

**NEAPS/BSE ONLINE**

**6<sup>th</sup> August, 2024**

**The Corporate Relationship Department  
BSE Limited  
Phiroze Jeejeebhoy Towers,  
1<sup>st</sup> Floor, New Trading Ring,  
Rotunda Building  
Mumbai - 400 001  
(BSE Scrip Code: 542905)**

**Listing Department  
National Stock Exchange of India Limited  
Plot No. C-1, Block-G  
Exchange Plaza, 5<sup>th</sup> Floor,  
Bandra Kurla Complex, Bandra (E),  
Mumbai – 400 051  
(NSE Symbol: HINDWAREAP)**

Dear Sir/Madam,

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24 under Regulation 34(2)(f) of SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015**

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed herewith the Business Responsibility and Sustainability Report ('BRSR') for the Financial Year 2023-24 which forms part of the Annual Report for FY 2023-24.

The BRSR is also available on the website of the Company i.e. [www.hindwarehomes.com](http://www.hindwarehomes.com).

You are requested to take this information on records.

**For Hindware Home Innovation Limited**

(Payal M Puri)

**Company Secretary and Sr. V.P. Group General Counsel**

**Name: Payal M Puri  
Address: 301-302, 3<sup>rd</sup> Floor, Park Centra, Sector-30, Gurugram-122001  
Membership No.: 16068**

Enclosure as above



# Business Responsibility & Sustainability Report

## BRSR OVERVIEW

Section A: General Disclosures

Section B: Management and Process Disclosures

Section C: Principle-wise Performance Disclosure

- Principle 1 Businesses should conduct and govern themselves with integrity and in a manner that is ethical, transparent, and accountable
- Principle 2 Businesses should provide goods and services in a manner that is sustainable and safe
- Principle 3 Businesses should respect and promote the well-being of all employees, including those in their value chains
- Principle 4 Businesses should respect the interests of and be responsive to all their stakeholders
- Principle 5 Businesses should respect and promote human rights
- Principle 6 Businesses should respect and make efforts to protect and restore the environment
- Principle 7 Businesses, when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
- Principle 8 Businesses should promote inclusive growth and equitable development
- Principle 9 Businesses should engage with and provide value to their consumers in a responsible manner

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	<b>Corporate Identity Number (CIN) of the Listed Entity</b>	L74999WB2017PLC222970
2	<b>Name of the Listed Entity</b>	Hindware Home Innovation Limited
3	<b>Year of incorporation</b>	2017
4	<b>Registered office address</b>	2 Red Cross Place, Kolkata - 700001, West Bengal
5	<b>Corporate office address</b>	Plot No. 68, Echelon Institutional area, Sector-32, Gurugram - 122001, Haryana
6	<b>E-mail</b>	<a href="mailto:investors@shilgroup.com">investors@shilgroup.com</a>
7	<b>Telephone</b>	91-124-2889300
8	<b>Website</b>	<a href="http://www.hindwarehomes.com">www.hindwarehomes.com</a>
9	<b>Financial year for which reporting is being done</b>	1 April 2023 - 31 March 2024
10	<b>Name of the Stock Exchange(s) where shares are listed</b>	National Stock Exchange of India Limited (NSE) and BSE Limited (BSE)
11	<b>Paid-up Capital</b>	₹ 1,445.93 lakh
12	<b>Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report</b>	Mr. Sandip Somany, Chairman and Non-Executive Director, +91 33 22487407
13	<b>Reporting boundary</b>	All the disclosures under this report are made on a standalone basis for Hindware Home Innovation Limited
14	<b>Name of assurance provider</b>	--
15	<b>Type of assurance obtained</b>	--

**II. Products/services**

**16. Details of business activities (accounting for 90% of the turnover):**

S. No.	Description of Main Activity	Description of Business Activity	% of Turnover of the entity
1	Consumer Appliances	Kitchen appliances, Air coolers, Electronic Household goods and other household appliances	95%
2	Retail Business	Home Interior and Furniture Products	5%

**17. Products/Services sold by the entity (accounting for 90% of the entity's Turnover):**

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Kitchen appliances (chimneys, hobs, cooktops, sinks)	47593	75%
2	Air coolers (Desert and personal air coolers)	47594	14%
3	Electronic Household Goods and other household appliances (Fans - ceiling and portable fans)	47599	6%
4	Home Interior and Furniture Products	47591	5%

**III. Operations**

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

Location	Number of plants	Number of offices	Total
National	-	15	15
International	-	-	-

**19. Markets served by the entity:**

**a. Number of locations**

Locations	Number
National (No. of States)	28
International (No. of Countries)	10

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

Exports contribute 0.43% of total turnover.

**c. A brief on types of customers**

Hindware Home Innovation Limited (HHIL) serves a wide spectrum of customers, encompassing a diverse array of individuals and entities seeking innovative and high-quality home solutions. These customers span various segments, including but not limited to the following:

1. **Brand Stores:** HHIL engages with brand stores, which are established retail outlets specialising in showcasing and selling a curated selection of Hindware's cutting-edge consumer appliances. These brand stores act as exclusive destinations where customers can explore and purchase a comprehensive range of home innovations products designed to elevate their living spaces.
2. **Retailers:** HHIL collaborates with retailers, who are key intermediaries bridging the gap between the manufacturer and the end consumers. These retailers encompass a wide network of outlets, both physical and online, that feature Hindware's products. By partnering with retailers, HHIL ensures that its innovative home solutions are easily accessible to a broad audience, enabling customers to integrate the latest advancements into their homes.
3. **Distributors:** The distribution network plays a crucial role in HHIL's outreach strategy. Distributors, acting as pivotal nodes within the supply chain, facilitate the efficient movement of Hindware's consumer appliances from manufacturing hubs to various retail points. By engaging with distributors, HHIL ensures widespread availability and seamless access to its home innovations, enhancing the convenience for customers to acquire these state-of-the-art solutions

