainable approach is adopted by creating green policies, processes, frameworks and infrastructure -Focusing on energy conservation and use of renewable energy to reduce carbon footprint, adoption of newer technologies and methods to manage waste in line with circular economy principles - Operational and engineering controls to minimize freshwater consumption, Water management through sewage treatment, recycling of treated water and rainwater harvesting. - Waste management through recycling, reusing, reducing waste generation. -Supply Chain sustainability through responsible sourcing.	Negative
7	Community Development	Opportunity	The business must be rooted in community and be aligned with the community's larger interests. Any adversarial relationship can hurt the Company's ability to create longer term value. GMM Pfaudler has a tripartite approach for community outreach. 1. Healthcare: Fostering local communities by developing preventive Healthcare programs & supporting hospitals. 2. Education: Enhancing vocational skills & improving quality of education by partnering & providing necessary resources to ITIs. 3. Environment: Support projects aimed at protecting flora & fauna, conservation of natural resource & reducing ecological imbalance.		Positive



S. No.	Material issue identified	Indicate whether risk or opportunity	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
8	Energy and Emissions Management	Opportunity	<p>Energy is crucial for economic growth and life prosperity. Availability and reliability of energy has always been a concern not only for an organization but also for the world at large.</p> <p>All production facilities adhere to ISO 50001 standards. The Company has a renewable energy portfolio of 2.8 MW (Wind + Solar). The renewable energy generated contributes to 7% of total electricity needs and helps organization in avoiding 1456 tCO<sub>2</sub>e in FY 2022-23.</p> <p>Additionally, our Company regularly implements a variety of energy-saving strategies to cut down on energy use and emissions footprints.</p>	Positive	Positive
9	Water and Wastewater Management	Risk & Opportunity	<p>Being a limited resource, water needs to be planned for, distributed, and managed in a way that makes the best use of it. Water availability and utilization have an effect on the environment and society.</p>	<p>The operations regions of GMM Pfaudler Both completely adhere to the pollution control board's guidelines and are not located in water stress zones. The manufacturing plants treat and recycle the wastewater produced during the production process, minimizing the impact on freshwater requirements for domestic and agricultural use.</p>	Both
10	Waste Management	Risk & Opportunity	<p>In order to save resources, waste should be minimized and reused. Recycled materials should be used whenever possible. Waste must be separated, collected, and disposed of by using effective procedures. Waste management regulations are essential because they would assure correct reuse, recycling, and disposal in light of the expanding landfills and dumpsites that further harm air, soil, and water.</p>	<p>GMM Pfaudler implemented strategies to minimize waste production and waste generation at every level of the manufacturing cycle. To ensure compliance with all legal requirements and no negative effects on the environment, the trash created is delivered to Transport, Storage and Disposal Facility (TSDF) for disposal. Additionally, we forbid the use of single-use, nonbiodegradable plastics on our property.</p>	Both

S. No.	Material issue identified	Indicate whether risk or opportunity	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)
11	Ethics and Compliance	Risk	<p>It is a responsibility of an organization to adhere to the highest standard of integrity and ethics while operating the business.</p> <p>Also non – compliances and penalties may result in a direct impact on the operations of the Company and cause financial stress.</p>	<p>GMM Pfaudler firmly upholds its commitment to ethical conduct and compliance excellence. With a robust Code of Conduct, the Company instills core values of integrity, transparency, and respect among its employees at all levels. The Code serves as a comprehensive framework, emphasizing adherence to laws, prevention of conflicts of interest, protection of Company assets, and the promotion of a safe and inclusive workplace. Backed by a well-governed compliance structure, GMM Pfaudler's diligent governance and oversight ensure that its compliance framework and controls remain effective and adaptable to evolving regulations and open risks. Regular training programs and open communication channels further foster a culture of compliance, empowering employees to uphold the highest ethical standards and report concerns confidentially.</p>	Negative
12	R&D and Innovation	Opportunity	<p>To create better products with increased efficiencies and lower environmental impact, R&amp;D and innovation are essential.</p> <p>The primary goal of GMM Pfaudler's dedicated R&amp;D team is to create products with increased efficiencies, reduce environmental footprint through sustainable practices to create a long-term positive impact on our environment commitments and business partners.</p>	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
<b>Policy and Management Processes</b>									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)						Yes			
b. Has the policy been approved by the Board? (Yes/No)						Yes			
c. Web Link of the Policies, if available						<a href="https://www.gmmpfaudler.com/investors/policies-programmes">https://www.gmmpfaudler.com/investors/policies-programmes</a>			
2. Whether the entity has translated the policy into procedures. (Yes / No)						Yes			
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes,								Whistle Blower Policy extends to value chain partners.
4. Name of the national and international codes/certifications/labels/ standards NVGs. (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	Board approved policies and codes of conduct cover the NVGs. All applicable national and international regulations are captured in the policies articulated by GMM Pfaudler. In addition, they reflect the purpose and intent of the international standards such as GRI, UNSDG, ISO 9001, ISO 14001 and ISO 45001.								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	The Board of Directors in their meeting held on May 25, 2022 have approved the 3 Year ESG Strategy and Roadmap for the Company as stated in the ESG section of this Annual Report.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met	The performance against the set targets undertaken for ESG has been published in the ESG Report forming part of this Annual Report.								
<b>Governance, Leadership and Oversight</b>									
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)	ESG will be the corner stone of GMM Pfaudler's long term strategy with a commitment to create value for our people, our communities and our planet. For us, ESG is more than ticking the boxes, it's about making a difference. Our mission and values guide our purpose and help us to focus on what is important, as the leading global supplier of corrosion-resistant technologies we are committed to our people, our communities and our planet. Our Board of Directors adopted 3 Year ESG Strategy and Roadmap for the Company. ESG related targets and achievements are part of the ESG Section of this Annual Report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Name: Mr. Aseem Joshi Designation: Chief Executive Officer Telephone number: 022 6650 3900 E-mail id: aseem.joshi@gmmpfaudler.com								
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.	Name: Mr. Tarak Patel Designation: Managing Director Telephone number: 022 6650 3900 E-mail id: tarak.patel@gmmpfaudler.com								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action					Yes									Annual /Need Basis				
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances					Yes									Quarterly/ Need Basis				
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.	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9									
										On a regular basis, the Board of Directors and management reviews the adherence to the stated policies in the Company.								
12. If answer to question (1) above is "No" i.e. not all Principles are covered by a policy, reasons to be stated: 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)										Not Applicable								

