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Arubbakkam, Chennai - 600 106, Tamil Nadu.
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Corporate Office:
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July 29, 2024

HAP\SEC\41\2024-25

BSE Limited
Corporate Relationship Department,
2nd Floor, New Trading Ring,
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai - 400 001.

National Stock Exchange of India Ltd.
Exchange Plaza, 5th Floor,
Plot No.C/1, G Block,
Bandra Kurla Complex,
Bandra (E), Mumbai 400 051.

Stock Code: BSE: 531531,
NSE: HATSUN

Dear Sir/Madam,

Sub: Business Responsibility and Sustainability Report for the Financial Year 2023 – 2024 - Reg

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligations & Disclosure Requirements) Regulations 2015, we enclose the Business Responsibility and Sustainability Report ('BRSR') for the financial year 2023-24, which forms part of the Annual Report for the Financial Year 2023 - 2024.

Kindly take the same on record.

Thanking you,

Yours faithfully,
For HATSUN AGRO PRODUCT LIMITED,



G. Somasundaram
Company Secretary & Compliance Officer



Hatsun Agro Product Limited



BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT (BRSR) 2024

SECTION A: GENERAL INFORMATION ABOUT THE COMPANY

S. No.	Particulars	Details
1.	Corporate Identity Number (CIN) of the Company	L15499TN1986PLC012747
2.	Name of the Company	HATSUN AGRO PRODUCT LIMITED
3.	Year of Incorporation	1986
4.	Registered Office Address	No 41 (49), Janaki Ram Colony Main Road, Janaki Ram Colony, Arumbakkam, Chennai - 600106
5.	Corporate Office Address	Plot No 14, Tamil Nadu Housing Board "A" Road, Sholinganallur, Chennai - 600119
6.	E-mail id	info@hap.in
7.	Telephone	91-44-24501622
8.	Website	www.hap.in
9.	Financial year for which reporting is being done	FY2023-2024 (i.e., for the FY ended 31.03.2024)
10.	Name of the Stock Exchange(s) where shares are listed	Equity shares are listed on BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	Rs.22.27 Crore
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the Business Responsibility and Sustainability Report (BRSR)	Mr. Balamurugan Email: balamurugan.t@hap.in Ph + 91-44-24501622
13.	Reporting boundary	Disclosures made in this report are on a standalone basis as consolidation is not applicable to the Company.
14.	Name of assurance provider	NA
15.	Type of assurance obtained	NA

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 Company
1.	Milk & Milk Products	Manufacturing, Distribution, Sales & Marketing	100 %

17. Products/Services sold by the Company (accounting for 90 % of the Company's turnover):

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1.	Milk & Milk Products and Cattle Feed	1050 and 1080	100

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

Location	Number of plants	Number of offices	Total
India	20	2	22

19. Markets served by the entity:**a. Number of locations**

Locations	Number
National (No. of States) & Union Territories	15
International (No. of Countries)	4

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

0.1 %

c. A brief on types of customers

The Company serves Milk and Milk Products to customers both directly as well as through distributors, end users being consumers of Milk and Milk products.

IV. EMPLOYEES**20. Details as at the end of Financial Year: March 31, 2024.****a. Employees and Workers (including differently abled):**

S.No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
EMPLOYEES						
1.	Permanent (D)	1,857	1,785	96%	72	4%
2.	Other than Permanent (E)	631	609	97%	22	3%
3.	Total Employees (D+E)	2,488	2,394	96%	94	4%
WORKERS						
4.	Permanent (F)	2,239	2,195	98%	44	2%
5.	Other than Permanent (G)	495	470	95%	25	5%
6.	Total Workers (F+G)	2,734	2,665	97%	69	3%

b. Differently abled Employees and Workers:

S.No	Particulars	Total (A)	Male		Female	
			No.(B)	% (B/A)	No.(C)	% (C/A)
DIFFERENTLY ABLED EMPLOYEES						
1.	Permanent (D)	5	5	100	0	0
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total Differently abled Employees (D+E)	5	5	100	0	0
DIFFERENTLY ABLED WORKERS						
4.	Permanent (F)	0	0	0	0	0
5.	Other than Permanent (G)	0	0	0	0	0
6.	Total Differently abled Workers (F+G)	0	0	0	0	0

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No.(B)	% (B/A)
Board of Directors	10	2	20
Key Management Personnel (Including Managing Director)	3	0	0

22. Turnover rate for permanent employees/workers: (Past 3 Years)

EMPLOYEES									
	FY 2023 - 24			FY 2022- 23			FY 2021 - 22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees/Workers	21.66%	30.14%	22.01%	18.89%	19.67%	18.92%	29.01%	35.38%	29.24%

