



**Jamna Auto Industries Ltd.**

August 14, 2024

To,  
BSE Limited  
Phiroze Jeejeebhoy Towers, Dalal Street,  
Mumbai- 400001 Maharashtra

**BSE Code: 520051**

To,  
National Stock Exchange of India Limited  
Exchange Plaza, Plot no. C/1, G Block,  
Bandra-Kurla Complex, Bandra (E)  
Mumbai - 400051, Maharashtra  
**NSE Code: JAMNAAUTO**

**Sub: Business Responsibility and Sustainability Report for the Financial Year 2023-24**

Dear Sir/Madam,

Pursuant to Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended, we are enclosing herewith the Business Responsibility and Sustainability Report for the financial year 2023-24, which forms part of Annual Report for the Financial Year 2023-24.

Kindly take the above information on records.

Thanking you,  
Yours faithfully,

**For Jamna Auto Industries Limited**

**Praveen Lakhera**  
**Company Secretary & Head-Legal**  
**M.No. A12507**

# Annexure-6

## Business Responsibility and Sustainability Report

### SECTION A: GENERAL DISCLOSURES

#### I. DETAILS

1	Corporate Identity Number (CIN) of the Listed Entity	L35911HR1965PLC004485	
2	Name of the Listed Entity	Jamna Auto Industries Limited	
3	Year of incorporation	30-09-1965	
4	Registered office address	Jai Spring Roads, Industrial Area, Yamuna Nagar, Haryana-135001	
5	Corporate address	Unit no.408, 4 <sup>th</sup> floor, Tower B, Vatika Mindscapes, Sector - 27 D, NH-2, Faridabad - 121003 (HR)	
6	E-mail	investor.relations@jaispring.com	
7	Telephone	0129-4006885	
8	Website	www.jaispring.com	
9	Financial Year	01-04-2023	31-03-2024
10	Name of the Stock Exchange(s) where shares are listed	The National Stock Exchange of India Limited BSE India Limited	
11	Paid-up Capital	Rs.398941385	
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report		
	Name Of Contact Person	Mr. Praveen Lakhera	
	Contact Number Of Contact Person	0129-4006885	
	Email Of Contact Person	praveen@jaispring.com	
13	Reporting boundary - Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken, together).	Standalone basis	
14	Name of assurance provider	Not applicable	
15	Type of assurance obtained	Not applicable	

#### 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
1	Manufacturing	The Company is in the business of manufacturing, distribution, sale, trading of automotive suspension and its allied parts which includes (i) Parabolic and Tapered Leaf spring, (ii) Lift Axle, (iii) Air Suspension, Stabilizer Bars, Bushes and (iv) allied products	100

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	Manufacture, distribution, sale, trading of diverse parts and accessories for motor vehicles	29301	100

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	7	2	9
International	0	0	0

19. Markets served by the entity:

a. Number of locations

Location	Number
National (No. of States)	29
International (No. of Countries)	17

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

1.70%

c. A brief on types of customers

Company has following types of customers:

1. Original Equipment Manufacturers (OEMs)
2. After Market
3. Export Customers

The Company serves its esteemed customers from its plants across India, strategically located in close proximity to OEMs. Company has strong aftermarket network with around 350+ distributors, 16000 stores, and 20000+ mechanics for the Indian aftermarket and offers top-notch customer support through its sizable sales force. Company currently supply products in over 17 different countries.

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)	587	571	97.27	16	2.73
2.	Other than Permanent (E)	16	13	81.25	3	18.75
3.	Total employees (D + E)	603	584	96.84	19	3.16
<b>WORKERS</b>						
4.	Permanent (F)	474	463	97.67	11	2.33
5.	Other than Permanent (G)	2514	2481	98.68	33	1.32
6.	Total workers (F + G)	2988	2944	98.52	44	1.48

## 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)	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
<b>DIFFERENTLY ABLED WORKERS</b>						
4.	Permanent (F)	12	12	100	0	0
5.	Other than Permanent (G)	3	3	0	0	0
6.	Total differently abled workers (F + G)	15	15	100	0	0

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

Particulars	Total (A)	No. and percentage of Females	
		No. (B)	% (B/A)
Board of Directors	8*	1	16.66
Key Management Personnel	3**	Nil	0

\*Two Independent Directors namely Mr. Uma Kant Singhal and Mr. Shashi Bhushan Bansal retired on 31 March, 2024 due to completion of their second term as Independent Directors. As on the date of this report, there are 6 Directors on the Board.

\*\*Key Managerial Personnel covers Mr. PS Jauhar, MD & CEO.

**22. Turnover rate for permanent employees and workers (Disclose trends for the past 3 years)**

Particulars	FY 2023-24 (Turnover rate in current FY) [values in %]			FY 2022-23 (Turnover rate in previous FY) [values in %]			FY 2021-22 (Turnover rate in the year prior to the previous FY) [values in %]		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	13.6	25	38.6	6.61	0.34	6.95	1.87	2.87	4.75
Permanent Workers	6.9	9	15.9	11.32	0	11.32	11.60	0	11.60

**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	Jai Suspensions Limited	Subsidiary	100	No
2	Jai Automotive Components Limited	Subsidiary	100	No
3	Jai Suspension Systems Private Limited	Subsidiary	99.9985	No

## VI. CSR DETAILS

## 24. CSR Details

Whether CSR is applicable as per section 135 of Companies Act, 2013 2	Yes
Turnover (Rs. in crores)	2361
Net worth (Rs. in crores)	935.43

## 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 2023-24			FY 2022-23		
			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*	-	0	0	NA	0	0	NA
Investors (other than shareholders)	Yes	www.jaispring.com	0	0	NA	0	0	NA
Shareholders	Yes	www.jaispring.com	14	14	The shareholders complaints are amicably resolved.	21	21	The shareholders complaints are amicably resolved.
Employees and workers	Yes**	www.zingHR.com	0	0	NA	0	0	NA
Customers	Yes	www.jaispring.com	0	0	NA	0	0	NA
Value Chain Partners	Yes***	Through email/ personal meeting	0	0	NA	0	0	NA

\* The Company has a dedicated CSR team to interface with community surrounding the work units of the company.

\*\*HR handbook containing policies, rules and procedures of the company is available at Zing HR portal. Employee can access the HR handbook through his/her login. ZingHR is a cloud based HR service provider.

\*\*\*Value Chain Partners may reach out to their respective relationship manager for any suggestion or immediate redressal of their grievances.