**IV. Employees****20. Details as at the end of Financial Year:****a. Employees and workers (including differently-abled):**

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>EMPLOYEES</b>						
1.	Permanent (D)	398	383	96%	15	4%
2.	Other than Permanent (E)	99	95	96%	4	4%
<b>3.</b>	<b>Total employees (D + E)</b>	<b>497</b>	<b>478</b>	<b>96%</b>	<b>19</b>	<b>4%</b>
<b>WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than Permanent (G)	12	10	83%	2	17%
<b>6.</b>	<b>Total workers (F + G)</b>	<b>12</b>	<b>10</b>	<b>83%</b>	<b>2</b>	<b>17%</b>

**b. Differently-abled Employees and workers:**

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
<b>DIFFERENTLY-ABLED EMPLOYEES</b>						
1.	Permanent (D)	-	-	-	-	-
2.	Other than Permanent (E)	-	-	-	-	-
<b>3.</b>	<b>Total differently-abled employees (D+E)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>DIFFERENTLY-ABLED WORKERS</b>						
4.	Permanent (F)	-	-	-	-	-
5.	Other than permanent (G)	-	-	-	-	-
<b>6.</b>	<b>Total differently-abled workers (F+G)</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

**21. Participation/Inclusion/Representation of women**

Particulars	Total (A)	No. and percentage of females	
		No. (B)	% (B/A)
Board of Directors	7 <sup>1</sup>	1	14%
Key Management Personnel	3 <sup>2</sup>	1	33%

Note: 1. Mr. Rakesh Kaul ceased to be Whole-time Director & CEO of the Company w.e.f. 6 April 2023 due to his resignation from the Board.

2. Mr. Salil Kapoor who was appointed as Chief Executive Officer (CEO) of the Company designated as Key Managerial Personnel (KMP) w.e.f. 18 July 2023 has resigned on 12 March 2024.

**22. Turnover rate for permanent employees and workers**

Particulars	FY 2024 (Turnover rate in current FY)			FY 2023 (Turnover rate in previous FY)			FY 2022 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	63%	1%	63%	37%	27%	39%	37%	14%	37%
Permanent Workers					NIL				

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

**23. (a) Names of holding/subsidiary/associate companies/joint ventures**

S. No.	Name of the holding/subsidiary/associate companies/ joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1	Hindware Limited	Subsidiary	98.2%	Yes
2	Evok Homes Private Limited	Subsidiary	100%	Yes
3	Halis International Limited	Subsidiary of Hindware Limited	98.2%	No
4	Hintastica Private Limited	Joint Venture	50%	No
5	Truflo Pipes Limited	Subsidiary of Hindware Limited	98.2%	No
6	Queo Bathroom Innovations Limited UK	Subsidiary of Halis International Limited	98.2%	No

**VI. CSR Details**

24. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Not Applicable

(ii) Turnover (in ₹) - 44,482 lakh

(iii) Net worth (in ₹) - 8,708 lakh

Note: HHIL does not fall under the obligation of CSR as per Section 135 of the Companies Act, 2013.

**VII. Transparency and Disclosures Compliances**

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

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No)  (If yes, then provide web link for grievance redress policy)	FY 2024			FY 2023		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	-	-	-	-	-	-	
Investors (other than shareholders)	For Investor's grievances and queries, HHIL has a separate mail id - <a href="mailto:investors@shilgroup.com">investors@shilgroup.com</a>	-	-	-	-	-	
Shareholders		2	-	-	3	-	
Employees and workers	For any violation of the policy and grievances, HHIL has a separate mail id - <a href="mailto:shilsuggestion@hindware.co.in">mailto:shilsuggestion@hindware.co.in</a>  Employees can also submit a written complaint to the designated HR SPOC	-	-	-	-	-	NIL
Customers	HHIL has a standalone policy on customer value Policy on Customer Value and Customers can also raise enquiry related to their concerns on <a href="mailto:wecare@hindware.co.in">wecare@hindware.co.in</a> and <a href="mailto:brr@shilgroup.com">brr@shilgroup.com</a>	11,265	232	-	10,823	154	
Value Chain Partners	The Company's website has a dedicated section for value chain partners to raise their concerns or complaints	-	-	-	-	-	

Note: All pending complaints have been resolved post year closure.

