

Business Responsibility Statement

About SRF

SRF Limited is a chemical based multi-business entity engaged in the manufacturing of industrial and specialty intermediates. The company is widely recognized and well respected for its R&D capabilities globally, especially in the niche domain of chemicals. SRF is a market leader in most of its business segments in India and also commands a significant global presence in some of its businesses, with operations in three countries namely, India, Thailand and South Africa and commercial interests in more than seventy five countries. The company classifies its main businesses as Technical Textiles Business (TTB), Chemicals & Polymers Business (CPB) and Packaging Films Business (PFB).

About this report

The Securities and Exchange Board of India (SEBI) as per its (Listing Obligations and Disclosure Requirements) Regulations, 2015 has mandated the inclusion of a "Business Responsibility Report" (BRR) as part of Company's Annual Report for top 500 listed entities based on market capitalisation at the BSE Ltd. (BSE) and the National Stock Exchange of India Ltd. (NSE). The reporting framework is based on the 'National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs)' released by the Ministry of Corporate Affairs, Government of India, in July 2-011 which contains 9 Principles and Core Elements for each of the those 9 Principles. Following is the first Business Responsibility Report of our Company which is based on the format suggested by SEBI.

Section A : General Information about the Company

1.	**Corporate Identity Number (CIN) of the Company**	**:**	L18101DL1970PLC005197
2.	**Name of the Company**	**:**	SRF Limited
3.	**Registered Address**	**:**	The Galleria, DLF Mayur Vihar, Unit No. 236 & 237, Second Floor, Mayur Place, Noida Link Road, Mayur Vihar Phase I Extn, Delhi- 110 091
4.	**Website**	**:**	www.srf.com

5.	**Email id**	**:**	info@srf.com
6.	**Financial Year reported**	**:**	2018-19
7.	**Sector(s) that the Company is engaged in (industrial activity code-wise)**	**:**	SRF Limited is a chemical based multi-business entity engaged in the manufacturing of industrial and specialty intermediates like technical textiles, chemicals and packaging films. Our principle products included tyre cord fabrics, belting fabrics, fluorochemicals, specialty chemicals and packaging films.

8. List three key products/services that the Company manufactures/provides (as in balance sheet)

SRF's product portfolio can be broadly categorized into

- Technical Textiles
- Chemicals
- Packaging Films

Technical textiles include tyrecord fabrics and belting fabrics. Chemicals include fluorochemicals and speciality chemicals. Packaging Films include polyester films viz. BoPET (Biaxially-oriented polyethylene terephthalate) and BoPP (Biaxially oriented polypropylene film)

9. Total number of locations where business activity is undertaken by the Company

i) Number of International Locations (Provide details of major 5)

Details of SRF's international businesses, through its overseas subsidiaries, are given below :-

S. No.	Name of Subsidiary and Country	Major products/ categories
1.	SRF Industries (Thailand) Ltd., Thailand	Technical Textiles & Packaging Films
2.	SRF Flexipak (South Africa)(Pty) Ltd.	Packaging Films
3.	SRF Industex Belting (Pty) Ltd.	Chemicals Business
4.	SRF Europe KFT*	Packaging Film Business

*Yet to commence operations

ii) Number of National Locations

SRF has manufacturing plants in 10 locations across the country.

State	Location
Tamil Nadu	Manali
Tamil Nadu	Viralimalai
Tamil Nadu	Gummidipoondi
Gujarat	Dahej
Rajasthan	Jhiwana
Madhya Pradesh	SEZ Indore
Madhya Pradesh	Industrial Growth Centre Pithampur
Madhya Pradesh	Malanpur
Uttarakhand	Kashipur
Uttarakhand	Pantnagar

SRF's regional offices are situated at Delhi, Mumbai, Chennai and Kolkata.

10. Markets served by the Company – Local/State/National/ International

SRF serves both national markets and international markets spread across Asia, Africa, Europe, North America and South America.

Section B : Financial Details of the Company

1.	**Paid up Capital (INR)**	:	57.48 Crores
2.	**Total Turnover (INR)**	:	6459.34 Crores
3.	**Total profit after taxes (INR)**	:	517.18 Crores
4.	**Total Spending on Corporate Social Responsibility (CSR) as percentage of profit after tax (%) calculated in accordance with Companies Act, 2013**	:	2.01% of PAT for FY 2018-19
5.	**List of activities in which expenditure in 4 above has been incurred**	:	• Promoting Education • Vocational skills • Environmental • Rural Development • Art & culture • Sports Promotion

Section C : Other Details

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

Following are the wholly owned subsidiary companies :-

- SRF Global BV, The Netherlands (Foreign Wholly Owned Subsidiary).
- SRF Industries (Thailand) Ltd., Thailand (Foreign Wholly Owned Subsidiary).
- SRF Flexipak (South Africa) (Pty) Ltd., South Africa (Foreign Wholly Owned Subsidiary).
- SRF Industex Holdings (Pty) Ltd., South Africa (Foreign Wholly Owned Subsidiary).
- SRF Europe Kft, Hungary (Foreign Wholly Owned Subsidiary)
- SRF Holiday Home Ltd. (Domestic Wholly Owned Subsidiary).