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

Please indicate material responsible business conduct and sustainability issues pertaining to environmental and social matters that present a risk or an opportunity to your business, rationale for identifying the same, approach to adapt or mitigate the risk along-with its financial implications, as per the following format

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	Governance	O	Company believes that a good governance provides transparency, accountability, promote ethical behavior and ensures that long-term interest of the stakeholders are being served.	Not Applicable	Positive 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)
2	ESG	O	A regulatory mechanism towards ESG structure provides an opportunity to the Company, to periodically review its policies and procedures for creating a robust ESG Governance Structure that will enable the Company to act as a responsible corporate citizen.	Not Applicable	Positive Implications
3	Plastics	R	The adverse impacts of use of plastic on environment is a global concern. The Government of India has made statutory framework to mitigate pollution caused due to use of plastic.	The Company endeavors to minimize use of plastic. Also, the Company is EPR compliant and the plastic waste is handled/disposed in accordance with the applicable regulations.	Negative Implications
4	Waste	R	The Company discharges both hazardous and nonhazardous waste generated from its operations. The handling, storage and disposal of the waste in accordance with the laws is the responsibility of the Company.	The plants has process in place to disposes wastes as per applicable laws and best practices. Hazardous waste is disposed in accordance with the Hazardous waste authorizations.	Negative Implications
5	Wastewater	R	The wastewater generated from industrial operations together with the domestic sewage is harmful. Casual disposal of industrial wastewater can cause potential environmental pollution and damage to the quality of the crops.	Effluent treatment plants and Sewerage treatment plants are installed at plants for treatment of wastewater and domestic sewerage. The Company re-uses its treated water in gardening and other permitted usages.	Negative Implications
6	Employee health, safety and well being	O	Employees and workers health and safety is the major aspect to retain the human resources by providing a healthy and accident prone working environment.	Our plants are ISO 45001 OHSMS certified for occupational health and safety. Trainings on health and safety is provided at periodic intervals to workers and staff.	Positive Implications
7	Information and technology	O	The Company strategic collaboration with Ramco Systems presents us with new digital competencies and digitizes all of our after-market services. This enables the Company to be at forefront as market leaders with better services.	Not applicable	Positive 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)
8	Regulatory Environment	R	Timely and correct adherence to the statutory/regulatory compliances, reduces risk of fines and penalties.	We endeavor to create a work culture and environment, which enables and ensures timely completion of all compliances under rules and regulations applicable to the company.	Positive Implications
9	CSR	O	It is the duty of a responsible Corporate Citizen to contribute to the society towards sustainable economic development. The CSR requirements provides a framework to the Company to discharge its responsibilities in a better way.	The Company strives to reach the community through its CSR activities by helping in every manner possible i.e. food, education, sensitization, promoting women empowerment, etc.	Positive Implications

## 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.

<b>P1</b>	Businesses should conduct and govern themselves with integrity in a manner that is ethical, transparent and accountable
<b>P2</b>	Businesses should provide goods and services in a manner that is sustainable and safe
<b>P3</b>	Businesses should respect and promote the well-being of all employees, including those in their value chains
<b>P4</b>	Businesses should respect the interests of and be responsive towards all its stakeholders
<b>P5</b>	Businesses should respect and promote human rights
<b>P6</b>	Businesses should respect, protect and make efforts to restore the environment
<b>P7</b>	Businesses when engaging in influencing public and regulatory policy, should do so in a manner that is responsible and transparent
<b>P8</b>	Businesses should promote inclusive growth and equitable development
<b>P9</b>	Businesses should engage with and provide value to their consumers in a responsible manner

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
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	N	Y	N
	b. Has the policy been approved by the Board? (Yes/No)	Y	N	N	N	N	N	N	N	N
	c. Web Link of the Policies, if available	All the policies which are statutorily required are hosted on the website of the Company i.e. www.jaispring.com. The access to the other policies are available to the employees and concerned stakeholders on need basis.								
2	Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	N	Y	N
		For P7 & P9 the need of the policy has not been felt.								
3	Do the enlisted policies extend to your value chain partners? (Yes/No)	No								

Disclosure Questions		P1	P2	P3	P4	P5	P6	P7	P8	P9
4	Name of the national and international codes/ certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trusts) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	IATF 16949 First Edition 2016-10-01: Quality Management System ISO 14001:2015: Environmental Management System ISO 45001:2018: Occupational Health & Safety Management System								
5	Specific commitments, goals and targets set by the entity with defined timelines, if any.	There were no specific commitments, goals and targets set by the Company.								
6	Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	Not applicable								
7	Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets and achievements	<p>We are pleased to present our BRSR report for the fiscal year 2023-24. The report emphasizes sustainability challenges and opportunities encountered by us during the FY 2024 and provides insights into our initiatives, progress, and plans towards ESG.</p> <p>As we move forward, we strive towards minimizing environmental footprint, uphold governance, maintaining ethical work practices, providing a safe and healthy work environment and share values with our vendors &amp; customers. Our sustainability culture is fueled by our strong value system, and we continue to innovate and learn.</p> <p>Company will always make efforts for continued sustainable growth in collaboration with our stakeholders towards our ESG responsibilities.</p>								
8	Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. SPS Kohli, Executive Director								
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.	Yes, Mr. SPS Kohli, Executive Directive of the company oversees the implementation of the 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								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee	Executive Director								
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Indicate whether review was undertaken by Director / Committee of the Board/Any other Committee	Executive Director								
Subject for Review	Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)								
Performance against above policies and follow up action Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)	Annually								



Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board / Any other Committee								
	P1	P2	P3	P4	P5	P6	P7	P8	P9
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)					Annually				
11. 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.					No				

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

Question	Reason
The entity does not consider the Principles material to its business (Yes/No)	The Company has not been engaged in any activity or business to influence public or regulatory policy. As such need of the policy is not been felt.
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)	Company always provide value to their customers in a responsible manner, hence need of the Policy is not been felt.
It is planned to be done in the next financial year (Yes/No)	
Any other reason (please specify)	

## 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

### ESSENTIAL INDICATORS

#### 1. Percentage coverage by training and awareness programs on any of the Principles during the financial year

Segment	Total number of training and awareness programs held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programs
Board of Directors Key Managerial Personnel	4	The Board of Directors & KMP at their meetings along with review of business performance and operations of the Company also review/ discuss Government Policies, Regulatory updates, SEBI Insider trading Regulations, Code of Conduct, whistle blower mechanism, ESG, initiative through CSR.	100
Employees other than BoD and KMPs	15	Various trainings on code of conduct, prohibition on insider trading, health & safety trainings, skill development, regular mailers as a part of awareness programs and POSH trainings.	92
Workers	20	Various trainings on health, safety & wellbeing and programs on skill development to improve the on-field performance of the workers are also being carried out.	85

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 INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
<b>Penalty/ Fine Settlement/ Compounding fee</b>	There were no 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.			

