# Annexure-I

# Business Responsibility Report – 2019-20

## Section A: General Information about the Company

1. **Corporate Identity Number (CIN) of the Company** - L29110UP1995PLC041834
2. **Name of the Company** - Triveni Turbine Limited.
3. **Registered Address** - A-44, Hosiery Complex, Phase –II Extn., Noida – 201 305, U.P
4. **Website** - www.triveniturbines.com
5. **E-mail ID** – shares.ttl@trivenigroup.com
6. **Financial Year reported** – 2019-20
7. **Sector(s) that the Company engaged in**

| NIC Code | Product Description |
|---|---|
| 281 | Steam Turbine and Accessories and parts thereof |
| 331 | Servicing Operations and Maintenance of Steam Turbines |

8. **List three key products/services that the Company manufactures/provides:**

   1 Steam Turbine and Accessories

   2 Supply of Parts

   3 Refurbishing and Services

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

   The Company carries out its business directly and through its subsidiary companies, including through their network of offices.

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

   The Company operates in the following locations through its foreign subsidiaries and their network of offices

   London, UK; Dubai, UAE; Johannesburg, South Africa and Bangkok, Thailand

   ii. **National Locations:**

   The manufacturing facilities are situated in Peenya & Sompura, both in the state of Karnataka and its corporate and registered office is situated in Noida, UP. Further, it has Sales and Service offices at Noida, Naini, Mumbai, Pune, Kolkata, and Hyderabad. These offices serve customers in domestic market in their respective territories.

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

| Local | State | National | International |
|---|---|---|---|
| √ | √ | √ | √ |

The Company serves in both domestic and international market extensively. In domestic market, the Company serves across the country in all States and UTs. In International market, the Company has already installations in more than 70 countries and the numbers growing.

## Section B: Financial Details of the Company

| | | Triveni Turbine Limited | |
|---|---|---|---|
| | | FY-20 Standalone ₹ million | FY-20 Consolidated ₹ million |
| 1 | Paid-up Capital | 323.30 | 323.30 |
| 2 | Total Turnover | | |
| | (a) Revenue from operations | 8098.99 | 8178.68 |
| | (b) Other income | 218.42 | 145.84 |
| 3 | Total Comprehensive Income for the year | 1019.20 | 1149.45 |

**4. Total Spending on Corporate Social Responsibility (CSR) as percentage of profit before tax:**

The Company has spent an amount of ₹ 30.66 million during the financial year 2019-20 which amounts to 2%of average net profit before tax for previous three years on standalone basis. Thus the total CSR spent for the year 2019-20 is 2.79% of Profit After Tax for the year.

The CSR Committee of the Company deliberates and selects most appropriate CSR proposals as per Company's CSR policy and recommends those proposals to the Board of Directors for approval. The Company spends on CSR projects upon approval by the Board. The Committee periodically reviews and monitor the progress of all approved CSR projects.

Additionally, during financial year 2019-20, the Joint Venture Company, GE Triveni Ltd, Bengaluru has spent ₹ 1.23 million for CSR activities as per its obligations.

**5. List of activities in which expenditure in (4) above has been incurred: -**

(i) Health care- Preventive and critical care for women and children

(ii) Education

(iii) Technology and Innovation

(iv) Environment and sustainable solutions for renewable energy & water resources.

## Section C: Other Details

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

Yes, the Company has a wholly owned foreign subsidiary, two foreign step down subsidiaries and a Joint Venture Company in India.

**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).**

There are no formalized arrangements but in respect of most of the issues relating to business responsibility, the values, policies and thinking of the parent company are practiced in the normal conduct of the business by the subsidiary companies.

**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?**

The Company does not mandate its suppliers to follow its BR initiatives but they are explained about such initiative and are encouraged to adopt such initiatives. There are quite a few large suppliers and other business partners which pursue their own BR initiatives.

**If yes, then indicate the percentage of such entity/ entities? [Less than 30%, 30-60%, More than 60%].**

Not Applicable

## Section D: BR Information

**1. Details of Director/Directors responsible of BR**

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

The BR initiatives are informally led by the Executive Director under guidance of the CSR Committee and under overall supervision of Board of Directors.

