## BUSINESS RESPONSIBILITY REPORT FOR THE FY 2020-21 In terms of Regulation 34 of the Listing Regulation

| 1. Corporate Identity Number (CIN) of the    | L74999MH1934PLC002093                                    |  |  |  |
|--|--|--|--|--|
| Company                                      |  |  |  |  |
| 2. Name of the Company                       | Everest Industries Limited                               |  |  |  |
| 3. Registered address                        | GAT 152, Lakhmapur, Taluka Dindori, Nashik-422202,       |  |  |  |
|  | Maharashtra  |  |  |  |
| 4. Website                                   | www.everestind.com                                       |  |  |  |
| 5. E-mail id                                 | mksingh@everestind.com                                   |  |  |  |
| 6. Financial Year reported                   | 2020-21  |  |  |  |
| 7. Sector(s) that the Company is engaged in  | Building Products - 23959                                |  |  |  |
| (industrial activity code-wise)              | Steel Buildings - 41003                                  |  |  |  |
|  | (As per NIC 2008)  |  |  |  |
| 8. List three key products/services that the | The Building Products:                                   |  |  |  |
| Company manufactures/provides (as in balance | <ul> <li>Roofing, Boards &amp; Panels,</li> </ul>        |  |  |  |
| sheet)                                       | <ul> <li>Heavy Duty Boards,</li> </ul>                   |  |  |  |
|  | <ul> <li>Rapicon walls</li> </ul>                        |  |  |  |
|  | Steel Buildings:   |  |  |  |
|  | <ul> <li>Pre-Engineering Steel Buildings</li> </ul>      |  |  |  |
| 9. Total number of locations where business  | The company operates from India with its 8 manufacturing |  |  |  |
| activity is undertaken by the Company        | plants and 3 Offices across the country.                 |  |  |  |
| I. Number of International Locations         |  |  |  |  |
| (Provide details of major 5)                 |  |  |  |  |
| II. Number of National Locations             |  |  |  |  |
| 10. Markets served by the Company –          | The Company serves in both national and international    |  |  |  |
| Local/State/National/International/          | markets.   |  |  |  |
|  |  |  |  |  |

## Section A: General Information About the Company

# **Section B: Financial Details of the Company**

| 1. Paid up Capital (INR)  | ₹ 1564 (lakhs)  |
|---|---|
| 2. Total Turnover (INR)   | ₹ 122213 (lakhs)  |
| <i>3. Total profit after taxes (INR)</i>  | ₹ 5759 (lakhs)  |
| <i>4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%)</i> | 1.24% (₹ 85.33 Lakhs) of average net profit of the Company for last three financial years calculated as per section 198 of the Companies Act, 2013.   |
| 5.List of activities in which expenditure in 4 above  | The CSR amount is spent in following broad areas:   |
| has been incurred:-   | <ul> <li>I. Livelihood enhancement- skill development<br/>and training</li> <li>II. Promotion of education and sports.</li> <li>III. Preventive health care</li> <li>IV. Community Development</li> </ul> |

#### Section C: Other Details

1. Does the Company have any Subsidiary Company/ Companies?

Yes, the Company has 2 subsidiary companies. Please refer to Annexure -1 of Board's Report in the Annual Report.

2. Do the Subsidiary Company/Companies participate in the BR Initiatives of the parent company? If yes, then indicate the number of such subsidiary company(s)

No, the subsidiary companies do not participate in the BR initiatives of the Company.

3. Do any other entity/entities (e.g. suppliers, distributors etc.) that the Company does business with, participate in the BR initiatives of the Company? If yes, then indicate the percentage of such entity/entities? [Less than 30%, 30-60%, More than 60%]

The Company is working towards including its supply chain in their BR initiatives. However, none of its suppliers or distributors is a part of BR Initiatives.