WORKERS									
	FY 2023 - 24			FY 2022- 23			FY 2021 - 22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees/Workers	21.01%	48.00%	24.52%	14.23%	25.00%	14.69%	24.48%	21.15%	24.42%

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.	NIL / N.A	NIL / N.A	NIL / N.A	NIL / N.A

VI. CSR DETAILS

24. (i) Whether Corporate Social Responsibility (CSR) is applicable as per section 135 of The Companies Act, 2013: Yes

(ii) Turnover: Rs.7,990.40 Crores (As on 31.03.2024)

(iii) Net worth: Rs.1,572.25 Crores (As on 31.03.2024)

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 redressal policy)	FY 2023 - 2024			FY 2022 - 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	Yes, a mechanism is in place to interact with various Stakeholders and address their concerns Web link: www.hap.in	NIL	NIL	-	NIL	NIL	-
Investors (other than shareholders)		NIL	NIL	-	NIL	NIL	-
Shareholders		NIL	NIL		7	NIL	All the Complaints duly Resolved
Employees and workers		NIL	NIL	-	NIL	NIL	
Customers		279	276	Please refer to the Note given below	244	5	Please refer to the Note given below
Value Chain Partners		NIL	NIL	-	NIL	NIL	-
Others		NIL	NIL	NIL	NIL	NIL	NIL

Note: Complaints related to products. All the Complaints are attended to and resolved immediately. Pending numbers relate to the Customers who are not reachable.

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

Indicated below are material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to Company's business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications.

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	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	GHG Emissions	Risk	With an increase in the manufacturing capacity - to keep up with the production demand, the GHG emissions will go up.	The Company is progressively working towards use of new and improved technology providing efficient system to reduce GHG Emissions with which this risk can be mitigated.	Negative - The Company may be required to set up improved and efficient systems and processes to reduce the GHG Emissions which will require a new or additional setting up of required facilities resulting in additional capital/revenue expenditure.
2	Waste Management	Opportunity	HAP has a robust collection and recycling process for its plastic waste. We also convert ETP scum to compost which is used in irrigation land	Better usage of our waste segregation and collection processes to improve the efficiency of the process	Positive - The waste generated (Scum) is used back in our land. Plastic recycling reduces further costs on plastic packaging.
3	Water Management	Risk	Water being a finite resource will pose a risk to the operations of our business.	HAP has a community led water management and conservation projects Rainwater harvesting is being practiced in our manufacturing locations Reduction in raw water usage in manufacturing facilities implemented	Positive- We are taking efforts to ensure efficient water management to reduce cost and burden on the environment.
4	Energy Management	Opportunity	Processes and Systems are in place to ensure maximum energy efficiency and this will be continuously improved	HAP sources Power from Solar panels, Bio gas etc., This and usage of LEDs and natural lighting ensures effective energy management and mitigate the risk	Positive - Any cost incurred for improving the energy management system will fetch positive outcomes and reduced cost in the long run.
5	Employee Health and Safety	Risk	This can lead to decreased productivity	Many efforts and initiatives have been put in place to ensure employee health and safety.	Neutral - Immediate incurring of expenditure on this count will result in financial outgo. But, any cost put towards employee health and safety will yield positive results in the long term

SECTION B

MANAGEMENT AND PROCESS DISCLOSURES

This Section is aimed at helping businesses demonstrate the Structures, Policies and Processes put in place towards adopting the NGRBC Principles and Core elements.

(a) Details of compliance (Reply in Y/N)

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes										
1.	a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
	c. Web Link of the Policies, if available	https://www.hap.in/pdf/policies/brsr-policies.pdf								
2.	Whether the entity has translated the policy into procedures. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3.	Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4.	Name of the national and international codes/certifications/labels/standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	As a proof of Commitment to consistent quality assurance, Hatsun has the necessary policy/ies that conform/s to the National Standards viz., ISO 22000 FSSC 22000 ISO 9001 (for Feed plant) Export Import certification (EIC)								
5.	Specific commitments, goals and targets set by the entity with defined timelines, if any.	1. The company aims to achieve the goal of utilising Biogas to the extent of about 1000 units per day of gas generation replacing the present utilisation of electricity 2. The company targets to plant 2500 trees across all its plants								
6.	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	1. The company achieved about 1200 units per day. 2. The company planted about 2500 trees in its plants.								

Governance, leadership, and oversight

7. Statement by Director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements (listed Company has flexibility regarding the placement of this disclosure).