**Note 1:**

Principle(s)	Applicable Policies	Link for policies
<b>Principle 1:</b> Businesses should conduct and govern themselves with Integrity, and in a manner that is Ethical, Transparent and Accountable	<ul style="list-style-type: none"> <li>Code of Conduct &amp; Ethics Policy</li> <li>Board Diversity Policy</li> <li>Anti-Corruption Policy</li> <li>Policy on Related Party Transactions</li> <li>Antitrust Guidelines</li> <li>Whistle Blower Policy</li> <li>Policy on Determination of Material Events</li> <li>Code of practices and Procedures for Fair Disclosure of UPSI</li> </ul>	<a href="https://www.gmmpfaudler.com/investors/policies-programmes">https://www.gmmpfaudler.com/investors/policies-programmes</a>
<b>Principle 2:</b> Businesses should provide goods and services in a manner that is sustainable and safe	<ul style="list-style-type: none"> <li>Export Compliance Guideline</li> <li>Environment, Social and Governance Policy</li> <li>Suppliers Code of Conduct</li> </ul>	
<b>Principle 3:</b> Businesses should respect and promote the well-being of all employees, including those in their value chains	<ul style="list-style-type: none"> <li>Anti-Sexual Harassment Policy</li> <li>Code of Conduct &amp; Ethics Policy</li> <li>Internal HR Policies for Employees</li> <li>Nomination, Remuneration &amp; Evaluation Policy</li> </ul>	
<b>Principle 4:</b> Businesses should respect the interests of and be responsive to all its stakeholders	<ul style="list-style-type: none"> <li>Corporate Social Responsibility Policy</li> <li>Code of practices and Procedures for Fair Disclosure of UPSI</li> <li>Anti-Corruption Policy</li> </ul>	
<b>Principle 5:</b> Businesses should respect and promote human rights	<ul style="list-style-type: none"> <li>Code of Conduct &amp; Ethics Policy</li> <li>Anti-Sexual Harassment Policy</li> <li>Whistle Blower Policy</li> </ul>	

Principle(s)	Applicable Policies	Link for policies
<b>Principle 6:</b> Businesses should respect and make efforts to protect and restore the environment	<ul style="list-style-type: none"> <li>Environment, Social and Governance Policy</li> <li>Suppliers Code of Conduct</li> </ul>	<a href="https://www.gmmpfaudler.com/investors/policies-programmes">https://www.gmmpfaudler.com/investors/policies-programmes</a>
<b>Principle 7:</b> Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent	<ul style="list-style-type: none"> <li>Code of Conduct &amp; Ethics Policy</li> <li>Communication Policy</li> </ul>	
<b>Principle 8:</b> Businesses should promote inclusive growth and equitable development	<ul style="list-style-type: none"> <li>Corporate Social Responsibility Policy</li> <li>Environment, Social and Governance Policy</li> </ul>	
<b>Principle 9:</b> Businesses should engage with and provide value to their consumers in a responsible manner	<ul style="list-style-type: none"> <li>Code of Conduct &amp; Ethics Policy</li> <li>Export Compliance Guideline</li> <li>Information Security Policy</li> </ul>	

## SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

### ESSENTIAL INDICATORS

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

Segment	Total number of training and Awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	7 (Including 6 as part of board Meetings)	Outlook on industry practices, governance and compliance, sustainability initiatives, risk management	100%
Key Managerial Personnel	15	Regulatory changes, Code of Conduct, ESG matters, POSH	100%
Employees other than BoD and KMPs	42	Code of Conduct, ESG, POSH, good mix of functional and behavioral trainings	90+ of intended target audience
Workers	Regular basis	Health & Safety and skill upgradation	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:

During the financial year 2022-23, there were no instances of any material (monetary and non monetary) fines/penalties/punishment/award/ compounding fees/settlement amount paid in proceedings (by the entity or by Directors/ KMPs) levied by the regulators/law enforcement agencies/ judicial institutions.

Note: Materiality threshold as specified in Regulation 30 of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015 has been applied for the purpose of this disclosure.

#### 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, the entity has an Anti-Corruption Policy. The policy is available on the Company's website at <https://www.gmmpfaudler.com/index.php/file/Anti-Corruption-Policy.pdf>. GMM Pfaudler's Anti-Corruption policy emphasizes on the Company's zero tolerance approach to bribery and corruption. GMM Pfaudler is committed to conduct all its business activities with honesty, integrity and the highest possible ethical standards and vigorously enforces its ethical business practices wherever it operates throughout the world, of discouraging and not engaging in any kind of bribery, corruption, or unethical practice.

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

There were no instances of any disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against Directors/ KMPs/employees/workers.

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

There were no complaints with regards to conflict of interest.