**b) Details of the BR head***

| S. No. | Particulars | Details |
|---|---|---|
| 1. | DIN Number (if applicable) | 01961162 |
| 2. | Name | Mr. Arun P. Mote |
| 3. | Designation | Executive Director |
| 4. | Telephone number | 080-2216-4000 |
| 5. | e-mail id | ceo@triveniturbines.com |

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

The National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVGs) released by the Ministry of Corporate Affairs has adopted nine areas of Business Responsibility. These briefly are as follows:

| | |
|---|---|
| **P1** | Business should conduct and govern themselves with ethics, Transparency and Accountability. |
| **P2** | Businesses should provide goods and services that are safe and contribute to sustainability throughout their life cycle. |
| **P3** | Businesses should promote the well-being of all employees. |
| **P4** | Businesses should respect the interests of, and be responsive towards all stakeholders, especially those who are disadvantaged, vulnerable and marginalized. |
| **P5** | Businesses should respect and promote human rights. |
| **P6** | Business should respect, protect, and make efforts to restore the environment. |
| **P7** | Businesses, when engaged in influencing public and regulatory policy, should do so in a responsible manner. |
| **P8** | Businesses should support inclusive growth and equitable development. |
| **P9** | Businesses should engage with and provide value to their customers and consumers in a responsible manner. |

| S. No | Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 | P9 |
|---|---|---|---|---|---|---|---|---|---|---|
| 1 | Do you have policy/policies for BR | Yes. The Company has policy for Business Responsibility. Besides, the Company has formulated policies and standard operating procedure (SOP) to provide clarity to its personnel at various operating level. | | | | | | | | |
| 2 | Has the policy being formulated in consultation with the relevant stakeholder? | The Company has formulated the policies, SOPs and adopted best practices by considering inputs, feedback and sensitivities of the stake holders, wherever practicable. | | | | | | | | |
| 3 | Does the policy conform to any national/ international standards? If yes, specify? (50 words) | Yes, the policies/practices broadly conform to the National Voluntary Guidelines (NVGs) issued by the Ministry of Corporate Affairs, Government of India, July 2011 | | | | | | | | |
| 4 | Has the policy being approved by the Board? If yes, has it been signed by MD/owner/CEO/ appropriate Board Director? | Policies have been approved by the Board wherever it is mandatorily required and signed by the Executive Director/authorized signatories. | | | | | | | | |
| 5 | Does the company have a specified committee of the Board/Director/Official to oversee the implementation of the policy? | The BR initiatives are led by the Executive Director of the Company under guidance of CSR Committee and overall supervision of the Board of Directors. | | | | | | | | |
| 6 | Indicate the link for the policy to be viewed online? | The BR initiatives are presently governed by various Policies(such as Code of conduct, whistle blower policy, Corporate Social Responsibility Policy, Code of Fair Disclosure). These policies can be viewed at: www.triveniturbines.com on the Company's website. | | | | | | | | |
| 7 | Has the policy been formally communicated to all relevant internal and external stakeholders? | The internal stakeholders have been made aware of the policies. SOPs are distributed to all HODs for wide circulation. External Stakeholders are communicated to the extent applicable and relevant. The mandatory policies are also updated on the website of the Company. | | | | | | | | |
| 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 mechanism related to the policy/ policies to address stakeholders' grievances related to the policy/policies? | The Company has an effective system of recording comments / complaints of the stake holders and relating to above policies and there is a time bound approach to resolve such complaints in a fair manner. | | | | | | | | |
| 10 | Has the Company carried out independent audit/evaluation of the working of this policy by an internal or external agency? | Apart from self-certification, discussions in meetings of cross-functional teams, certain areas related to EHS, customer satisfaction and quality are subject to internal audit by independent third party agencies and domain expert consultants. The compliance is also evaluated during the process of certification of various international quality standards. The spending and controls of corporate social responsibility are audited by statutory auditors. | | | | | | | | |

**2a.** If answer to S.No.1 against any principle, is "No" please explain why: (Tick up to 2 options):

| S. No | Questions | P1 | P2 | P3 | P4 | P5 | P6 | P7 | P8 |
|---|---|---|---|---|---|---|---|---|---|
| 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. | | | | NOT APPLICABLE | | | | |
| 4 | It is planned to be done within next 6 months | | | | | | | | |
| 5 | It is planned to be done within next 1 year | | | | | | | | |
| 6 | Any other reason (please specify) | | | | | | | | |

**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 I year.**

  The Vice Chairman and Managing Director and Executive Director review and assess the BR performance of the Company at least once a year. Other senior officers of the company review them more frequently.

