



WHIRLPOOL OF INDIA LIMITED
(CIN No. : L29191PN1960PLC020063)

CORPORATE OFFICE : PLOT NO. 40, SECTOR-44, GURUGRAM (GURGAON) - 122002 (HARYANA), INDIA TEL. : (91) 124-4591300 FAX : (91) 124-4591301
REGD. OFF. : PLOT NO. A-4 MIDC, RANJANGAON, TAL. SHIRUR, DIST. PUNE-412 220 TEL. : (91) 2138-660100 FAX : (91) 2138-232376
Website : www.whirlpoolindia.com, E-mail : info_india@whirlpool.com

15th July, 2024

<p>The Manager Listing Department BSE Limited Phiroze Jeejeebhoy Towers Dalal Street, Mumbai, Maharashtra - 400001</p> <p>Scrip Code: 500238</p>	<p>The Manager Listing Department National Stock Exchange of India Limited Exchange Plaza, C-1, Block G, Bandra Kurla Complex, Bandra East, Mumbai, Maharashtra – 400051</p> <p>Symbol: WHIRLPOOL</p>
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Subject: Business Responsibility and Sustainability Report (BRSR) for the financial year ended 31st March, 2024

Dear Sir,

In terms of the requirements of Regulation 34(2)(f) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, we are submitting herewith the Business Responsibility and Sustainability Report (BRSR) for the Financial Year 2023-24. The BRSR also forms the part of the Annual Report for the Financial Year 2023-24.

The above is for your information and records

Thanking you

Yours faithfully

For Whirlpool of India Limited

Roopali Singh
VP - Legal & Company Secretary

Plot No. 40, Sector 44,
Gurugram, Haryana - 122002

Encl:as above

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT**ANNEXURE H****SECTION A: GENERAL DISCLOSURES**

S. No.	Details of the listed entity	
1.	Corporate Identity Number (CIN) of the Listed Entity	L29191PN1960PLC020063
2.	Name of the Listed Entity	Whirlpool of India Limited ("Company/Whirlpool")
3.	Year of incorporation	July 09, 1960
4.	Registered office address	A-4, MIDC, Ranjangaon, Taluka - Shirur, Pune, Maharashtra - 412220
5.	Corporate address	Plot No. 40, Sector 44, Gurugram, Haryana - 122002
6.	E-mail	investor_contact@whirlpool.com
7.	Telephone	02138-660190
8.	Website	www.whirlpoolindia.com
9.	Financial year for which reporting is being done	April 01, 2023 to March 31, 2024
10.	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11.	Paid-up Capital	INR 12,687 Lacs
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Ms. Roopali Singh, Vice President - Legal & Company Secretary, 0124-3591300, compliance_officer@whirlpool.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)	Data in this BRSR Report has been reported on a 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 of the entity
1.	Consumer Durable Goods	Manufacturing, trading, and distribution of consumer durables such as refrigerators, washing machines, air conditioners, microwaves, ovens etc and providing comprehensive after-sales service.	96%

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.	Refrigerators	27501	59%
2.	Washing Machine	27501	27%
3.	Air Conditioner	27509	6%

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	3	33*	36
International	0	1	1

*includes branch offices only

19. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	27 States, 6 Union Territories
International (No. of Countries)	9 Countries

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

Exports account for approximately 5% of the Company's total turnover.

c. A brief on types of customers

The Company primarily serves households and individuals who seek high-quality, reliable, and technologically advanced consumer durable products for their daily household needs. In line with our philosophy of being the best kitchen and laundry company, in constant pursuit of improving life at home, our product lineup encompasses a diverse array of appliances, including refrigerators, washing machines, air conditioners, microwaves, ovens, and more. We reach out to our consumers through a widespread network of distributors, traditional and modern retail channels, e-commerce platforms, and other retail and distribution avenues.

IV. Employees

The Company's values reflects its investment in its employees' career journeys, their overall well-being and the quality of life. During the year, we continued to make progress in this directions by expanding resources that promote professional growth and an inclusive environment that helped our employees to thrive. Our women's leadership acceleration programme 'Empower' won Silver award in the category "Diversity and Inclusion Initiative" at the Economic Times Future Skills Awards.

20. Details as at the end of the Financial Year:

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)	1,687	1,430	85%	257	15%
2.	Other than Permanent (E)	7,122	6,349	89%	773	11%
3.	Total employees (D + E)	8,809	7,779	88%	1,030	12%
Workers						
4.	Permanent (F)	677	674	100%	3	-
5.	Other than Permanent (G)	4,196	3,128	75%	1,068	25%
6.	Total workers (F + G)	4,873	3,802	78%	1,071	22%

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)	1	1	100%	Nil	0%
2.	Other than Permanent (E)	1	1	100%	Nil	0%
3.	Total differently abled employees (D + E)	2	2	100%	Nil	0%
Differently abled Workers						
4.	Permanent (F)	2	2	100%	Nil	0%
5.	Other than Permanent (G)	3	2	67%	1	33%
6.	Total differently abled workers (F + G)	5	4	80%	1	20%

21. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	7*	1	14%
Key Management Personnel [®]	4	1	25%

*Ms. Sonu Bhasin has not been considered as she has ceased to be a Board member with effect from close of business hours on March 31, 2024.

[®]Includes Managing Director, Executive Director, Chief Financial Officer and Company Secretary of the Company.

22. Turnover rate for permanent employees and workers

(Disclose trends for the past 3 years)

	FY 2023-24 (Turnover rate in current FY)			FY 2022-23 (Turnover rate in previous FY)			FY 2021-22 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	17%	25%	18%	25%	33%	26%	21%	30%	22%
Permanent Workers	10%	29%	10%	8%	-	8%	6%	-	6%

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.	Whirlpool Mauritius Limited	Holding	51%	No
2.	Elica PB Whirlpool Kitchen Appliances Private Limited	Subsidiary	87.25%	No

VI. CSR Details

We at Whirlpool have been committed to maintaining strong, lasting connections in the communities in which we do business. We embrace our responsibility to support the communities. Our CSR Policy outlines our commitment and dedication to sustainable practices and fostering inclusive social progress

and development by maintaining strong lasting relationships within the communities we serve. The CSR Policy, as approved by the Board of Directors, is available on our website at www.whirlpoolindia.com

24. (i) **Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No):** Yes

(ii) **Turnover (in INR):** 6332 Cr

(iii) **Net worth (in INR):** 3225 Cr

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 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
		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*	-	-	-	-	-	-
Investors (other than shareholders)	Yes*	-	-	-	-	-	-
Shareholders	Yes*	13	1	-	32	2	-
Employees and workers	Yes*	9	1	-	11	3	-
Customers®	Yes#	196,711	18,020	-	149,260	14,182	-
Value Chain Partners	Yes*	3	1	-	3	0	-
Others (please specify)	-	-	-	-	-	-	-

*Weblink: <https://corporate.whirlpoolindia.com/corporate-governance/>

#Weblink: <https://www.whirlpoolindia.com/customer-care-service>

®includes product repair/service complaints

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	Climate Change	Risk	Climate change poses a risk to all businesses and communities. A changing climate and its impacts create risk throughout our operational footprint.	We monitor environmental metrics and track progress to achieve science-based emissions-reduction goals.	Programs to mitigate climate change risks will create value in the long term.

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.	Circular Economy	Opportunity	A circular economy represents a pathway to decouple the increasing demand of goods and services from its resource consumption by reducing and reusing resources and by extending the lifetime of products to reduce environmental impacts.	Embed reliability, repairability and durability into product development and engineering to increase sustainable performance thereby encouraging longer usable lifespan, which eases resource scarcity, pollution and waste, while increasing consumer satisfaction.	Positive
3.	Product Stewardship	Opportunity	We have the privilege of placing products in the homes of our consumers and understand this comes with great responsibility to provide safe and quality products - durability, that give consumers peace of mind for the products they have in their homes.	Implementing leading product safety practices through proactive, robust testing and swift response to uncovered issues. Striving for excellence at every level of product performance - durability, craftsmanship, reliability, delivery, installation and service.	Positive
4.	Waste Management	Risk	Government regulations around Extended Producer Responsibility (EPR) such as the E-waste and Plastic Waste Management Rules for safe disposal, recycling and reuse for industries to safely manage the waste being generated are evolving rapidly.	Implementing waste reduction strategies, promoting recycling and reuse, continuous improvement of manufacturing processes to minimize waste generation and complying with applicable waste management regulations (E-waste and Plastic waste management rules).	Increased cost of recycling and compliance. In the long run, initiatives and innovation have the potential to yield positive financial outcomes.