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

Not Applicable

**LEADERSHIP INDICATORS**

**1. 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 Code of Conduct for Board of Directors and Senior Management Personnel which provides clear guidelines for avoiding and disclosing actual or potential conflict of interest with the Company. The Company receives an annual declaration from its Board of Directors and Senior Management Personnel on the entities they are interested in, and ensures requisite approvals as required under the applicable laws are taken prior to entering into transactions with such entities. The policy is available on the Company's website at <https://www.gmmpfaudler.com/index.php/file/GMMCOC.pdf>

**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:**

	Current Financial Year	Previous Financial Year	Details of improvements in environmental and social impacts
R&D	100% (2.44 crores)	100% (4.28 crores)	The Company invests in R&D and Capex which prioritizes primarily towards product enhancement, operationalizing test centers, and fostering in-house Product Innovation to develop energy efficient products.
Capex	100% (2.26 crores)	-	

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

Yes, the Company has a Supplier's Code of Conduct in place that mandates suppliers to utilize natural resources, in a sustainable manner. Suppliers must minimize or eliminate negative environmental and climate impacts that arise from their operations. Suppliers are also encouraged to participate in creation and adoption of eco-friendly products, processes, and technologies.

The Company also gets confirmation and acceptance on the Code from all its major suppliers. In order to ensure compliance with sustainable procurement principles, GMM Pfaudler performs a Supplier Sustainability Risk Rating and Supplier Self-Assessment for environmental and social criteria. This process ensures that suppliers are assessed on their ability to adhere to sustainable practices and that their environmental and social impacts are evaluated. By doing so, GMM Pfaudler can work with its suppliers to mitigate any potential risks and enhance the sustainability of its supply chain.

The policy also supports the creation of local vendors and encourage local sourcing. The Company focuses on procurement of materials from local suppliers and MSME players. It has implemented various sustainable supply chain practices and initiatives and at the same time ensures timely and cost effective deliveries for necessary resources.

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

GMM Pfaudler conducts regular assessments of key suppliers, evaluating them through Sustainability Risk Rating and Supplier Self-Assessment processes. Basis this assessments, more than 50% of the raw material procurement by value are sourced sustainably.

**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.** Given the nature of our business, the products we manufacture has a life of 10-15 years. Once this period is over, customers can choose to hand over any metal and glass scraps to authorized recyclers. From a larger standpoint, any end-of-life waste that is generated from our products can be recycled and repurposed as raw materials for other processes or products.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No):** NA

**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:** -

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

### ESSENTIAL INDICATORS

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

Category	Total (A)	% of employees covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	Number (F)	% (F /A)
<b>Permanent Employees</b>											
Male	574	574	100%	574	100%	-	-	574	100%	574	100%
Female	30	30	100%	30	100%	30	100%	-	-	30	100%
<b>Total</b>	<b>604</b>	<b>604</b>	<b>100%</b>	<b>604</b>	<b>100%</b>	<b>30</b>	<b>4.97%</b>	<b>574</b>	<b>95.03%</b>	<b>604</b>	<b>100%</b>
<b>Other than Permanent Employees</b>											
Male	88	-	-	88	100%	-	-	-	-	88	100%
Female	7	-	-	7	100%	7	100%	-	-	7	100%
<b>Total</b>	<b>95</b>	<b>-</b>	<b>-</b>	<b>95</b>	<b>100%</b>	<b>7</b>	<b>7.37%</b>	<b>-</b>	<b>-</b>	<b>95</b>	<b>100%</b>

**Note:** Vendors and contractors are required to adhere to the statutory compliances as per applicable laws and rules thereunder.

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

Category	Total (A)	% of Worker Covered by									
		Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	Number (F)	% (F /A)
<b>Permanent workers</b>											
Male	205	205	100%	205	100%	-	-	205	100%	205	100%
Female	0	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>205</b>	<b>205</b>	<b>100%</b>	<b>205</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>205</b>	<b>100%</b>	<b>205</b>	<b>100%</b>
<b>Other than Permanent workers</b>											
Male	1920	-	-	1920	100%	-	-	-	-	1920	100%
Female	7	-	-	7	100%	7	100%	-	-	-	-
<b>Total</b>	<b>1927</b>	<b>-</b>	<b>-</b>	<b>1927</b>	<b>100%</b>	<b>7</b>	<b>0.36%</b>	<b>-</b>	<b>-</b>	<b>1920</b>	<b>99.64%</b>

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

Benefits	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
PF	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	0.20%	-	Y	0.71%	9.52%	Y

**Note:** 100% of eligible employees are covered to avail the retirement benefits like PF, Gratuity, ESI etc.

**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, majority of GMM Pfaudler's workplace premises are designed to be accessible to differently abled employees and workers. The infrastructure at the gates and office entrances are equipped with even surfaces, such as ramps, to ensure easy accessibility for disabled employees.

**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, GMM Pfaudler's Code of Conduct & Ethics Policy mandates all Directors and employees to cultivate a work environment that is free from any sort of discrimination based on factors such as color, race, creed, national or ethnic origin, gender, sexual orientation, religion, marital status, veteran status, citizenship status, physical or mental disability, age, or any other status protected by relevant laws.