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

  The Company publish annual Business Responsibility Report on yearly basis and publish it in Company's Annual Report. The same is hosted in Company's website www.triveniturbines.com.

## Section E: Principle-wise performance

### Principle 1: Ethics, Transparency and Accountability

The Company's commitment to ethical and lawful business conduct is a fundamental shared value of the Board of Directors, senior management and all employees of the Company and its subsidiaries. The Corporate Governance philosophy of the Company is anchored on the values of integrity, transparency, building efficient and sustainable environment, system and practices to ensure accountability, transparency, fairness in all the transactions in the widest sense to meet stakeholders and societal expectations. The Code of Conduct and other policies adopted by the Company apply to the employees of the Company. In addition, the Company has a Whistle Blower Policy through which the Company seeks to provide a mechanism to the employees and directors to disclose any unethical and/or improper practice(s) suspected to be taking place in the Company for appropriate action and reporting. Further, no employee is denied access to the Audit Committee and all disclosures, non-compliances if any, are reported to the Chairman of the Audit Committee. The Code of Conduct and Whistle Blower Policy are uploaded on the Company's website- www.triveniturbines.com.

**1. Does the Policy relating to ethics, bribery and corruption cover only the Company? Does it extend to the Group / Joint Ventures / Suppliers/ Contractors / Others?**

The policy relating to ethics, bribery and corruption is applicable to the Company as well as its wholly owned foreign subsidiaries. Such matters are reviewed by the Board of Directors of the subsidiaries. The policies hosted in Companies website are applicable also to all wholly owned subsidiaries. GE Triveni Ltd., a joint venture of the company, has framed its own policies in this regards. The Company also encourages its suppliers and contractors to adopt such practices and follow the concept of being a responsible business entity.

**2. How many stakeholders' complaints have been received in the past financial year and what percentage was satisfactorily resolved by the management? If so, provide details thereof.**

In the course of business, the Company has received 7 nos queries from shareholders during the year, which were all resolved. Further, 32 Customer queries/ complaints were received during the year relating to functionality and quality of the steam turbines of which 22 were resolved satisfactorily, 9 attended by the Company and awaiting customer confirmation and one complaint was pending as of March 31st. With a view to achieve maximum customer satisfaction, the Company gives utmost importance to resolve such inputs and absorbs the learning in the system and processes to avoid recurrence. Other than the aforesaid, the Company did not receive any major complaints and none of the major complaints is outstanding at the end of the year.

## Principle 2: Sustainability of Products & Services across Life –Cycle

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

   The Company manufactures Steam turbines, spare parts and provides services relating thereto, including refurbishment of steam turbines of other makes. The products supplied by the company are environmental friendly and help industries to lower costs through cost competitive generation of power for captive consumption and/or for external sale.

   The Company supports environment sustainability with significant focus on thermal efficiency improvements to meet key customer expectations. The Steam Turbines supplied in power plants are run on non-fossil/renewable fuels like sugarcane bagasse, biomass, municipal waste and waste heat from process plants and gas turbines. The Company has a well-equipped Research and Development department which is engaged in continually developing highly efficient turbines keeping in view the social and environmental concerns. With higher efficiency turbine solutions, on which the Company is consistently concentrating, there will be considerable reduction in carbon foot print.

   The Company has introduced **Hybrid (Reaction –Impulse) design** which combines the unique advantages of both reaction and impulse technologies for fuel efficiency, robustness and compactness. The customers are benefitted in terms of less fuel consumption, automated turbine control system, high density turbine with lower foot print with same power output.

   Keeping in view the scarcity and cost of fossil fuel the Company has designed Turbine solutions for energy efficient district heating plants, to generate **Combined Heat and Power using** Biomass fuel. District Heating System distributes thermal energy from a central source to residential, commercial and industrial consumers for use in space heating, water heating and process heating.