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)
5.	Responsible Sourcing	Opportunity	We follow sourcing standards that promote human rights and the responsible production of materials. The conduct of our suppliers translates directly to our ability to deliver high-quality products in a sustainable and responsible manner.	Our compliance program governs responsible sourcing and helps to manage ethical compliance risks posed by third-party providers. To promote alignment with these high standards, we conduct due diligence and auditing activities through our SCoC auditing, Third-Party Due Diligence screening and conflict minerals tracking programs.	Positive
6.	Inclusion and Diversity	Opportunity	To fully harness the potential of human talent, it is imperative to cultivate a diverse and inclusive work culture grounded in a genuine sense of belonging, fairness, and equity. This approach empowers individuals to bring their authentic selves to work, fostering a collaborative environment that enhances operational efficiency.	Inclusion and Diversity are foundational pillars of Whirlpool's enduring values. We are dedicated to fostering a culture where every employee feels welcomed, heard, respected, and valued. To cultivate a more inclusive workplace, we provide comprehensive training to sensitize our managers on avoiding unconscious bias and fostering empathy. Our commitment to female development is exemplified through initiatives like the Empower - Women's Acceleration Program. Additionally, our leadership invests time and expertise in mentoring women through the Growing Together initiative.	Positive

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)
				Furthermore, our people leaders undergo the Hiring Effectiveness Training program, emphasizing the importance of inclusion and bias removal in hiring practices. In our Campus Hiring efforts, we consciously implement a diverse slate approach, aiming for 50% female representation in our Young Leaders Program.	

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.

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
1. b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
1. c. Web Link of the Policies, if available	<i>Refer Note below</i>								
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	N	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustea) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	All factories are certified for Environmental Management System ISO 14001 & occupational health & Safety Management System as per ISO 45001 International Standard of latest version. Our factories also have the necessary certification for Bureau of Indian Standards (BIS).								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	As part of the Whirlpool Group, the Company is committed to continue to works towards reducing scope 1 and 2 emissions and integrating circularity principles into our product designs from the outset. Additionally, we are also committed to fostering a workforce that reflects our diverse consumer base and creating a culture where every employee feels a sense of belonging. At our manufacturing sites, we strive to achieve zero fatalities and minimize serious incidents.								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company has continued its efforts to increase the use of renewable energy. To further reduce GHG emissions, we are focusing on implementing various projects across our factories. Our Design for Sustainability (DfS) Programme consistently helps us reduce reliance on non-renewable resources, lower our carbon and water footprints, and maintain our standards of excellence in quality and performance. We remain focused on promoting Inclusion and Diversity, with various initiatives helping to reduce our female attrition rate. The health and safety of our employees are critical to our success, and during the year, we had no fatalities or serious incidents.								

Governance, leadership and oversight

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

The Company lives by its vision of improving life at home. Guided by our core values, we work to develop innovative products that save time and eliminate work for consumers, lessen environmental impact and support our employees and communities, all while delivering significant, long-term value for all stakeholders. Our ESG strategy is an integral part of our long-term, aligned strategic imperatives and operating priorities - and has been for several decades. We continue to live by our parent company's legacy of pursuing sustainability in the company's products and processes by seeking to broaden commitments to ESG efforts and advancing our goal of making life in our homes, communities and operations better today and in the future.

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

Oversight of ESG is inextricably linked to the oversight of our Company. The Managing Director is primarily responsible for implementation and oversight of these policies.

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.

The Company's Managing Director along with the leadership team drives the ESG strategy and sustainability related decisions. Further the functional heads also regularly reviews progress of the initiatives.

Notes:

Weblink of Policies

Principle	Policy and weblink
P-1, 4, 6 and 9	Integrity manual https://corporate.whirlpoolindia.com/wp-content/uploads/2024/06/code-of-conduct-and-ethics-policy-whistle-blower-policy_vigil-mechanism-2-1.pdf

Principle	Policy and weblink
P-1	Code of Conduct for Board and Senior Management https://corporate.whirlpoolindia.com/wp-content/uploads/2023/07/APznzaYQ2FN41qAwPbdvRic0lMt56T_1vQ26B0TzHrUwugltzAGQgl24nPd_KsVcNYAOyk28j2ltXJ8sbuE93DTRwxRDpG5iBmQ1gSW9XrLk25ps6cglHpxQRR6hokinefswQ5XkP98J4FjkZHBchhd2zDtk_Jcja0rBNv.pdf
P-1	Insider Code https://corporate.whirlpoolindia.com/new-pdfs/Code-for-fair-disclosure-of-unpublished-price-sensitive-information.pdf
P-2 and 5	Supplier Code of Conduct https://corporate.whirlpoolindia.com/wp-content/uploads/2024/07/Whirlpool-Supplier-Code-of-Conduct-English.pdf
P-3 and 8	Equal opportunity Policy https://corporate.whirlpoolindia.com/wp-content/uploads/2024/06/Whirlpool-Equal-Opportunity-Policy-under-the-Disabilities-Act.pdf
P-3	Anti Harassment and Anti Discrimination Policy https://corporate.whirlpoolindia.com/wp-content/uploads/2024/07/Whirlpool-Global-Anti-Harassment-and-Anti-Discrimination-Policy.pdf
P-4 and 8	CSR Policy https://corporate.whirlpoolindia.com/wp-content/uploads/2023/07/CSR-POLICY.pdf
P-7	Public Policy https://corporate.whirlpoolindia.com/wp-content/uploads/2024/03/Public-policy.pdf

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)								
	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Performance against above policies and follow up action	D	D	D	D	D	D	D	D	D	A	A	A	A	A	A	A	A	A
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	Yes, by the Board of Directors on a quarterly basis.																	
<i>D- Managing Director along with relevant leadership team members</i>																		
<i>A- Annually</i>																		
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	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9	Periodic audits covering the above principles (except Principle 7) are conducted by the Internal audit function.								
	Further for P3 and P6, ISO 45001 audits have been conducted by BSI Certification India Pvt Ltd and DQS -UL Certification India Pvt. Ltd.																	
	For P2, BIS audits have been conducted for all our factories.																	

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

Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
The entity does not consider the Principles material to its business (Yes/No)									
The entity is not at a stage where it is in a position to formulate and implement the policies on specified principles (Yes/No)									
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

NOT APPLICABLE

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.

Just like our approach to developing high-quality products that improve life at home, our ethics and compliance Program hold us to the highest possible standards. Our commitment to seek out opportunities for improvement is evident in our internal culture of “Speak Up, Listen Up.” Our goal is to create a culture in which people feel respected, valued and heard, and, at the same time, feel that they have a vested interest in the success of the Company. Ethics and Compliance is the manifestation of what we do as an organization. Our strategic approach is to have a dynamic, agile and evolving risk-based ethics and compliance program that inspires stakeholder confidence in a culture of high integrity, empowers confident and educated teams that understand the importance of integrity in the marketplace, and proactively manages and responds to risks, whether potential or current. Whirlpool’s Ethics and Compliance Program is focused on enhancing and sustaining our culture of winning with integrity, empowering employees with tools and resources to act with integrity, within a risk-based framework. We encourage our employees to actively communicate any issues through multiple channels (our Integrity Channels).

Our Integrity Manual (code of ethics) guides our culture of integrity and has been designed with two major themes in mind: a cultural section in which we describe our values and a principles section describing how those values are put into action. We have instituted training and awareness initiatives that comprehensively educate Board of Directors, Key Managerial Personnel, and employees on these principles, ensuring their understanding and adherence. Additionally, Whirlpool upholds a stringent anti-corruption and anti-bribery policy detailed in its Integrity Manual (Code of Conduct), underscoring its commitment to ethical business practices.

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	Ethics, Governance, Consumer and Market Insights	100%
Key Managerial Personnel	2	Training sessions on all principles	100%
Employees other than BoD and KMPs	198	All principles	97%*
Workers	115	Ethics and compliance, human rights, health and safety, etc.	71%*

*The above training and awareness sessions were made available to all employees and workers.