Doing business in a responsible and sustainable manner is one of the key goals for us. The Company is committed to integrating environmental, social and governance (ESG) principles into its businesses. We instituted practices like monitoring consumption of resources and taking targets towards reduction in consumption of electricity, fuel, water, and various other practices. The Company has also established policy for Environment, Health and Safety - Managing Director.

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies)

Managing Director (DIN: 00012439) under the guidance of the Board of Directors and its Committees is responsible for implementation and oversight of the Business Responsibility policies.

9. Does the entity have a specified Committee of the Board/Director responsible for decision making on sustainability related issues? (Yes/No) - Yes.

If yes, provide details.

Risk Management Committee as the Board Committee is responsible for sustainability related issues.

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	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annually.								
Compliance With statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Annually.								

11. Has the Company carried out independent assessment/evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide name of the agency.

No. However all the policies and processes are subject to audits/reviews done internally in the Company from time to time.

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

All the principles are covered by the policies.

SECTION C

PRINCIPLE WISE PERFORMANCE DISCLOSURES

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: During the year, the Board of Directors of the Company (including its committees) has invested time on various updates comprising matters relating to an array of issues pertaining to the business, regulations, economy and environmental, social and governance parameters.

Segment	Total number of training and awareness programs held	Topics/Principles covered under the training and its impact	% of persons in respective category covered by the awareness programs
Board of Directors	4	All the Policies and Business updates	100
Key Managerial Personnel	4	1. Anti-Bribery & Anti-Corruption (ABAC) Policy 2. HAP Code of Conduct 3. Prevention of Sexual Harassment (POSH)*	100
Employees other than BOD and KMPs	4	1. ABAC is for all Senior management and those discharging specific roles 2. HAP Code of Conduct 3. Prevention of Sexual Harassment (POSH)*	60
Workers	7	1. ABAC is for all Senior management and those discharging specific roles 2. HAP Code of Conduct 3. Prevention of Sexual Harassment (POSH)*	60

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. (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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/Fine Settlement Compounding Fee			NIL		
Non - Monetary					
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institution		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.

Nil.

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

Yes, the Company has an anti-corruption and anti-bribery policy which is available on the website of the Company.

weblink: <https://www.hap.in/pdf/policies/Anti%20Corruption%20Anti%20Bribery%20Policy.pdf>

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

	FY 2023 - 24	FY 2022 - 23
Directors	Nil	Nil
KMPs		
Employees		
Workers		

6. Details of complaints regarding conflict of interest:

	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors		Nil		
Number of complaints received in relation to issues of Conflict of Interest of the KMPs		Nil		

7. 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.

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

	FY 2023 - 24	FY 2022 - 23
No of days of accounts payables	10.59	13.05

9. Open-ness of business

Details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties.

Parameter	Metrics	FY 2023 - 24	FY 2022 - 23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	Nil	Nil
	b. Number of trading houses where purchases are made from	Nil	Nil
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	Nil	Nil
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	98.50	98.00
	b. Number of dealers/distributors to whom sales are made	3,400	3,250
	c. Sales to top 10 dealers/distributors as % of total sales to dealers/distributors	0.80	0.78

Parameter	Metrics	FY 2023 - 24	FY 2022 - 23
Share of RPT's-in	a. Purchase (Purchases with related parties/Total Purchases)	0.001%	0.001%
	b. Sales (Sales to related parties/Total Sales)	Nil	Nil
	c. Loans & advances (Loans & advances given to related parties/Total loans & advances)	Nil	Nil
	d. Investments (Investments in related parties/Total Investments made)	Nil	Nil

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 Company, respectively

	FY 2023 - 24 (Rs. in Crores)	FY 2022 - 23 (Rs. in Crores)	Details of improvements in environmental and social impacts
R&D	0	0	In all the investments, company focusses at sustainable technologies, human health, and well-being
Capex	12.83	5.77	Projects for Pollution Control, Safety for Employee & Community, Climate Change, Solar energy into electricity etc.

2. a. Does the Company have procedures in place for sustainable sourcing?

No. However HAP plans to introduce sustainable sourcing in the coming years.

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

Not applicable

3. Describe the processes in place to safely reclaim your products for reusing, recycling, and disposing at the end of life.

a) Plastics (including packaging)

We collect plastic waste through waste management agencies and dispose through Pollution Control Board authorised recyclers.

b) E-waste

This is not applicable as the company is not reclaiming any E-waste. Our E-waste (generated within premises) broadly includes computers, servers, scanners, PCs, batteries, air conditioners etc., All such E-wastes are being disposed off through registered E-waste vendors from Pollution Control Board.

c) Hazardous waste

Our products do not involve in generation of hazardous waste; hence it is not applicable.

(d) Other waste

Not applicable

4. Whether Extended Producer Responsibility (EPR) is applicable to the Company'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.