**26. Overview of the entity's material responsible business conduct issues**

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	Emission Reduction and Energy Management	Opportunity	Processes and Systems are in place to ensure maximum energy efficiency, and this will be continuously improved.		Positive - Any cost put into improving the energy management system will fetch positive outcomes and reduced costs in the long run.
2	Human Capital Development (Employee well-being, learning, and development, Diversity & Inclusion)	Opportunity	A skilled and trained workforce is an asset to our Company. Trained employees perform their tasks more efficiently, in reduced time and injuries.		Positive - Measures taken to train and retain these employees, aid in decreased hiring and training costs, increased productivity, reduction in quality issues, and ensure our continued success and build brand value.
3	Corporate Governance (Code of Conduct, Business Ethics, Board Management, Tax Transparency, Policy Influence)	Opportunity	To build upon our organisational strategy for championing success.		Positive - In transforming our business and levelling it up.
4	Product Quality and Safety	Opportunity	Ensuring product safety & quality is extremely crucial for the business to continue to deliver best-in-class services and avoid loss of business.		Positive - Enhanced revenue and profits.
5	Waste Management	Opportunity	Initiatives and opportunities to reduce plastic and paper in the office premises which result in minimising environmental damage.		Positive - Enhance our waste segregation and collection methods to optimise the overall efficiency of the procedure.
6	Customer Relationship Management	Opportunity	This gives us an opportunity to be the leader in this segment by being the preferred choice for all our customers across different business segments.  Our endeavours are aligned towards achieving customer delight and satisfaction and we shall continue using this as an excellent opportunity for business leadership and growth.		A positive brand image and a strong recall value amongst consumers will help in being the platform of choice.
7	Supply Chain Management	Opportunity	Since fleet is a major part of our business, introducing sustainable transport can help HHIL lead the industry as a conscious and responsible business. This environmental stewardship effort will reduce carbon footprint.		Positive - This will have a significant impact on energy efficiency and will help us to reduce our Scope 3 emissions through delivery.

## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

HHIL has a robust management framework in place which enables us to align with the NGRBC Principles with respect to structure and policies to ensure we continue to deliver our best in an ethical, and responsible way. This encompasses transparent and principled business practices that hold us accountable, as well as protect the interests of our stakeholders, including customers and employees.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
<b>Policy and management processes</b>									
<b>1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>b. Has the policy been approved by the Board? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>c. Web Link of the Policies, if available</b>	The Company's policies are available at: <a href="https://www.hindwarehomes.com/pdf/Business%20Responsibility%20Policies.pdf">https://www.hindwarehomes.com/pdf/Business%20Responsibility%20Policies.pdf</a>								
<b>2. Whether the entity has translated the policy into procedures. (Yes/No)</b>	HHIL has developed policies based on National Voluntary Guidelines on Social, Environmental, and Economic Responsibilities of Business released by the Ministry of Corporate Affairs								
<b>3. Do the enlisted policies extend to your value chain partners? (Yes/No)</b>	Y	Y	Y	Y	Y	Y	Y	Y	Y
<b>4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.</b>	ISO 9001:2015 - Quality Management System								
<b>5. Specific commitments, goals and targets set by the entity with defined timelines, if any.</b>	The Company in the process of finalising ESG goals and processes to create an ESG framework that incorporates sustainability in our business operations.								
<b>6. Performance of the entity against the specific commitments, goals, and targets along-with reasons in case the same are not met.</b>	The goals and targets are currently in the process of being finalised. We endeavour to monitor and report our performance against our goals in the upcoming years.								
<b>Governance, leadership, and oversight</b>									
<b>7. Statement by director responsible for the business responsibility report, highlighting ESG-related challenges, targets, and achievements</b>	We at HHIL, recognise the critical importance of Environmental, Social, and Governance (ESG) factors in driving sustainable business practices. As part of our commitment to responsible business operations, we have integrated ESG considerations into our strategy and operations. Our key ESG challenges include reducing our carbon footprint and minimising environmental impact. We have set ambitious targets to decrease greenhouse gas emissions by investing in energy-efficient technologies and exploring recycled materials. Social responsibility is fundamental—we create an inclusive workplace, prioritise employee well-being, and implement fair labour practices. Our governance practices uphold ethical standards, transparency, and accountability. We engage stakeholders, align with international standards, and aim for long-term sustainability.								
<b>8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).</b>	DIN: 00053597 Name: Mr. Sandip Somany Designation: Chairman and Non-Executive Director								
<b>9. Does the entity have a specified Committee of the Board/Director responsible for decision-making on sustainability related issues? (Yes/ No). If yes, provide details.</b>	Yes. Our Risk Management Committee at HHIL also undertakes responsibility for ESG and sustainability-related matters. The Committee is empowered to formulate policies, implement strategies, and take all the pertinent decisions related to steering the organisation towards equitable, empathetic, and responsible business conduct.								

**10. Details of Review of NGRBCs by the Company:**

Subject for Review	Indicate whether review was undertaken by Director/Committee of the Board/Any other Committee									Frequency (Annually/Half yearly/Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes, it is standard procedure for the Company to review its policies as and when required. The effectiveness of the policies is examined during this assessment, and any necessary adjustments to the policies and processes are put into place.																	
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances																		

<b>11</b> Has the entity carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.	P1	P2	P3	P4	P5	P6	P7	P8	P9
	No								

**12. If answer to question (1) above is “No” i.e., not all Principles are covered by a policy, reasons to be stated:**

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)	Not applicable								
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

**SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE**

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

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

**Essential Indicators**

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

Segment	Total number of training and awareness programmes held	Topics /principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	1 <sup>1</sup>	SEBI (Listing Obligations and Disclosure Requirements) (Second Amendment) Regulations, 2023	100%
Key Managerial Personnel	3 <sup>2</sup>	SEBI (Listing Obligations and Disclosure Requirements) (Second Amendment) Regulations, 2023	100%
Employees other than BoD and KMPs	10	HHIL conducts several trainings including Cybersecurity awareness, Ownership of processes among other trainings	100%
Workers <sup>3</sup>	NA	NA	NA