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

Monetary						
	NGRBC Principle	Name of the regulatory/enforcement agencies/judicial institutions	Amount (INR in Lacs)	Brief of the case	Has an appeal been preferred (Yes/No)	
Penalty/Fine	Principle-1	GST/ State Tax Authorities of respective states	70	Mismatch/ Reversal of Input tax credit etc under GST Regulations	Refer Note -1 below	
		Directorate of Revenue Intelligence	60	HSN Code classification discrepancy in one component of a particular type of washing machine	No	
Settlement	-	-	-	-	-	
Compounding	Principle-1	Inspector of Legal Metrology	0.5	Compliance related to contents of label. To avoid protracted litigation, the matter was compounded.	NA	
		Court Of Additional Chief Judicial Magistrate, Pune	0.6	Non fencing of a certain machine area at Pune Factory. To avoid protracted litigation, the matter was compounded.	NA	

Note : 1. During FY2024, out of the 9 notices received from GST/State Tax authorities, the Company has preferred appeal in 4 instances with Appellate Authority. The details of the orders have been filed with stock exchanges under Regulation 30 of SEBI Listing Regulations and also hosted on the website of the Company at www.whirlpoolindia.com.

Non-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)
Imprisonment Punishment			—		

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

Case Details	Name of the regulatory/enforcement agencies/judicial institutions
Mismatch/Reversal of Input tax credit etc. under GST Regulations	GST Appellate Authority

Note: During FY2024, there were 4 appeals made with the Appellate Authority amounting to INR 49.6 Lakhs

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

At Whirlpool, we uphold the highest standards of integrity in all aspects of our operations. Integrity is a core value that defines our corporate character. We have zero tolerance for bribery or corruption in any form, and we actively enforce this principle throughout our organization.

In addition to our Integrity Manual, we maintain a robust anti-corruption policy that outlines our commitment and expectations regarding ethical business practices. Our anti-corruption program includes risk-based policies, procedures, and assessments designed to identify and mitigate potential corruption risks. We provide comprehensive training, both online and in-person, to educate our employees and stakeholders on these policies and to ensure compliance.

Regular communication is key to maintaining awareness and adherence to our Integrity Manual (Code of Conduct), Anti-corruption, Anti-bribery, and gift policies. By fostering a culture of ethical conduct, we uphold the reputation of our Company, strengthen our brand, and advance our leadership in the market. The Company's Code of Conduct can be accessed at www.whirlpoolindia.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:

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	No law enforcement agency has initiated disciplinary action against any Director, Key Managerial Personnel (KMP), employee, or worker on charges related to bribery or corruption.	
KMPs		
Employees		
Workers		

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

	FY 2023-24 (Current Financial Year)		FY 2022-23 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	NIL	-	NIL	-
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	NIL	-	NIL	-

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

There were no instances of corruption or conflicts of interest that necessitated intervention by regulators, law enforcement agencies, or judicial institutions.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	84 Days	98 Days

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Concentration of Purchases*	a. Purchases from trading houses as % of total purchases	1.80%	1.72%
	b. Number of trading houses where purchases are made from	7	7
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100.00%	100.00%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	99.15%	99.57%
	b. Number of dealers / distributors to whom sales are made	3,822	4,011
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	27.13%	28.38%

Parameter	Metrics	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	2.32%	2.07%
	b. Sales (Sales to related parties / Total Sales)	3.88%	4.41%
	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

*Total purchases cover purchase of raw materials, components and packaging material

Leadership Indicators

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

Total number of awareness programmes held	Topics / principles covered under the training	%age of value chain partners covered (by value of business done with such partners) under the awareness programmes
2	Principle 1	100%

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.

The Company has implemented an Integrity Manual, which serves as a Code of Conduct for the Board of Directors, Senior Management, and all employees. This manual provides explicit guidelines for identifying, avoiding, and disclosing any actual or potential conflicts of interest with the Company. Annually, Directors and Senior Management confirm their compliance with the Code of Conduct through declarations, and any updates in disclosures of interests are periodically communicated by the Board of Directors. The Code of Conduct is accessible on our website and can be viewed at www.whirlpoolindia.com.

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

Our product portfolio is at the center of all that we do, and we are passionate about the quality of our products. We strive for excellence in craftsmanship, durability, core performance, reliability, delivery, installation and service. Whirlpool India, being a part of the Whirlpool Group, benefits from the extensive central R&D efforts of the Group, allowing them to focus on adapting products to local conditions, enhancing the quality of raw materials and implementing sustainable practices. While designing the products, the Whirlpool Group thinks deeply about the experience of our consumers and offers outstanding performance to meet the needs of a range of lifestyles. We also respect the finite nature of resources and strive to seize every possible opportunity to build sustainability into our products. By designing products with the needs of consumers and the planet in mind - which we call Design for Sustainability (DfS) - we can reduce our reliance on nonrenewable resources, lower our carbon and water footprint, and maintain our standards of excellence for quality and performance. We have the privilege of placing products in homes to improve lives and understand that this comes with great responsibility. Our highest priority is to keep consumers safe. Over years, our teams have been focused on giving consumers safe products. Our safety system is designed

to avoid issues in the first place, identify any potential issues as quickly as possible and achieve closure of all potential issues with urgency. We take a proactive approach to product safety, focusing on the design of our products and setting policies that promote proper oversight and governance.

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D*	45%	65%	We have undertaken expenditure on various sustainability projects like development of energy efficient washing machines and refrigerators in line with the new requirements of Bureau of Energy Efficiency (BEE) and implementation of safety requirement as per Bureau of Indian Standards (BIS). Apart from above, the Company also incurred expenditure on installation of energy efficient cooling systems, motors, lights, BLDC fans, and other projects for optimization of energy consumed during operations. During the year, we also upgraded the fire safety infrastructure and waste treatment plants.
Capex	28%	58%	

**In addition to above expenses, the Company under the technology license agreement benefits from the research and product development work undertaken by the Whirlpool Group.*

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

Yes. At Whirlpool, we are committed to high standards on Sustainable Sourcing (an integration of social, ethical, legal and environmental factors) while selecting the vendors and firms for business operations. We are committed to winning with integrity, extending not only to our internal stakeholders, but also to external stakeholders/firms. We drive and expect our vendors and third parties acting on behalf of our Company to do business the right way in line with sustainable sourcing principles. Whirlpool has various tools like SCoC (Supplier Code of Conduct), TPDD (Third Party Due Diligence), Conflict Minerals, Ecovadis etc. to ensure Sustainable sourcing is being rigorously followed. The Supplier Code of Conduct (SCoC) covers the key ethical and legal operating provisions that we expect our suppliers to maintain in their own operations. Adherence to the SCoC is mandatory for vendors of services or goods, and is incorporated into our standard contract templates and purchase order terms and conditions. Supplier Code of Conduct lays down the requirements and standards that suppliers have to meet before they engage with us and help the governance of anti-bribery and anti-corruption, ethical guidelines, human rights, health and safety and legal compliances that has to be followed by the supplier. Through TPDD, we perform a third party due diligence check to ensure Whirlpool is getting associated with the right vendor whether onboarding new vendor or validating existing vendor. The Third-Party Due Diligence Process (the "Process" or "TPDD") is designed to provide the required steps for conducting periodic anti-corruption due diligence screening of third parties. This Process applies to all third parties, including, but not limited to, indirect and direct vendors, finished product sourcing suppliers, suppliers in general etc. Supplier Quality Assurance checks are also conducted to check the robustness of the

supplier's processes and systems. We do monitor and adhere to our Restricted Materials List (RML) and report on banned, restricted and monitored substances of concern. Our compliance program governs responsible sourcing and helps to manage ethical compliance risks posed by third-party providers.

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

Whirlpool's supply chain enables the optimum utilization of raw materials, efficient recycling and streamlined logistic operations. Consequently, the Company places huge emphasis on enhancing the sustainability of its suppliers. The sustainable sourcing initiative of Whirlpool encompasses the conscious selection of suppliers who prioritize environmental, social, and economic responsibility throughout their operations. It goes beyond mere compliance with regulations, focusing on continuous improvement in areas like:

- **Environment:** Reduced resource consumption, minimized pollution, responsible waste management, and climate-friendly practices.
- **Social:** Fair labor conditions, respect for human rights, community development, and ethical sourcing of materials.
- **Economic:** Long-term economic viability of its suppliers, fostering fair trade practices and responsible resource management.
- **Health & Safety:** Clean, safe and healthy work environment including all requirements of the applicable local law, Emergency & Incident management, Working Conditions.

In FY 2023-24, the Company successfully sourced **90%** of its inputs sustainably.