Our packing material goes to the end user directly and for that EPR is applicable to us. The Company is recycling it through WMA (Waste Management Agencies) via certified recyclers as per waste collection plan submitted to Central Pollution Control Board ('CPCB').

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	Percentage of Employees covered by										
	Total (A)	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)
Permanent Employees											
Male	1785	1785	100%	1785	100%	NA	NA	Nil	Nil	1785	100%
Female	72	72	100%	72	100%	72	100%	Nil	Nil	72	100%
Total	1857	1857	100%	1857	100%	72	4%	Nil	Nil	1857	100%
Other than Permanent employees											
Male	609	609	100%	609	100%	NA	NA	Nil	Nil	609	100%
Female	22	22	100%	22	100%	22	100%	Nil	Nil	22	100%
Total	631	631	100%	631	100%	22	3%	Nil	Nil	631	100%

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

Category	% Of workers covered by										
	Total (A)	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)
Permanent Employees											
Male	2195	2195	100%	2195	100%	NA	NA	Nil	Nil	2195	100%
Female	44	44	100%	44	100%	44	100%	Nil	Nil	44	100%
Total	2239	2239	100%	2239	100%	44	2%	Nil	Nil	2239	100%
Other than Permanent employees											
Male	470	470	100%	470	100%	NA	NA	Nil	Nil	470	100%
Female	25	25	100%	25	100%	25	100%	Nil	Nil	25	100%
Total	495	495	100%	495	100%	25	5%	Nil	Nil	495	100%

c. Spending on measures towards well-being of employees and workers (including permanent and other than permanent)

	FY 2023 - 24	FY 2022 - 23
Cost incurred on well- being measures as a % of total revenue of the company	Nil	Nil

2. Details of retirement benefits, for current and previous Financial Year:

Benefits	FY 2023 - 24			FY 2022 - 23		
	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	100%	100%	Y	100%	100%	Y
Gratuity	100%	100%	Y	100%	100%	Y
ESI	31.48%	14.02%	Y	44%	13%	Y
Others - please specify	-	-		-	-	-

3. Accessibility of workplaces: Are the premises/offices of the Company accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016? If not, whether any steps are being taken by the Company in this regard.

Yes. All our plant premises and head office are accessible to differently abled employees.

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

Equal opportunity is covered as part of our HAP Code of Conduct. web-link: www.hap.in

The Company provides equal opportunities to all its employees and to all eligible applicants for employment in the Company. It does not unfairly discriminate on any ground including race, caste, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law. The Company also has a Diversity Policy addressing the persons with disability.

The Company has zero tolerance for harassment and discrimination of employees at the workplace. We promote a culture wherein employees can freely raise and discuss issues concerning themselves with their Superiors, or Regional HR Managers.

We have a robust policy on Prevention of Sexual Harassment at workplace (POSH) and a formal process for dealing with harassment or discrimination complaints. Further regular communication and awareness campaigns are conducted by the Company for employees at regular intervals.

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

Gender	Permanent employees		Permanent workers	
	Return to work	Retention rate	Return to work	Retention rate
Male	-	-	-	-
Female	-	-	-	-
Total	-	-	-	-

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

	Yes/No (if yes, then give details of the mechanism in brief)
Permanent workers	Yes, The Company has a system where employees can freely raise and discuss issues concerning themselves with their Superiors, Business Leaders, or Human Resource (HR) Managers. The Company has created several channels through which employees can discuss, have an engagement, and seek clarification on their issues. The employees can provide their feedback or complaints to their respective HR managers
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 Company.

Nil.

8. Details of training given to employees and workers:

EMPLOYEES										
Category	FY 2023 - 24					FY 2022 - 23				
	Total Employees (A)	On Health & safety measures		On Skill upgradation		Total Employees (D)	On Health & safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Male	2394	87	4%	1511	63%	367	364	99%	364	99%
Female	94	8	9%	76	81%	67	67	100%	67	100%
Total	2488	95	4%	1587	64%	434	431	99%	431	99%

WORKERS										
Category	FY 2023 - 24					FY 2022 - 23				
	Total Employees (A)	On Health & safety measures		On Skill upgradation		Total Employees (D)	On Health & safety measures		On Skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Male	2665	269	10%	1154	43%	166	166	100%	166	100%
Female	69	12	17%	58	84%	46	45	98%	45	98%
Total	2734	281	10%	1212	44%	212	211	100%	211	100%

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

Category	FY 2023 - 24			FY 2022 - 23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	% (D/C)
	Employees					
Male	2394	2394	100%	1861	1861	100%
Female	94	94	100%	63	63	100%
Total	2488	2488	100%	1924	1924	100%
Workers						
Male	2665	2665	100%	3282	3282	100%
Female	69	69	100%	104	104	100%
Total	2734	2734	100%	3386	3386	100%

10. Health and safety management system:

a. Whether an Occupational health and safety management system has been implemented by the Company along with extent of coverage.