**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%	-	-	-
Female	100%	-	-	-
<b>Total</b>	<b>100%</b>	-	-	-

**Notes:**

- i. FY 2022-23 Permanent Employee Retention rate cannot be calculated as 12 months have not been completed after taking the leave.
- ii. No worker took parental leave in FY 2022-23.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	Yes, the working group's grievance redressal mechanism adheres to the guidelines outlined in the Factories Act. In this process, workers can raise their concerns to the welfare officer who is responsible for directing the grievances to the relevant management teams for resolution. Once a solution is determined, the concerned parties are informed accordingly.
Other than Permanent Workers	



	<b>Yes/No (If Yes, then give details of the mechanism in brief)</b>
Permanent Employees	Yes, at GMM Pfadler, employees are encouraged to seek guidance and report any concerns they may have with their direct manager or supervisor, the Human Resources Manager or the Compliance Officer. The Company has a "Whistle Blower Policy" for employees to report instances of unethical behaviour, actual or suspected fraud or violation of the Company's Code of Conduct. The Company has "zero tolerance" to any form of Sexual Harassment at the Workplace. The Company responds promptly to any complaints of Sexual Harassment and take appropriate steps to discipline behaviour that violates its "Anti-Sexual Harassment Policy". The Company has set up an Internal Committee to redress any such complaints received. The Company periodically conducts sessions and workshops for employees across the organization to build awareness about this Policy.
Other than Permanent Employees	

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
<b>Total Permanent Employees</b>						
Male	574	97	16.90%	518	88	16.99%
Female	30	2	6.67%	36	2	5.56%
<b>Total Permanent Workers</b>						
Male	205	159	77.56%	189	144	76.19%
Female	-	-	-	-	-	-

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

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	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)
<b>Employees</b>										
Male	574	509	88.68%	574	100%	518	440	84.94%	162	31.27%
Female	30	22	73.33%	21	70%	36	10	27.78%	14	38.89%
<b>Total</b>	<b>604</b>	<b>531</b>	<b>87.91%</b>	<b>595</b>	<b>98.50%</b>	<b>554</b>	<b>450</b>	<b>81.23%</b>	<b>176</b>	<b>31.77%</b>
<b>Workers*</b>										
Male	205	205	100%	-	-	189	189	100%	-	-
Female	-	-	-	-	-	-	-	-	-	-
<b>Total</b>	<b>205</b>	<b>205</b>	<b>100%</b>	<b>-</b>	<b>-</b>	<b>189</b>	<b>189</b>	<b>100%</b>	<b>-</b>	<b>-</b>

\*Trainings on skill upgradation includes both soft skill and functional skills. Such trainings are imparted by individual functions basis the need for their own department and are not specifically tracked.

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

Category	FY 2022-23 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	574	422	73.52%	518	346	66.80%
Female	30	25	83.33%	36	30	83.33%
<b>Total</b>	<b>604</b>	<b>447</b>	<b>74.01%</b>	<b>554</b>	<b>376</b>	<b>67.87%</b>
<b>Workers</b>						
Male	205	49	23.90%	189	29	15.34%
Female	-	-	-	-	-	-
<b>Total</b>	<b>205</b>	<b>49</b>	<b>23.90%</b>	<b>189</b>	<b>29</b>	<b>15.34%</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? Yes, GMM Pfaudler places significant importance on the safety and well-being of its employees and other relevant stakeholders. As evidence of this commitment, our HSEMS in all three plants have been certified to meet the ISO 45001:2018 standard.
- b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity? At GMM Pfaudler, the processes used to identify work-related hazards and assess risks on a routine and non-routine basis are
1. Hazard Identification and Risk Assessment (HIRA): This involves analyzing the workplace and work activities to identify any hazards that could cause harm to employees, visitors, or the environment. Once hazards are identified, the risk associated with each hazard is assessed to determine the likelihood and potential consequences of an incident occurring. Post which corrective actions are planned and implemented.
  2. Health and Safety Inspections: It involves a comprehensive review of the organization's policies, procedures, and practices related to health, safety, and environmental management. The objective of an HSE inspection and audit is to identify areas where improvements can be made to minimize the risk of incidents or accidents. It is also used to ensure that the organization is in compliance with relevant regulatory requirements and industry best practices. The findings of an HSE inspection and audit are used to develop corrective action plans to address any deficiencies identified.
- c. Whether you have processes for workers to report the work related hazards and to remove themselves from such risks. (Y/N) Yes, GMM Pfaudler has adopted an online based App & Web Portal where all level of employees can report work related hazards. All the work hazards reported are monitored and actioned upon by the Factory Heads along with the HSE Managers.
- d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No) Yes, all our of employees are covered under Health & Accidental Insurance which can be used for any non-occupational medical & healthcare service.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
		(Current Financial Year)	(Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0
Total recordable work-related injuries	Employees	0	1
	Workers	8	11
No. of fatalities	Employees	0	0
	Workers	0	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 work place:**

As an organization, we recognize that the health and safety of our employees is essential to our long-term success and sustainability. We are committed to providing a safe and healthy working environment that fosters employee well-being and productivity. Occupational health and safety (OHS) is a top priority for us, and we continuously strive to identify and manage workplace hazards, provide appropriate safety equipment and training, and establish protocols for responding to accidents or emergencies. Our approach to OHS is not only a legal and ethical obligation but also a crucial aspect of our corporate responsibility and commitment to ESG principles.

The Company's health and safety management system is based on ISO 45001 – the International Standard for Occupational Health and Safety. Company encourages and works on building Behaviour Based Safety Management to encourage adherence to safe behaviour and promote safety culture. All employees and workers are trained on safety aspects which includes First – aid, Fire – fighting, Onsite Emergency Plan, Work permit system, HIRA, etc.

There is a well-defined checklist basis which periodic safety inspections are carried out and actions are taken in a time bound manner. Regular inspections and maintenance are done by competent persons for various critical equipment, with necessary permits wherever needed, ensuring lockout tagout system (LOTO) is implemented.