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

(a) Plastics (including packaging)

(b) E-waste

(c) Hazardous waste and

(d) other waste

Plastics and e-waste are part of Extended Producer Responsibility (EPR) of the Company under Plastic Waste Management Rules, 2016 and E-Waste Management Rules, 2016, as amended from time to time. As a part of the e-waste recycling and plastic waste management programme, the Company has tied up with authorized recyclers for safe management of plastic waste as well as e-waste. We actively encourage consumers to also dispose their old electronic goods through the disposal channels offered by the Company. In FY 2023 - 2024, we reclaimed 48,883 MT of e-waste and 5,308 MT of plastic packaging waste. Plastic waste & E- waste generated by factories is also disposed through authorized recyclers. All hazardous waste which is generated at the factory is also disposed as per the terms of the applicable consents and regulations. All other wastes are being disposed of through the approved recyclers by the respective State Pollution Control Board.

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, Extended Producer Responsibility (EPR) is applicable to Company's activities and our waste collection plans are in line with Pollution Control Board requirements. During the period under review, we achieved 100% of our EPR obligations by recycling 48,883 MT of e-waste and 5,308 MT of plastic waste. In line with the regulatory requirement we regularly submit these details to the 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?**

NIC Code	Name of Product / Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective / Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link
NA	NA	NA	NA	NA	NA

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.**

Name of Product / Service	Description of the risk / concern	Action Taken
NA	NA	NA

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Recycled Plastic Material	0.01%	0.01%
Reused Plastic Material	2.24%	2.37%

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:**

	FY 2023-24 Current Financial Year			FY 2022-23 Previous Financial Year		
	Re-used	Recycled	Safely Disposed	Re-used	Recycled	Safely Disposed
Plastics (including packaging)	-	5,308	-	-	3,901	-
E-waste	-	48,883	-	-	58,338	-
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
Refrigerator	33%
Washing Machine	25%
Air Conditioners	26%

*Products accounting for 90% of turnover.

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

At Whirlpool, we believe that the key to our success is our employees, who embody our commitment to quality, innovation, and growth. We are highly invested in our employees' career journeys, their overall well-being and their quality of life. In 2023-24, we continued to make progress on our commitments by expanding resources that promote professional growth and an inclusive environment. Whirlpool's Be*Well strategy is a global and holistic framework focused on six pathways to foster well-being and support employees both at home and work. The Be*Well strategy helps us deliver comprehensive support and empowerment to employees and their families. We provide benefits, resources and tools such as webinars and communications to help employees fully explore each of the pathways toward well-being. We also provide an Employee Assistance Program to support employees and their families with confidential counseling, coaching and referral services to address any personal or work concerns that affect their well-being. Further every quarter, we survey all employees to understand their experiences and take action to continually improve their engagement. We also want our employees to enjoy long, meaningful careers with countless opportunities for growth during their time with us. Our training and development programs are designed to help them continue building the skills they need to do their jobs well now and in the future.

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	1,430	1,430	100%	1,430	100%	-	-	1,430	100%	-	-	
Female	257	257	100%	257	100%	257	100%	-	-	245**	95%	
Total	1,687	1,687	100%	1,687	100%	257	15%*	1,430	85%*	245	15%	
Other than Permanent employees												
Male	6,349	6,349	100%	6,349	100%	-	-	103	2%	-	-	
Female	773	773	100%	773	100%	773	100%	-	-	76**	10%	
Total	7,122	7,122	100%	7,122	100%	773	11%*	103	1%	76	1%	

* The Maternity and Paternity benefits are extended to all the eligible employees.

**Some of our branch offices have fewer than 50 employees, which does not satisfy the minimum requirement for operating a daycare center according to section 11A of the Maternity Benefit (Amendment) Act, 2017.

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 workers											
Male	674	674	100%	674	100%	-	-	-	-	-	-
Female	3	3	100%	3	100%	3	100%	-	-	3	100%
Total	677	677	100%	677	100%	3	0.44%	-	-	3	0.44%
Other than Permanent workers											
Male	3,128	2,798	89%	3,128	100%	-	-	-	-	-	-
Female	1,068	1,031	97%	1,068	100%	1,068	100%	-	-	1,068	100%
Total	4,196	3,829	91%	4,196	100%	1,068	25%	-	-	1,068	25%

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

	FY 2023-24 Current Financial Year	FY 2022-23 Previous Financial Year
Cost incurred on wellbeing measures as a % of total revenue of the Company	0.33%	0.33%

2. Details of retirement benefits, for Current FY and Previous Financial Year:

Benefits	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	-	-	-	-	0.26%	Y
Others - please specify	-	-	-	-	-	-

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.

Whirlpool prioritizes accessibility for individuals who are differently abled. Respect is deeply engrained in the core values of the Company and this commitment is also reflected in our Integrity Manual, which emphasizes on respecting one another and fosters an ecosystem of diversity and inclusion. We are dedicated to make and improve our infrastructure friendlier for the differently abled stakeholders

and attempt to provide accessibility for all. In line with our values, we continue to take steps towards implementing various measures to provide disabled-accessible infrastructure for its employees and visitors. As per the requirements of the Rights of Persons with Disabilities Act, 2016, we have taken proactive steps to support the needs of individuals with disabilities at its main offices and installed ramps, lowered reception desks for wheelchair access etc. In addition to this, we are in the process of further strengthening infrastructure at our other locations.

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.

The Company recognizes that the achievement of its long-term goals and future success relies on attracting and retaining the best talent at all levels while fostering a working environment that values diversity and ensures fair and equitable treatment for every employee. We believe in creating a culture of inclusion where all employees feel a sense of belonging. This means feeling welcomed, valued, respected and heard. The Company upholds the principles of diversity, inclusion and equal opportunity in its business operations and complies with local laws and regulations related to this matter. The policy can be accessed through the following web link: <https://www.whirlpoolindia.com>.

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

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male*	100%	78%	-	-
Female	100%	70%	-	-
Total	100%	76%	-	-

* paternity leave is not available for male workers and no female worker availed maternity leave.

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

	Yes/No (If Yes, then give details of the mechanism in brief)
Permanent Workers	We rely on our people to raise any ethics or compliance issues they might encounter. That's why our culture of "Speak Up, Listen Up" is so crucial to our success - it takes every one of us to maintain the level of ethical operation that we strive for every day. These categories of employees or workers can contact us through various Integrity Channels, including the human resource department, Internal Audit, Compliance officer, or their Manager. Further we also have a dedicated Integrity Line which is a confidential resource that allows individuals to raise all values-related questions or concerns anonymously and without fear of retribution or retaliation. This resource can be accessed via the web or phone and is administered by an independent third-party with translation capabilities.
Other than Permanent Workers	
Permanent Employees	
Other than Permanent Employees	

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

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	1,687	-	0%	1,618	-	0%
Male	1,430	-	0%	1,373	-	0%
Female	257	-	0%	245	-	0%
Total Permanent Workers	677	677	100%	759	759	100%
Male	674	674	100%	755	755	100%
Female	3	3	100%	4	4	100%

8. Details of training given to employees and workers:

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	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	1,430	775	54%	931	65%	1,373	1,192	87%	754	55%
Female	257	121	47%	211	82%	245	73	30%	150	61%
Total	1,687	896	53%	1,142	68%	1,618	1,265	78%	904	56%
Workers										
Male	674	378	56%	294	44%	755	755	100%	25	3%
Female	3	0	0%	3	100%	4	4	100%	-	-
Total	677	378	56%	297	44%	759	759	100%	25	3%

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

Our Everyday Performance Excellence system (EPE) is a framework we use to define objectives in each of four performance categories (Business Performance, Strategic/ Project Impact, Organization and Talent, and My Leadership and Values), enabling employees to set short-term and long-term objectives in collaboration with People Leaders and receive regular feedback that helps them improve and develop. At Whirlpool performance evaluation is an annual process where all white collar employees are covered by the performance review process, regardless of gender. From an EPE philosophy perspective, People leaders are expected to have regular conversations with employees to discuss the progress against objectives. In addition to the annual performance evaluation, people leaders and employees also have formal performance discussions at mid year. These discussions are supplemented with continuous coaching and feedback from people leaders and cross-functional partners to drive extraordinary results.

For the Workers, the key productivity matrix and performance approvals are governed by long-term settlement agreement.