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)

The subsidiary companies operate in different jurisdictions and are engaged in their own BR initiatives as applicable to them.

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%]

No

Section D : BR Information

1. Details of Director/Directors responsible for implementation of the BR policy/ policies

Implementation of BR policies is the responsibility of Mr. Kartik Bharat Ram, Deputy Managing Director (DIN : 00008557)

2. Principle-wise (as per NVGs) BR Policy/policies (Reply in Y/N)

S. N.	Questions	Principle 1	Principle 2	Principle 3	Principle 4	Principle 5	Principle 6	Principle 7	Principle 8	Principle 9
		Ethics, transparency & Sustainability, accountability	**Sustainability in life-cycle of products**	**Employee well-being**	**Stakeholder engagement**	**Promotion of human rights**	**Environmental protection**	**Responsible public policy advocacy**	**Inclusive growth**	**Customer value**
1	Do you have a policy/ policies for	Yes	No	Yes	Yes	Yes	Yes	No	Yes	No
2	Has the policy been developed in consultation with relevant stakeholders ?	Yes	NA	Yes	No	Yes	Yes	NA	Yes	NA
3	Does the policy conform to any national/ international standards? If yes, specify.	NA	NA	Yes OHSAS 18001:2007 SA 8000 (Social Accountability)	No	NA	Yes ISO 14001 (Environment Management System) ISO 50001 (Energy Management System) The policies are in line with the best practices followed in the industry	NA	NA	NA
4	Has the policy been approved by the Board ? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director	Yes, Board of Directors President - HR	NA	Yes, Board of Directors CEO, President - HR	Yes, Board of Directors MD and Director (CSR)	Yes, Board of Directors President - HR	No	NA	Yes, Board of Directors MD and Director (CSR)	NA
5	Does the Company have a specified Committee of the Board/ Director/ Official to oversee the implementation of the policy?	Yes	NA	Yes	Yes	Yes	Yes	NA	Yes	NA
6	Indicate the link for the policy to be viewed online #	Partial 1. Code of Conduct for Directors & Sr. Management Personnel 2. Whistleblower Policy 3. Code of Conduct for Prevention of Insider Trading	NA	No	Yes 1.CSR Policy 2.Dividend Distribution Policy	No 1.Policy against Sexual Harassment 2.Whistleblower Policy	No	NA	Yes 1.CSR Policy	NA

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		Ethics, transparency & Sustainability, accountability	Sustainability in life-cycle of products	Employee well-being	Stakeholder engagement	Promotion of human rights	Environmental protection	Responsible public policy advocacy	Inclusive growth	Customer value
7	Has the policy been communicated to the relevant internal and external stakeholders ?	Yes	NA	Yes	Yes	Yes	Yes	NA	**Yes**	NA
8	Does the Company have an in-house structure to implement the policy ?	Yes	NA	Yes	CSR Policy is implemented through SRF Foundation Yes	Yes	Yes	NA	CSR Policy is	NA
9	Does the Company have a grievance redressal mechanism related to the policy/ policies to address stakeholders' grievances related to the policy / policies ?	Yes	NA	Yes	No	Yes	Yes	NA	No	NA
10	Has the Company carried out Independent audit/ evaluation of the working of this policy by an internal or external agency ?	No	NA	Yes	No	Yes	Yes	NA	No	NA

CSR Policy :http://www.srf.com/pdf/2015%20(05)%2011%20-%20SRF%20-%20CSR%20Policy%20-%20Board%20approved.pdf
Dividend Distribution Policy:http://www.srf.com/pdf/Dividend%20Distribution%20Policy%2011.11.16.pdf
Link for Policies CodeofConductforDirector&Sr.Management: http://www.srf.com/pdf/Code%20of%20Conduct%20for%20Directors%20and%20Senior%20Management%20Team%20-%20Aug2014.pdf
Code of Conduct for Prevention of Insider Trading:http://www.srf.com/pdf/2015%20(11)%2006%20-%20Code%20of%20Conduct%20to%20Regulate%20Monitor%20and%20Report%20Trading%20-SRF%20v2.pdf