**During the reporting year GMM Pfaudler carried following activities at its manufacturing locations to ensure safe and healthy workplace culture**

1. ISO 45001 recertification for one facility and certification for other two facilities.
2. Behavior Based Safety Training Session conducted for all level of employees & workers.
3. Implemented Contractor Safety Management.
4. Safety Audit as per IS 14489 for one facility.
5. Construction of Dedicated Scrap Yard.
6. Project Utkarsh and Project Spurthi implemented which included One- Point Lesson, Safety Rounds, PPE awareness, & LOTO system incorporation.

**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		(Current Financial Year)	(Previous Financial Year)	
Working Conditions	94	25	Proactively Identified by safety committee & plant team, resolution of pending points are ongoing and will be closed in due time			
Health & Safety	20	3			Nil	

**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	
Working Conditions	100%

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

No significant risks / concerns of health & safety practices and working conditions has been identified from the assessments hence no corrective action is required.

**LEADERSHIP INDICATORS**

**1. Does the entity extend any life insurance or any compensatory package in the event of death of:**

(A) Employees (Y/N)	Yes
(B) Workers (Y/N)	

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

None

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

**ESSENTIAL INDICATORS**

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

At our Company, we take pride in maintaining a strong and transparent relationship with our investors by having a deep understanding of their expectations and fulfilling them consistently. Our commitment to client value is an integral part of our corporate philosophy which reflects our dedication to our clients. We believe that our employees are vital in creating value for our clients and the organization, and we strive to provide them with fulfilling careers. Suppliers are our key stakeholders who enable us to deliver business value. We respect the law of the land and abide by the GMM Pfaudler's Code of Conduct and Ethics Policy, making governments and regulators important stakeholders. Our business practices are centered around inclusive growth, and we ensure that the community is at the forefront of our sustainable practices.

Our stakeholders are our investors, employees, shareholders, customers, communities, non-governmental organizations and suppliers amongst others.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly /others – please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Customers	No	One-to-one interactions and meetings for projects, relationship meetings, Customer satisfaction surveys, Helpline numbers and grievance recording mechanism; customer visits, responses to Request for Information (RFI) / Request for Proposal (RFP), sponsored events, mailers, newsletters, brochures, website, social media, events and exhibitions	<b>Continuous:</b> GMM Pfaudler's website, social media, sponsored events, mailers, newsletters, brochures <b>Half-yearly:</b> Relationship meetings, Customer satisfaction surveys, customer visits <b>Annual:</b> Events and Exhibitions	<ul style="list-style-type: none"> <li>Product Stewardship</li> <li>Product quality and safety</li> <li>Customer data privacy</li> <li>New Products</li> <li>Feedback</li> </ul>
Employees	No	Induction programs, E-mails, newsletters Employee portal, HR helpdesk, Engagement initiatives and Townhalls, Rewards & Recognition programs and satisfactions survey, Leadership development meetings/ programmes	<b>Continuous:</b> Website, Employee portal, HR helpdesk, Rewards & Recognition programs and satisfactions survey, Webinars and awareness sessions <b>Quarterly:</b> GMM Pfaudler's Newsletter <b>Annual:</b> Townhalls	<ul style="list-style-type: none"> <li>Performance appraisal and rewards</li> <li>Learning and development programmes</li> <li>Transparency in business</li> <li>Compliance with safety norms</li> <li>Focus on ESG aspects</li> <li>Diversity &amp; Inclusion</li> <li>Code of Conduct &amp; Human Rights</li> <li>Career Management and Growth Prospects</li> </ul>
Investors & Shareholders	No	Website, newspapers, press releases, emails, quarterly conference call, analyst & investor Meeting, general meeting, social media, manufacturing facility visits	<b>Continuous:</b> Investors page on the GMM Pfaudler's website, social media <b>Quarterly:</b> Financial statements earnings call, press conferences, investor calls <b>Annual:</b> Annual General Meeting, Annual Report	<ul style="list-style-type: none"> <li>Financial and non-financial performance</li> <li>Robust strategy for business growth</li> <li>Long-term business value</li> <li>Ethical Behavior and Fair Business Practices</li> <li>Understanding shareholders expectations</li> </ul>
Suppliers	No	Site visits and inspection, meetings/calls, Vendor capability assessment, Vendor performance assessment	<b>Quarterly:</b> Meetings/calls <b>Half-yearly:</b> Assessments, Site visits and inspections	<ul style="list-style-type: none"> <li>Responsible Sourcing</li> <li>On time performance</li> <li>Ethical behavior/Fair business practices</li> <li>Sustainability</li> </ul>
Community	Yes	CSR events and programs (Now through GMM Pfaudler Foundation)	<b>Quarterly:</b> Project Progress <b>Annual:</b> Review	<ul style="list-style-type: none"> <li>Progress on CSR projects</li> <li>Need Assessments</li> <li>Impact Assessments</li> </ul>
Industry bodies, Regulators	No	Email, one-on-one meetings, Conference meetings Periodic Fillings	Need-based	Discussions with regard to various regulations and amendments, inspections, approvals

## LEADERSHIP INDICATORS

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

Stakeholder engagement is a crucial process that contributes to growth ambitions. The Board has approved the Company's 3-year Strategy and Roadmap. The ESG Steering Committee executes the roadmap in line with the Company's ESG vision and sets sustainability-related goals, provides specific guidance and operational insights to the ESG working groups, reviews public disclosures, interacts with stakeholders to understand their concerns. The ESG Steering Committee is headed by the Chief Executive Officer. Periodic Board reviews are held at least once a quarter, during which the Board holds extensive discussions with the Chief Executive Officer on sustainability progress and stakeholders concerns. This Committee acts as the medium through which the stakeholders of the organization interact with the Board.