Category	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,430	1,271	89%	1,373	1,322	96%
Female	257	211	82%	245	238	97%
Total	1,687	1,482	88%*	1,618	1,560	96%
Workers						
Male	674	674	100%	755	755	100%
Female	3	3	100%	4	4	100%
Total	677	677	100%	759	759	100%

*All employees of the Company are considered for an annual performance and career development review. For this review, the Company follows a calendar year cycle i.e., January to December. In the above table, the employees not covered are largely those who have joined the Company outside the above performance cycle period.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage of such system?

Yes. "We Care" Environment, Health, Safety, Sustainability (EHSS) Management System is the operating framework that helps ensure a workplace that protects our people, preserves the environment and enables the business and our people to act sustainably. These commitments are the shared responsibility of every Whirlpool employee. The coverage of our occupational health and safety management system extends to all aspects of operations, including production and non-production activities at our manufacturing sites. Whirlpool emphasizes the importance of risk analysis in driving EHSS improvement. We actively utilize the risk analysis process as a compass to identify hazards and implement necessary controls. We recognize our shared responsibility to protect employees, preserve the environment and act sustainably. All our manufacturing sites are certified for ISO 45001 international standard for occupational health & safety management system.

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

Whirlpool's "We Care" manual entails all processes related to EHS. This framework encompasses a series of processes for ongoing identification, assessment, and mitigation of risks, with active involvement of the workforce at all factories. By using properly designed controls and systems, layering multiple defenses and having competent authorized workers, we are able to approach high-risk situations with caution and diligence. Our "Attitudes for Life" are foundational precautions and desired behaviors aimed at preventing serious and life-altering injuries to our employees and third parties performing high-risk activities. Further, an important part of employee safety is ensuring a safe interaction between employees and the machinery and equipment they operate. In alignment with our WCM System, our Early Equipment Management program contains process steps and safety requirements for newly purchased machinery so that safeguards are integrated before they arrive at our facilities. These steps increase confidence that our equipment is performing the way it should and not increasing the risk to operators. Our machine Safety Risk Assessment process and safe life cycle analysis aim to continuously identify machine-related risk in alignment with our Attitudes for Life procedures.

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

Yes, the “We Care” framework clearly represents our dedication to protecting our employees, preserving the environment, and acting sustainably across our business operations. Upholding high Environmental, Health and Safety (EHS) and sustainability standards is not just good business practice; it is a fundamental responsibility. We promote active participation and involvement of employees and workers at all levels in our EHS processes and encourage them to report all work-related hazards, near misses, accidents, and unsafe practices or conditions through both formal and informal channels. Management also regularly conducts safety reviews and safety walks to systematically identify hazards. All suggestions, observations, and concerns are carefully evaluated, and control measures are proactively implemented to minimize risks.

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

Yes, permanent employees and their family members are eligible for Company-provided or Company-supported medical benefits. Permanent workers receive medical benefits through Company-provided group insurance policies and Company-funded medical support services.

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

Safety Incident/Number	Category*	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.35	0.10
Total recordable work-related injuries	Employees	0	0
	Workers	4	3
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

*Including in the contract workforce

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

Whirlpool takes several measures to ensure a safe and healthy workplace. We have a strong commitment to our employees' well-being and strive to maintain a healthy and safe environment. This includes identifying and addressing risks, exceeding health and safety regulations, and promoting a violence-free workplace. We emphasize the importance of acting responsibly, complying with safety standards, and using personal protective equipment. We encourage our employees to identify and report hazards, incidents and work towards resolving them. We also benefit from global best practices in risk assessment and have implemented a Machine Safety evaluation and remediation program which among various measures also covers Comprehensive Machine Risk Assessment (MRA) and periodic testing of machine safeguards (interlocks, light curtains, area scanners, etc.) This initiative enhances the safeguarding of machinery and equipment through assessments and prioritized remediation.

Work Permit Systems have been strengthened for high risk activities and the relevant employees have been trained to ensure safe work practices. Further, we follow standardized processes and safety

requirements aligned with World Class Manufacturing (WCM) and Early Equipment Management (EEM). Overall, we prioritize EHS as a shared responsibility and continuously works towards reducing workplace injuries.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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		Nil	Nil	
Health & Safety	Nil	Nil		Nil	Nil	

14. Assessments for the year:

We regularly undertake an internal assessment of our premises' health, safety, and working conditions. Our manufacturing locations have the below ISO certifications:

- ISO 45001 covering requirements for an occupational health and safety (OH&S) management system; and
- ISO 14001 covering requirements for an environmental management system.

At Whirlpool, compliance to safe working conditions is an essential aspect of Safety, Health, and Environment (SHE) management system.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health & 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 & safety practices and working conditions.

At our manufacturing sites, corrective actions for problems and improvements to the management system and its processes are implemented using the WCM methodology. Regular reviews and audits are conducted by internal audit teams and factory EHS teams and corrective and preventive measures taken based on these findings. Detailed investigations are also conducted for all accidents to identify root causes and prevent recurrence. Corrective actions are proactively implemented, and the learnings are widely disseminated. The effectiveness of these corrective actions is tracked and verified through safety audits.

Additionally, a structured machine safety program is followed across all manufacturing sites to ensure the safety of all types of machines. An independent expert has also been engaged to provide advice on machine safety and related competency building. Furthermore, upgrading fire safety infrastructure is a key focus area across manufacturing sites to address any fire hazards.

Leadership Indicators

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

Yes, the Company has in place General Term Insurance and accidental insurance policy for its employees. The workers are covered under the Workmen Compensation Policy.

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

We ensure that statutory dues payable by service providers for their employees are deposited on time and in full through periodic checks and audits. Our contracts with value chain partners explicitly require them to comply with statutory obligations, including the payment of statutory dues. Additionally, as part of the SCoC audits, the Company audits these practices of the suppliers.

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:

	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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	Nil	Nil	Nil	Nil
Workers	Nil	Nil	Nil	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)

Yes, we provide tax and investment guidance to the separating employees.

5. Details on assessment of value chain partners:

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

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.

During the reporting period, no significant risks were identified 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.

We stay attuned to the evolving needs of our stakeholder groups so that we can make well-informed strategic decisions. We assess our stakeholders through a need assessment of the value chain and map our stakeholders on the basis of people who are impacted or influenced by our activities and vice versa.

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

By engaging regularly with our stakeholders, we encounter diverse perspectives that provide valuable insight and information we might not otherwise recognize. Understanding what is important to our stakeholders - including consumers, employees, leaders, investors, trade customers, suppliers and more - helps us understand and address impacts, risks and opportunities to better serve them. Through formal and informal methods, we reach out regularly for feedback and work to foster an environment in which all perspectives are welcome.

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
Employees	No	Direct Contact, Intranet, internal events, capacity building sessions, Quarterly Pulse Surveys, and Townhalls	Ongoing basis	Trainings, well-being, career development, skill upgradation, organisational culture, grievances etc.
Local Communities	Yes	CSR Events, Local events, community needs assessments, other events	Ongoing basis	Community needs, environmental protection and regeneration; Skilling, education, health, hygiene and wellness
Suppliers	No	Meetings, Emails communications, Conferences, websites, interactive portals, Audits, trainings	Ongoing basis	Sustainable sourcing, quality measures, process improvements, technical knowledge exchange, Trainings
Consumers	No	Websites, Advertisements, Email, Call Centres, Social Media, Satisfaction Surveys, Consumer Researches	Ongoing basis	Product awareness, Safety measures, maintenance and servicing, consumer insights, complaints, suggestions
Distributors, dealers and other Business associates	No	Emails, Meetings, Technical Trainings	Ongoing basis	Business relations and growth prospects, new launches, technical information, training

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
Regulatory bodies and Industry associations	No	Meetings, Conferences, and other external public platforms	Ongoing basis	Matters relating to policy strengthening, technical standards and other socio - economic matters
Shareholders and investors	No	Shareholders meetings, e-mail communications, earnings call, website disclosures and intimations, newspaper advertisements	Ongoing basis	Financial results, business performance, statutory updates, corporate governance requirements, investor queries and grievances etc.

Although we have marked 'NO' for some of the aforementioned stakeholders, we are continuously striving to uplift the vulnerable and marginalized segments within these groups.

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.**

The Leadership team of the Company engages with the relevant stakeholders like regulatory bodies, industry associations, local communities and assesses the environmental, social and economical issues and provides regular updates to the Board of Directors on the feedback from such consultations and engagements. The Board makes the necessary recommendations if any.