2A If answer to S. No. 1 against any principle, is 'No', please explain why : (Tick upto 2 options)

S. No.	Question	Principle 2 : Sustainability in life-cycle of products	Principle 7 : Responsible public policy advocacy	Principle 9 : Customer value
1.	The Company has not understood the Principles			
2.	The company is not at a stage where it finds itself in a position to formulate and implement the policies on specified principles			
3.	The company does not have financial or manpower resources available for the task			
4.	It is planned to be done within next 6 months			
5.	It is planned to be done within the next 1 year			
6.	Any other reason (please specify)	SRF manufactures intermediate products which are largely supplied to other industries for manufacturing of the final product. Any sustainability initiative has to take into account the final product as a whole for which the manufacturer of the final product is responsible	SRF is a member of various industrial and trade bodies. We actively participate in these forums on issues and policy matters that impact the interest of our stakeholders. We prefer to be a part of the broader policy development process through making representations to Chambers of Commerce, giving our comments on the proposed amendments in the relevant legislations and being a part of discussions with the representatives of the relevant authorities in open forums. Hence, we do not feel such a policy is necessary for us.	SRF is a business to business player and as such the customers are largely manufacturing companies which have stringent quality control measures in place and the quality of the product supplied by SRF is a part of the agreements with them. The product is manufactured as per the agreed parameters and specification

3. Governance related to BR

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 Board of Directors discuss the BR performance annually. CSR Committee generally discusses the relevant areas pertaining to CSR annually.

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

The financial year 2018-19 is the third year for which the provisions of Business Responsibility Reporting of the Listing Regulations are applicable to the Company. The Business Responsibility Report for 2017-18 is available at https://www.srf.com/pdf/annual-reports/FY2017_18/BRR_SRF_%2017-18.pdf .The Chemicals Business of the Company has been publishing a Sustainability Report every two years. The latest report for 2015-17 is available at http://www.srf.com/pdf/Sustainability/SRFSustainabilityReport2015-17final.pdf.

Section E : Principle-wise performance

Principle 1

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?**

   Our people's integrity and fairness in organisational and business dealings is of utmost importance to all in SRF. As a responsible and leading organization, SRF does its business with utmost integrity. This is exemplified in our Values which are not just strong words. Not just a theory but a way of life. It's a collection of habits that should be reflected in our day-to-day behaviour. We have the following policies in place which form the foundation of our Company's commitment towards ethical conduct at all levels:

   - Code of Conduct : SRF has its Code of Conduct which is applicable to all the employees of the Company including the employees of the subsidiaries. It does not extend to the suppliers/contractors/NGOs etc. It is a must for every employee in all of the business units/subsidiaries to follow the values enshrined in the Code of Conduct in their day to day activities. All employees have to read and understand this Code and abide by it.

   - Whistle-Blower Policy : This Policy is applicable to the Directors of the Company or a person who is in direct or indirect employment with the company who makes a protected disclosure under this policy. This Policy provides a platform to these stakeholders for making any communication made in good faith that discloses or demonstrates evidence of any fraud or unethical activity within the company and had provisions to ensure protection of the whistleblower against victimization for the disclosures made by him/her.

2. **How many stakeholder complaints have been received in the past financial year and what percentage was satisfactorily resolved by the Management ?**

   During the reporting period, no complaint was received under the provisions of Whistle-Blower Policy.

Principle 2

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

   i) Launch of R-600a, which has a negligible GWP, as a replacement of HFC-134a.

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

   Yes, the company has procedures in place to evaluate sustainability of suppliers which are reviewed periodically. The raw material and packaging purchased is tightly specified due to hazardous nature of our products and no compromise is permissible on specifications.

3. **Has the Company taken any steps to procure goods and services from local & small producers, including communities surrounding their place of work ?**

   If yes, what steps have been taken to improve their capacity and capability of local and small vendors?

   Yes, the Company sources packing materials and has awarded contracts like security, canteen, employee transport, house keeping and other repairs and maintenance through local sources. As we deal in hazardous substances, our purchases are mostly from organised sector. However, we do buy some engineering items from small producers and we help them improve their product quality by improving their engineering skills. We also hire contractors from the areas neighbouring our plant and improve their capability by imparting training in various fields like safety, hazard handling, compliances etc.

4. **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%).**

   Sludge generated during treament of effluent from the Effluent Treatment Plant has a composition similar to the raw material of Chemical Business viz. Fluorospar. Hence, 100% sludge is mixed with fresh raw material and used in manufacturing of Anhydrous Hydrogen Fluoride to recover the fluoride value in the sludge. Product recycling is negligible.