**Note:**

- Mr. Rakesh Kaul ceased to be Whole-time Director & CEO of the Company w.e.f. 6 April 2023 due to his resignation from the Board.
- Mr. Salil Kapoor who was appointed as Chief Executive Officer (CEO) of the Company designated as Key Managerial Personnel (KMP) w.e.f. 18 July 2023 has resigned on 12 March 2024.
- HHIL operates as a retailer, specialising in the sale of manufactured products only, and as part of our business model, we do not employ any permanent workers



2. Details of fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings (by the entity or by directors/KMPs) with regulators/law enforcement agencies/judicial institutions, in the financial year, in the following format (Note: the entity shall make disclosures on the basis of materiality as specified in Regulation 30 of SEBI (Listing Obligations and Disclosure Obligations) Regulations, 2015 and as disclosed on the entity's website):

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

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
NIL	NIL

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

HHIL covers its Anti-Corruption and Anti-Bribery policy under Vigil Mechanism/Whistleblower Policy which offers a formal mechanism to Company Directors, Employees, and other external stakeholders to raise their voices on unethical behaviour, actual or suspected fraud or flag any violations of the Company's Code of Conduct. The Company maintains a strong stance against bribery and corruption as per the Anti-Bribery and Anti-Corruption Policy, which imposes strict consequences against anyone found guilty of engaging in unethical conduct. This policy extends to every employee within the Company, including its subsidiaries, and joint ventures. More information on the policy can be accessed [here](#).

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

Particulars	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Directors				
KMPs		NIL		NIL
Employees				
Workers	NA	NA	NA	NA

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

Particulars	FY 2024		FY 2023	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		NIL		NIL
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		NIL		NIL

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

Not Applicable, since there were no fines, penalties, or action taken by regulators, law enforcement agencies or judicial institutions on cases of corruption and conflict of interest.

**8. Number of days of accounts payables ((Accounts payable\*365)/Cost of goods/services procured) in the following format:**

Particulars	FY 2024	FY 2023
Number of days of accounts payables	95.03	81.76

**9. Openness of business**

Parameter	Metrics	FY 2024	FY 2023
Concentration of Purchases	a. Purchase from trading houses as % of total purchases	Not applicable	
	b. Number of trading houses where purchases are made from		
	c. Purchase from top 10 trading houses as % of total purchases from trading house		
Concentration of Sales	a. Sales to dealers/distributors as % of total Sales	69%	68%
	b. Number of dealers/distributors to whom sales are made.	1,120	1,213
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	22%	21%
Share of RPTs	a. Purchases (Purchases from Related parties/Total purchases)	As per note to accounts no. 46 in Standalone financial statements	
	b. Sales (Sales to related parties/Total Sales)		
	c. Loans and advances (Loans and advances given to related parties/Total loans and advances)		
	d. Investments (Investments in related parties/ Total investments made)		

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

**Essential Indicators**

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

Particulars	FY 2024	FY 2023	Details of improvements in environmental and social impacts
Research & Development	27%	19%	HHIL is contributing towards reducing the environmental impacts of the products by investing in energy-efficient products such as: <ul style="list-style-type: none"> <li>• BLDC Fans with Low power consumption</li> <li>• BLDC Chimney with higher suction and low power consumption</li> <li>• Water Wastage Reduction in RO Water Purifiers</li> <li>• Local production of Chimney to reduce carbon footprints in transportation costs from China</li> <li>• Noise Reduction from chimneys to make them convenient for consumers.</li> </ul>
Capex	31%	11%	

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

At HHIL, we recognise the importance of sustainable sourcing in today's dynamic business landscape. While we currently do not have specific procedures in place for sustainable sourcing, we are committed to taking proactive steps toward creating policies and processes to implement a sustainable sourcing programme.

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

HHIL is in the process of establishing procedures for the safe reclamation of our products, with the aim to design and develop a robust mechanism, which will allow us to efficiently reclaim our products, ensuring they are reused, recycled, or appropriately disposed of at the end of their lifecycle.

**4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes/No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.**

Yes, EPR is applicable to HHIL business activities. HHIL holds an importer EPR license. HHIL has aligned its waste collection plans with respect to EPR guidelines, which include the following components:

- Setting up collection infrastructure
- Awareness programmes
- Tie-ups with waste management agencies
- Reporting and compliance

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

**Essential Indicators**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent employees</b>											
Male	383	383	100%	383	100%	NA	NA	NIL	NIL	NIL	NIL
Female	15	15	100%	15	100%	15	100%	NA	NA	NIL	NIL
<b>Total</b>	<b>398</b>	<b>398</b>	<b>100%</b>	<b>398</b>	<b>100%</b>	<b>15</b>	<b>4%</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
<b>Other than Permanent employees</b>											
Male	95	95	100%	95	100%						
Female	4	4	100%	4	100%			NIL			
<b>Total</b>	<b>99</b>	<b>99</b>	<b>100%</b>	<b>99</b>	<b>100%</b>						

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
<b>Permanent workers</b>											
Male											
Female											
<b>Total</b>											
<b>Other than Permanent workers</b>											
Male	10	10	100%	10	100%						
Female	2	2	100%	2	100%					Not applicable	
<b>Total</b>	<b>12</b>	<b>12</b>	<b>100%</b>	<b>12</b>	<b>100%</b>						

**c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent) in the following format:**

Particulars	FY 2024	FY 2023
Cost incurred on well-being measures as a % of total revenue of the Company	0.10%	0.10%

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

Benefits	FY 2024			FY 2023		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/ N/ N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/ N/ N.A.)
PF	99.77%	NA	Yes	99.77%	NA	Yes
Gratuity	100%	NA	Yes	100%	NA	Yes
ESI	-	NA	NA	-	NA	NA

**3. Accessibility of workplaces**

Yes, HHIL's premises are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016. Our organisation fosters an inclusive work environment, taking necessary steps to enhance accessibility through facility improvements.