- 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.**

The stakeholder insights gauged at the time of engagement are used to identify and manage the environmental and social issues of the respective stakeholder across the value chain which addresses their concerns and needs. This helps the Company in the long term growth by incorporating the changes in its policies and initiatives eg, various tech-enabled avenues have been constructed based on feedback and ideas from consumers, community initiatives like solar panels, education etc. are being focused upon based on inputs received from the communities.

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

We understand that the work we do is inextricably linked to the communities where we operate, the environmental resources we rely on and the individuals who work in our offices and factories. Addressing the concerns of vulnerable or marginalized stakeholder groups is crucial for us as we aim to foster inclusivity and social responsibility. The Company identifies the local communities' needs and undertakes local CSR initiatives through its CSR Community Development Program. Further details are set out in the Annual Report on Corporate Social Responsibility (CSR) Activities.

PRINCIPLE 5: Businesses should respect and promote human rights

We support the human rights of everyone we work with and expect our business partners to do the same. Our business practices reflect that commitment to provide that every person who works for us throughout all of operations does so of their own free will, in a safe and healthy environment. We oppose discrimination, slavery and child labor and have controls and protections to avoid them. Further, we support diversity and wage parity, and respect the rights of our employees to associate with whom they choose and to be involved in outside of work. Our Integrity Manual (code of ethics) guides our culture of integrity and has been designed with two major themes in mind: a cultural section in which we describe our values and a principles section describing how those values are put into action. We encourage our employees to speak up so that we create a culture in which people feel respected, valued and heard. We want people to thrive because they engage with the Whirlpool culture. That is why our policies regarding employee behavior and supplier expectations align so closely with our core values and why we encourage employees to actively communicate any issues through multiple channels (our Integrity Channels).

In addition to our internal commitment to human rights, we strive to hold our suppliers and business partners accountable to comply with these same principles through our Supplier Code of Conduct (SCoC). Moreover, our Integrity Line can be used both internally and externally to bring concerns about human rights issues to our attention.

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 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	1,687	1,628	97%	1,618	1,618	100%
Other than permanent*	7,122	-	-	5,233	-	-
Total Employees	8,809	1,628	18%	6,851	1,202	18%
Workers						
Permanent	677	478	71%	759	580	76%
Other than permanent*	4,196	-	-	3,899	-	-
Total Workers	4,873	478	10%	4,658	580	12%

* Training session for employees and workers in the "other than permanent" category are organised by their direct employer.

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

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Employees										
Permanent	1,687	-	-	1,687	100%	1618	-	-	1,618	100%
Male	1,430	-	-	1,430	100%	1,373	-	-	1,373	100%
Female	257	-	-	257	100%	245	-	-	245	100%
Other than Permanent	7,122	-	-	7,122	100%	5,233	-	-	5,233	100%
Male	6,349	-	-	6,349	100%	4,730	-	-	4,730	100%
Female	773	-	-	773	100%	503	-	-	503	100%

Category	FY 2023-24 (Current Financial Year)					FY 2022-23 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
Workers										
Permanent	677	-	-	677	100%	759	-	-	759	100%
Male	674	-	-	674	100%	755	-	-	755	100%
Female	3	-	-	3	100%	4	-	-	4	100%
Other than Permanent	4,196	2,569	61%	1,627	39%	3,899	3,736	96%	163	4%
Male	3,128	2,128	68%	1,000	32%	2,790	2,631	94%	159	6%
Female	1,068	441	41%	627	59%	1,109	1,105	99.6%	4	0.4%

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category (INR in Lacs)	Number	Median remuneration/ salary/ wages of respective category (INR in Lacs)
Board of Directors (BoD)*	4	23	1 [@]	22
Key Managerial Personnel [^]	3	324	1	174
Employees other than BoD and KMP	1,430	17	257	15
Workers	674	13	3	13

*Excludes Managing Director and Executive Director

[@]Since Harita Gupta, Independent Director was appointed with effect from February 01, 2024 and was not on the Board for full year hence she has been excluded

[^]Includes Managing Director and Executive Director

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Gross wages paid to females as % of total wages	10.28%	10.71%

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)

In addition to robust controls and policies, we also rely on employees to raise any issues they might encounter. That's why our culture of "Speak Up, Listen Up" is so crucial to our success - it takes every one of us to maintain the level of ethical operation that we strive for every day. Therefore, we train our employees and provide multiple Integrity Channels through which they can communicate any questions or concerns including for human rights. When an issue is raised, the Ethics and Compliance team follows an investigation protocol to process, investigate and resolve the issue. A dedicated committee of senior leaders supervises all such matters. The Compliance Officer is the focal point responsible for addressing the reported concerns.

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

We take our stakeholders' concerns seriously and appreciate their suggestions for improvement. They can contact us through various Integrity Channels, including the human resource department, Internal Audit, Compliance officer, or their Manager. Further we also have a dedicated Integrity Line which is a confidential resource that allows individuals to raise all values-related questions or concerns anonymously and without fear of retribution or retaliation. This resource can be accessed via the web or phone and is administered by an independent third-party with translation capabilities.

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

	FY 2023-24 (Current Financial Year)			FY 2022-23 (Previous Financial Year)		
	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	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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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	NA	NA
Complaints on POSH upheld	NA	NA

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

Whirlpool is dedicated to fostering a work environment free from discrimination and harassment. Measures have been established to protect complainants from adverse consequences. Whirlpool upholds a "Zero Retaliation Policy," prohibiting retaliation against any employee or individual who reports in good faith. This policy is clearly outlined in the Company's Integrity Manual (Code of Conduct). Whirlpool promotes a culture of respect, encourages open communication and ensures that employees can voice concerns without fear of negative repercussions.

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

Whirlpool upholds the human rights of everyone we engage with and expects our business partners to do the same. The Company has a "Supplier Code of Conduct" for suppliers and service providers, which requires compliance with applicable laws relating to, among other things, human rights, environmental

conservation, and quality of products and services. The Supplier Code of Conduct is part of the agreed terms with suppliers and service providers as a condition of doing business with the Company.

10. Assessments for the year:

During the year, our factories and offices review and certify statutory compliances relating to these areas at a prescribed frequency.

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	Our various locations including factories are periodically assessed by internal auditors to ensure compliance with statutory regulatory requirements and related rules
Forced Labour/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 10 above.

No significant concerns or risks in the aforementioned areas were identified. Based on these periodic assessments, we routinely address any identified risks through comprehensive action plans. Additionally, as part of preventive measures, regular awareness and training sessions are conducted for the employees.

Leadership Indicators:

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

Whirlpool is committed to prevent any human rights violation and ensures the compliance of the Policy through structured mechanisms. No material process modifications or new introductions were necessary as a result of these assessments.

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

At Whirlpool, we support human rights in everything we do, and our business practices reflect this commitment. Whirlpool's commitment to human rights is based on principles of inclusion & diversity, equality, Non-discrimination, mutual respect, health and safety etc. so that a healthy workplace is provided to all of our employees and visitors. The above facets of human rights are periodically reviewed by the internal auditors, compliance teams, global subject matter experts etc. These findings are further dovetailed into relevant Company processes for taking appropriate action.

Further, all of our suppliers are required to abide by our Supplier Code of Conduct (SCoC), which reflects our fundamental expectations of doing business with partners who are committed to ethical standards and business practices, including those outlined above. As part of the SCoC Audit, all value chain partners are assessed periodically on a number of parameters including 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?

In line with the Company's values, the Company takes steps towards implementing various measures to provide disabled-accessible infrastructure for its employees and visitors. As per the requirements of

the Rights of Persons with Disabilities Act, 2016, the Company has taken proactive steps to support the needs of individuals with disabilities at some of its offices and has installed ramps, lowered reception desk for wheelchair access, elevator voice annunciator, evacuation chair, all gender accessible toilets, fire alarm freshers and accessible guest rooms. In addition to this, the Company is in process of preparing its infrastructure for remaining offices and factories which will help the Company to achieve certification for 100% of our sites with the Minimum Mandatory Standards required under the Persons with Disabilities Act.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	90%
Discrimination at workplace	90%
Child Labour	90%
Forced Labour/Involuntary Labour	90%
Wages	90%
Others - Please specify	90%

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

No major risks or concerns were found during the assessment of our suppliers. We regularly audit our suppliers as part of our ScoC Audits. If any issues are identified, we collaborate with the supplier to create a corrective action plan with a specific timeline.