Non-Monetary			
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Brief of the Case	Has an appeal been preferred? (Yes/No)
<b>Imprisonment/ Punishment</b>	There were no imprisonment or punishment with regulators/ law enforcement agencies/ judicial institutions, in the financial year.		

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.

Not Applicable, since there were no cases during the year where monetary or non-monetary action has been appealed under the Companies Act, 2013 and the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

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

Yes, the anti-corruption and anti-bribery is the part of the Company's Code of Conduct. The Code is available at the Company's website at <https://www.jaispring.com/>

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

Category	FY 2023-24	FY 2022-23
Directors	There was no disciplinary action taken by any law enforcement agency for the charges of bribery/ corruption against any Director/KMP/employee/worker during these years.	
KMPs		
Employees		
Workers		

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

Particulars	FY 2023-24		FY 2022-23	
	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				

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.

There were no instance 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.

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

Particulars	FY 2023-24	FY 2022-23
Number of day of accounts payables	11.27	13.86

9. Open-ness of business

Provide details of concentration of purchases and sales with trading houses, dealers, and related parties along-with loans and advances & investments, with related parties, in the following format:

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	-	-
	b. Number of trading houses where purchases are made from	-	-
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	-	-
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	20%	18%
	b. Number of dealers / distributors to whom sales are made	991	1312
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	23%	19%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	0.00	0.01
	b. Sales (Sales to related parties / Total Sales)	0.08	0.13
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	0.47	0.88
	d. Investments (Investments in related parties / Total Investments made)	0.04	0.05

## LEADERSHIP INDICATORS

1. Awareness programs conducted for value chain partners on any of the Principles during the financial year:

Sr.no	Total number of awareness programs held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programs
1	35	Skill training, Product use and knowledge, Safety and wellbeing, environmental and statutory compliances, Quality and Environmental Health checkup.	90%

2. Does the entity have processes in place to avoid/ manage conflict of interests involving members of the Board? (Yes/No) If yes, provide details of the same. If yes, provide details

Yes, the Code of Conduct carries explicit clauses covering avoidance of conflict of interest. Additionally, the Company is obtaining disclosures from the Directors on their nature of interests in other Companies. Any contract or transaction in which a Directors is concerned or interested is a Related Party Transaction and conducted in accordance Company's policy on Related Party Transaction (RPT), the Companies Act, 2013 and Listing Regulation. An interested Director neither participates in discussion on such RPT nor vote on any resolution related to such RPT.

## 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.

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	0	0	NA
Capex	0	0	NA

- 2.a. Does the entity have procedures in place for sustainable sourcing? (Yes/No) b. If yes, what percentage of inputs were sourced sustainably?

Yes, the Company has procedures in place for sustainable sourcing 90% of the inputs were sourced sustainably.

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

The Company does not reclaim its products, however as a process all the wastes are disposed as under:

- Plastics (including packaging)- The units have partnered with authorized waste management service providers for responsible collection and disposing the plastic packaging as per the Plastic Waste Management Rules, 2016.
- E-waste - The units disposes all e-waste through authorized e-waste recycler as per E-Waste Management Rules 2022.
- Hazardous waste - Each type of hazardous waste is disposed in line with the Hazardous and other Wastes (Management & Transboundary Movement) Rules, 2016, through authorized vendors.
- Other waste- All other wastes are disposed as per applicable laws and/or best practices.

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, the Company is registered as Brand Owner & Importer under the Plastic Waste Management Rules, 2016. The extended producer responsibility of the Company as Brand owner & Importer is reflected in CPCB portal. The Company avails services of recyclers to meet its EPR obligations and report the same to the Center Pollution Control Board.

### LEADERSHIP INDICATORS

1. Has the entity conducted Life Cycle Perspective / Assessments (LCA) for any of its products (for manufacturing industry) or for its services (for service industry)? If yes, provide details in the following format?

No, the Company does not conduct Life Cycle Perspective / Assessments (LCA) for any of its products.

2. If there are any significant social or environmental concerns and/or risks arising from production or disposal of your products / services, as identified in the Life Cycle Perspective / Assessments (LCA) or through any other means, briefly describe the same along-with action taken to mitigate the same.

Not applicable, since the Company does not conduct Life Cycle Perspective / Assessments (LCA) for any of its products.

3. Percentage of recycled or reused input material to total material (by value) used in production (for manufacturing industry) or providing services (for service industry).

Indicate input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
	Nil	

Nil

4. Of the products and packaging reclaimed at end of life of products, amount (in metric tonnes) reused, recycled, and safely disposed, as per the following format:

Particulars	FY 2023-24			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						Nil
Hazardous waste						
Other waste						

5. Reclaimed products and their packaging materials (as percentage of products sold) for each product category.

Indicate product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Nil

### 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	% 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	571	571	100	280	49.03	0	0	-	-	-	-
Female	16	16	100	0	0	16	100	-	-	-	-
<b>Total</b>	<b>587</b>	<b>587</b>	<b>100</b>	<b>280</b>	<b>49.03</b>	<b>16</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Other than Permanent employees											
Male	13	13	100	3	23.07	0	0	-	-	-	-
Female	3	3	100	0	0	3	100	-	-	-	-
<b>Total</b>	<b>16</b>	<b>16</b>	<b>100</b>	<b>3</b>	<b>23.07</b>	<b>3</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>

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

Category	% 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 and other than permanent workers											
Male	463	463	100	280	49.03	0	0	-	-	-	-
Female	11	11	100	0	0	11	100	-	-	-	-
<b>Total</b>	<b>474</b>	<b>474</b>	<b>100</b>	<b>280</b>	<b>49.03</b>	<b>11</b>	<b>100</b>	<b>-</b>	<b>-</b>	<b>-</b>	<b>-</b>
Other than Permanent workers											
Male	2481	However, the company ensures that all statutory benefits are extended to the workforce including maternity benefits and benefits under Employees State Insurance Act, 1948. In case of death of while in service, the legal dependents get financial assistance of Rs.3.25 lakhs from Company and Rs.8 lakhs from EDLI.									
Female	33										
<b>Total</b>	<b>2514</b>										

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

Parameter	FY 2023-24	FY 2022-23
Cost incurred on well- being measures as a % of total revenue of the company	0.082 %	0.036%

2. Details of retirement benefits, for Current Financial Year 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	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	100	100	Yes	100	100	Yes

3. Accessibility of workplaces

Are the premises / offices of the entity 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 entity in this regard.