   The Company offers steam turbines that can help industries produce clean energy solutions from waste heat from industrial equipment's like boilers, furnaces, process heaters among others. Waste heat recovery improve energy efficiency and recovering waste heat losses provides an attractive opportunity for an emission free and less costly energy resource.

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?

      The R&D and Design/Electrical Engineering Departments is engaged in value engineering to achieve reduction of material and consumables usage per turbine in partnership with major supply chain suppliers and sub-contractors. The aim is to generate optimum energy at least cost per MW of power generation, including reduction in consumption of fossil fuels

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

      The Company is continually engaged in upgradation of its products to bring about energy conservation to optimize the resource use. Further, it is involved in reducing wastages/ rejections during the manufacturing process (including that of its suppliers & subcontractors) and value engineering activities with a view to reduce costs of products and be competitive, without compromising in any manner on the quality and benchmark efficiencies.

      The Company has roof top Solar PV Power Panels as part of the ambitious goal of securing 15% electricity from renewable sources. The installed capacity of the plant is 300 KW (solar photovoltaic (PV) plant) and is capable of generating 0.38 million units annually which resulted in reduction of the carbon footprints of about 392 tonnes annually.

      Various other steps taken for conservation of energy are provided in Annexure F to Directors Report.

3. **Does the Company have procedures in place for sustainable sourcing (including transportation)? If yes, what percentage of your inputs was sourced sustainably?**

   Yes. The Company is increasingly building its capabilities for effective sustainable sourcing. The company understands the growing expectations of stakeholders (including customers, shareholders, employees, NGOs, trade associations, labor unions, government agencies, etc.) to take responsibility for their supplier's environmental, social and ethical practices. Accordingly, company is increasingly making responsible sourcing an integral part of procurement and supply chain management processes and managing these risks in the supply chain.

Though it is difficult to quantify exactly in terms of percentage of inputs that was sourced sustainably, the Company is increasingly focused on sustainable sourcing and it is on rise.

**4. Has the Company taken any steps to procure goods and services from local and 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?**

i) Yes, the Company encourages highly skilled willing retired employees to develop small or micro companies, around its vicinity, for supply of components to the Company and provide related services. Further, the Company also develops several job workers locally, mostly small producers, for sourcing components. The Company imparts necessary training and engineering skills to the local job workers for their development and ensures sustainable quality deliverables. During the year the Company has procured above 60% of total procurement in terms of value from local sources, where local source is defined as at the State in which the manufacturing plant is established.

ii) The Company also believes in long term partnership with the vendors by having rate contracts with them and providing periodical feedback on their performances in terms of quality, delivery, services, environmental health and safety, which helps the vendors to improve their performance by taking corrective actions on the parameters where they are found lacking. Transparency and fair approach are maintained while dealing with the vendors during the entire procurement cycle.

**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**

Yes, the Company has a mechanism to recycle products and waste. Lubricating oil is recycled using centrifuge filtering process to remove suspended solids and impurities. About 85% to 88% lubricating oil is recovered and reused by this process. Further the waste steel raw-materials arising out of the manufacturing process are sent back to the foundries from where the Company sources the castings. The Company thus ensures almost 100% recycle of steel waste during production with negligible waste.

Paper consumption is monitored and targets set for reduction in usage. Waste paper is recycled. Entire organic waste is composted in house and used as manure. Domestic effluent is recycled and used for gardening purposes.

## Principle 3: Employee Well-being

| Sl. | Category | Response |
|---|---|---|
| 1. | Total number of employees | 923* (Includes Permanent, Temporary, Trainee and Contractual employees) |
| 2. | Total numbers of employees hired on temporary / contractual / casual basis | 276* |
| 3. | Total number of permanent women employees | 27* |
| 4. | Total number of permanent employees with disabilities | Nil |
| 5. | Do you have employee association that is recognized by management? | Yes |
| 6. | What percentages of your permanent employees are members of this recognized employee association? | About 14% |

* as on March 31, 2020.

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

There were no such complaints during the year.