Principle 3

1. **Please indicate the total number employees.**

   Permanent employees 6296

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

   Temporary/contractual/casual basis 6230

3. **Please indicate the number of permanent women employees**

   250

4. **Please indicate the number of permanent employees with disabilities**

   22

5. **Do you have an employee association that is recognized by Management ?**

   Yes

6. **What percentage of your permanent employees is Members of this recognized employee association ?**

   29%

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

S. No.	Category	No. of complaints filed during the Financial Year	No. of complaints pending as at end of the Financial Year
1.	Child labour/forced labour/involuntary labour	0	0
2.	Sexual harassment	1	0
3.	Discriminatory employment	0	0

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

a.	Permanent Employees	**86%**
b.	Permanent Women Employees	**77%**
c.	Casual/Temporary/ Contractual Employees	**100%**
d.	Employees with Disabilities	**88%**

Principle 4

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

Yes, SRF has mapped its internal and external stakeholders. We recognise employees, communities surrounding our operations, business associates (network of suppliers, stockists and dealers), customers, shareholders and regulatory authorities as our key stakeholders.

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

Yes, the Company has identified disadvantaged, vulnerable & marginalized stakeholders from the local community and the work force and has also engaged them for their socio-economic development through various CSR and Affirmative Action interventions. Local communities have been engaged under the CSR framework to work on good quality teaching-learning opportunities with the use of technology for children from low socio-economic status communities, and livelihood project infrastructure for youth who could not complete education. There are a few small and medium sized customers in one of our other businesses viz. Laminated fabrics business who look up to us for working Capital support.

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.

Yes, the Company, in partnership with the Govt. and the local communities, has taken many initiatives under Affirmative Action and CSR focused upon Education, Skill and Livelihood development of the local community. In addition, recruitment of the equally qualified people from the local community is also encouraged. To minimize the Business' environmental impact on the community, an integrated Natural Resource Management project (NRM) is also under implementation with its regular impact assessment

Principle 5

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?

We have the Code of Conduct and Whistleblower Policy which covers issues related to human rights. The details of these two policies have been covered elsewhere in this Report. We do not deal with any supplier/contractor if it is in violation of human rights and we do not employ any person below the age of eighteen. We also prohibit the use of forced or compulsory labour at all our units and discourage the same with our business associates.

The said policies discourage violation of SRF values and provide a fair and transparent mechanism for reporting any such violation. The Whistleblower Policy consists of a Value Steering Committee which investigates the disclosure made by the Whistleblower and recommends disciplinary or corrective action based on the outcome of the investigation. This policy also provides direct access to the Chairman of the Audit Committee in appropriate and exceptional cases. The system is designed to ensure confidentiality and protect the complainant from being victimized. False allegations are also dealt with disciplinary action in

accordance with the Policy. A quarterly report of the summary of disclosures received and action recommended/taken to the Audit Committee on a quarterly basis.

Any amendment or modification in the Whistleblower Policy would be approved in writing by the Managing Director of the Company and would be placed before the Audit Committee for its noting.

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

No complaint was received pertaining to human rights violation during the past financial year.

Principle 6

1. **Does the policy related to Principle 6 cover only the company or extends to the Group/Joint Ventures/Suppliers/Contractors /NGOs/others.**

The Safety, health and environment policy of the company covers all its Business verticals and it applies to the contractors working for the company by way of incorpoarting the safety health and environment compliances in the agreement and in certain cases cover the interest of customers/ suppliers/ transporters/ contractors 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 is complying with the guidelines of Montreal protocol, Kyoto protocol and other such regulations notified by Government of India. Chemicals Business has already phased out substances like Halons & ChlorofFluoro Carbons which had high ozone depleting potential. HCFC-22 is being phased out as per guidelines of Montreal protocol. Power is being sourced from own wind mills (13.95 MW cacapity) and through a SPV arrangement (22.4 MW capacity). A 5 MW solar power plant in one of the plants has been commissioned. The company also has Biomass boilers using rice husk and similar fuel for its steam requirement and Thermic fluid heating requirements.

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

Yes, the company disposes its hazardous wastes to authorized agencies as identified by the Pollution Control Board. The company also disposes its e-waste to authorized agencies. The company has a well defined on site and off site emergency plans in place for dealing with any environmental risks, which is audited and inspected by the Directorate of Industrial safety and health. The Company is certified in ISO 14001 (environmental management system). Under this standard, we have identified & assessed environmental aspect & its impact for all the major activities being performed at the site. We also conduct Environmental impact assessment (EIA) from time to time or at the time of setting up of new plant or expansion with the help of third party expert.