The Company's comprehensive reporting approach demonstrates an unwavering dedication to provide stakeholders a transparent and holistic view of the Company's performance and progress toward achieving ESG commitments.

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

Yes, the Company in consultation with the stakeholders has identified material environmental and social topics. Material topics were shortlisted and prioritised based on their impact on the stakeholders and the business. The details on the same have been provided in the Materiality Assessment section of the ESG report.

The initiatives undertaken by the Company under the thrust areas of Corporate Social Responsibility initiatives are undertaken after assessing the need of the communities including the vulnerable/marginalised stakeholder groups and other members of the community.

**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 (Current Financial Year)			FY 2021-22 (Previous Financial Year)		
	Total (A)	No. of employees / Workers covered (B)	% (B / A)	Total (C)	No. of employees / Workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	604	604	100%	554	416	75.09%
Other than permanent	95	95	100%	75	10	13.33%
<b>Total Employees</b>	<b>699</b>	<b>699</b>	<b>100%</b>	<b>629</b>	<b>426</b>	<b>67.73%</b>
<b>Workers*</b>						
Permanent	-	-	-	-	-	-
Other than permanent	-	-	-	-	-	-
<b>Total Employees</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

\*The trainings on human rights and other policies are a part of the Code of Conduct & Ethics Policy (COC) and other various awareness programmes. The Company has deployed an e-module on COC for training of the employees. Several discussions are held with all employees and workers to create awareness around human rights and the Company's COC. In addition to HR led sessions and e-module on COC, all employees and workers (including new joiners) are trained/made aware of the COC by their functional team leads. Such sessions are currently not tracked. This information will be available from FY 2023-24 onwards. Further, the COC is available for reference on the Company's website and on the Company's intranet portal. They are expected to read and understand this Code, uphold these standards in day-to-day activities, and

comply with all applicable laws, rules and regulations and all applicable policies and procedures adopted by the Company. Trainings imparted to workers are not specifically tracked.

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

Category	FY 2022-23 (Current Financial Year)					FY 2021-22 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B /A)	No. (C)	% (C /A)		No. (E)	% (E /D)	No. (F)	% (F /D)
<b>Permanent Employees</b>										
Male	574	-	-	574	100%	518	-	-	518	100%
Female	30	-	-	30	100%	36	-	-	36	100%
<b>Other than Permanent Employees</b>										
Male	88	-	-	88	100%	70	-	-	70	100%
Female	7	-	-	7	100%	5	-	-	5	100%
<b>Permanent Workers</b>										
Male	205	-	-	205	100%	189	-	-	189	100%
Female	-	-	-	-	-	-	-	-	-	-
<b>Other than Permanent Workers</b>										
Male	1920	550	28.65%	1370	71.35%	1803	1150	63.78	653	36.22%
Female	7	-	-	7	100%	2	-	-	2	100%

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

	Male		Female	
	Number	Median remuneration/ Salary/ wages of respective category (in Crores)	Number	Median remuneration/ Salary/ wages of respective category (in Crores)
BOD -Executive Directors	1	9.86	0	-
BOD-Non- Executive Directors	7	0.12	1	0.10
Key Managerial Personnel*	2	2.14	1	0.43
Employees other than BoD and KMP	571	0.07	29	0.09
Workers	205	0.04	-	-

\*KMP excludes Managing Director

**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)**

The Company has designated the Company Secretary and Human Resource Head as Compliance Officers to enforce the principles outlined in the GMM Pfadler's Code of Conduct & Ethics Policy, which includes the protection of human rights.

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

As part of its commitment to upholding human rights and continuous improvement, the Company has established mechanisms for receiving and addressing complaints and feedback related to human rights violations. These mechanisms include a Whistle Blower Policy that empowers Directors and employees to report any instances of unethical behavior, fraud, or violations of the Company's Code of Conduct & Ethics Policy.

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

There were no complaints made by employees during current and previous financial years on sexual harassment, discrimination at workplace, child labour, forced labour, wages and other human rights related issues.

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

Our Company values prohibit retaliation in any form. Employees can report any suspected violation of the law, the Code of Conduct, or other Company policies without fear of retribution or retaliation. The Company strictly prohibits any threats or retaliation against individuals who report violations in good faith or assist in any related investigations. Our resolution process adheres to the principles of natural justice, confidentiality, sensitivity, non-retaliation, and fairness. We handle all concerns with sensitivity and aim to provide timely action and closure. Our detailed investigation process ensures fairness for all involved and provides an opportunity for all parties to present relevant facts and evidence.

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

Yes, The Code of Conduct & Ethics Policy of GMM Pfaudler affirms its commitment to the protection of human rights and the dignity of all individuals and expects all employees of the Company to uphold these principles. This obligation extends to all interactions with business partners, including the negotiation and execution of agreements and contracts.

**9. Assessments for the year:**

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

**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:**

<b>Parameter</b>	<b>FY 2022-23 (Current Financial Year)</b>	<b>FY 2021-22 (Previous Financial Year)</b>
Total electricity consumption (A) (GJ)	97,405.60	84,401.88
Total fuel consumption (B) (GJ)	1,45,307.75	1,58,205.77
Energy consumption through other sources (C) (GJ)	-	-
Total energy consumption (A+B+C) (GJ)	2,42,713.34	2,42,607.66
Energy intensity per rupee of turnover (Total energy consumption/ turnover in INR Crore)	225.78	297.74
Energy intensity (optional) – the relevant metric may be selected by the entity		-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No		

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

Not applicable



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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	25,685	14,735
(iii) Third party water	18,745.806	15,811
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)</b>	<b>44,430.806</b>	<b>30,546</b>
<b>Total volume of water consumption (in kilolitres)</b>	<b>39,240.806</b>	<b>26,566</b>
<b>Water intensity per rupee of turnover (Water consumed / turnover in INR Crore)</b>	<b>36.5</b>	<b>32.60</b>
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No.		