#### Section D: BR Information

#### 1. Director/Directors responsible for BR

(a) Details of the Director/Director responsible for implementation of the BR policy/policies

The CSR Committee of the Board of Directors is responsible for implementation of BR policies. The members of the CSR Committee are as follows:

| S.<br>No | DIN Number | Name                 | Designation                  |
|----------|------------|----------------------|------------------------------|
| 1.       | 00046486   | Ms. Padmini Somani   | Chairperson of CSR Committee |
| 2.       | 00088685   | Mr. M. L. Gupta      | Member of CSR Committee      |
| 3.       | 02149755   | Mr. Alok Nanda       | Member of CSR Committee      |
| 4.       | 08855031   | Mr. Rajesh Joshi     | Member of CSR Committee      |
| 5.       | 01289086   | Mr. Y. Srinivasa Rao | Member of CSR Committee      |

#### (b) Details of the BR head

| DIN Number (if applicable) | Not Applicable         |
|----------------------------|------------------------|
| Name                       | Manish Kumar Singh     |
| Designation                | Head - CSR & BRR       |
| Telephone number           | 91-120-4791800         |
| E-mail id                  | mksingh@everestind.com |

# 2. Principle-wise (as per NVGs) BR Policy/policies

## (a) Details of compliance

| No. | Questions   | P1                      | P2  | P3                         | P4                           | P5                        | P6              | P7               | P8              | P9              |
|-----|---|-------------------------|---|----------------------------|------------------------------|---------------------------|-----------------|------------------|-----------------|-----------------|
| 1.  | Do you have a policy/ policies for  | Y                       | Y   | Y                          | Y                            | Y                         | Y               | Υ                | Y               | Y               |
| 2.  | Has the policy being formulated in consultation with the relevant stakeholders?   | Y                       | Y   | Y                          | Y                            | Y                         | Y               | Y                | Y               | Y               |
| 3.  | Does the policy conform to any national /<br>international standards? If yes, specify? (50<br>words)  | stand<br>bench<br>and 1 | compar<br>ards in<br>umarks<br>NVG G<br>s, Gove | order<br>such a<br>uidelin | to pra<br>as ISO<br>ies issu | ctice r<br>9001<br>1ed by | nation<br>, ISO | al or i<br>14001 | nterna<br>, ISO | tional<br>45001 |
| 4.  | Has the policy being approved by the Board?<br>Is yes, has it been signed by MD/ owner/ CEO/<br>appropriate Board Director?   | Y                       | Y   | Y                          | Y                            | Y                         | Y               | Y                | Y               | Y               |
| 5.  | Does the company have a specified committee of<br>the Board/ Director/ Official to oversee the<br>implementation of the policy?                                     | Y                       | Y   | Y                          | Y                            | Y                         | Y               | Y                | Y               | Y               |
| 6.  | Indicate the link for the policy to be viewed online?   | https                   | ://ww<br>f_l                                    | w.ever<br>Busines          |                              |                           | -               |                  |                 | 3invu           |
| 7.  | Has the policy been formally communicated to all relevant internal and external stakeholders?   | Y                       | Y   | Y                          | Y                            | Y                         | Ŷ               | Ŷ                | Y               | Y               |
| 8.  | Does the company have in-house structure to implement the policy/ policies?   | Y                       | Y   | Y                          | Y                            | Y                         | Y               | Y                | Y               | Y               |
| 9.  | Does the Company have a grievance redressal<br>mechanism related to the policy/ policies to<br>address stakeholders' grievances related to the<br>policy/ policies? | Y                       | Y   | Y                          | Y                            | Y                         | Y               | Y                | Y               | Y               |
| 10. | Has the company carried out independent<br>audit/ evaluation of the working of this policy<br>by an internal or external agency?*                                   | N                       | N   | N                          | N                            | N                         | N               | N                | N               | N               |

\*The Company has initiated Business Responsibility in Financial Year 2019-20 and it is in the early stage. It could not executed as FY 2020-21 was largely impacted due to COVID-19, thus it will take some time to implement the BR Policy completely. The Company is in process of engaging different stakeholders such as suppliers, customers etc. to be part of Business Responsibility initiative of the Company. The Company will carry out independent audit/ evaluation of working of BR Policies as and when it is deemed necessary.

# (b) If answer to the question at serial number 1 against any principle, is 'No', please explain why:

| No. | Questions   | P1             | P2 | P3 | P4    | P5      | P6  | P7 | P8 | P9 |
|-----|---|----------------|----|----|-------|---------|-----|----|----|----|
| 1.  | The company has not understood the Principles   |                |    | •  | Not A | Applica | ble |    |    |    |
| 2.  | The company is not at a stage where it finds itself<br>in a position to formulate and implement the<br>policies on specified principles | Not Applicable |    |    |       |         |     |    |    |    |
| 3.  | The company does not have financial or manpower resources available for the task  | Not Applicable |    |    |       |         |     |    |    |    |
| 4.  | It is planned to be done within next 6 months   | Not Applicable |    |    |       |         |     |    |    |    |
| 5.  | It is planned to be done within the next 1 year   | Not Applicable |    |    |       |         |     |    |    |    |
| 6.  | Any other reason (please specify)   | Not Applicable |    |    |       |         |     |    |    |    |

- 3. Governance related to BR
  - (a) Indicate the frequency with which the Board of Directors, Committee of the Board or CEO to assess the BR performance of the Company. Within 3 months, 3-6 months, Annually, More than 1 year

The Business Responsibility performance of the Company is assessed annually by the CSR Committee.