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?**

In the past the company had an approved CDM project for incarceration of HFC-23. This helped in reduction of

emission to the tune of 3 to 4 Million MT of Co2 equivalent. But even after the CDM project got over, the company has not allowed emission of HFC-23. The Company had filed environmental compliance report.

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.**

   Yes, apart from sourcing of energy through wind power, solar power and biomass fuel, the company has taken initiative in converting all its lighting to energy efficient LED lights, usage of energy efficient motors, transformers etc for various drives and reusing of the waste heat. The company also recycles its packing materials made of paper (paper tubes / cartons / corrugated boards etc) to minimize usage. The captive power plant at Bhiwadi site of Chemicals Business consists of Biomass Boiler, where mustard husk and wood chips are used as fuel to generate steam. Bhiwadi is a zero discharge site . Through our Natural Resources Management project we replenish almost double water every year against what we consume.

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 company complies with all the Central Pollution Control Board / State Pollution Control Board norms of emission and waste generation.

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.**

During the month of March 2019, Gujarat Pollution Control Board had issued directions under Water (Prevention and Control of Pollution) Act, 1974 to the Company to close the operations of its industrial plant at Dahej in the State of Gujarat due to alleged non-compliance with the provisions of the said Act. A revocation order dated 3rd April 2019 has been issued by Gujarat Pollution Control Board (GPCB) and in compliance with the said order, the site has resumed normal operations.

Principle 7

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:**

2. a. Confederation of Indian Industry
   b. Association of Synthetic Fibres
   c. The Plastic Export Promotion Council
   d. Polyester Film Manufacturers Association
   e. Basic Chemicals, Cosmetics & Dyes Export Promotion Council
   f. Refrigerant Gases Manufacturers Association
   g. Indian Chemical Association
   h. Indian Technical Textile Association

3. **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)**

   No

Principle 8

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

   Yes, for the inclusive growth and equitable development of the local community, based upon the need assessment, the Company under CSR, has taken many initiatives by collaborating with Government, Corporates, NGOs and Community focused upon Education, Vocational Skill, Natural Resource Management and Rural Development. Through its Rural Education Programs (REP) focused upon the physical and academic transformation of Govt. schools into Model Schools, SRF brings a difference to the lives of over **78,714 students in 269 schools at 21 locations across 9 states** in India in partnership with respective state Governments and various Corporates and NGOs. SRF has also established many vocational training centres integrating school dropouts and unemployed youths into mainstream workforce by equipping them with skills in various trades aiming enhanced employability and earning. The program has so far impacted more than 6,000 young men and women by making both the skills and the opportunities available for them. Through its Natural Resource Management project (NRM) project, SRF has positively impacted over 6700 poor families with sustainable livelihood options. Details of the specified programmes/initiatives/projects in pursuit of the CSR Policy are available in the said Policy which is available on the website of the Company at http://www.srf.com/pdf/2015%20(05)%2011%20-%20SRF%20-%20CSR%20Policy%20-%20Board%20approved.pdf.

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

   Programmes pertaining to Principle 8 are developed and executed by SRF Foundation, a non profit society set up by the Company.

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

   Yes, SRF Foundation (implementation agency for the CSR projects) makes an annual presentation to the CSR Committee/Board of the Company on the efficacy of the programme in terms of delivery of the desired benefits to the beneficiaries of the projects and to gain insights for improving the design and delivery of future projects. In addition, the third party evaluation and impact assessment of its Education and NRM projects have also been done.

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

   For FY 2018-19, Company's contribution for CSR is Rs 10.38 Crores, which were spent on the projects pertaining to Education, Vocational Skills, Natural Resource Management and Rural Development.

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.**

   Yes. As based upon the need assessment, the Company undertakes all its CSR interventions in partnership with the local community, therefore, the community not only actively engage and partner with but also take

the ownership of the projects from its planning, implementation and post implementation sustainability of the social assets created. To ensure this process of community ownership, various Community based groups, such as School Management Committees, Village Development Committees, Women Group etc., have been formed and strengthened who are taking up the projects at the next level.

Principle 9

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

   There were 13% of the total customer complaints which were under investigation & resolution at the end of Mar'19 for the Technical Textiles Business. There was 1 customer complaint under investigation & resolution at the end of Mar'19 month for the Packaging Films Business. There were no complaints/consumer cases pending for the other businesses.

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)**

   As SRF largely manufactures intermediates and supplies to industrial customers this is not applicable to us.

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.**

   No

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

   Customer satisfaction are regularly monitored based on "Customer vendor rating & feedback" provided periodically provided by the customers.