**4. Does the entity have an equal opportunity policy as per the Rights of Persons with Disabilities Act 2016? If so, provide a web link to the policy.**

Yes, as evidenced in HHIL's policy on Diversity and Equal opportunity, the Company is committed to ensuring and upholding equal prospects, from at the start of the hiring process and also throughout the entire duration of employment, regardless of caste, creed, gender, race, religion, or disability. Our diversity and equal opportunity policy can be assessed [here](#).

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	100%	NA	NA
Female	100%	100%	NA	NA
<b>Total</b>	<b>100%</b>	<b>100%</b>	-	-

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	Yes, HHIL has established a grievance redressal mechanism for its workforce to receive and address their concerns. HHIL has a dedicated email channel accessible to all to raise any complaints/issues. Concerns of stakeholders are addressed while ensuring utmost confidentiality. HHIL encourages employees to participate in open and constructive dialogue with the management, without fear of reprisal and has established formal mechanisms to allow employees to report any grievance. All grievances are timely addressed and resolved to mutual satisfaction. Employees who feel they have experienced or are experiencing any form of discrimination at HHIL based on their age, religion, sex, gender, colour, national origin, sexual orientation, or physical impairment can submit a written complaint to their designated HR SPOC or to <a href="mailto:shilsuggestion@hindware.co.in">shilsuggestion@hindware.co.in</a> . The Human Resources team ensures that complaints are handled promptly and rationally while preserving the strictest confidentiality and sensitivity.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2024			FY 2023		
	Total (A)	On Health and safety measures	On Skill upgradation	Total (D)	On Health and safety measures	On Skill upgradation
<b>Total Permanent Employees</b>	Not applicable, as the Company has no recognised employee unions or associations					
Male						
Female						
<b>Total Permanent Workers</b>	None, as HHIL operates as a retailer, specialising in the sale of manufactured products only, and as part of our business model, we do not employ any permanent workers.					
Male						
Female						

**8. Details of training given to employees**

Category	FY 2024					FY 2023				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
Male	383	383	100%	152	40%	427	427	100%	401	94%
Female	15	15	100%	15	100%	15	15	100%	8	53%
<b>Total</b>	<b>398</b>	<b>398</b>	<b>100%</b>	<b>167</b>	<b>42%</b>	<b>442</b>	<b>442</b>	<b>100%</b>	<b>409</b>	<b>93%</b>
<b>Workers</b>										
Male										
Female										NA
<b>Total</b>										

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

Category	FY 2024			FY 2023		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
<b>Employees</b>						
Male	383	383	100%	427	427	100%
Female	15	15	100%	15	15	100%
<b>Total</b>	<b>398</b>	<b>398</b>	<b>100%</b>	<b>442</b>	<b>442</b>	<b>100%</b>
<b>Workers</b>						
Male						
Female						NA
<b>Total</b>						

**10. Health and Safety Management System****a) Whether an occupational health and safety management system has been implemented by the entity? (Yes/No).**

If yes, the coverage of such a system?

Yes, HHIL is committed to achieving the highest standards of Health & Safety across the value chain. For our offices across the country, we have already implemented a robust health & safety system. All office buildings are designed to ensure safety and are equipped with safety systems such as fire detection, firefighting system, safe means of escape, assembly points emergency evacuation plans, etc. We regularly impart safety training to our workforce to build a culture of safety in the organisation.

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

We have conducted a comprehensive Hazard Identification and Risk Assessment (HIRA) study to identify and assess risks associated with work-related hazards. HIRA process is followed to identify work-related hazards for all routine & non-routine activities. Based on the severity of risks, we take mitigation measures as per the hierarchy of risk controls such as engineering, administrative, and PPE controls, etc.

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

Yes, we have processes for employees to report work-related hazards

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

Yes, HHIL believes in establishing an environment in which employees' financial requirements, in addition to their remunerations, are met. All employees are covered under Health Insurance Scheme provided by HHIL or the Employees State Insurance (ESI) scheme.

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

At present, as per available records maintained by the health & safety team for HHIL offices, there have been no fatalities or high-consequence injuries among employees in FY 2024.

Safety Incident/Number	Category	FY 2024	FY 2023
<b>Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)</b>	Employees	-	-
	Workers	NA*	NA*
<b>Total recordable work-related injuries</b>	Employees	-	-
	Workers	NA*	NA*
<b>No. of fatalities</b>	Employees	-	-
	Workers	NA*	NA*
<b>High consequence work-related injury or ill-health (excluding fatalities)</b>	Employees	-	-
	Workers	NA*	NA*

\*Note: HHIL operates as a retailer, specialising in the sale of manufactured products only, and as part of our business model, we do not employ any permanent workers

**12. Describe the measures taken by the entity to ensure a safe and healthy workplace.**

HHIL has the highest regard for the health, safety, and well-being of its employees. Thus, we have an EHS management system in place for Hazard identification & risk assessment, safety audits, and training, safe operating procedures, and EHS Manual to ensure a safe and healthy workplace. We have also initiated health & safety training followed by preventive and corrective actions. This will ensure that we comply with all crucial requirements in the future

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

Particulars	FY 2024		FY 2023	Remarks
	Filed during the year	Pending Resolution at the end of the year	Pending resolution at the end of year	
Working Conditions	NIL		NIL	
Health & Safety	NIL		NIL	

**14. Assessments for the year**

Particulars	FY 2024 % of your plants and offices that were assessed (by entity or statutory authorities or third parties)	FY 2023 % of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%	100%
Working Conditions	100%	100%

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

At HHIL, we are undertaking measures to promote continuous improvement in our health and safety practices. There have been no safety-related incidents at the workplace. However, we have strengthened our internal procedures to prevent any potential risks, including

- Procedures for safety incident management including incident monitoring, investigation, and reporting
- Safety-related training and awareness generation
- Emergency response and preparedness including improvements in fire safety measures

### Leadership Indicators

**1. Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).**

Yes. HHIL has life insurance policy for all the permanent employees.