(b) Does the Company publish a BR or a Sustainability Report? What is the hyperlink for viewing this report? How frequently it is published?

The Business Responsibility Report of the Company will be published annually.

Further details can be availed from link: <u>https://www.everestind.com/annual-reports</u>

#### Section E: Principle-Wise Performance

Principle 1: Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

1. Does the policy relating to ethics, bribery and corruption cover only the company? Yes/ No. Does it extend to the Group/Joint Ventures/ Suppliers/Contractors/NGOs /Others?

Ethics, Transparency and Accountability Policy is applicable to the Directors and employees of the Company across all its functions, units and branches.

2. How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof, in about 50 words or so.

At the opening of the financial year 2020-21, 2 complaints were under investigation and resolved satisfactorily. During the financial year 2020-21, 1 complaint was received and resolved by the Company.



1. List up to 3 of your products or services whose design has incorporated social or environmental concerns, risks and/or opportunities

The Company foundation is based on its values of respect, excellence and integrity when it comes to design and development products and services. The Company understands its obligations on social and environmental concerns, risks and opportunities. Thus, the Company is committed to work with its stakeholders to mitigate the environmental and social impacts of its products throughout their life cycle. We manufacture products responsibly with minimum negative impact on environment, few such products include:

(a) **Roofing (Hitech):** Fibre cement Roofing sheet formulation is a carefully balanced blend of synthetic and natural organic fibres, fillers and cement which produces an eco-friendly product that has become recognized as a major advance in roofing and cladding application.

(b) **Boards:** Everest Boards and Panels are eco-friendly product made of Hatschek process enabled with HPSC (High Pressure Steam Curing) technology which makes them moisture, fire and termite resistant. These new age boards have edge to other wood based alternatives.

Everest Boards are GRIHA (Green Rating for Integrated Habitate Assessment) certified Green Products. One of Boards variant classified as fire rating A1 as per EN (European) standards.

(c) **Rapicon Panels:** Everest Solid Wall Panels (Rapicon) are made of sandwiched Fibre cement boards and light weight aerated concrete as a core material. The Rapicon is eco-friendly product used for rapid wall constructions. The Everest Panels are GRIHA certified Green Products too.

2. For each such product, provide the following details in respect of resource use (energy, water, raw material etc.) per unit of product (optional):

(a) Reduction during sourcing/production/ distribution achieved since the previous year throughout the value chain?

|                                   | FY 2020-21 |        |                |        | FY 201 | 19-20          |
|-----------------------------------|------------|--------|----------------|--------|--------|----------------|
|                                   | Hitech     | Boards | Rapicon Panels | Hitech | Boards | Rapicon Panels |
| SpecificEnergyConsumption(kwh/MT) | 89.67      | 90.01  | 32.59          | 73.06  | 93.59  | 31.49          |
| Water Consumption<br>(kL/MT)      | 0.25       | 0.50   | 0.43           | 0.22   | 0.48   | 0.42           |
| Raw Material Yield<br>(m2n/MT)    | 156.55     | 164.9  | 1.289          | 153.31 | 168.2  | 1.263          |

# (b) Reduction during usage by consumers (energy, water) has been achieved since the previous year?

**Rapicon Panels:** Rapicon is a Dry wall construction, hence Water usage in construction at site is negligible. Further it has excellent thermal properties facilitates in maintaining good Air Conditioning in Building. These are energy efficient building products, also non-combustible and tested for fire and toxicity ratings.

**Boards:** Board is a Dry wall construction; hence Water usage in construction is negligible, it also exhibit excellent thermal properties if used with rock wool sandwiched in 2 boards. In addition, one of Boards variant is non-combustible in nature and meets A1 (highest) fire rating as per European (EN) standards.

3. Does the company have procedures in place for sustainable sourcing (including transportation)? (a) If yes, what percentage of your inputs was sourced sustainably? Also, provide details thereof, in about 50 words or so.