Yes, the premises/offices of the Company are accessible to differently abled employees and workers, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

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. If NA, provide details

Yes, the Company has an equal opportunity policy as per the Rights of Persons with Disabilities Act, 2016 and the same is available at: [www.zinghr.com](http://www.zinghr.com) and accessible to employees.

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

Category	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Gender				
Male				
Female	The Company does not have policy for parental leave. Benefits under Maternity Benefit Act are granted to Female employees and retention rate is more than 90%.			
Others				
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.

Category	Yes/No (If Yes, then give details of the mechanism in brief)	Yes/No
Permanent Workers and Employees	<p>Units have a grievance redressal procedure for permanent workers and employees which aims at early settlement of their grievances and at the lowest possible level. Grievance redressal committee comprises of the management, employees and workers also been setup for addressing grievances or complaints and resolving disputes.</p> <p>Employee or worker may raise his/her grievance with his/her immediate shift supervisor and speak to him/her on the subject matter. The concerned supervisor may dispose the grievance within 3 days. The aggrieved employee may appeal to the concerned Department Head within 3 days of the decision of the supervisor.</p>	Yes

Category	Yes/No (If Yes, then give details of the mechanism in brief)	Yes/No
	<p>If still not satisfied the concerned employee/worker may appeal further to the chairman of the Grievance redressal committee within 3 days of such decision in writing.</p> <p>The Chairman after discussing with the concerned supervisor and the HOD shall try to address the issue to the satisfaction of the all concerned within 30 days.</p>	
Other than permanent workers and employees	<p>Vigil Mechanism/Whistle Blower Mechanism: In addition to the above, Company also has in place a Whistle blower mechanism to provide an avenue to every director and employee of the Company to raise genuine concerns about unethical behavior of others, actual or suspected fraud, to report any instances of leak of unpublished price sensitive information, non-compliance/violation of any law, and violation of this code or policy of the Company. The identity of the whistle blower is kept confidential.</p> <p>POSH: The Company has constituted an internal complaint committee under the provisions of The Sexual Harassment of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013. Any employee who feels and is being sexually harassed directly or indirectly may submit a complaint of the alleged incident to the committee.</p>	Yes

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B / A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D / C)
Total Permanent Employees	587	-	-	619	-	-
- Male	571	-	-	605	-	-
- Female	16	-	-	14	-	-
Total Permanent Workers	474	-	-	413	-	-
- Male	463	-	-	413	-	-
- Female	11	-	-	0	-	-

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	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)
Employees										
Male	584	544	93.15	504	86.30	622	577	92.77	344	55.31
Female	19	9	47.36	9	47.36	16	15	93.75	4	25.00
Total	603	553	91.70	513	85.07	638	592	92.79	348	54.55
WORKERS										
Male	2944	2484	84.37	1994	67.73	2882	2227	77.27	112	38.58
Female	44	36	81.81	19	43.18	33	25	75.76	13	39.39
Total	2988	2520	84.33	2013	67.36	2915	2252	77.26	125	38.59

**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	584	504	86.30	622	617	99.20
Female	19	11	57.89	16	7	43.75
Total	603	515	85.40	638	624	97.81
WORKERS						
Male	2944	2144	72.82	2882	2122	73.63
Female	44	24	54.54	33	11	33.33
Total	2988	2168	72.55	2915	2133	73.17

**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 such system? If NA**

Yes, the Company has implemented ISO 45001:2018 Occupational Health and Safety Management System at its plants to provide safe and healthy workplace and preventing work-related injury and ill health, as well as by proactively improving its OH&S performance. It covers 100% of employees and workers.

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

The identification of risks and development of mitigation plan is formulated as per risk assessment process under ISO 45001. HIRA is also used to identify potential hazardous in process. All Units conduct trainings to mitigate the risk and the processes are periodically reviewed to ensure safety at workplace.

We have EHS policy in place as part of our endeavor to ensure a safe and healthy workplace for our employees. Training and awareness sessions are also conducted on different topics for the work related hazards.

- 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 workers to report the work related hazards and to remove themselves from such risks. Standard suggestion forms are available in shop floor and any worker can make suggestion and put the same in suggestion box. If any suggestion is accepted and results in improvement the worker is also suitably rewarded.

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

Yes, all the employees and workers have access to non-occupational medical and healthcare services in all the manufacturing units

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

Safety Incident/Number	Category	FY 2023-24	FY 2023-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	Nil	Nil
	Workers	52	56
Total recordable work-related injuries	Employees	Nil	Nil
	Workers	39	45
No. of fatalities	Employees	Nil	Nil
	Workers	Nil	Nil
High consequence work-related injury or ill-health (excluding fatalities)	Employees	Nil	Nil
	Workers	4	6



12. Describe the measures taken by the entity to ensure a safe and healthy work place.

The company takes following measures to ensure safe and healthy workplace:

- i. **Trainings:** Safety training is one of the important strategy to improve work conditions and safety. Many accidents can be avoided once the workers are made aware of the work hazards and the preventive control measures through planned training. Employees and workers are provided periodical trainings on various topics such as first aid, stress management, TPM, Fire & Safety, 5s, Product quality, product knowledge, technical training etc.
- ii. **Mock Drills:** We conduct mock drills to review our preparedness in a situation of emergencies like fire, natural disaster and other hazards. Improvement areas are identified for effective response and readiness.
- iii. **Action Plan:** Action plans are made and executed in phased manner to eliminate the hazards & risks associated to Health, Safety & Environment. Safe and healthy work conditions are also assured through HIRA, analysis of accidents, near miss incidents & unsafe conditions and acts, corrective and preventive actions by safety officers.

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

Particulars	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, Health & Safety						Nil

14. Assessments for the year:

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100%
Working Conditions	Yearly audits of plants under ISO 45001:2018 are conducted. Besides, plants are also inspected by authorities for compliance under Factories Act, 1948 and other provisions related to health and safety and working conditions.

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.

No major risk/concerns was identified during assessment of health & safety practices and working conditions.

## LEADERSHIP INDICATORS

1. Does the entity extend any life insurance or any compensatory package in the event of death of

a. Employees (Y/N)

Yes, compensatory package is in place. Financial assistance of Rs. 3.25 Lacs by Company and Rs.8 Lacs under EDLI is given to the legal dependents of the employees in case of death while in service.

b. Workers (Y/N).

Yes, compensatory package is in place. Financial assistance of Rs. 3.25 Lacs by Company and Rs.8 Lacs from EDLI is given to the legal dependents of the worker and other benefits under Employees State Insurance Act, 1948 are given in case of death while in service.