Yes, The Safety & Health Management system covers activities across all manufacturing locations, offices, research laboratories and supply chain partners and ensuring the protection of environment and health & safety of its employees, contractors, visitors, and relevant stakeholders.

b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company.

Processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the Company:

- Work Permit System
- Internal & External Audit
- Near Miss and Incident Reporting system
- Safety Observation system
- Noise Assessment
- Hazard Identification and Risk Analysis

c. Whether Company has Processes for identification and reporting of occupational hazards by workers and action to be taken to remove themselves from such risks? (Y/N)

Yes, we encourage our employees to report near-miss incidents identified which is analysed and corrective action taken. All sites have specific procedure for reporting of work-related hazard, injuries, unsafe condition, and unsafe act.

d. Do the employees/workers of the Company have access to non-occupational medical and healthcare services? (Y/N)

Yes, first aid kits are always maintained and are available on the premises. All the employees are covered under health insurance scheme/ESI scheme

11. Details of safety related incidents:

Safety Incident/Number	Category	FY 2023 - 24	FY 2022 - 23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0	0.24
Total recordable work-related injuries	Employees	0	0
	Workers	0	2
No. of fatalities	Employees	0	0
	Workers	0	2
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	2

12. Measures taken by the Company to ensure a safe and healthy workplace:

- Medical examination done yearly once
- Quarterly fire drills are carried out at all locations
- Fire alarm systems and smoke detectors are installed at all premises
- Fire extinguishers are kept filled to ensure effective use during fire
- Emergency Contact details such as Police, Hospitals and Fire Brigade are also displayed on the display board
- Fire Exits.

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

	FY 2023 - 24			FY 2022 - 23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	Nil			Nil		
Health & Safety	Nil			Nil		

14. Assessments for the year:

	% Of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100 %
Working Conditions	100 %

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

All the critical factors involved in an incident are determined through root cause analysis & investigation and corrective/preventive actions are identified to prevent recurrence.

The detailed investigation and root causes identified by internal cross-functional team are reviewed by the Senior Management. Learning from incident is further discussed in the morning safety meeting, toolbox talk, safety committee meet, contractor communication meet, etc. to bring awareness and prevent recurrence of incidents. The closure of investigation action points is reviewed in safety reviews on a periodic basis.

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 Company.

The key stakeholders are identified through impact assessment process. The stakeholders who are having immediate impact on the functioning of the Company are identified as the key stakeholders. At present, the key stakeholders are Shareholders, Employees and Workers, Vendors, Customers, Regulators, Suppliers and Farmers.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalised Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website) Others	Frequency of engagement (Annually/ Half yearly/ Quarterly/ others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Shareholders	No	Annual General Meeting, Postal Ballot, E Mail, Quarterly updates and Company website	Ongoing	Overall performance and Operations of the Company, Dividend, Profitability, Growth Prospects, Financial indicators such as Earnings Before Interest and Tax, Profit After Tax etc.,
Employees	No	E Mail, HAP HUB Portal, Review Meetings	Ongoing	Employee engagement, performance and well being.
Vendors	No	E Mail, Vendor meetings	Ongoing	Vendor engagement
Customers	No	Newspaper Advertisements, Television Commercial Advertisements in Public places, Pamphlets, Company website	Ongoing	Production, Product quality, Product availability, Marketing
Regulators	No	Newspaper Advertisements, Company Website, E Mail, Periodic Statutory Filings	Ongoing	Compliance of Statutory Provisions within the stipulated time
Suppliers	No	E Mail, periodic meetings	Ongoing	Supplier engagement, Quality, Timely delivery and payments
Farmers	No	On site Meetings	Ongoing	Timely payment for milk procurement

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 Company:

Category	FY 2023 - 24			FY 2022 - 23		
	Total (A)	No. of employees/workers covered (B)	% (B/A)	Total (C)	No. of employees/workers covered (D)	% (D/C)
Employees						
Permanent	Nil. Our Company is in the process of instituting appropriate system to provide training on human rights issues and policy(ies) of the Company to all its employees.					
Other than permanent						
Total Employees						
Workers						
Permanent	Nil. Our Company is in the process of instituting appropriate system to provide training on human rights issues and policy(ies) of the Company to all its workers.					
Other than permanent						
Total Employees						