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

| Category | Safety (%) | Skill Up-gradation (%) |
|---|---|---|
| Permanent employees | 65% | 75% |
| Permanent Women Employees | 81% | 78% |
| Casual / Temporary / Contractual employees | 31% | NA |
| Employees with disabilities | NA | NA |

## Principle 4: Stake Holder Engagement

**1. Has the Company mapped its internal and external stakeholders?**

Yes, the key stakeholders of the Company are employees, customers, government authorities, suppliers& Contractors, charitable organizations, trade & chamber associations, shareholders and society.

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

   For the Company all the stakeholders are equally significant. However, the Company encourages to associate and develop small and micro suppliers and job workers and assist them to provide requisite engineering skill and access to resources. In addition, the company engages in various CSR activities, mostly for vulnerable and marginalized stakeholders.

3. **Are there any special initiative taken by the Company to engage with the disadvantage, vulnerable and marginalized stakeholders? If so, provide details thereof, in about 50 words**

   As a part of the CSR initiatives of the Company, considerable importance is given to disadvantage, vulnerable and marginalized stakeholders – Please refer to Annexure E of the Director's Report.

## Principle 5: 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/ Others?**

   The Company has the Human Rights Policy which is primarily applicable to the Company. However, the Company encourages its Joint Ventures, suppliers, contractors and other stake holders to follow its Human Rights Policy and engages with them to elaborate the salient points.

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

   During FY 2019-20, the Company has not received any complaints pertaining to human rights from any stakeholder.

## Principle 6: Protection & Restoration of the Environment

1. **Does the Policy related to Principle 6 cover only the Company or extend to the Group/ Joint Ventures/ Suppliers/ Contractors/ Others.**

   The Company's Policy on Safety, Health & Environment extend, to the extent practicable, to its subsidiaries, Joint Venture, Suppliers and Contractors as well.

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:**

   Yes, as a responsible Corporate entity, the Company conducts Legal and Environmental Audits on a periodic basis. The Environmental Management System (EMS) is a comprehensive approach to environmental management and continual improvement, which is certified in line with ISO 14001:2015& OHSAS 18001:2007 standards. Audits are being conducted on half yearly basis by a reputed organization, which is recognized by over 50 accreditation bodies and it is applied to all group Companies. The products of the Company are based on renewable energy and are instrumental in generating green power. Please refer to Management Discussion and Analysis section of Annual Report 2020, which is also provided at www.triveniturbines.com.

   Under Company's various "Green initiatives", the Company's manufacturing plants have more than 4500 trees, zero discharge facility with 100% waste water getting treated and used for gardening along with Kitchen Waste Compost unit. The employees of the Company and its vendors are encouraged to do tree planting in their respective houses, vicinity and factories by free distribution of saplings. Every year about 500 saplings are planted as a part of World Environment Day celebrations.

3. **Does the Company identify and assess potential environmental risks? (Y/N)**

   Yes, it is the endeavor of the Company to continually evaluate and subject its processes to stringent scrutiny to minimize the impact of its manufacturing operations on the environment. Further, the same philosophy is practiced in the development of new products, the objective of which is to improve thermal efficiency levels, use renewable energy and be involved in projects linked to green power and alternate power such as power from municipal waste etc.,

4. **Does the Company have any Project related to clean development mechanism? If yes, whether any environmental compliance report is filed.**

   No, the Company is not directly associated with any project related to clean development mechanism (CDM). However, in view of its product being environment friendly and related to renewable energy, it must have supplied its products to CDM projects, the details of which are not available with the Company.

   At present, under Clean Development Mechanism, company subscribes to create Green Factories. During the current year Company's Peenya Facility has been awarded prestigious "PLATINUM RATING FOR GREEN FACTORY" under the Indian Green Building Council's certification scheme. This award is for implementing the green practices in Design of building and facilities, Energy conservation, Water Conservation, Optimization of process

parameters towards conservation of natural resources, Green cover, use of nonconventional energy sources etc. Presently Company is working with Indian Green Building Council (IGBC) for certification of its Sompura facility" and hence continues to demonstrate Company's commitment to green buildings.