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

Our operations generate wastewater as part of the manufacturing processes and we have structured policies and measures to responsibly treat and recycle wastewater for reuse. We require significant amount of water during the hydrotesting process, which is essential to check the quality of our products. This water is stored in large tanks and reused during multiple testing cycles.

Further, wastewater generated on site is treated in the in-house sewage treatment plants or sent to Common Effluent Treatment Plant (CETP) and the recycled water is used for gardening purposes.

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
NOx	Kg	242	258
SOx	Kg	423	459
Particulate matter (PM)	Kg	2,556	2,841
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others – please specify	-	-	-
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No.			

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

Parameter	Unit	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	8517.82	8,933.03
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	20,460.13	16,442.11
<b>Total Scope 1 and Scope 2 emissions per crore rupee of turnover</b>		26.96	31.14
<b>Total Scope 1 and Scope 2 emission intensity</b> (optional) – the relevant metric may be selected by the entity			
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No.			

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

GMM Pfaudler strives to decrease its carbon footprint by continuously working towards reducing electricity consumption and emissions through the adoption of clean technology, enhancing energy efficiency, and promoting renewable energy.

**Few of the projects associated with Reducing Green House Gas Emissions are:**

1. 1MW Roof Top Solar Plant at Karamsad Manufacturing Unit generated 1285231.2 kWh during the FY 2022-23 & helped avoid 1041.03 tCO<sub>2</sub>e.
2. Windmills with a total generating capacity of 1.8 MW generated 5,12,453 kWh during the FY 2022-23 & helped avoid 415.09 tCO<sub>2</sub>e.
3. Glass Coat reduced by 0.32 Coat leading to saving of 25,32,467 kWh and 2051 tCO<sub>2</sub>e annually.
4. Revamping furnaces at Karamsad Unit: 2 such furnaces were identified for revamping, one such furnace revamping activity got completed in the month of January 2023 where on an average 9% units were saved on MoM basis- this will help save 14,000 kWh and 11.34 tCO<sub>2</sub>e annually.
5. Power Saving in Air Compressor consumption by Scheduling Power ON/OFF at Karamsad Unit helped save 11412 kWh and 9.24 tCO<sub>2</sub>e annually.
6. Replaced inverter-based welding machines with updated technology machines (10 Nos)- this helped save 32,200 kWh and 26.08 tCO<sub>2</sub>e annually.
7. Replacing 75 old Air Conditioners with Energy Efficient & Ecofriendly (5 Star Rating & R32) Air Conditioners- this helped save 29,248 kWh and 23.69 tCO<sub>2</sub>e annually.
8. Power Saving in office lighting/AC consumption by Scheduling Power ON/OFF at All Unit - this helped save 1,16,712 kWh and 95.53 tCO<sub>2</sub>e annually.
9. Replacement of HPMV lights to Energy Efficient LED Light helped save 92,000 kWh and 74.52 tCO<sub>2</sub>e annually.

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

Parameter	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	1.10	-
E-waste (B)	3.30	-
Bio-medical waste (C)	0.00015	0.00355
Construction and demolition waste (D)	310.43	94
Battery waste (E)	0.0371	1.30
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	13.24	0.29
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	3301.37	2305
<b>Total (A+B + C + D + E + F + G+ H)</b>	<b>3629.48</b>	<b>2400.63</b>
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
<b>Category of waste</b>		
(i) Recycled	3311.19	2306
(ii) Re-used	310.11	94.168
(iii) Other recovery operations	-	-
<b>Total</b>	<b>3621.30</b>	<b>2400.47</b>
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
<b>Category of waste</b>		
(i) Incineration	0.00015	0.00355
(ii) Landfilling	8.14	-
(iii) Other disposal operations	-	-
<b>Total</b>	<b>8.14015</b>	<b>0.00355</b>
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No.		

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:

GMM Pfaunder acknowledges the importance of waste management, which has a significant impact on our business, the local communities, and the environment. Our waste management strategy is aimed at minimizing waste generation, maximizing recycling and recovery, and minimizing waste disposal. We have taken several measures to ensure responsible waste management practices across all our facilities, such as waste segregation at the source, waste reuse, waste recycling and the safe disposal of hazardous waste by tie up with authorized agency. Our commitment to waste management aligns with our broader environmental, social, and governance objectives and we are continuously working towards enhancing our waste management practices.

**Few of the project associated with Waste Management are:**

1. Use of 100% asbestos-free gaskets in product at Karamsad Manufacturing Unit - replaced 13 tons of asbestos material with non-asbestos grade material
2. At Karamsad Plant usage of recyclable stretch film ( 50 Micron +) for packaging product which will help recycle 8.5MT of Plastic.

3. Implementation of Operational Control Procedure for Hazardous Waste Management at the Vatva Manufacturing Unit
  4. Gas/Plasma Cutting Sludge & Welding flux disposed (33 Tonnes) to 100% Recycling Agency at Vatva Manufacturing Unit
  5. Creation of a dedicated scrap yard for segregation and storage of waste in Vatva Manufacturing Unit
- 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:**
- Not Applicable
- 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:**
- Yes, the organization is in compliance with all the Environment related laws/regulations/guidelines. During the year, the Emissions/Waste generated by the Company were within the limits prescribed by State Pollution Control Board (SPCB) and certification to that effect are being obtained on a periodical basis as per guidelines of SPCB.