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

The Company periodically checks the compliances and statutory dues of vendors and suppliers like Provident Fund, Employee State Insurance and payment of wages.

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 are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment:

Category	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 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees				
Workers				Nil

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No) If NA

Yes, Company provides transition assistance programs by appointing them on retainer ship or consulting basis resulting from retirement as per need of company. However, this practice is not followed for termination cases.

5. Details on assessment of value chain partners:

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	90%
Working Conditions	

6. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from assessments of health and safety practices and working conditions of value chain partners.

No major risk was identified during assessment arising from assessments of health and safety practices and working conditions of value chain partners.

## 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.

Entities, institutions, communities or groups are identified on the basis of their relevance, role and influence to the Company. This includes customers, employees, workers, investors, communities, vendors, shareholders, financial institutions, various government authorities, suppliers, contractors, NGOs, etc.

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 (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
<b>Vendors &amp; Suppliers</b>	No	Meetings, emails, Pamphlet, Advertisements, Events and Phone calls	Regular as and when required	Maintaining Relationships, Grievances handling, maintaining the quality standards, orders and audits.
<b>Employees/ Workers</b>	No	Emails, Notices, ZingHR and Trainings	Regular as and when required	Career/ performance discussion, Wellbeing of employees & workers, Training & awareness, Identify and report human rights issues.
<b>Shareholder/ Investor</b>	No	Stock Exchange, Email, Newspaper and Website	Regular as and when required	Company's Financial performance, business performance, transparent and fair disclosures, dividend and investor grievances redressals.
<b>Customers</b>	No	Meetings, Emails, Pamphlet and Advertisements	Regular as and when required	Understanding Customers requirements, Grievances handling and maintaining the quality standards.
<b>Communities &amp; NGOs</b>	Yes	Community Meetings	Regular as and when required	For CSR initiatives, and social impact of our business operations on communities.
<b>Government Bodies</b>	No	Notices, emails, meetings, Regulatory audits and inspections.	Regular as and when required	Regulatory compliances and requirements of both State & Central Government

## LEADERSHIP INDICATORS

1. Provide the processes for consultation between stakeholders and the Board on economic, environmental, and social topics or if consultation is delegated, how is feedback from such consultations provided to the Board.

Engagement with stakeholders is a continuous process in identifying issues material to the Company. Representatives of the Company communicate with the stakeholders and senior executives of the Company also participates based on the need. The Board of Directors will be updated on developments arising of such engagement for their guidance as and when required.

2. Whether stakeholder consultation is used to support the identification and management of environmental, and social topics (Yes / No). If so, provide details of instances as to how the inputs received from stakeholders on these topics were incorporated into policies and activities of the entity.

Yes. As explained in point No.1 above, the representatives of the Company communicate with the Stakeholders on material issues. This process is also used to support the identification and management of environmental, and social topics whenever required.

3. Provide details of instances of engagement with, and actions taken to, address the concerns of vulnerable/ marginalized stakeholder groups.

Neetu, a single mother from Gurgaon, her situation was transformed after the company provided her with an e-rickshaw for free. Recognizing her need for sustainable income, this initiative freed her from the burdensome rental fees associated with e-rickshaws. Now, all of her earnings go directly towards supporting her family and caring for her ailing mother, a testament to her strong will and resilience.

## 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 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)
<b>Employees</b>						
Permanent	587	540	91.99	619	614	99.19
Other than permanent	16	8	50	19	19	100
<b>Total Employees</b>	<b>603</b>	<b>548</b>	<b>90.87</b>	<b>638</b>	<b>633</b>	<b>99.84</b>
<b>Workers</b>						
Permanent	474	411	86.70	413	311	75.30
Other than permanent	2514	2432	96.73	2502	2001	79.98
<b>Total Workers</b>	<b>2988</b>	<b>2843</b>	<b>95.14</b>	<b>2915</b>	<b>2312</b>	<b>79.31</b>

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

Category	FY 2023-24					FY 2023-23				
	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>	587	-	-	587	100	619	-	-	619	100
Male	571	-	-	571	100	605	-	-	605	100
Female	16	-	-	16	100	14	-	-	14	100
<b>Other than permanent</b>	16	-	-	16	100	19	-	-	19	100
Male	13	-	-	13	100	17	-	-	17	100
Female	3	-	-	3	100	2	-	-	2	100
<b>Workers</b>										
<b>Permanent</b>	474	29	6.11	445	93.89	413	-	-	413	100
Male	463	25	5.40	438	94.60	413	-	-	413	100
Female	11	4	36.37	7	63.67	-	-	-	-	-
<b>Other than permanent</b>	2514	680	27.08	1833	72.92	2502	637	25.46	1865	74.54
Male	2481	650	26.20	1831	73.80	2469	606	24.54	1863	75.46
Female	33	30	90.90	3	9.10	33	31	93.94	2	6.06

## 3.a. Details of remuneration/salary/wages, in the following format:

Category	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (Rs./per annum)	Number	Median remuneration/ salary/ wages of respective category (Rs./per annum)
Board of Directors (BoD)	7	9,60,000	1	2,40,000
Key Managerial Personnel	3	81,08,648	-	-
Employees other than BoD and KMP	584	4,32,000	19	4,80,000
Workers	2944	3,60,000	44	3,84,000

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	15.20%	16.45%

## 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 Company has HR Policy through which it endeavors to protect Human Rights at workplace. Corporate Human resource department looks into the matter of human rights at the Company level. Complaints related to any matter including human rights can also be raised through whistle blower mechanism.

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

The Company has HR Policy through which it endeavors to protect Human Rights at workplace. Unit wise committees are formulated which addresses and amicably resolves the grievances at unit levels. The Company has established Whistle Blower Mechanism and Internal Committees under POSH which solves grievances at units corporate level.

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

Particulars	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
Sexual Harassment						
Discrimination at workplace						
Child Labour						
Forced Labour/Involuntary Labour						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:

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	Nil	Nil
Complaints on POSH as a % of female employees / workers		
Complaints on POSH upheld		

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

Concerns on discrimination and harassment are dealt with confidentially and necessary actions are taken as per the policy of the Company.

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

Yes, wherever, there is a requirement of the business arrangement, the suitable conditions related to human rights requirement are incorporated in such contract/agreement.

**10. Assessments for the year:**

Particulars	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child labour	100%
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

**11. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 9 above.**

No such concern point arises from point no. 9.