We work in tandem with our suppliers and most of our procurement of raw materials and services are awarded to vendors who have systems in place to ensure responsible behavior such as adherence to local and national compliances, implementation of management systems including ISO 14001, ISO 45001 etc. In addition Suppliers environmental and social audits are also conducted by an independent third party. Further, transportation and logistics optimization is an ongoing activity to reduce the relative environmental impacts. The Company source -6.25% (of total buying value) inputs sustainably.

# 4. Has the company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work? (a) If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

The company has a vast network of suppliers both in India and abroad. However the procurement decisions are always taken considering the development of local economy. Most of our suppliers are local (from India) thereby leading to an ease of delivery of products and services and minimal environmental footprint. A number of capacity building and skill development programmes are conducted for the local and small vendors.

# 5. Does the company have a mechanism to recycle products and waste? If yes, what is the percentage of recycling of products and waste (separately as <5%, 5-10%, >10%)? Also, provide details thereof, in about 50 words or so

At Everest, waste is managed in an efficient manner. In addition to recycling the waste generated from our operations, we also utilize waste from other industries as raw material into our processes. Such as fly ash, secondary pulp etc.

In the manufacturing of boards, Rapicon and Hitech, we utilize approximately 16-18%, 30-35% and 7-10% of fly ash respectively. In the manufacturing of Boards and Hitech, we utilize approximately 3–4%, and 1.5-2% of secondary pulp respectively.

Further in the manufacturing of boards, 2.31% of product rejection is recycled and used as Raw material.



Principle 3: Businesses should promote the wellbeing of all employees

## 1. Please indicate the total number of employees:

The total number of permanent employees is 1309 (718 on roll employees and 591con roll workmen).

# 2. Please indicate the total number of employees hired on temporary/ contractual /casual basis:

The total number of hired on temporary/contractual/casual basis is 2373 employees.

#### 3. Please indicate the number of permanent women employees:

The total number of women employees is 31.

### 4. Please indicate the number of permanent employees with disabilities?

There are 2 employees with special abilities.

#### 5. Do you have an employee association that is recognized by management?

Yes, employees and workers are represented by unions/associations at our manufacturing locations. The unions/associations recognized by management are affiliated either of; Indian National Trinamool Trade Union Congress (INTTUC), Indian National Trade Union Congress (INTUC), Bharatiya Mazdoor Sangh (BMS), Center for Trade Union (CITU), Socialist Unity Centre of India (SUCI), Anna Thozhisangha Peravai (ATP), All India United Trade Union Centre (AIUTUC) and Independent Trade Unions of employees/workers of the Company.

# 6. What percentage of your permanent employees is members of this recognized employee association?

51% of total permanent employees are member of these recognized employee associations.

7. Please indicate the Number of complaints relating to child labour, forced labour, involuntary labour, sexual harassment in the last financial year and pending, as on the end of the financial year?

| No. | Category                             | No. of complaints<br>filed during the<br>financial year | -   |
|-----|--------------------------------------|---|-----|
| 1   | Child / forced / involuntary labours | Nil   | Nil |
| 2   | Sexual harassment                    | Nil   | Nil |
| 3   | Discriminatory employment            | Nil   | Nil |

8. What percentage of your under mentioned employees were given safety & skill upgradation training in the last year?

| No. | Category                                  | Safety | Skill up-gradation |
|-----|---|--------|--------------------|
| (a) | Permanent Employees                       | 80%    | 60%                |
| (b) | Permanent Women employees                 | 70%    | 30%                |
| (c) | Casual/temporary/contractual<br>employees | 80%    | 60%                |

| (d) | Employees with special abilities | 100% | 70% |
|-----|----------------------------------|------|-----|
|-----|----------------------------------|------|-----|

# Principle 4: Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized

#### 1. Has the company mapped its internal and external stakeholders? Yes/No

Yes, during the reporting period, the company has mapped its internal and external stakeholders.

2. Out of the above, has the company identified the disadvantaged, vulnerable & marginalized stakeholders?

Yes, the Company purpose is "to improve people's lives by reimagining spaces" thus it has identified disadvantaged, vulnerable and marginalized communities in the vicinity of the manufacturing plants as most vulnerable external stakeholders. The villagers, youth, marginal construction workers, children and women emerged as target groups and hence are being catered through CSR projects.

# 3. Are there any special initiatives taken by the company to engage with the disadvantaged, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words or so?