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### LEADERSHIP INDICATORS

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- 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 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
<b>From renewable sources</b>		
Total electricity consumption (A) (GJ)	6,471.66	9,475.80
Total fuel consumption (B) (GJ)	-	-
Energy consumption through other sources (C) (GJ)	-	-
<b>Total energy consumption (A+B+C) (GJ)</b>	<b>6,471.66</b>	<b>9,475.80</b>
<b>From non renewable sources</b>		
Total electricity consumption (D) (GJ)	90,933.93	74,926.09
Total fuel consumption (E) (GJ)	1,45,307.75	158,205.77
Energy consumption through other sources (F) (GJ)	-	-
<b>Total energy consumed from non renewable sources (D+E+F) (GJ)</b>	<b>2,36,241.67</b>	<b>2,33,131.85</b>
Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? No		

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

The Company has a standardised business continuity plan (BCP) in place which ensures resilient business operations and utmost safety of employees and the Company's assets. The business continuity plans are integrated in our Enterprise Risk Management program and guide our response to disruptions to our operations. This covers various scenarios as a part of risk management processes and provides for risk

mitigation and management in case of uncertainties. GMM Pfaudler's BCP aims to restore operations to Business as Usual at the earliest in case of a business outage.

**Overall Emergency Preparedness at GMM Pfaudler across all sites includes:**

- Periodic Emergency Response Trainings for Emergency Response Teams (staff) & security team
- Periodic Evacuation & Emergency Simulation Drills
- Robust emergency preparedness checks to ensure readiness at all times
- Liaison with Civil authorities for quick response in case of an emergency
- Yearly assessments
- Annual Maintenance Contracts on Emergency PPE

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

**ESSENTIAL INDICATORS**

**1. a. Number of affiliations with trade and industry chambers/ associations:**

The Company is a member of 6 (six) trade and industry chambers/ associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1	The Bombay Chamber of Commerce & Industry (BCCI)	State
2	The Federation of Indian Chambers of Commerce and Industry (FICCI)	National
3	The Confederation of Indian Industry (CII)	National
4	Indian Chemical Council (ICC)	National
5	Process Plant & Machinery Association of India (PPMAI)	National
6	Indian American Chamber of Commerce (IACC)	National

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

During the reporting period, the Company received no notices for anti-competitive, antitrust, conflict of interest, or monopolistic practices from regulatory authorities hence no corrective action was required to be taken.

**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:**

As per law, the entity is not required to conduct any Social Impact Assessments in the current financial year. However the Company has carried out social impact assessment of its CSR projects namely ReefWatch Marine Conservation for Project "Re(ef) Generate" at Andaman Islands and ReefWatch Marine Conservation for Mega-fauna Rescue & Beach Restoration on the Karnataka coast on a voluntary basis. Details of the Impact Assessment is provided in the ESG Section of this Annual Report.

**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:**

The Company works closely with the community in the identified areas of contribution in the thrust areas for carrying out the Corporate Social Responsibility initiatives. Within the area of work, the employees of the Company work with the communities to understand the impact of the projects on the intended beneficiaries. These interactions provide the people with ample opportunities to gauge and address community concerns. Based on these interactions, we have not encountered any specific grievances from the community at present.

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

The nature of Company’s business is such that the sourcing must be compulsorily done from supply chain partners with specific technical competencies and makes as specified by customers. However, wherever feasible, economic consideration of low transportation cost ensures procurement of goods and services from local & small producers.

	FY 2022-23 (Current Financial Year)	FY 2021-22 (Previous Financial Year)
Directly sourced from MSMEs/small producers	4.50%	4.95%
Sourced directly from within the district and neighbouring districts	34.20%	29.40%

**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):**

Not Applicable.

**2. Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Education	300+	100%
2	Healthcare	16000+	100%
3	Environment*	800+	-

\*In the environment section the Company works on initiatives such urban afforestation, restoration of coral reefs and marine megafauna rescue, where beneficiaries can not be calculated.

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

**ESSENTIAL INDICATORS**

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

GMM Pfaudler treats customer complaints with utmost importance and believes that it should be redressed promptly and effectively. GMM Pfaudler’s customers have multiple mechanisms to report complaints or provide feedback. All the grievances received through various channels are registered and a unique complaint number is generated, and an acknowledgement email is sent immediately to the customer with an intimation that their complaint has been taken on record. The complaint is tracked and resolved in a timely manner. The Company has a toll-free number and a dedicated mail id where customers can call and register their complaint. Complaints are assigned to respective Service Managers depending on the category of the complaint. The Company meets globally recognized standards - ISO 9000 (Quality Management). The team works closely with the management and various vertical teams and provides regular feedback on process, policies and people related complaints. This leads to improvements and ensures complaints are reduced.

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

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

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

No consumer complaints were received during current and previous financial years regarding data privacy, advertising, cyber security, delivery of essential services, restrictive trade practices and unfair trade practices.

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

There were no instances of product recalls on account of safety issues during the financial year 2022-23.

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

Yes. The Company has in place Cyber Security Policy and Data Privacy Policy to ensure sufficient safeguards are in place to prevent any data leakage. The Company has a well-institutionalised information security management system based on internationally recognised standards and best practices and is continuously improving its cybersecurity posture to safeguard from emerging cyber threats to its business. For further details please refer to the "Internal Control Systems & their Adequacy" in the Management Discussion & Analysis. The policy is available to internal stakeholders and is placed on the intranet of the Company.

**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