**2. Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.**

At HHIL - all the statutory dues are deducted as per applicable law and deposited with authorities in stipulated time on monthly basis.

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

	Total no. of affected employees/workers			No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment		
	FY 2024	FY 2023	FY 2022	FY 2024	FY 2023	FY 2022
Employees	NIL	NIL	NIL	NIL	NIL	NIL
Workers	NA	NA	NA	NA	NA	NA

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

### Essential Indicators

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

HHIL has a systematic and iterative system in place to identify stakeholders who have an interest in or may be impacted by its activities. Key stakeholders have been identified as below:

- A. Internal stakeholders - individuals within the organisation who are part of critical functions, including Employees and Board Members
- B. External stakeholders - individuals outside the organisation, including vendors, suppliers, investors, regulators, NGOs, local communities, amongst others.

Once all stakeholders were identified, they were prioritised based on their level of influence on the business and the impact that the organisation’s activities have on them. This process helped determine the most critical stakeholders with whom the organisation needed to engage more deeply.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Board of Directors	No	Meetings, emails, and others	Quarterly & on need basis	Business enhancements, Governance, Fair business practices
Employees	No	Email, notice board, intranet	Regularly & on a need basis	Employee engagement activities, training, awareness, and welfare programs for health, safety, and well-being, learning development and upskilling
Community	No	Community meetings, pamphlets	Regularly & on a need basis	Need assessment, Development Program, and impacts, and opportunities for improvement
Suppliers	No	Email, website	Regularly & on a need basis	Ethical practices, business expectation and growth. Query and Grievance Redressal Vendor satisfaction



Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication	Frequency of engagement	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors	No	Email, SMS, advertisements, website, newspaper	Regularly & on a need basis	Business updates, Queries, Business Performance – financial and non-financial, Events & Activations (campaigns & announcements)
Shareholders	No	Email, advertisements, website, newspaper	Quarterly & on need basis	Annual General Meetings, Dividend updates, Business Performance, Sustainability announcements
Regulators	No	Email, correspondence, meetings	On need basis	Discussions on Statutory and Regulatory compliances regulations and their amendments, inspections, and regulatory approvals
Bankers	No	Email, meetings	On need basis	Discussion on Company Finance
Auditors	No	Email, meetings	Quarterly & on need basis	Discussion on Company's financials, processes, and systems
Industrial Association	No	Email, Website, Seminars, Conferences	On need basis	Industry concerns related to health, environment, safety, inter-company product transfer, etc. Collaboration for commercialisation of Technologies/Products or Joint Research, providing product/technology components, Complaints and grievance redressal

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

### Essential Indicators

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

Category	FY 2024			FY 2023		
	Total (A)	No. of Employees / workers covered (B)	% (B / A)	Total (C)	No. of Employees / workers covered (D)	% (D / C)
<b>Employees</b>						
Permanent	398	398	100%	442	442	100%
Other than permanent	99	99	100%	136	136	100%
<b>Total Employees</b>	<b>497</b>	<b>497</b>	<b>100%</b>	<b>578</b>	<b>578</b>	<b>100%</b>
<b>Workers</b>						
Permanent	NA	NA	NA	NA	NA	NA
Other than permanent	12	12	100%	12	12	100%
<b>Total Workers</b>	<b>12</b>	<b>12</b>	<b>100%</b>	<b>12</b>	<b>12</b>	<b>100%</b>



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

Category	FY 2024					FY 2023				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	383	-	-	383	100%	427	-	-	427	100%
Female	15	-	-	15	100%	15	-	-	15	100%
Other than Permanent										
Male	95	-	-	95	100%	130	126	96.9%	4	3.1%
Female	4	-	-	4	100%	6	6	100%	-	-
<b>Workers</b>										
<b>Permanent</b>										
Male										
Female			NIL					NIL		
<b>Other than Permanent</b>										
Male	10	10	100%	-	-	10	10	100%	-	-
Female	2	2	100%	-	-	2	2	100%	-	-

**3. Details of remuneration/salary/wages**

**a. Median remuneration/wages:**

Particulars	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	6 <sup>1</sup>	8,38,816	1	7,36,315
Key Managerial Personnel	2 <sup>2</sup>	1,93,75,737	1	1,12,58,828
Employees other than BoD and KMP	381	9,48,571	14	11,64,789
Workers	NA	NA	NA	NA

Note: 1. Mr. Rakesh Kaul ceased to be Whole-time Director & CEO of the Company w.e.f. 6 April 2023 due to his resignation from the Board.

2. Mr. Salil Kapoor who was appointed as Chief Executive Officer (CEO) of the Company designated as Key Managerial Personnel (KMP) w.e.f. 18 July 2023 has resigned on 12 March 2024.