PRINCIPLE 6: Businesses should respect and make efforts to protect and restore the environment

Essential Indicators

1. Details of total energy consumption (in Joules or multiples) and energy intensity, in the following format:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
From renewable sources (in gigajoules)		
Total electricity consumption (A)	31,512	26,279
Total fuel consumption (B)	-	-
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	31,512	26,279
From non-renewable sources (in gigajoules)		
Total electricity consumption (D)	94,265	94,308
Total fuel consumption (E)	32,722	32,617
Energy consumption through other sources (F)	-	-
Total energy consumed from nonrenewable sources (D+E+F)	126,987	126,925
Total energy consumed (A+B+C+D+E+F)	1,58,499	153,204

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Energy intensity per rupee of turnover (Total energy consumed (Gj) / Revenue from operations)	0.0000025	0.0000024
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed (Gj) / Revenue from operations adjusted for PPP)	0.000057	0.000056
Energy intensity in terms of physical output (Gj per product)	0.033	0.035

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

Your Company monitors these parameters as part of its operational efficiency projects, but no external assessment was carried out by the Company.

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.**

Not applicable, as we are not classified as an energy-intensive industry under the Performance, Achieve, and Trade (PAT) scheme of the Government of India.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	72,959	42,184
(iii) Third party water	124,579	124,997
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	197,538	167,181
Total volume of water consumption (in kilolitres)	189,572	159,597
Water intensity per rupee of turnover (Total water consumption (KL) / Revenue from operations)	0.0000030	0.0000025
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption (KL) / Revenue from operations adjusted for PPP)	0.000068	0.000057
Water intensity in terms of physical output (KL per product)	0.04	0.04

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water discharge* by destination and level of treatment (in kilolitres)		
(i) To Surface water	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(ii) To Groundwater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iii) To Seawater	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
(iv) Sent to third-parties	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	7,966**	7,584**
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	7,966	7,584

* Water discharge has been reported for owned manufacturing locations.

**Wastewater is treated in the Company's own effluent treatment plants through secondary treatment and then discharged in accordance with the consent requirements of the Pollution Control Board.

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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

Our factories have their own wastewater treatment facilities on site. The factories in Puducherry and Pune consume all treated wastewater within their premises for horticulture. The Faridabad unit is the only site that discharges treated wastewater into municipal sewage lines, adhering to the minimum discharge standards and the consent conditions provided by the relevant authorities.

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

Parameter	Please specify unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
NOx	mg/m3	11.9	23.37
SOx	mg/m3	5.0	6.14
Particulate matter (PM)	mg/m3	7.18	14.40
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? (Y/N) If yes, name of the external agency.

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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)	<i>Metric tonnes of CO₂ equivalent</i>	1,758	1,660
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)	<i>Metric tonnes of CO₂ equivalent</i>	18,755	18,341
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	<i>Metric tonnes of CO₂ equivalent/ Revenue from Operations</i>	0.0000003	0.0000003
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)	<i>Metric tonnes of CO₂ equivalent/ Revenue adjusted for PPP</i>	0.0000069	0.0000069
Total Scope 1 and Scope 2 emission intensity in terms of physical output	<i>Metric tonnes of CO₂ equivalent per Product</i>	0.004	0.005

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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

Yes. Part of the way we deliver best-in-class performance in alignment with WCM is by reducing our environmental impact, including our emissions, throughout our operations. We have set ambitious goals and applied our dedication to excellence, which we believe accounts for our significant progress toward our scopes 1 and 2 emissions reductions targets so far. Projects have been implemented across our factories to help reduce GHG emissions. These projects mainly involve converting DG sets to dual fuel mode and replacing old water pumps, baking ovens, air compressors, and transformers with upgraded, energy-efficient models. These initiatives have significantly decreased our energy consumption. These projects are directly contributing to the reduction of emissions, and through structured programmes we continuously identify other areas for further implementation of such initiatives.

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	7,967	7,797
E-waste (B)	276	280
Bio-medical waste (C)	0.05	0.02
Construction and demolition waste (D)	-	-
Battery waste (E)	3	3.46
Radioactive waste (F)	-	-
Other Hazardous waste <i>Please specify, if any</i> (G)	131	244
Other Non-hazardous waste generated (H) <i>Please specify, if any</i> (Break-up by composition i.e. by materials relevant to the sector)	5,352	4,558
Total (A + B + C + D + E + F + G + H)	13,729	12,882
Waste intensity per rupee of turnover (Total waste generated (MT) / Revenue from operations)	0.0000002	0.0000002
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated (MT) / Revenue from operations adjusted for PPP)	0.0000046	0.0000046
Waste intensity in terms of physical output (MT per Product)	0.003	0.003
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*	7,277	6,773
(ii) Re-used	6,370	6,043
(iii) Other recovery operations	-	-
Total	13,647	12,816
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	41	33
(ii) Landfilling**	-	-
(iii) Other disposal operations (<i>Waste to energy</i>)	40	33
Total	81	66

*All recyclable waste has been recycled through authorized recyclers.

**Old asbestos roof sheets are disposed-of with the state Pollution Control Board authorized agency for secure landfill.

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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.

Whirlpool strives to reduce the amount of waste that it generates from its operations. We have implemented waste segregation at sources. While we have a stringent waste management system for segregation of hazardous and non-hazardous waste, we continuously work on improvising current waste management practices. In order to improve awareness and ensure proper waste segregation, teams at our manufacturing sites perform regular training and also do periodic inspections or audits on the shop floor which include providing appropriate feedback. All waste is disposed through authorized dealers/ recyclers as per the relevant regulations. Whirlpool continually looks for the most efficient technologies to be used in our manufacturing operations and upgrades to our processes.

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

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
			Not Applicable

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

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:

Company's factories comply with applicable environmental regulations and operate as per Consent to Operate conditions granted it to by the appropriate authorities. No material fines were paid in FY 2023-24.

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

Our Manufacturing Plants are complied with all applicable environmental laws / regulations / guidelines.

Leadership Indicators:

1. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres): For each facility / plant located in areas of water stress, provide the following information:

(i) **Name of the area** : Faridabad

(ii) **Nature of operations** : Manufacturing of Refrigerators & washers

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

Parameter	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	-	-
(iii) Third party water	75,951	67,355
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres)	75,951	67,355
Total volume of water consumption (in kilolitres)	75,951	67,355
Water intensity per rupee of turnover (Water consumed / turnover) (KL per INR Million)	1.20	1.08
Water discharge by destination and level of treatment (in kilolitres)		
(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	7,966*	7,584*
(v) Others	-	-
- No treatment	-	-
- With treatment – please specify level of treatment	-	-
Total water discharged (in kilolitres)	7,966	7,584

* Wastewater is treated in the Company's own effluent treatment plants through secondary treatment and then discharged in accordance with the consent requirements of the Pollution Control Board.

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

The Company monitors these parameters as part of its operational efficiency projects, however, no external assessment has been conducted.

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

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	7,371,746	*
Total Scope 3 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent per INR Million	116.41	NA

*Data not available

Measuring of Scope 3 emissions are based on a significant number of estimations and management assumptions due to the inherent nature of the Greenhouse Gas Protocol Corporate Standard and Technical Guidance for Calculating Scope 3 Emissions criteria.

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 external assessment has been conducted.

3. With respect to the ecologically sensitive areas reported at Question 11 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.

None of the Company's manufacturing sites are located in ecological sensitive areas.

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:

Sr. No	Initiative undertaken	Details of the initiative (<i>Web-link, if any, may be provided along-with summary</i>)	Outcome of the initiative
1	Reduction of Hazardous Waste - Contaminated empty barrels	Faridabad & Pune sites has installed bulk tanks to unload bulk tankers of Foam Chemical (isocyanate). This has eliminated the risk of smaller drums handling & disposal.	Hazardous waste Generation- Empty Chemical smaller drums reduced by 127 MT.
2	Effective maintenance & cleaning of Onsite Solar Panels	Focused weekly cleaning & maintenance of solar panels.	15% more solar generation from effective solar panels cleaning with the same installed capacity of 7.14 MW of solar panel in FY 23-24.

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

Yes, we have comprehensive plans for business continuity, disaster management and management of on-site emergencies. The plan encompasses risk assessment, business continuity procedures, and emergency response protocols. It identifies critical business functions, establishes backup plans, and allocates necessary resources to ensure operational resilience. The plan includes regular training for employees, communication strategies for stakeholders, and IT security measures to protect data. Additionally, it outlines recovery and restoration steps post-disaster, ensuring a swift return to normal operations. Continuous review and improvement practices are in place to adapt to emerging threats and enhance the entity's overall preparedness.