The company through its CSR arm 'Everest Foundation' which aims "to improve people's lives by empowering communities thereby creating sustainable impact in the areas we operate in", it has initiated various programmes to engage with disadvantaged, vulnerable and marginal stakeholders. Due to the pandemic, the Foundation focused on preventive health programmes and supported to the communities around it manufacturing locations with Covid Response projects and it is also educating community on the ill effects of tobacco use. The Foundation through its training and livelihood support programmes are building skills in marginal construction workers, youth and women. The sport and community empowerment initiatives have benefitted community around business.

Principle 5: Businesses should respect and promote human rights

1. Does the policy of the company on human rights cover only the company or extend to the Group/Joint ventures/ suppliers/ Contractors/NGOs/Others?

The respect and integrity are the important core values of the Company which entails 'to care for and value people regardless of position, race or gender and follow the law in latter in spirit'. Thus, the company ensures that neither the company nor any of its stakeholders indulge in any form of Human rights violations. The policy on Human rights is applicable to employees, directors, customers, suppliers, vendors and investors.

# 2. How many stakeholder complaints have been received in the past financial year and what percent was satisfactorily resolved by the management?

During the reporting period, no complaints were received.



1. Does the policy related to Principle 6 cover only the company or extends to the group/ joint ventures/ suppliers/ contractors/ NGOs/other

The Policy applies to the directors and employees of the Company across all its directors, employees, suppliers, vendors etc.

2. Does the company have strategies/ initiatives to address global environmental issues such as climate change, global warming, etc.? Y/N. If yes, please give hyperlink for webpage etc.

Yes, the Company respect and protect the environment with every decision it makes. The Company has taken initiatives to combat climate change which include reduction of carbon emissions by using alternate renewable energy where we are utilizing 14% (1.1 MWp Solar Power Plant on BOOT) and 7.2% (0.5 MWp Solar Power Plant on BOOT) renewable energy in our Lakhmapur Works and Podanur Works respectively. In addition to solar energy, we are also replacing a part of furnace oil in boilers with biomass briquettes. During the reporting period, we have consumed 6072 MT of Briquettes in thereby replacing 2643 MT of FO.

Further details can be availed from link: <u>https://www.everestind.com/annual-reports</u>

#### 3. Does the company identify and assess potential environmental risks? Y/N

Yes, the Company believes in taking informed decisions when it comes to environmental risks and opportunities. In order to identify and assess potential risks we conduct Environmental impact assessment at all the manufacturing plants.

4. Does the company have any project related to Clean Development Mechanism? If so, provide details thereof, in about 50 words or so. Also, if yes, whether any environmental compliance report is filed?

No, we don't have any project on Clean Development Mechanism.

# 5. Has the company undertaken any other initiatives on – clean technology, energy efficiency, renewable energy, etc. Y/N. If yes, please give hyperlink for web page etc.

The Company has implemented various initiatives w.r.t. clean technology, energy efficiency and renewable energy such as replacing furnace oil with biomass briquette, increase the use of solar energy (BOOT model) in the total energy consumption etc. We have implemented state of the art technology to increase energy efficiency.

Further details can be availed from link: https://www.everestind.com/annual-reports

6. Are the Emissions/Waste generated by the company within the permissible limits given by CPCB/SPCB for the financial year being reported?

Yes, the emissions/waste generated by the Company during the year is within permissible limits given by CPCB/SPCB(s).

7. Number of show cause/ legal notices received from CPCB/SPCB which are pending (i.e. not resolved to satisfaction) as on end of Financial Year.

As on 31 March, 2021 there is no legal notice received and pending.



Principle 7: Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner

**1.** Is your company a member of any trade and chamber or association? If Yes, Name only those major ones that your business deals with:

The Company is a member of the following Industry associations:

- a. Confederation of Indian Industry
- b. PHD Chambers of Commerce
- c. Fiber Cement Products Manufacturer Association (FCPMA)
- 2. Have you advocated/lobbied through above associations for the advancement or improvement of public good? Yes/No; if yes specify the broad areas ( drop box: Governance and Administration, Economic Reforms, Inclusive Development Policies, Energy security, Water, Food Security, Sustainable Business Principles, Others)

The Company actively participates on these forums on issues and policy matters that impact the interest of our stakeholders. We prefer to be part of the broader policy development process and do not practice lobbying on any specific issue.



# 1. Does the company have specified programmes/initiatives/projects in pursuit of the policy related to Principle 8? If yes details thereof.