2. Details of minimum wages paid to employees and workers

Category	FY 2023 - 24					FY 2022 - 23				
	Total (A)	Equal Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(B)	% (E/D)	No.(F)	% (F/D)
Employees										
Permanent										
Male	1785	0	0	1785	100%	1861	0	0	1861	100%
Female	72	0	0	72	100%	63	0	0	63	100%
Other than Permanent										
Male	609	0	0	609	100%	0	0	0	0	0
Female	22	0	0	22	100%	0	0	0	0	0

Category	FY 2023 - 24					FY 2022 - 23				
	Total (A)	Equal Minimum Wage		More than Minimum Wage		Total (D)	Equal Minimum Wage		More than Minimum Wage	
		No.(B)	% (B/A)	No.(C)	% (C/A)		No.(B)	% (E/D)	No.(F)	% (F/D)
Workers										
Permanent										
Male	2195	0	0	2195	100%	3282	0	0	3282	100%
Female	44	0	0	44	100%	104	0	0	104	100%
Other than Permanent										
Male	470	0	0	470	100%	0	0	0	0	0
Female	25	0	0	25	100%	0	0	0	0	0

3. Details of remuneration/salary/wages:**a. Median remuneration/wages**

	Male		Female	
	Number	Median remuneration/ salary/wages of respective category	Number	Median remuneration/ salary/wages of respective category
Board of Directors (BoD)	1	Rs.97,21,450	Nil	Nil
Key Managerial Personnel	2	Rs.61,98,393	Nil	Nil
Employees other than BoD and KMP	2,394	Rs.30,250	94	Rs.35,583
Workers	2,665	Rs.19,130	69	Rs.18,637

b. Gross wages paid to females as % of total wages paid by the entity:

	FY 2023 - 24	FY 2022 - 23
Gross wages paid to females as % of total wages	2.83%	3.07%

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. The Head of Human Resources responsible for human resources function and Chief Operating Officer shall jointly oversee and address any issue arising from any human rights impact or issues caused or contributed to by the business.

5. Internal mechanisms in place to redress grievances related to Human Rights issues.

The mechanism to redress grievances under human rights is same as for other grievances. On receipt of any concern by/through email, letter, oral, etc., Human resources department will investigate and appropriate action will be taken within the stipulated time.

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

	FY 23 - 24		FY 22 - 23	
	Filed during the year	Pending resolution at the end of year	Filed during the year	Pending resolution at the end of year
Sexual Harassment	NIL	NIL	NIL	NIL
Discrimination at workplace	NIL	NIL	NIL	NIL
Child Labour	NIL	NIL	NIL	NIL
Forced Labour/ Involuntary Labour	NIL	NIL	NIL	NIL
Wages	NIL	NIL	NIL	NIL
Other human rights related issues	NIL	NIL	NIL	NIL

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

	FY 2023 - 24	FY 2022 - 23
Total Complaints reported under sexual harassment on of workplace (prevention, prohibition, and redressal) Act 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees/workers	Nil	Nil
Complaints on POSH upheld	Nil	Nil

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

The Company is committed to a workplace free of harassment, including sexual harassment at the workplace, and has zero tolerance for such unacceptable conduct. HAP encourages reporting of any harassment concerns and is responsive to complaints about harassment or other unwelcome or offensive conduct. Committees have been constituted across locations to enquire into complaints of sexual harassment and to recommend appropriate action. Regular awareness and training sessions are conducted to ensure that the employees are fully aware of the aspects of sexual harassment and of the redressal mechanism.

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

Yes. Human rights requirements form part of the Company’s business agreements and contracts as and where relevant.

10. Assessments for the year:

	% of plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labor	All the Offices and Plants of the Company were assessed by the Company’s internal Audit Team and Compliance ensured.
Forced/involuntary labor	
Sexual harassment	
Discrimination at workplace	
Wages	
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:

Parameter	FY 2023 - 24	FY 2022 - 23
From renewable sources		
Total electricity consumption (A) (in GJ)	3,39,519	2,97,098
Total fuel consumption (B)	NIL	NIL
Energy consumption through other sources (C)	NIL	NIL
Total energy consumed from renewable sources (A+B+C) in GJ	3,39,519	2,97,098
From non-renewable sources		
Total electricity consumption (D) in GJ	2,40,818	2,23,279
Total fuel consumption (E) in GJ	13,68,181	11,32,415
Energy consumption through other sources (F)	NIL	NIL
Total energy consumed from non- renewable sources (D+E+F) in GJ	16,08,999	13,55,694
Total energy consumed (A+B+C+D+E+F) in GJ	19,48,518	16,52,792
Energy intensity per rupee of turnover (Total energy consumed/Revenue from operations)	243.86 GJ/Crore	-
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed/Revenue from operations adjusted for PPP)	NA	NA
Energy intensity in terms of physical output	0.0015 GJ/Litre of milk	-
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

(Y/N) If yes, name of the external agency.