## LEADERSHIP INDICATORS

**1. Details of a business process being modified / introduced as a result of addressing human rights grievances/complaints.**

Protection of Human Rights are been taken care at the corporate level. The Company periodically familiarizes employees and workers about their rights and duties under Company's policies and procedures. Besides that, the Company also regularly reviews and update these policies and procedures. Engagement of child labour or forced labour is not allowed. The Company also continues to increase the number of female workers in its workshops, with 29 new female workers added to its various units during the year.

**2. Details of the scope and coverage of any Human rights due-diligence conducted.**

The Company internally assess the effectiveness and efficiency of HR Policies to protect human rights.

**3. Is the premise/office of the entity accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016?**

Yes, the premises/offices of the company are accessible to differently abled visitors, as per the requirements of the Rights of Persons with Disabilities Act, 2016.

**4. Details on assessment of value chain partners:**

Particulars	% of value chain partners (by value of business done with such partners) that were assessed
Child labour	90%
Forced/involuntary labour	
Sexual harassment	
Discrimination at workplace	
Wages	
Others - please specify	

**5. Provide details of any corrective actions taken or underway to address significant risks / concerns arising from the assessments at Question 4 above.**

No such concern point arises from point no. 4.

**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	2023-24 (Current Financial Year) (In Joules)	2022-23 (Previous Financial Year) (In Joules)
<b>From renewable sources</b>		
Total electricity consumption (A)	-	-
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	-	-
<b>From non-renewable sources</b>		
Total electricity consumption (D)	52374115	45756478
Total fuel consumption (E)	5332646.853	5979102.885
Energy consumption through other sources (F)	272286694.8	251833599.4
Total energy consumed from non-renewable sources (D+E+F)	329993456.5	303569180
Total energy consumed (A+B+C+D+E+F)	329993456.5	303569180
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.013	0.012
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP)	-	-
Energy intensity in terms of physical output	-	-

**Note:** 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, Independent assessment/ evaluation/assurance has not been carried out by an external agency.

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 Company 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	2023-24 (Current Financial Year)	2022-23 (Previous Financial Year)
Water withdrawal by source (in kiloliters)		
(i) Surface water	-	-
(ii) Groundwater	172654	170908.32
(iii) Third party water	35789	31789
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kiloliters) (i + ii + iii + iv + v)	208443	202697.32

Total volume of water consumption (in kiloliters)	188823	191779.06
Water intensity per rupee of turnover (Water consumed / turnover)	0.01	0.01
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP)	-	-
Water intensity in terms of physical output	-	-
Water intensity (optional) - the relevant metric may be selected by the entity	-	-

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, all the units where ETP is installed i.e. Chennai, Malanpur, Hosur, Jamshedpur and Yamuna Nagar did the independent assessment from the external agency i.e. M/s. Ideal enviro services & consultants for Chennai unit, M/s. Excellence Laboratories for Hosur unit, M/s. Shiva Enviro Lab and Research Centre for Jamshedpur and M/s. Spectra Analytic Labs for Yamuna Nagar.

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

Parameter	2023-24 (Current Financial Year)	2022-23 (Previous Financial Year)
Water discharge by destination and level of treatment (in kiloliters)		
(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) third party water	-	-
- No treatment	-	-
- With treatment - please specify level of treatment	-	-
(v) Others	-	-
- No treatment	3040	-
- With treatment - please specify level of treatment	16580	10918.26
Total water discharged (in kiloliters)	19620.00	10918.26

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, all the units where ETP is installed i.e. Chennai, Malanpur, Hosur, Jamshedpur and Yamuna Nagar did the independent assessment from the external agency i.e. M/s. Ideal enviro services & consultants for Chennai unit, M/s. Excellence Laboratories for Hosur unit, M/s. Shiva Enviro Lab and Research Centre for Jamshedpur and M/s. Spectra Analytic Labs for Yamuna Nagar.

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

Yes, the Zero Liquid Discharge is implemented at Yamuna Nagar Unit from its effluent treatment plant.



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

Parameter	Please specify unit	2023-24 (Current Financial Year)	2022-23 (Previous Financial Year)
NOx	MT	141.55	152.7
SOx	MT	98.70	63.03
Particulate matter (PM)	MT	93.42	171.6
Persistent organic pollutants (POP)	MT	-	-
Volatile organic compounds (VOC)	MT	-	-
Hazardous air pollutants (HAP)	MT	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Independent assessments through authorized labs are conducted for Malanpur unit from M/s. Advanced Environmental Testing and research Lab P. Ltd., Yamuna Nagar unit from M/s. Spectra Analytic Labs, M/s. Shiva Jamshedpur unit from M/s. Enviro Lab and Research Centre plant, Hosur, unit from M/s. Excellence Laboratories and Chennai unit from M/s. SMS Labs services Private Limited etc.

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

Parameter	2023-24 (Current Financial Year) (in MT of CO2 Equivalent)	2022-23 (Previous Financial Year) (in MT of CO2 Equivalent)
Total Scope 1 emissions ( Break-up of the GHG into CO 2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	1163216.51	1372366.46
Total Scope 2 emissions ( Break-up of the GHG into CO 2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)	18367.92	15988
Total Scope 1 and Scope 2 emissions per rupee of turnover	0.05	0.06
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)	-	-
Total Scope 1 and Scope 2 emission intensity in terms of physical output	-	-
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	-	-

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

Reduction in greenhouse gas emissions is our prime responsibility towards environment. The Company is taking initiatives to address this challenge such as transitioning to renewable energy sources, improving energy efficiency, sustainable transportation solutions and waste management.

During FY 2023-24 approximately 16% electricity was sourced in form of renewal energy. The Company is moving towards sourcing power and fuel for its operation through renewable energy and clean fuel. Today, major of our plants has shifted from LDO/FO to gas or other cleaner fuels to meet their fuel requirements. We give preference to technology/machinery which saves power. To reduce power consumption natural light is provided in manufacturing sheds.

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

Parameter	2023-24 (Current Financial Year)	2022-23 (Previous Financial Year)
<b>Total Waste generated (in metric tonnes)</b>		
Plastic waste (A)	10.24	27.00
E-waste (B)	3.385	2.17
Bio-medical waste (C)	0.013	0.01
Construction and demolition waste (D)	-	-
Battery waste (E)	40.00	76.00
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	603.99	808.06
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	696.9	374.41
Total (A+B + C + D + E + F + G + H)	1314.65	1287.64
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.0001	0.0001
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP)	-	-
Waste intensity in terms of physical output	-	-
Waste intensity (optional) "à" the relevant metric may be selected by the entity	-	-
1. (i) Recycled	-	-
(ii) Re-used	-	-
(iii) Other recovery operations	-	-
<b>Total</b>	<b>-</b>	<b>-</b>
2. (i) Incineration	-	-
(ii) Landfilling	-	-
(iii) Other disposal operations	1314.65	570.46
<b>Total</b>	<b>1314.65</b>	<b>570.46</b>

**Note:** Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Y/N) If yes, name of the external agency.

Yes, Independent assessments through authorized labs are conducted for Hosur, unit from M/s. Excellence Laboratories and Chennai unit from M/s. Nikkesh Enterprises.