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 is no direct impact to the environment arising from the value chain partners of the entity. We follow sourcing standards that promote human rights and the responsible production of materials and components. The conduct of our suppliers translates directly to our ability to deliver high-quality

products in a sustainable and responsible manner, and our Supplier Code of Conduct (SCoC) helps ensure our suppliers are aligned with our values and held to our high standards. Our proactive audit process helps confirm that suppliers use practices that meet our standards. We use screening and risk assessment criteria to prioritize frequency and cadence of audits across our supply base. When issues arise, we can quickly identify them and provide remedial support. To promote alignment with these high standards, we conduct due diligence and auditing activities through our SCoC auditing, Third-Party Due Diligence screening and conflict minerals tracking programs.

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

As part of our responsible sourcing initiatives, we conduct periodic risk assessments of our suppliers.

As of March 31, 2024, 90% of the suppliers (by value) had undergone the risk assessment and were found to be compliant.

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

Whirlpool believes that active participation and engagement in the public policy arena is important to our company's success. Through our relevant teams, we aim to drive thoughtful and sustainable policy outcomes on a variety of issues important to our company, including energy, environment, technology, product safety, taxes, etc.

Essential Indicators

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

Whirlpool is affiliated to 8 trade and industry associations.

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

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/ National)
1.	CEAMA - Consumer Electronics Appliance Manufacturer Association	National
2.	FICCI - Federation of Indian Chambers of Commerce and Industries	
3.	RAMA - Refrigeration And Air Conditioning Manufacturers Association	
4.	CII - Confederation of Indian Industry	
5.	BEE - Bureau of Energy Efficiency	State
6.	BIS - Bureau of Indian Standards	
7.	Confederation of Indian Industry - Puducherry	
8.	Faridabad Industries Association	

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

Name of authority	Brief of the case	Corrective action taken
	NIL	

Leadership Indicators

1. 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/ Quarterly / Others - please specify)	Web Link, if available
1.	We participate in dialogues and respond to public consultations when relevant. All our efforts are guided by the principles of our Integrity Manual. Only authorized individuals are permitted to engage with these institutions.	We are represented in key industry and business associations, where we engage in policy advocacy transparently and responsibly.	No	At appropriate intervals	NA

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development

We understand that the work we do is inextricably linked to the communities where we operate, the environmental resources we rely on and the individuals who work in our offices and factories. Our approach to caring for our communities reflects this holistic understanding of well-being and the interconnectedness of our work.

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					

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)
Not Applicable						

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

We engage with the local communities on an ongoing basis through our CSR programs. Through these programs, we also address the concerns of the Community and work on social issues. We are committed to developing communities around our sites and addressing their grievances and concerns and to this end maintain a continuous dialogue with them. Further, all stakeholders can also reach out to us through Integrity Line for the redressal of their grievances. We have also developed various mechanisms to redress the complaints of the consumers in a prompt and timely manner.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	7%	6%
Directly from within India	73%	67%

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 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Rural	Nil	Nil
Semi-urban	9.84%	10.24%
Urban	5.28%	5.61%
Metropolitan	84.88%	84.15%

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)
1.	Jharkhand	Ranchi	5.45 Lakhs

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? (Yes/No)

While we do not have a preferential procurement policy, our Supplier Diversity Program, in alignment with Whirlpool Group's efforts to build an inclusive culture, is fueled by our desire to work with the best and brightest from a variety of backgrounds. We believe that having a wide array of suppliers results in greater ideas, higher-quality products and better representation for our ever-growing and diverse consumer base. As a result, we encourage inclusive procurement practices that widen the pool of potential suppliers, promote competition and improve results. Our sourcing processes have been enhanced to include mechanisms to encourage inclusion of diverse-owned suppliers in business opportunities.

(b) From which marginalized /vulnerable groups do you procure?

Not Applicable

(c) What percentage of total procurement (by value) does it constitute?

Not Applicable

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.

Not Applicable

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.

Not Applicable

6. Details of beneficiaries of CSR Projects:

S. No.	CSR Project	No. of persons benefited from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1.	Skill Development Program	More than 900	100%
2.	Community Development Program	More than 7,000	100%

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.

For our Consumers we deliver value not only through innovative, high quality products but also through differentiated service experiences that improve life at home. Consumers have always been our key focus and we continue to keep a real time pulse on changing consumer preferences and rapidly innovate to redesign our consumer experience journeys that deliver a differentiated consumer experience. We have a well-established consumer care and response management system to support our consumers with queries, feedback or concerns. A consumer can reach us through telephone and/or digital medium (Emails, Whatsapp, social media handles, chat etc.), and it's our endeavour to provide relevant resolutions at the earliest. Upon receipt of a service request a trained service technician is deployed to address the service request. We seek feedback from our consumers through a web-link which is sent to the consumer via SMS immediately after closure of the request. We track these feedback and consistently strive to improve the Net Promoter Score (NPS).

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	100%

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

	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	-	-	-	1	-	The complaint was not substantiated
Advertising	0	0	-	1	-	The complaint was not upheld
Cyber-security	-	-	-	-	-	-
Delivery of essential services	-	-	-	-	-	-
Restrictive Trade Practices	-	-	-	-	-	-
Unfair Trade Practices	-	-	-	-	-	-
Other*	258	453	-	225	485	-

*Total ongoing consumer court cases. The consumer court cases pending at the end of the FY includes cases pending from previous years.

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

	Number	Reasons for recall
Voluntary recalls	NIL	NA
Forced recalls	NIL	NA

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.

Whirlpool adheres to a well-documented Information Security Policy and is committed to earning and maintaining the trust of its customers and stakeholders. In pursuit of this goal, Whirlpool group consistently invests in mitigating cybersecurity risks, safeguarding its information assets, and upholding the integrity of its enterprise-level computing environment. Leveraging the Whirlpool Group's cybersecurity awareness program, which encompasses training, simulated phishing exercises, and outreach publications, we remain proactive in enhancing our security measures. Robust globally accepted processes are in place for security monitoring and incident response management. We place a high value on privacy and are transparent regarding the collection of data, its purposes, and undertakes rigorous efforts to ensure its safety. Through corporate policies, comprehensive procedures, training initiatives, and risk assessment and management controls, the privacy program ensures that all information is processed in compliance with applicable legal requirements and adheres to acceptable practices.

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:

We follow global standards to deal with cyber security and data privacy. In response to the evolving risks in these fields, we consistently evaluate and monitor our IT security systems as part of its cybersecurity strategy. This includes integrating new tools, practices, policies, and other measures to enhance security.

Regulatory Authorities have not imposed any penalty or taken any action on the safety of products/ services.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches

There were no instances of reportable data breaches in the current financial year.

b. Percentage of data breaches involving personally identifiable information of customers

There were no instances of reportable data breaches involving personally identifiable information of customers.

c. Impact, if any, of the data breaches

Not Applicable

Leadership Indicators

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

The information on products and services of the entity can be accessed at the Company's website at www.whirlpoolindia.com

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

Each of our products come with detailed user manuals and guides that provide comprehensive instructions on safe and responsible usage, maintenance, and troubleshooting. Also for the relevant category of products, we offer professional installation services where trained technicians not only set up the product but also educate the consumer on proper usage and safety measures. Our website features a dedicated section on our products and safe usage. Our dedicated consumer support team is available to provide guidance and answer any questions related to the safe and responsible use of our products and services. The safety of our consumers is of utmost importance to us. We undertake numerous initiatives to train our authorized channel partners on the safe usage of our products, thereby ensuring that this critical information is effectively communicated to the end users.

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

We do not provide any essential services. However, in case of any disruption in our services we have the necessary mechanisms in place to inform consumers which includes information dissemination through our website, distribution networks, automated messages and e-mails.

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. 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).

As part of our commitment to consumer satisfaction, we prioritize providing comprehensive product information and clear labeling. Each product comes with a manual and, where applicable, installation services are offered to guide consumers on proper usage and safety guidelines. Product information is displayed in compliance with relevant statutes, and additional details such as dimensions, wattage, and safe disposal instructions are also provided. We have a structured feedback program, detailed in the Directors' report, to gather consumer input. Additionally, our digital marketing team continuously monitors online channels for consumer feedback.