No.

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

3. Details of disclosures related to water.

Parameter	FY 2023 - 24	FY 2022 - 23
Water withdrawal by source (in kiloliters)		
(i) Surface water	0	0
(ii) Groundwater	8,79,039	7,49,104
(iii) Third party water	16,96,640	18,19,905
(iv) Seawater/desalinated water	0	0
(v) Others (Milk condensate)	2,61,847	1,48,213
(vi) Others (rain water)	5,409	10,236
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	25,75,679	25,69,009
Total volume of water consumption (in kilolitres)	28,42,935	27,27,458
Water intensity per rupee of turnover (Total water consumption/Revenue from operations)	355.81 KL/Crore	376 KL/Crore
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/Revenue from operations adjusted for PPP)	NA	NA
Water intensity in terms of physical output	2.18 Litre water /Litre of milk	-
Water intensity (optional) - the relevant metric may be selected by the entity turnover (Water consumed/turnover)	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No.

4. Details related to water discharged:

Parameter	FY 2023 - 24	FY 2022 - 23
Water discharge by destination and level of treatment (in kiloliters)		
(i) To Surface water		
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(ii) To Groundwater		
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(iii) To Seawater		
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(iv) Sent to third-parties		
- No treatment	58,996	58,035
- With treatment - please specify level of treatment	0	0
(v) Others		
- No treatment	0	0
- With treatment - Effluent treatment plant	21,86,616	20,92,545
Total water discharged (in kiloliters)	22,45,612	21,50,580

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No

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

No

6. Details of air emissions (other than GHG emissions) by the Company.

Parameter	Unit	FY 2023 - 24	FY 2022 - 23
NOx	mg/Nm ³	12	10
SOx	mg/Nm ³	43	32
Particulate matter (PM)	mg/Nm ³	74	57
Persistent organic pollutants (POP)	NA	NA	NA
Volatile organic compounds (VOC)	NA	NA	NA
Hazardous air pollutants (HAP)	NA	NA	NA
Others - please specify	NA	NA	NA

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No.

7. Details of greenhouse gas emissions (Scope 1 and Scope 2 emissions) and its intensity.

Parameter	Unit	FY 2023 - 24	FY 2022 - 23
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	87,373	xx
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tons of CO ₂ equivalent	56,860	xx
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions/Revenue from operations)	Metric tons of CO ₂ /Crore	18.05	xx
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	xx	xx	xx
Total Scope 1 and Scope 2 emission intensity in terms of physical output	Kg of CO ₂ /Liter of milk	0.11	xx
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	-	-	-

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No.

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

Yes, Biogas Genset has been installed in some of our plants viz., Salem, Govindapur, Shirashi through which power is being generated and consumed captively. Also Solar plants have been installed in some of our plants viz., Tirunelveli, Palani, Kolasanahalli, Shirashi, Belgaum, Honnali, Uthiyur and head office.

9. Details related to waste management by the Company

Parameter	FY 2023 - 24	FY 2022 - 23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	2,121.46	2,270.40
E-waste (B)	116.98	51.48
Bio-medical waste (C)	NIL	NIL
Construction and demolition waste (D)	NIL	NIL
Battery waste (E)	50.83	110.10
Radioactive waste (F)	NIL	NIL
Other Hazardous waste. Please specify, if any. (G) - Used Oil.	30.95	38.19
Other Non-hazardous waste generated (H). (ETP Scum)	2,348.00	2,238.00
Total (A+B + C + D + E + F + G + H)	4,668.22	4,708.17
Waste intensity per rupee of turnover		
(Total waste generated/Revenue from operations)	0.58 T/Crore	-
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP)		
(Total waste generated/Revenue from operations adjusted for PPP)	NA	-
Waste intensity in terms of physical output		
Waste intensity (optional) - the relevant metric may be selected by the entity	0.00358 Kg liter of milk	-
	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	2,320.22	2,470.17
(ii) Re-used	2,348.00	2,238.00
(iii) Other recovery operations	NIL	NIL
Total	4,668.22	4,708.17
For each category of waste generated, total waste disposed by nature of disposal method (in metric tons)		
Category of waste		
(i) Incineration	NIL	NIL
(ii) Landfilling	NIL	NIL
(iii) Other disposal operations	NIL	NIL
Total	NIL	NIL

Indicate if any independent assessment/evaluation/assurance has been carried out by an external agency?

No.