**b. Gross wages paid to females as % of total wages paid by the entity, in the following format:**

Details	FY 2024	FY 2023
Gross wages paid to females as a % of Total wages	20.60%	20.60%

**4. Do you have a focal point (Individual/Committee) responsible for addressing human rights impacts or issues caused or contributed to by the business? (Yes/No)**

Yes, all the issues pertaining to Human Rights are overseen by the respective HR head. The HR head is in charge of assessing reported concerns and ensuring that they are handled and corrected. They also suggest appropriate resolution in consultation with Senior Management.

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

HHIL's Vigil Mechanism Policy establishes a framework for reporting and rectifying human rights violations. Additionally, a dedicated email address ([brr@shilgroup.com](mailto:brr@shilgroup.com)) is available for reporting grievances or complaints.

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

Particulars	FY 2024			FY 2023		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/ Involuntary Labour		NIL			NIL	
Wages						
Other Human Rights related issues						

**7. Complaints filed under the Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013, in the following format:**

Details	FY 2024	FY 2023
Total Complaints reported under Sexual Harassment of Women at Workplace (Prevention and Redressal) Act, 2013 (POSH)	NIL	NIL
Complaints on POSH as a % of female employees/workers	NIL	NIL
Complaints upheld on POSH Upheld	NIL	NIL

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

When addressing complaints within the grievance redressal system, every measure is taken to ensure a discreet investigation, aimed at preventing any adverse consequences. The entire process is conducted with the utmost confidentiality. To safeguard complainants from potential negative outcomes, the Company follows established procedures outlined in the grievance redressal process and adheres to the provisions of the POSH Act.

Through the grievance redressal mechanism, employees, workers, independent contractors, and suppliers can openly express concerns related to human rights without the fear of reprisal. All valid infractions are treated with gravity, and appropriate actions are taken accordingly. Depending on the severity of the issue, these actions may extend to terminating commercial agreements and employment contracts.

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

Yes, the Company's Human Rights Policy extends its applicability to encompass not only its business associates but also any other entities that engage directly with the Company as part of its business operations. This commitment underscores the Company's dedication to upholding fundamental human rights principles throughout its entire network of interactions and collaborations

**10. Assessments for the year**

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	NIL
Forced/Involuntary labour	NIL
Sexual harassment	NIL
Discrimination at workplace	NIL
Wages	NIL
Others - please specify	NIL

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

Not Applicable

**PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment****Essential Indicators****1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:**

Parameter	FY 2024	FY 2023
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption sources		
<b>Total energy consumed from renewable sources (A+B+C)</b>	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D) (GJ)	1,348.34	1,166.37
Total fuel consumption (GJ)	72.13	165.64
Energy consumption through other sources (F) (GJ)	NIL	NIL
<b>Total energy consumed from non- renewable sources (D+E+F)</b>	<b>1,420.47</b>	<b>1,332.01</b>
<b>Total energy consumed (A+B+C+D+E+F) (GJ)</b>	<b>1,420.47</b>	<b>1,332.01</b>
<b>Energy intensity per rupee of turnover (GJ/ ₹ Cr)</b> (Total energy consumed/Revenue from operations)	3.19	2.39
<b>Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total energy consumed/Revenue from operations adjusted for PPP) (GJ/Int. Dollar Cr.)	71.53	53.02
<b>Energy intensity in terms of physical Output</b>	NA	NA

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office.

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

No, the entity does not have any sites/facilities identified as designated consumers (DCs) under the Performance, Achieve and Trade (PAT) Scheme of the Government of India

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

Parameter	FY 2024	FY 2023
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	3,679	3,484
(iv) Seawater/desalinated water	-	-
(v) Others	-	-
<b>Total volume of water withdrawal (In kilolitres) (I + ii + iii + iv + v)</b>	3,679	3,484
<b>Total volume of water consumption (In kilolitres)</b>	3,679	3,484
<b>Water intensity per rupee of turnover (KL/ ₹ Cr)</b> (Total water consumption/Revenue from operations)	8.47	6.26
<b>Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total water consumption/Revenue from operations adjusted for PPP) (KL/Int. Dollar Cr)	189.80	138.67
<b>Water intensity in terms of physical Output</b>	NA	NA

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency (Y/N)- No



Note 2: The environmental disclosures made above report the impact of operations from our corporate office.

**4. Provide the following details related to water discharged:**

Parameter	FY 2024	FY 2023
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) To Surface water		
- No treatment		
- With treatment - please specify level of Treatment		
(ii) To Groundwater		
- No treatment		
- With treatment - please specify level of Treatment		
(iii) To Seawater		
- No treatment		
- With treatment - please specify level of Treatment		
(iv) Sent to third parties		
- No treatment		
- With treatment - please specify level of Treatment		
(v) Others		
- No treatment		
- With treatment - please specify level of Treatment		
<b>Total water discharged (in kilolitres)</b>		

Our offices are situated in Leased offices which process all wastewater through STPs on premises. We are in the process of streamlining our water management systems to optimise the reuse and recovery of residual water waste prior to discharge.

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office

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

Currently, HHIL does not have a Zero Liquid Discharge (ZLD) system. However, we are in the process of developing and implementing the ZLD mechanism in the coming years.