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.

1. For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)

2. For each category of waste generated, total waste disposed by nature Hazardous waste generated by the plants is handled and disposed through authorized dealers and recyclers in accordance with hazardous waste authorization issued by the State Pollution Control Board. Non-hazardous waste is reused or disposed of with minimal impact on the environment. The Company is registered as a brand owner and importer under the Plastic Waste Management Rules and fulfills its EPR obligations for plastic usage.

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 there of and corrective action taken, if any.
1	263, Vill.: Karnidih, Via Chandil, PO: Bhadudih, Dist.: SaraikelaKharsawan, Jharkhand	Manufacturing	Yes, Unit is not required to take EIA clearances.	-

The unit is located near Dalma Wildlife Sanctuary. The unit has been operating in accordance with Dalma Notification Number S.O.680(E) of MoEF and with permissions/authorizations of the Jharkhand Pollution Control Board and other authorities.

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

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
EIA for units is 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: If NA, then provide details.

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
The Company is complying 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, and Environment Protection act.				

## LEADERSHIP INDICATORS

1. Water withdrawal, consumption and discharge in areas of water stress (in kiloliters): N.A.

For each facility / plant located in areas of water stress, provide the following information:

(i) Name of the area

(ii) Nature of operations

(iii) Water withdrawal, consumption and discharge in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water withdrawal by source (in kilolitres)</b>		
(i) Surface water		
(ii) Groundwater		
(iii) Third party water		
(iv) Seawater / desalinated water		
(v) Others		
<b>Total volume of water withdrawal (in kilolitres)</b>		
<b>Total volume of water consumption (in kilolitres)</b>		

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
<b>Water intensity per rupee of turnover</b> (Water consumed / turnover)		
<b>Water intensity</b> (optional) – the relevant metric may be selected by the entity		
<b>Water discharge by destination and level of treatment (in kilolitres)</b>		
(i) Into Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) Into Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) Into 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>		

Note: 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. Please provide details of total Scope 3 emissions & its intensity, in the following format:

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions ( Break-up of the GHG into CO 2, CH4, N2O, HFCs, PFCs, SF6, NF3, if available)			
Total Scope 3 emissions per rupee of turnover		-	
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity			

Note: 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

3. With respect to the ecologically sensitive areas reported at Question 10 of Essential Indicators above, provide details of significant direct & indirect impact of the entity on biodiversity in such areas along-with prevention and remediation activities.

There is no impact on the biodiversity in the near areas and all the activities at the unit are carried out as per the approvals from the appropriate authorities. However, in our CSR activities, we work towards promoting environmentally friendly practices in the communities surrounding our units such as tree planting, conducting awareness campaigns on waste management, and promoting recycling and waste reduction. We promote water conservation techniques and fuel amongst communities and central to our initiatives is the 'No-to-Plastic' campaign.

4. If the entity has undertaken any specific initiatives or used innovative technology or solutions to improve resource efficiency, or reduce impact due to emissions / effluent discharge / waste generated, please provide details of the same as well as outcome of such initiatives, as per the following format:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
1	<b>Value Engineering</b>	Company is continuously engaged to bring value engineering through design optimization leading to lesser fuel consumption and reduction in raw material	Lesser fuel consumption and reduction in raw material	No corrective actions required
2	<b>Use of clean fuel</b>	Use of clean fuels in major of Company's plants by shifting from LDO/FO to gases or other cleaner fuels in their operations.	Lesser emission	do
3	<b>Reduction of Diesel Consumption</b>	66% reduction in diesel consumption by changing the trial runs of DGs from once per shift to once per day.	Reduction in diesel consumption	do
4	<b>Reduction in Gas Consumption</b>	2% reduction in gas consumption by shifting to burners with lower gas consumption.	Reduction in gas consumption	do
5	<b>Use of Retrofit Devices</b>	Retrofit emission control devices are fixed in Chennai and hosur plants.	Lesser Emission	do
6	<b>Installation of LED Lights</b>	HPMV lights are being replaced with LED lights in units.	Energy Efficiency	No corrective actions required
7	<b>Installation of Timing Circuits</b>	To address the problem of machine idling during shift changes and breaks, now all motors are automatically turned off, reducing power consumption by approximately 2%.	Power Saving	do
8	<b>Replacement of new motors</b>	Overrated motors are being replaced with more efficient motors.	Power Saving	do
9	<b>Use of poly carbonate roof sheets</b>	Use of poly carbonate roof sheets have maximized the natural lights in the plants.	Power Saving	do
10	<b>Reduction in heating temperature</b>	Heating temperature reduced in the metal forming machine from to 720 Degrees.	Power Saving	do
11	<b>Use of Acoustical DG Set</b>	Generator Sets with standard Acoustical Solution are installed in units.	Controlled noise pollution and lesser emissions of Co2.	No corrective actions required
12	<b>Use of Turbo Ventilators Systems</b>	Turbo ventilators and dust containment & suppression system are installed in units to maintain plants environment clean.	Clean environment	No corrective actions required
13	<b>Installation of water flow meters</b>	Water flow meters are installed in borehole wells to monitor water usage	Reduction in water waste.	No corrective actions required
14	<b>Waste water treatment</b>	Treatment of waste water through STP/ETP method is carried out in units for recycling and reusing of water in toilets flush and gardening.	Efficient use of waste water	do
15	<b>Use of Basin taps and push up taps</b>	Self-closing taps are replaced in basin and push up taps for drinking water coolers.	Water Efficiency	do
16	<b>Rainwater harvesting systems</b>	Utilization of rainwater for non-portable purposes and maintain water table of the area. Ground recharge earth ponds are constructed.	Conservation and use of natural water	No corrective actions required
17	<b>Waste Management</b>	Use of powder coating paints instead of liquid paints.	Reduction in Hazardous waste and water pollution	No corrective actions required

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative	Corrective action taken, if any
18	<b>Waste Management</b>	Quenching oil is separated from the scales by a centrifugal machine and reused.	Reduction in the consumption of quenching oil by 12%	No corrective actions required
19	<b>Reduction in plastic use</b>	Jute bags are used instead of plastic bags.	Alternate to plastic bags	No corrective actions required

5. Does the entity have a business continuity and disaster management plan? Give details in 100 words/ web link. If NA, Give details.