The Company is committed "to improve people's lives by empowering communities and thereby creating sustainable impact in the areas we operate in". The Company has well designed CSR policy and strategies in place to bring positive and sustainable change in the communities through effective and innovative programmes. The Company has developed a programmes based on needs and demand in the community we operate. All its stakeholder groups which are significant for the projects at various stages of programme development and implementation are engaged in process. The following are the areas of intervention;

(a) Livelihood enhancement: Training and skill building, based on skills livelihoods assistance are provided to enhance income.

- (b) Healthcare and Sanitation: Promotive and preventive healthcare services through health advocacy, responding immediate health need to promote quality life
- (c) Empowering Communities: Promotion of education, women empowerment, environment, sport promotion and disaster relief.

# 2. Are the programmes/projects undertaken through in-house team/own foundation/external NGO/government structures/any other organization?

To give greater attention to the CSR programmes, the Company has established 'Everest Foundation' which is a registered trust established in 2015. The Foundation implements projects directly by using internal resources and expertise and works in neighboring communities of the Company. Although, Everest Foundation is sole owner of all its community programmes, but to bring external expertise and knowledge to make programme more effective, we collaborate with likeminded organizations at different stages of programmes.

### 3. Have you done any impact assessment of your initiative?

Evaluation and impact assessments are undertaken at every critical phase of the program or at the maturity stage of the project. These assessments are undertaken by internal expert or external consultants and organizations specializing in the subject. During the year, no impact assessment was done by external agency. However, 2 evaluation studies were carried out to assess the yearly performance of 3 skills centers and Building Master Training programme by the students of prestigious management institutes.

# 4. What is your company's direct contribution to community development projects- Amount in INR and the details of the projects undertaken?

Total amount spend on CSR activities in FY 2020-21 is INR 85.34 lacs. The amount was spent on following programmes:

<u>Preventive health, hygiene and Sanitation</u> Covid response projects were implemented in 7 States/Districts around the Everest manufacturing facilities covering 18 villages/localities. Covid Testing Kiosks were provided to a charitable hospital. A Tobacco Control Programme was implemented to make Nashik (Maharstra) and Katni (Madhya Pradesh) districts tobacco free. The cumulative spent on these programmes is INR 32.08 lacs.

**Education, Training & Livelihood Support:** The Building Master Training and a computer education/training center were run to benefit marginal construction workers, youths and children, the cumulative spent on both programme is INR 41.72 lacs.

**Sports Promotions & Community Empowerment:** A Football Academy is being run at Coimbatore to train youths and organized Football. A support provided to the community during the Amphan (disaster relief) in East Medinipur (West Bengal) and Lakhmapur (Nashik). The cumulative spent on these programme is INR 7.47 lacs.

For detail information please refer CSR section and Annexure 2 of Directors Report In Annual Report.

# 5. Have you taken steps to ensure that this community development initiative is successfully adopted by the community? Please explain in 50 words, or so.

The Company believes in need based CSR, the programmes are designed in consultation with the local communities determining their demands/needs. Therefore there is a sense of

ownership that instills leading to a successful adoption of the community development initiative. Further, during the course of the project implementation, we work towards building the capacity of local community and stakeholders to ensure sustainability of the programme e.g. in training and livelihood programmes, building the capacity of community and empower them to make projects self-sustainable.



Principle 9: Businesses should engage with and provide value to their customers and consumers in a responsible manner

# 1. What percentage of customer complaints/consumer cases are pending as on the end of financial year.

We have a formal system of receiving customer complaints, as on 31<sup>st</sup> March 2021, 1.37% of the complaints received are pending resolution due to lockdown on account of COVID- 19 pandemic. As far as the Consumer cases, during the financial year there was one case pending in the court of District Consumer Forum.

# 2. Does the company display product information on the product label, over and above what is mandated as per local laws? Yes/No/N.A. / Remarks (additional information)

The product information and labelling is governed by Bureau of Indian Standard (BIS). The company displays product information on the product labels. These details are over and above the products information as per BIS rules and guidelines.

# 3. Is there any case filed by any stakeholder against the company regarding unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during the last five years and pending as on end of financial year. If so, provide details thereof, in about 50 words or so.

There is no case against the Company relating to unfair trade practices, irresponsible advertising and/or anti-competitive behaviour during last five years and pending as on end of the financial year 2020-21.

#### 4. Did your company carry out any consumer survey/ consumer satisfaction trends?

Yes. The consumer plays an important part in our value chain. The company carries out the customer satisfaction and feedback surveys etc. to improve internal performance and fine tune the market offerings and products.