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

Parameter	Please specify unit	FY 2024	FY 2023
NOx			
SOx			
Particulate matter (PM)			
Persistent organic pollutants (POP)			
Volatile organic compounds (VOC)			
Hazardous air pollutants (HAP)			
Others - please specify			

Not Applicable, HHIL being a retail company does not have any ambient air emissions due to its day-to-day operations (particularly NOx, SOx, and PM)

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office

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

Parameter	Please specify unit	FY 2024	FY 2023
<b>Total Scope 1 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	5.39	12.37
<b>Total Scope 2 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	tCO <sub>2</sub> e	265.92	230.03
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	tCO <sub>2</sub> e/₹ Cr.	0.61	0.44
<b>Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations adjusted for PPP)	(tCO <sub>2</sub> e/ Int. Dollar Cr)	13.66	9.65
<b>Total Scope 1 and Scope 2 emission intensity in terms of physical output</b>		NA	NA

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)- No

Note 2: The environmental disclosures made above report the impact of operations from our corporate office

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

The company has implemented various measures to reduce greenhouse gas emissions, including replacing conventional lights with LEDs and transitioning to renewable energy sources such as solar panels. Additionally, plans are in place to expand these initiatives in the coming years

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

Parameter	FY 2024	FY 2023
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	0.39	-
E-waste (B)	-	-
Bio-medical waste (I)	-	-
Construction and demolition waste (D)	-	-
Battery waste (E)	-	-
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any (G)	-	-
Other Non-hazardous waste generated (H)	1.48	-
<b>Total (A+B+C+D+E+F+G+H)</b>	<b>1.86</b>	<b>-</b>
<b>Waste intensity per rupee of turnover</b> (Total waste generated/Revenue from operations) (MT/₹ Crore)	0.0042	-
<b>Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)</b> (Total waste generated/Revenue from operations Adjusted for PPP) (MT/Int. Dollar Cr)	0.09	-
<b>Waste intensity in terms of physical output</b>	NA	NA
<b>For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
<b>For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)</b>		
<b>Category of waste</b>		
(i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1.86	-
<b>Total</b>	<b>1.86</b>	<b>-</b>

Note 1: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N)- No  
 Note 2: The environmental disclosures made above report the impact of operations from our corporate office

**10. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.**

HHIL operates as a retailer, specialising in the sale of manufactured products only, and thus, no hazardous or toxic chemicals are used in our business operations.

**11. If the entity has operations/offices in/around ecologically sensitive areas (such as national parks, wildlife sanctuaries, biosphere reserves, wetlands, biodiversity hotspots, forests, coastal regulation zones, etc.) where environmental approvals/clearances are required, please specify details in the following format**

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

**12. Details of environmental impact assessments of projects undertaken by the entity based on applicable laws, in the FY 2024**

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

**13. Is the entity compliant with the applicable environmental law/regulations/guidelines in India, such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format**

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
Not applicable				

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

**Essential Indicators**

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

HHIL is affiliated with 4 trade and industry chambers/associations.

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

S. No.	Name of the trade and industry chambers/associations	Reach of trade and industry chambers/ associations (State/National)
1	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
2	Indian Council of Sanitaryware Manufactures	National
3	PHD Chamber of Commerce and Industry (PHDCCI)	National
4	Water Quality Association (WQA)	National

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

Name of Authority	Brief of the case	Corrective action taken
There were no adverse orders from regulatory authorities hence, this question is not applicable.		

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

**Essential Indicators**

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

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

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

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

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

As a retail business, we do not have direct operations within or near communities. Hence, we do not have mechanisms in place to receive and redress the grievances of the community.

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

Details	FY 2024	FY 2023
Directly sourced from MSMEs/small producers	69%	53%
Directly from within India	62%	69%

5. Job creation in smaller towns - Disclose wages paid to persons employed (including employees or workers employed on a permanent or non-permanent/on contract basis) in the following locations, as % of total wage cost

Location	FY 2024	FY 2023
Rural	0%	0%
Semi-urban	0%	0%
Urban	100%	100%
Metropolitan	0%	0%

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

**Essential Indicators**

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

HHIL believes in putting the customer at the centre of its value proposition. In order to ensure customers can easily reach us, we have established multiple lines of communication such as online service requests, a central helpline, WhatsApp support, app-based interaction, and email id. We have established a structured data management system and SLA to ensure every query is responded to within a specified period of time.

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

	As a percentage of total turnover
Environmental and social parameters relevant to the product	0%
Safe and responsible usage	100%
Recycling and/or safe disposal	0%

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

	FY 2024			FY 2023		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	-	-		-	-	
Advertising	-	-		-	-	
Cyber security	-	-		-	-	
Delivery of essential services	-	-		-	-	
Restrictive Trade Practices	-	-		-	-	
Unfair Trade Practices	-	-		-	-	
Other	11,265	232*		10823	154*	

\*Note- All the pending complaints were resolved soon after year closure.

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

There have been no product recalls in the reporting period of FY 2023-24

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

Yes, HHIL has an internal robust cybersecurity policy that addresses the rise of cyber threats and crimes organisations face today. This policy helps in protecting the Company from cyber threats, safeguarding sensitive data such as designs, patents, and customer and employee information. The policy can be assessed at the web link:

<https://www.hindwarehomes.com/privacy-policy.php>

**6. Provide details of any corrective actions taken or underway on issues relating to advertising, and delivery of essential services; cyber security and data privacy of customers; re-occurrence of instances of product recalls; penalty/action taken by regulatory authorities on safety of products/services.**

NIL

**7. Provide the following information relating to data breaches:**

- Number of instances of data breaches - NIL
- Percentage of data breaches involving personally identifiable information of customers - Not Applicable
- Impact, if any, of the data breaches - Not applicable