10. Waste management practices adopted in our establishments. The strategy adopted by our Company to reduce usage of hazardous and toxic chemicals in our products and processes and the practices adopted to manage such wastes.

We strive to reduce waste and recycle the same as much as possible. Our waste primarily comprises of plastic waste, ETP scum etc. The Company ensures responsible waste management practices involving 100 % recycling of plastic waste as per EPR PWM. The ETP scum is converted as compost.

11. If the Company 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
1.	Uthiyur Village, Kangeyam Taluk, Tirupur District, Tamilnadu	Production/Processing of Milk & Milk Products	Yes. All the conditions of environmental approval/clearance are being complied with.

12. Details of environmental impact assessments of projects undertaken by the Company based on applicable laws, in the current financial year.

Not applicable.

13. Is the Company 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 noncompliance, in the following format.

Yes. The Company is fully compliant with all the applicable laws/regulations/guidelines applicable to it in India and have not received any complaint.

PRINCIPLE 7: BUSINESSES, WHEN ENGAGING IN INFLUENCING PUBLIC AND REGULATORY POLICY, SHOULD DO SO IN A MANNER THAT IS RESPONSIBLE AND TRANSPARENT.

ESSENTIAL INDICATORS

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

The Company was a member of three trade and industry chambers/associations during FY 2024.

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

S. No	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ association state/National)
1.	Indian Dairy Association	National
2.	Indian Ice Cream Association	National
3.	Tamil Nadu Chamber of Commerce	State

2. Details of corrective action taken or underway on any issues related to anticompetitive conduct by the Company, based on adverse orders from regulatory authorities.

Not applicable.

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPEMENT: ESSENTIAL INDICATORS

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

As per the applicable laws, SIA is Not applicable.

2. Information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by our Company.

Nil.

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

The Company has set up a framework of multiple mechanisms to receive and redress grievances, for the community. The stakeholder shares a proposal with the needs required. The Company then follows below mentioned steps:

a. Need Assessment: At the first stage, the proposal is reviewed to assess the need and the proposed outcome and impact. The implementing agency is reviewed for the fulfilment of regulatory criteria and prior experience in working for a similar cause.

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b. Regular interactions with community: This is done by physical visits, virtual meetings, feedbacks, review of outcomes, third party reports, photos, etc.,

c. In case there is a grievance and can be resolved by the Company, the proposal for resolution is submitted to the HODs and with their approval grievance redressed.

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

	FY 2023 - 2024	FY 2022 - 2023
Directly sourced from MSMEs/small producers	38 %	35 %
Sourced directly from within the district and neighboring district	62 %	65 %

Note: The above percentages do not contain the data relating to the milk sourced from the farmers.

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 2023 - 24	FY 2022 - 23
Rural	Nil	Nil
Semi urban	Nil	Nil
Urban	Nil	Nil
Metropolitan	Nil	Nil

(Place to be categorised as per RBI Classification System - rural/semi-urban/urban/metropolitan)

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.

We have given toll free number in all our products packing through which customer can complain about our products. All the complaints are recorded in the company portal and action taken through the responsible person.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	100 %
Safe and responsible usage	100 %
Recycling and/or safe disposal	Not applicable

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

	FY 2023 - 24			FY 2022 - 23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Data privacy	NIL	NIL	NIL	NIL	NIL	NIL
Advertising	NIL	NIL	NIL	NIL	NIL	NIL
Cyber-security	NIL	NIL	NIL	NIL	NIL	NIL

	FY 2023 - 24			FY 2022 - 23		
	Received during the year	Pending resolution at end of year	Remarks	Received during the year	Pending resolution at end of year	Remarks
Delivery of essential services	NIL	NIL	NIL	NIL	NIL	NIL
Restrictive Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Unfair Trade Practices	NIL	NIL	NIL	NIL	NIL	NIL
Other	NIL	NIL	NIL	NIL	NIL	NIL

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

	Number	Reasons for recall
Voluntary Recalls	NIL	NIL
Forced Recalls	NIL	NIL

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

Yes, the Company has framed policies with respect to information technology/cyber security risk which set forth limits, mitigation strategies and internal controls. Weblink: www.hap.in

Information Security Management Policy and Cyber Security and Cyber Resilience Policy are in place for protecting the organisation's cyberspace against cyber-attacks, threats and vulnerabilities.

The Company has Personal Data Protection Standard to ensure that all the Personal Data is kept secured using appropriate technical and organisational measures including necessary policies, processes, and controls. The Company implements and maintains as a minimum the information security standards and frameworks required by applicable laws and regulations.

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

Not applicable.

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 - **NA**
- Impact, if any, of the data breaches - **NA**