5. **Has the Company undertaken any other initiatives on clean technology, energy efficiency, renewable energy, etc.**

The Company currently sources 15% of its electricity from renewables. Energy Conservations measures have been implemented at all the plants and offices of the Company and special efforts are being put on undertaking specific energy conservation projects. Most importantly, the steam turbines manufactured by the Company largely operate on non-fossil fuel, renewable in nature, to meet the steam and power requirements of its customers.

The Peenya plant generates 300 KW using solar power which meets 30% of our total consumption. The Company has similar plans for its new facility in Sompura which will be implemented in due course.

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 are within the permissible limits given by Central Pollution Control Board ("CPCB") / State Pollution Control Board ("SPCB").

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.**

No such notices were received during the year or pending at the end of the financial year.

## Principle 7: Responsible Advocacy

1. **Is your Company a member of any trade and chamber or association? If yes, name only the ones that your business deals with:**

The Company is a member of various trade and chamber associations. The major ones are:

a. Confederation of Indian Industries (CII)

b. Federation of Indian Chambers of Commerce and Industry (FICCI)

c. The Sugar Technologists' Association of India (STAI)

d. The Associated Chambers of Commerce and Industry of India (ASSOCHAM)

2. **Have you advocated / lobbied through above associations for the advancement or improvement of public good? Yes/ No if yes specify the broad areas.**

The Company approaches from time to time with various organization, namely, CII, FICCI for improvement of various economic and social policies for sustainable growth in the value chain.

## Principle 8: Supporting inclusive Growth & Equitable Development

1. **Does the Company have specified programs / initiatives/ projects in pursuit of the Policy related to Principle 8?**

Yes, the details are forming part of the CSR Report – Annexure-E to the Director's Report. This is in addition to the Company's efforts to support small and micro suppliers and job workers.

2. **Are the Programs/ Projects undertaken through in house team / own foundation/ external NGO/ Government structures / any other organization?**

The Company's social projects are carried on under its CSR Policy for community welfare, providing education for employment opportunities and rural development. Collaborative partnerships are formed with external implementation agencies having requisite competence.

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

Yes, for each of the CSR project undertaken, impact analysis is carried out by external implementation agency along with in-house CSR team. All such assessments are carried out after completion of the project.

4. **What is your Company's direct contribution to community development projects – amount in INR and the details of the project undertaken?**

The Company has directly spent on CSR expenditure amounting to ₹ 30.66 million during the financial year. Please refer to Annexure-E of the Director's Report for details.

5. **Have you taken steps to ensure that this community development initiative is successfully adopted by the Community?**

Yes, the CSR activities were pursued in line with the Company's policy and framework. The first step in the process is to identify target class of the community that requires intervention. The Company continuously monitors community development initiatives through various parameters such as health indicators, literacy levels, sustainable livelihood processes, population data and state of infrastructure among others. From the

data generated, rolling plans are developed for short to medium term. The projects are assessed under the agreed strategy and are monitored on a quarterly basis. Wherever necessary, mid-course corrections are carried out.

## Principle 9: Providing value to Customers and Consumers

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

   The company has a robust customer complaint handling system. As on March 31, 2020, 11% of customer complaints are pending of which 6% complaints are attended by the Company and awaiting customer confirmation. The Company is in process to attend the balance 5% complaint

2. **Does the Company display product information on the product label, over and above what is mandated as per local laws?**

   The Company displays product information as per International Standards (ISO 14661) and general industry practice.

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

   Nil.

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

   The Company has a well-established system in place for dealing with customer feedback through "Customer Complain Resolution System" (CCRS). There is also system for soliciting customer satisfaction (C-SAT) feedback and net promoter score (NPS) survey feedback from customer at regular interval. This is headed by a senior officer. Results of above mentioned customer feedbacks are circulated as a periodic MIS to senior management and concerned stakeholder depicting the customer satisfaction trend. Customer engagement processes have been aligned across the value chain to monitor customer satisfaction and feedback. Customers are provided multiple options to connect with the Company through email, telephone, website, feedback forms etc. The Company also has a dedicated customer care response cell to address customer queries and feedback on product.

For and on behalf of the Board of Directors

**Dhruv M Sawhney**
Chairman and Managing Director
DIN 00102999