Yes, Units of the Company have onsite emergency plan as applicable to them to protect peoples and property from a disaster to the maximum extent possible and also to prevent emergencies leading to disaster. Mock drills are conducted periodically to ascertain preparedness of the units for emergencies.

The Company has taken public liability insurance under The Public Liability Insurance Act, 1991 to cover accidents occurring due to handling of hazardous substance.

6. Disclose any significant adverse impact to the environment, arising from the value chain of the entity. What mitigation or adaptation measures have been taken by the entity in this regard?

There were no significant adverse impact to the environment arising from the value chain of the entity during the year.

7. Percentage of value chain partners (by value of business done with such partners) that were assessed for environmental impacts.

90% value chain partners were assessed for environmental impacts.

## PRINCIPLE 7

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

## ESSENTIAL INDICATORS

- Number of affiliations with trade and industry chambers/ associations. One
- 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	Automotive Components Manufactures Association of India	International

- 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
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There is no action taken or underway against the Company on any issues related to anti-competitive conduct.

## LEADERSHIP INDICATORS

- Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of Review by Board (Annually/ Half yearly/ Quarterly / Others - please specify)	Web Link, if available
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NA

## 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.

Name and brief details of project	SIA notification No.	Date of notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes / No)	Relevant Web Link
Not Applicable. As there were no projects that required SIA as per law in the current year.					

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 INR)
There is no project for which Rehabilitation and Resettlement (R&R) is being undertaken by the Company.						

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

The Company connect with the communities mainly, local communities in and around manufacturing units through its CSR policy and ongoing projects. The CSR team connects with various foundations, NGOs, Local Administrations etc. to understand local community issues.

The Company supplies its products to the OEMs, in after markets in India and export. For OEM and export customers the Company has dedicated team who regularly interacts and engage with them to get their feedback. In after markets the Company supplies its products through PAN India network of dealers/distributors/retailers. Our zonal manager/area managers and field staff regularly takes feedback from such dealers/distributors/retailers on consumer's complaints/concerns. Consumer concerns are taken for immediate redressal for achieving the customer's satisfaction.

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

Particulars	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers	10.17	14.6
Sourced directly from within the district and neighboring districts	28.67	58.34

5. Job creation in smaller towns as "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	-	-
Semi-urban	-	-
Urban	7.3	6.7
Metropolitan	92.2	94.3

#### LEADERSHIP INDICATORS

1. Provide details of actions taken to mitigate any negative social impacts identified in the Social Impact Assessments (Reference: Question 1 of Essential Indicators above):

Details of negative social impact identified	Corrective action taken
Not Applicable	

2. Provide the following information on CSR projects undertaken by your entity in designated aspirational districts as identified by government bodies:

S. No.	State	Aspirational District	Amount spent (In INR)
Please refer annexure no. 8 of the annual report			

- 3.(a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No) (b) From which marginalized /vulnerable groups do you procure? (c) What percentage of total procurement (by value) does it constitute?

The company supports marginalized / vulnerable groups, though we do not have formal policy.

4. Details of the benefits derived and shared from the intellectual properties owned or acquired by your entity (in the current financial year), based on traditional knowledge:

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/ No)	Benefit shared (Yes / No)	Basis of calculating benefit share
Not Applicable				

\* The Company is owner of two patents for Air Suspension Systems and Air Suspension Systems for Trailers and holds copyrights in more than 140 designs of products. Company's Trademark 'JAI' is registered in 15 countries globally.

5. Details of corrective actions taken or underway, based on any adverse order in intellectual property related disputes wherein usage of traditional knowledge is involved.

Name of authority	Brief of the Case	Corrective action taken
NA		

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
Please refer the link <a href="https://www.jaispring.com/csr.html">https://www.jaispring.com/csr.html</a>			

## 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.

The Company supplies its products to the OEMs, in after markets in India and export. There is a grievance redressal mechanism, discussed below, to receive and address the complaints of the customers/consumers. Consumer concerns are taken for immediate redressal for achieving the customer's satisfaction.

- For OEM and export customers the Company has dedicated team who regularly interacts and engage with them to get their feedback.
- In after markets the Company supplies its products through PAN India network of dealers/distributors/retailers. Our zonal manager/area managers and field staff regularly takes feedback from such dealers/distributors/retailers on consumer's complaints/concerns. The complaints can also be made through website of the Company and social media Channel.
- Value Chain Partners may reach out to their respective relationship manager for any suggestion or immediate redressal of their grievances.

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	Not applicable, considering the nature of Company's product.
Safe and responsible usage	
Recycling and/or safe disposal	



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

Particulars	FY 2023-24 (Current Financial Year)		Remarks	FY 2022-23 (Previous Financial Year)		Remarks
	Received during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy						
Advertising						
Cyber-security						
Delivery of essential services						Nil
Restrictive Trade Practices						
Unfair Trade Practices						
Other						

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

Particulars	Number	Reasons for recall
Voluntary recalls		
Forced recalls	NIL	N.A.

## 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. If NA, provide details.

Yes, the Company has a policy on cyber security and risks related to data privacy and the same is available at [www.jaispring.com](http://www.jaispring.com).

## 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.

There were no issues/concern arises during the year.

## 7. Provide the following information relating to data breaches: Nil

- Number of instances of data breaches along-with impact
- Percentage of data breaches involving personally identifiable information of customers
- Impact, if any, of the data breaches

**LEADERSHIP INDICATORS**

## 1. Channels / platforms where information on products and services of the entity can be accessed (provide web link, if available).

The information of the products can be accessed through website i.e. [www.jaispring.com](http://www.jaispring.com), Dealerships, Newspapers, Investors Meet, social media at Facebook, Instagram, LinkedIn and YouTube, exhibitions and other communication channels.

## 2. Steps taken to inform and educate consumers about safe and responsible usage of products and/or services.

The Company supplies its products to the OEMs and in aftermarket. In OEM segment the Company has limited scope for education and information to end customer as OEMs do not use the products directly. In After market segment, the Company informs and educates end consumers through its network of retailers, mechanics and field agents.

## 3. Mechanisms in place to inform consumers of any risk of disruption/discontinuation of essential services.

Not Applicable.

## 4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not applicable) If yes, provide details in brief. If NA, provide details.

No, the information which are statutorily required are displayed on the products/package.

## 5. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes.