



Electricals

July 9, 2024

To,

BSE Limited

:

Code No. 500031

Department of Corporate Services,
Phiroze Jeejeebhoy Towers,
Dalal Street, Mumbai 400 001

National Stock Exchange of India Limited

:

BAJAJELEC - Series: EQ

Listing Department
Exchange Plaza, Bandra Kurla Complex,
Bandra (East), Mumbai 400 051

Dear Sir/Madam,

**Sub.: Business Responsibility and Sustainability Report for FY2023-24 of Bajaj Electricals Limited
("Company")**

Pursuant to the provisions of Regulation 34(2)(f) of the Securities and Exchange Board of India (Listing Obligations and Disclosure Requirements) Regulations, 2015, as amended ("SEBI Listing Regulations") and Circulars issued in this regard, please find enclosed herewith the Business Responsibility and Sustainability Report ("**BRSR**") for the financial year ended March 31, 2024.

The aforesaid BRSR is also available on the website of the Company, i.e., <https://www.bajajelectricals.com/annual-reports/>.

We request you to take the above on record and that the same be treated as compliance under the applicable provisions of the SEBI Listing Regulations and other applicable laws, if any.

Thanking you,

Yours faithfully,

For Bajaj Electricals Limited

Prashant Dalvi

Chief Compliance Officer & Company Secretary

Encl.: As above.

Business Responsibility & Sustainability Report

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1. **Corporate Identity Number (CIN) of the Listed Entity:** L31500MH1938PLC009887
2. **Name of the Listed Entity:** BAJAJ ELECTRICALS LIMITED
3. **Year of incorporation:** 1938
4. **Registered office address:** 45/47, Veer Nariman Road, Mumbai 400001.
5. **Corporate address:** 27th Floor, One Unity Center, Senapati Bapat Marg, Prabhadevi West, Mumbai 400013.
6. **E-mail:** legal@bajajelectricals.com
7. **Telephone:** 022-6149 7000
8. **Website:** www.bajajelectricals.com
9. **Financial year for which reporting is being done:** April 1, 2023 - March 31, 2024
10. **Name of the Stock Exchange(s) where shares are listed:** (i) BSE Limited; and (ii) National Stock Exchange of India Limited
11. **Paid-up Capital:** Rs.23,03,92,156/- as on March 31, 2024
12. **Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report:**
 Mr. Prashant Dalvi
 Telephone No.: 022-6149 7000
 E-mail id: legal@bajajelectricals.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):** The disclosures are made on a standalone basis. Further, with the effectiveness of the scheme of arrangement/demerger between the Company and Bajel Projects Limited, and the scheme of arrangement/merger between Nirlep Appliances Private Limited and the Company, the manufacturing units of the previous year include Chakan, Nashik, and Ranjangaon units, whereas the manufacturing units of the current year include Chakan, Nashik, and Aurangabad (NST & PC) units. Accordingly, the data/numbers for the previous year are not comparable to that extent.
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.	Manufacturing and Trading of Consumer Products	The Company deals with the manufacturing and trading of consumer durables products which includes Fans, Domestic Appliances, Kitchen appliances, and Non-Electrical Kitchen Aids.	77.65
2.	Manufacturing and Trading of Lighting Products	The Company deals with the manufacturing and trading of lighting products which includes LED products, such as lamps, bulbs, battens and ceiling lights in consumer lighting and poles, highmast, street lighting, area lighting, etc. in professional lighting.	22.35

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.	Manufacturing and Trading of Consumer Products	2750 and 2599	77.65
2.	Manufacturing and Trading of Lighting Products	2740	22.35

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	4	24	28
International	0	2	2

19. Markets served by the entity:

a. Number of locations:

Locations	Number
National (No. of states and union territories)	31
International (No. of Countries)	40+

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

1.54%

c. A brief on types of customers:

A. Consumer Products Segment

The Company is engaged in manufacturing and trading of consumer products which include Fans, Domestic Appliances, Kitchen Appliances and Non-Electrical Kitchen Aids.

The Consumer Products Segment caters to retailers, distributors, wholesalers, institutions, e-commerce, international markets, and government sector who sell the Company's products directly to end-users such as consumers, corporates, and small businesses. The appointment of dealers,

distributors, institutions is strictly driven as per the standard operating procedures and credit policy followed by the Company.

B. Lighting Solutions Segment

The Lighting Solutions Segment includes professional lighting and consumer lighting.

Professional lighting includes commercial and industrial customers who require high quality and energy-efficient indoor and outdoor lighting solutions for their premises. These customers include contractors, project developers, corporate offices, Govt institutions, amongst other. The Company also provides IoT based experience (smart lights) to B2B customers such as smart city, Urban Local Bodies (ULB), and Government project, amongst others.

Consumer lighting includes Light-emitting diode (LED) lighting products such as bulbs, battens, and ceiling lights, which cater to consumer household demand. The product portfolio also includes energy efficient and smart connected LEDs, which cater to smart home sentiments of consumers. Further, interior design, architecture, and home décor trends influence the consumer lighting industry.

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled):

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	1,766	1,627	92.13	139	7.87
2.	Other than permanent (E)	*2,371	1,881	79.33	490	20.67
3.	Total Employees (D + E)	4,137	3,508	84.80	629	15.20
Workers						
4.	Permanent (F)	192	192	100.00	0	0.00
5.	Other than permanent (G)	*1,880	1,608	85.53	272	14.47
6.	Total Workers (F + G)	2,072	1,800	86.87	272	13.13

*Apprentices are included in other than permanent employees/workers.

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Employees						
1.	Permanent (D)	5	5	100.00	0	0.00
2.	Other than permanent (E)	0	0	0.00	0	0.00
3.	Total Differently Abled Employees (D + E)	5	5	100.00	0	0.00
Differently Abled Workers						
4.	Permanent (F)	0	0	0.00	0	0.00
5.	Other than permanent (G)	0	0	0.00	0	0.00
6.	Total Differently Abled Workers (F + G)	0	0	0.00	0	0.00

21. Participation/Inclusion/Representation of women:

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20.00
Key Managerial Personnel	3	0	0.00

*MD & CEO, CFO, and Company Secretary are designated as KMPs of the Company.

22. Turnover rate for permanent employees and workers:

	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	21.61	25.61	21.90	27.65	28.87	27.73	30.30	39.22	30.89
Permanent Workers	4.08	0.00	4.08	0.00	0.00	0.00	0.00	0.00	0.00

V. Holding, Subsidiary and Associate Companies (including joint ventures)**23. 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.	Hind Lamps Limited	Associate	19.00	No

VI. CSR Details

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

(ii) Turnover (in Rs.): ₹ 4,64,126.83 lakh

(iii) Net worth (in Rs.): ₹ 1,45,500.64 lakh

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*	0	0	-	0	0	-
Investors (other than shareholders)	Yes*	0	0	-	0	0	-
Shareholders	Yes*	0	0	-	0	0	-
Employees and workers	Yes**	1	0	-	5	0	-
Customers	Yes*	4	4	-	5	5	-
Value Chain Partners	Yes*	0	0	-	0	0	-
Other (please specify)	-	-	-	-	-	-	-

* Any grievances can be addressed to the Company Secretary & Chief Compliance Officer of the Company, whose contact details are made available on the website of the Company at <https://www.bajajelectricals.com/investors-updates/>

** Any grievances can be addressed to the concerned Committee(s) as per Internal Policies of the Company.

*** Only such complaints that qualify under Principles 1 to 9 of the National Guidelines on Responsible Business Conduct have been considered above.

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.	Environmental Portfolio	Opportunity	Shifting towards a diversified portfolio of environmentally sustainable products creates exciting avenues for growth for the Company.	-	Positive
2.	Energy Management	Opportunity	Emphasizing energy management, enhancing energy efficiency, and transitioning to renewable energy sources not only presents a cost-saving opportunity but also contributes to significantly reducing greenhouse gas emissions.	-	Positive
3.	Product Stewardship	Risk & Opportunity	Consumer awareness about the benefits of sustainable products is growing, which offers an opportunity to tap into emerging demand, while policy and regulatory changes to reduce the negative impact of products pose a compliance risk.	The Company has established the Product Research Centre (PRC), Centre of Excellence, and Design Quality departments within its R&D vertical to drive innovation and excellence. The R&D team is committed to adapting to evolving market demands and technological advancements. In line with this commitment, the company has successfully introduced energy-efficient products like LED bulbs and other energy-saving consumer goods. Currently, the focus is on launching products that address consumers' health and hygiene needs, aligning with market trends and enhancing the company's product offerings. This strategic approach underscores the company's dedication to sustainability, innovation, and meeting consumer demands.	Positive as well as Negative
4.	Water Management	Risk	Water scarcity can result in operational disruptions, increased costs, and reduced production capacity, all of which may adversely affect the Company's financial performance.	The Company's primary focus is on reducing water usage to enhance operational efficiency. In line with its corporate social responsibility (CSR) initiatives, the Company also engages in water harvesting to mitigate environmental impacts. Additionally, the Company utilizes treated water from Sewage Treatment Plants (STP) or Effluent Treatment Plants (ETP) for its operations and green belt development. To further enhance its water stewardship efforts, the Company has enlisted an external agency to assess and manage water-related risks across all its facilities.	Negative

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.	Supply chain Management	Risk	<p>Climate change and other macroeconomic factors could potentially disrupt the supply chain, resulting in raw material shortages, delayed deliveries, and increased costs.</p> <p>Environmental, Social, and Governance (ESG) risks within the supply chain, including concerns about raw material quality, also pose a reputational risk to the organization.</p>	<p>To mitigate these risks, the Company implements several measures such as-</p> <ol style="list-style-type: none"> a. Diversifying its supplier base to reduce dependency on specific sources. b. Developing contingency plans to address potential supply chain disruptions effectively. c. Implementing stringent quality control measures to uphold product standards. d. Conducting regular supplier audits to ensure adherence to ethical and sustainable practices. e. Emphasizing partnerships with local suppliers to enhance regional resilience and support community development. f. Regular training to value chain partners on the importance of ESG. 	Negative
6.	Waste generation and recycling	Risk	<p>Failure to comply with regulatory requirements, such as Extended Producer Responsibility (EPR) obligations, can result in fines, penalties, and damage to the company's reputation.</p>	<p>To mitigate these risks, the Company implements several measures, such as:</p> <ol style="list-style-type: none"> a. Implementing waste reduction and recycling programs to minimize overall waste generation. b. Collaborating with suppliers to adopt practices that reduce waste throughout the supply chain. c. Implementing sustainable waste management practices in collaboration with CPCB authorized recyclers to responsibly collect and recycle waste material. d. Ensuring compliance with waste management regulations, including Extended Producer Responsibility (EPR) obligations, to meet legal requirements and uphold environmental standards. 	Negative

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)
7.	Employee Health and Safety	Risk	Workplace accidents and injuries can result in employee absenteeism, decreased productivity, and heightened healthcare expenses.	Employee health and safety is a top priority for the company. The Company reinforce a strong safety culture through various measures, such as: <ol style="list-style-type: none"> Implementing comprehensive safety protocols and training programs. Conducting regular safety audits to identify and address potential hazards. Ensuring compliance with relevant health and safety regulations. EHS app for real-time reporting and tracking of workplace incidents and accidents. Conducting regular mock drills and training for emergency preparedness 	Negative
8.	Quality and Service Delivery	Opportunity	Good product and service quality enhances brand image and customer satisfaction.	-	Positive
9.	Fair business practices	Opportunity	Fair business practices create stakeholder trust and respect resulting in protecting the Company's social license to operate.	-	Positive
10.	Corporate Governance, Transparency and Disclosure	Risk & Opportunity	Good corporate governance results in enhanced stakeholder trust and brand reputation. Poor corporate governance practices may lead to financial mismanagement, fraud, or other financial risks.	The Company undertakes several measures such as implementing robust corporate governance practices, ensuring transparency in business practices and financial reporting, conducting regular internal audits, and complying with all relevant corporate governance regulations.	Positive as well as Negative
11.	Regulatory compliance and Integrity	Opportunity	Compliance with relevant national/local laws and regulations applicable will increase stakeholder confidence and negate any potential fines or litigations.	The Company conducts regular internal audits and provides trainings to employees and top management on ethical business practices.	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)
12.	Business Ethics and Anti-corruption	Risk	Unfair business practices, such as bribery or corruption, may lead to reputational damage and reduced stakeholder trust.	The Company has a defined Code of Conduct which covers issues related to ethics, bribery and corruption. It also covers all dealings with suppliers, customers and other business partners and other stakeholders. The Company also has a Whistle Blower Policy ('WB Policy') which enables its directors and employees to report their concerns about unethical behavior.	Negative
13.	Resilient Business Model and Long-term Profitability	Opportunity	Resilient business model and focus on long-term profitability ensures sustainable value creation for all stakeholders.	-	Positive
14.	Environmental Risk Management	Risk	Failure to analyze and address emerging climate-related risks could pose threats to physical assets and business performance.	<p>The Company is actively developing environmental strategies and integrating ESG considerations into its business model. The Company is taking the below measures to address Environmental risks-</p> <ul style="list-style-type: none"> a. Conducting Life cycle assessment to analyze the impact of products on the environment and integrate the result of LCA during the procurement, design, and development of the new products. b. Conducting Water risk assessment at facilities to better plan and negate the impact on the business and surrounding environment. c. Transitioning to more sustainable energy sources by installing Solar Power. d. Designing the products with the tag line of "Built for Life" which are more durable. e. Collaborating with CPCB authorized recyclers to collect and recycle plastics, batteries, and e-waste as per EPR regulations. f. Upgrading plant and machineries with latest, resource and energy efficient equipment. 	Negative

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes										
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes										
c. Web Link of the Policies, if available	https://www.bajajelectricals.com/miscellaneous/																		
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes										
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes										
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.	The policies are compliant with respective principles of National Guidelines on responsible Business conduct.																		
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Please review the relevant sections of the Integrated Annual Report for detailed information about the management approach and commitments, categorized by capital.																		
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	The Company systematically monitor important parameters and document them for the purpose of learning and development, aiming to continuously improve its policies and procedures.																		
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)	Refer message by the Managing Director & Chief Executive Officer.																		
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Board of Directors																		
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.	Mr. Anuj Poddar, Managing Director & Chief Executive Officer, DIN: 01908009.																		
10. Details of Review of NGRBCs by the Company:																			
Subject for Review	Indicate whether review was undertaken by Director / Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other - please specify)									
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9	
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	The management periodically reports its ESG performance to the core management committee, and discussions are held to review and take necessary follow-up actions.									
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	The Board of Directors periodically receives a compliance report covering all statutory requirements. To ensure complete compliance, a dedicated compliance management tool is utilised for tracking and enforcing adherence to these requirements.									

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

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

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

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE



Businesses should conduct and govern themselves with integrity, and in a manner that is ethical, transparent and accountable

Essential Indicators

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

Segment	Total number of training and awareness programmes held	Topics / principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	0	N.A.	0.00
Key Managerial Personnel	9	Principles 1, 3 and 5	100.00
Employees other than BoD and KMPs	9	Principles 1, 3 and 5	87.49
Workers	0	N.A.	0.00

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):

No material fines were paid in FY 2023-24.

Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine				
Settlement		Not applicable.		
Compounding fee				
Non-Monetary				
Imprisonment				
Punishment		Not applicable.		

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
	Not applicable.

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.

The Company has an Anti-Bribery and Anti-Corruption Policy to ensure that proper procedures are in place to prevent any violations of the law and to clearly outline the responsibilities of the Company's personnel and business partners in preventing bribery and corruption. This policy drives the Company's Anti-Bribery Management System ("ABMS"), with the primary objective of mitigating bribery-related risks by implementing robust processes and controls, training and awareness activities that ensure:

- Compliance with applicable anti-bribery laws;
- Creating awareness about the Company's emphasis on ethical business practices and its zero-tolerance approach towards conduct that is in breach of this Policy; and
- Effective Implementation of ABMS by incident reporting, investigation, and compliance.

Please find the Anti-Bribery and Anti-Corruption Policy at: <https://www.bajajelectricals.com/media/7623/anti-bribery-anti-corruption-policy.pdf>

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Directors	0	0
KMPs	0	0

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Employees	0	0
Workers	0	0

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	0	Not applicable	0	Not applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Not applicable	0	Not applicable

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

Not applicable, as there were no such cases of corruption and conflict of interest.

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
Number of days of accounts payables	62	66

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	5.28%	2.11%
	b. Number of trading houses where purchases are made from	82	47
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	52.69%	66.72%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	61.95%	67.44%
	b. Number of dealers / distributors to whom sales are made	2,025	1,951
	c. Sales to top 10 dealers / distributors as % of total sales to dealers / distributors	8.00%	7.61%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	-	-
	b. Sales (Sales to related parties / Total Sales)	0.20%	0.21%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	-	-
	d. Investments (Investments in related parties / Total Investments made)	-	-



PRINCIPLE 2

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

Essential Indicators

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

	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)	Details of improvements in environmental and social impacts
R&D	98.93	96.14	Investment in new moulds and products
Capex	0.00	5.53	Investment towards solar power generation at factories

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

Yes, the Company endeavors to focus on protecting the environment, stakeholders' interests, and cost-effectiveness while procuring any raw material or goods. The Company recognizes the importance of integrating sustainability into its supply chain as part of its commitment to sustainable business practices. Towards this end, the Company takes various measures.

Vendor Onboarding: The Company has a dedicated 'Manual for Purchasing' that lays down purchase procedures, including evaluation of new vendors, performance monitoring of existing vendors, review and placement of purchase orders, and monitoring of supplies. When onboarding a vendor, the Company undertakes vendor assessments to screen them on parameters such as commercial capability, technical capability, legal compliance, electrical safety, fire safety, hazardous material storage, and process management, which is jointly conducted by the Supply Chain Management (SCM) and Quality Assessment teams.

Vendor Re-evaluation: Some existing suppliers are audited twice a year with a gap of 6 months. They are evaluated on parameters such as safety, legal compliance, organizational policies, work environment, and product quality. Root cause analysis (RCA) is conducted in case of quality issues, and corrective action is taken where necessary. The Company also conducts Paryavaran & Safety audits at Tier 2 Suppliers, where assessments of critical components are carried out. These audits also include compliance related to infrastructure, pollution, and safety.

Local sourcing: The Company is committed to sourcing locally without compromising on quality. It plans to procure finished goods and services from local vendors, which helps create job opportunities in semi-urban areas. Additionally, to support local vendors, the Company conducts governance meetings with strategic suppliers, workshops, and training sessions to raise awareness about quality, product development, and delivery.

Mulya: The Company developed a digital platform/portal called "Mulya," accessible to all supply partners. This portal enables vendors to contribute VAVE (Value Analysis/Value Engineering) ideas/initiatives focused on reducing costs or adding value without compromising quality. The supply chain team has introduced "Mulya Day," where supply partners are encouraged to actively participate in tear-downs, ideation, and submit new ideas on the Mulya portal.

Hello Local: The Company has also initiated the 'Hello Local' initiative to accelerate the localization of imported products and components required for manufacturing. This initiative will help the Company reduce dependency on imports and promote "Make-in-India" products. Additionally, in its journey towards sustainability, the Company endeavors to raise awareness among its suppliers on the critical aspects of ESG and encourages them to adopt sustainable practices. Vendors in semi-urban regions are supported technically and financially through capacity building programs. The Company regularly interacts with all its suppliers to understand their concerns and expectations and to take immediate action to address their needs.

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

~85% of the inputs were sourced sustainably.

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

(a)	Plastics (including packaging)	The Company has collaborated with the Central Pollution Control Board (CPCB) authorized recycles who collects and recycles Plastic waste on behalf of the Company.
(b)	E-waste	The Company has partnered with a third-party waste management organization for recycling of e-waste. The Company is also exploring its own collection channels. For consumer awareness, the Company will be launching a digital campaign and give out all the information in the product manual, explaining the benefits for consumer in giving us the product back at the end of life.
(c)	Hazardous waste	Hazardous waste generated at the factories is transferred to CPCB-authorized recyclers in compliance with the terms of the consent to operate.
(d)	Other waste	The Company collaborates with recyclers authorised by the CPCB, who collect and recycle waste for and on behalf of the Company.

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 EPR plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, EPR is applicable to the Company as a brand owner and importer under the Plastic Waste Management Rules,

2022 ("Plastic Waste Rules"), as a producer of electrical and electronic equipment under the E-Waste (Management) Rules, 2022 ("E-Waste Rules"), and as a producer of batteries under the Battery Waste Management Rules, 2022 ("Battery Waste Rules"). The waste collection plan, where applicable, is in line with the plan submitted to CPCB.

Plastic Waste: The Company has been granted registration under the Plastic Waste Rules by the CPCB, under which it is responsible for recycling category II plastic waste in collaboration with CPCB-registered recyclers. For the financial year 2023-24, the Company had a yearly recycling target of 1,540 metric tonnes (MT). As of the date of this report, it has successfully met 100% of this target, amounting to 1,540 MT of collected and recycled category II plastic waste.

E-Waste: The Company has been granted registration under the E-Waste Rules by the CPCB, under which it is responsible for recycling certain electrical and electronic equipment in collaboration with CPCB-registered recyclers. For the financial

year 2023-24, the Company had a yearly collection and recycling target of 10,003.34 MT. As of the date of this report, it has successfully met 100% of this target, amounting to 10,003.34 MT of recycled electrical and electronic equipment.

Battery Waste: The Company has been granted registration under the Battery Waste Rules by the CPCB, under which it is responsible for recycling lead acid batteries in collaboration with CPCB-registered recyclers. For the financial years 2022-23 and 2023-24, the Company had a total recycling target of 20 MT. As of the date of this report, it has successfully met 100% of this target, amounting to 20 MT of collected and recycled lead acid batteries.



PRINCIPLE

3

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

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent employees											
Male	1,627	1,627	100.00	1,627	100.00	0	0.00	1,627	100.00	0	0.00
Female	139	139	100.00	139	100.00	139	100.00	0	0.00	0	0.00
Total	1,766	1,766	100.00	1,766	100.00	139	100.00	1,627	100.00	0	0.00
Other than Permanent employees											
Male	1,881	43	2.29	43	2.29	0	0.00	0	0.00	0	0.00
Female	490	10	2.04	10	2.04	0	0.00	0	0.00	0	0.00
Total	2,371	53	2.24	2.23%	2.24	0	0.00	0	0.00	0	0.00

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

Category	Total (A)	% of workers covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E/A)	Number (F)	% (F/A)
Permanent workers											
Male	192	118	61.46	192	100.00	0	0.00	0	0.00	0	0.00
Female	0	0	0.00	0	0.00	0	0.00	0	0.00	0	0.00
Total	192	118	61.46	192	100.00	0.00	0.00	0	0.00	0	0.00
Other than Permanent workers											
Male	1,608	1,608	100.00	1,608	100.00	0	0.00	0	0.00	0	0.00
Female	272	272	100.00	272	100.00	0	0.00	0	0.00	0	0.00
Total	1,880	1,880	100.00	1,880	100.00	0	0.00	0	0.00	0	0.00

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 well-being measures as a % of total revenue of the company	0.09%	0.16%

2. Details of retirement benefits, for Current Financial Year 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 (Yes / No / Not Applicable)	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Yes / No / Not Applicable)
PF	100.00	100.00	Yes	100.00	100.00	Yes
Gratuity	100.00	100.00	Yes	100.00	100.00	Yes
ESI	0.68	6.77	Yes	0.00	100.00	Yes
Others - please specify						
Superannuation	5.81	0.00	Yes	4.60	0.00	Yes
NPS	9.45	0.00	Yes	8.96	0.00	Yes

Note: International employees are provided with retirement benefits in compliance with respective laws.

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

Yes, most of the premises/offices of the Company are accessible to differently abled employees and workers. The Company, in its endeavour to promote an inclusive workplace, provides facilities such as ramps to make its offices accessible to differently abled employees and workers. The Company's offices in Mumbai (Lower Parel), New Delhi, and Mohali are accessible to employees with disabilities. The management is developing a plan to ensure that all of the Company's facilities become accessible to differently abled employees and workers.

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

Yes, the Company has an equal opportunity employer policy which reflects the Company's commitment to ensure equality, create an inclusive workplace & work culture and promote diversity in the workplace in which all individuals are treated with respect and dignity. The Company is an equal opportunity employer providing opportunities without any discrimination on the grounds of age, colour, disability, marital status, nationality, region, race, caste, religion, place of birth, sex, sexual orientation, and any sort of family history. Individuals are encouraged to report any complaints/violations of the policy by writing to the HR Compliance team. The policy can be accessed at: <https://www.bajajelectricals.com/media/7626/policy-onhuman-rights.pdf>.

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	100.00%	77.14%	N.A.	N.A.
Female	100.00%	25.00%	N.A.	N.A.
Total	100.00%	71.79%	N.A.	N.A.

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	Yes, the Company has dedicated grievance mechanisms in place.
Other than Permanent Workers	<ul style="list-style-type: none"> For employees the Company has an internal policy and grievance mechanism.
Permanent Employees	<ul style="list-style-type: none"> For workers, safety committee meetings are conducted at factory level to redress their grievances. For women employees and workers, the Company has an ICC (Internal Complaints Committee) formed under POSH and a common Grievance redressal committee for any other grievances. The Company's vigil mechanism allows reporting of genuine concerns or grievances regarding any poor or unacceptable practice, as well as incidents of misconduct.
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	1,766	11	0.62	2,152	4	0.19
- Male	1,627	11	0.68	2,003	3	0.15
- Female	139	0	0.00	149	1	0.67
Total Permanent Workers	192	192	100.00	201	201	100.00
- Male	192	192	100.00	201	201	100.00
- Female	0	0	0.00	0	0	0.00

8. Details of training given to employees and workers:

	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	1,627	845	51.94	1,019	63.02	2,003	1,432	71.50	1,325	66.15
Female	139	67	48.20	129	93.48	149	12	8.05	139	93.29
Total	1,766	912	51.64	1,148	65.41	2,152	1,444	67.10	1,464	68.03
Workers										
Male	192	116	60.42	116	60.42	201	0	0.00	118	58.70
Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Total	192	116	60.42	116	60.42	201	0	0.00	118	58.70

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

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	1,627	1,534	94.28	2,003	1,913	95.51
Female	139	133	95.70	149	145	97.32
Total	1,766	1,667	94.40	2,152	2,058	95.63
Workers						
Male	192	0	0.00	201	0	0.00
Female	0	0	0.00	0	0	0.00
Total	192	0	0.00	201	0	0.00

10. Health and safety management system:

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

Yes, the Company has implemented a comprehensive health and safety management system, and it remains steadfast in its commitment to nurturing a culture of safety and well-being at its plant. To maintain the highest standards, the Company conducts regular safety rounds, utilizing the 'One EHS' tool for seamless reporting of unsafe acts and conditions. This proactive approach enables the Company to swiftly address potential hazards and reinforce a secure working environment. Further, the Company diligently undertakes safety audits, including specialized fire audits, to comprehensively assess and enhance its safety protocols. Its continuous efforts

extend to comprehensive training programs covering safety, environmental, and health-related subjects. This commitment is further reinforced by regular compliance checks to meet all legal requirements related to employee safety and health.

The Company prioritizes the well-being of its team through periodic medical checkups, ensuring their health is attended to promptly. To empower its workforce to handle emergencies effectively, the Company provides firefighting and first-aid training. Through these multifaceted initiatives, the Company's overarching goal is to transform its sites into "Zero Accident Sites," demonstrating its unwavering dedication to creating a safe and secure working environment for all.

The health and safety management system covers all manufacturing plants and offices.

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

The Company prioritises the Hazard Identification Process and Risk Assessment for both routine and non-routine activities. The Hazard Identification Process includes the implementation of the Hazard Identification and Risk Assessment (HIRA) technique, designed to assess risks associated with critical equipment.

The following factors are considered during hazard identification:

- Reviewing activities and areas with past incident history to better understand areas prone to health and safety incidents.
- Consulting relevant stakeholders to gain insights into safety issues and improve understanding.
- Examining material safety data sheets and information related to plant machinery and equipment to identify listed hazards and safety precautions.

These measures enable the Company to proactively identify and address potential hazards, fostering a safer working environment for all.

Hazard Identification and Risk Assessment: The Company utilises a "Probability-Consequence" Risk Matrix for comprehensive risk assessment. After identifying a hazard, the next step involves determining its severity through consultation with personnel who are exposed to or could be harmed by it.

If a hazard is deemed high-risk, immediate action is taken to control it by implementing interim short-term measures, followed by thorough research to fully assess the risk and determine long-term solutions. The results of risk assessments guide the establishment of effective risk controls.

Risk controls are implemented based on priority, using the following strategies:

- **Elimination of Hazard:** Removing the hazard entirely from the workplace.
- **Substitution of Hazard:** Using alternative substances, methods, or materials to reduce risk.
- **Isolation or Enclosure of Hazard:** Physically separating the hazard from the workplace, such as limiting access to chemical storerooms to authorised personnel.
- **Engineering Solutions:** Modifying existing machinery or installing different equipment to mitigate risk.
- **Administrative Procedures:** Developing processes and work instructions to minimise risk conditions, such as job rotation or task diversification.

- **Use of Personal Protective Equipment (PPE) and Training:** Providing appropriate PPE and training for its correct use as a final measure when hazards cannot be eliminated or reduced by other means.

c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)

Yes, the Company has established various means through which workers can report work-related hazards.

- **EHS Portal:** The Company has set up an EHS portal for reporting near misses and deviations. This portal enables individuals to report observations or deviations related to environmental, health, and safety (EHS) matters. All reported incidents are tracked and escalated to higher authorities if not resolved within the specified timeline.
 - **One EHS App:** A dedicated EHS app is utilized for safety observations and real-time incident tracking within the workplace.
 - **EHS Daily Tracker Initiative:** To ensure worker safety at manufacturing units, the Company has implemented a daily tracking system for EHS data. This initiative involves reporting all incidents and maintaining documentation related to EHS on a daily basis. The system notifies the site team about their daily performance, and monthly combined data is presented to committee members in graphical format for analysis.
 - **Other Methods:** The Company also employs suggestion boxes, appoints dedicated safety officers, conducts safety committee meetings to address health and safety issues, and provides a dedicated email address (ehs@bajajelectricals.com) for stakeholders to report incidents or share suggestions. Additionally, workers are informed of their right to remove themselves from any work situation they believe poses an immediate and serious danger to their life or health. The Company has arrangements in place to protect workers from any adverse consequences of exercising this right.
- These comprehensive measures ensure that all hazards and safety concerns are promptly addressed, promoting a safe and secure work environment for everyone involved.

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

Yes, all workers are covered under non-occupational medical and healthcare services. The Company's employees and workers are part of the group Mediclaim policy, and workers are additionally covered under the ESI.

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
		(Current Financial Year)	(Previous Financial Year)
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.4829	0
Total recordable work-related injuries	Employees	0	0
	Workers	2	0
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.

The Company is unwavering in its commitment to fostering a culture of safety and well-being at its plant. To ensure the highest standards, the Company conducts regular safety rounds, utilizing its one EHS tool for the seamless reporting of unsafe acts and conditions. This proactive approach allows the Company to swiftly address potential hazards and reinforce a secure working environment.

In addition to these measures, the Company diligently undertakes safety audits, including specialized fire audits, to comprehensively assess and enhance its safety protocols. Its continuous efforts extend to comprehensive training programs covering safety, environmental, and health-related subjects. This commitment is further reinforced by regular compliance checks to meet all legal requirements related to employee safety and health. To empower the workforce to handle emergencies effectively, the Company provides fire-fighting and first-aid training. Through these multifaceted initiatives, the Company's overarching goal is to transform its site into a "Zero Accident Site," demonstrating its unwavering dedication to creating a safe and secure working environment for all.

Committed to prioritizing the well-being of its workforce, the Company has implemented a comprehensive health strategy. Regular medical checkups, conducted in accordance with legal requirements, form a crucial part of the proactive approach. To further bolster this initiative, the Company has engaged a registered medical practitioner with extensive experience in the realms of health and safety, ensuring a dedicated focus on the overall well-being of its employees within its factories.

Recognizing the significance of mental health, the Company conducts stress management training at its headquarters. These sessions provide valuable insights and tools to cope with the demands of a dynamic work environment, promoting a holistic approach to employee wellness.

Additionally, fostering a culture of health consciousness, the Company organizes informative sessions aimed at enhancing the well-being of its employees. These forums serve as platforms for discussions on health-related topics, promoting awareness and encouraging healthy lifestyle choices.

Acknowledging the vital connection between physical activity and mental well-being, the Company actively organizes sports and team-building activities. These endeavors not only contribute to a vibrant workplace culture but also serve as effective tools for promoting mental resilience and camaraderie among team members.

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	0	0	-	0	0	-
Health & Safety	0	0	-	0	0	-

14. Assessments for the year:

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

There were no significant risks / concerns from the assessments undertaken for health & safety practices and working conditions.



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.

The Company takes a people-centric and stakeholder-inclusive approach to value creation. At Bajaj Electricals, stakeholder engagement is an important aspect of the Company's overall decision-making process. The Company identifies its key stakeholders by prioritizing the list of stakeholder groups based on their ability to influence and to get influenced by the Company's performance and operations. Identified stakeholders include board and leadership, investors, customers, vendors, employees, and communities. The Company engages through tailored engagement strategies with each stakeholder groups. These stakeholder engagement and feedback mechanism help the Company in identifying and addressing stakeholder concerns.

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Investors & Shareholders	No	Annual general meetings, Investor and analyst meet and conferences, Quarterly earnings call and presentation, Integrated reports, and press releases.	Quarterly or as and when required	<ul style="list-style-type: none"> Economic performance Business model resilience and profitability Ethics and compliance Financial growth and business Scalability ESG interventions
Regulators/ Government	No	Strategic representation and meetings with government agencies, Representation through trade bodies	Real time Need-based	<ul style="list-style-type: none"> Obtaining permissions / licenses / clarifications/ waivers /business development approvals/vendor and logistical support /recover
Employees	No	Emails, meetings, communication through digital platform, International townhall, Trainings and L&D activities, Rewards and recognition, Employee survey, amongst other.	Ongoing and need based	<ul style="list-style-type: none"> Career enhancement and growth opportunities Employee benefits Occupational health and safety Rewards and recognitions Learning and development Interventions
Distributors / Vendors/ Dealers	No	Contract Management & Supplier governance meeting, Vendor meets, Training programmes, Quality enhancement programmes, Safety trainings, Feedback and surveys, amongst other.	Ongoing and need based	<ul style="list-style-type: none"> Product quality Product Development ESG aspects including health, safety and human rights Supply chain sustainability Increase reach and provide opportunities to collaborate in CSR activities Cost Delivery
Customers	No	Customer feedback and surveys, Brand Campaigns (ATL & BTL), Social media engagements, Loyalty programmes, amongst other.	Real time Need-based	<ul style="list-style-type: none"> Innovation Product and solution offerings Product, quality, safety Accessibility Sustainable products
Local Communities	Yes	CSR Interventions, Email, physical meetings, IEC materials such as posters, audio visual ads community meetings and visits.	Ongoing and need based	<ul style="list-style-type: none"> Community upliftment and development Health and well-being Financial assistance and support

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	1,766	1,545	87.50	2,152	1,819	87.87
Other than permanent	2,371	0	0.00	2,154	0	0.00
Total Employees	4,137	1,545	37.35	4,306	1,819	43.92
Workers						
Permanent	192	0	0.00	201	0	0.00
Other than permanent	1,880	0	0.00	2,379	602	25.30
Total Workers	2,072	0	0.00	2,580	602	23.33

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	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	1,766	0	0.00	1,766	100.00	2,152	0	0.00	2,152	100.00
Male	1,627	0	0.00	1,627	100.00	2,003	0	0.00	2,003	100.00
Female	139	0	0.00	139	100.00	149	0	0.00	149	100.00
Other than Permanent	2,371	815	34.37	1,539	64.91	2,154	818	37.98	1,336	62.02
Male	1,881	699	37.16	1,168	62.09	1,834	697	38.00	1,137	62.00
Female	490	116	23.67	371	75.71	320	121	37.81	199	62.19
Workers										
Permanent	192	0	0.00	192	100.00	201	0	0.00	201	100.00
Male	192	0	0.00	192	100.00	201	201	0.00	201	100.00
Female	0	0	0.00	0	0.00	0	0	0.00	0	0.00
Other than Permanent	1,880	1,880	100.00	0	0.00	2,379	2,348	98.70	31	1.30
Male	1,608	1,680	100.00	0	0.00	2,194	2,163	98.59	31	1.41
Female	272	272	100.00	0	0.00	185	185	100.00	0	0.00

3. Details of remuneration/salary/wages

a. Median remuneration / wages:

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	8	₹ 11,25,000	2	₹ 11,00,000
Key Managerial Personnel (KMP)	3	₹ 2,45,24,189	0	N.A.
Employees other than BoD and KMP	1,623	₹ 13,54,860	139	₹ 12,81,624
Workers	192	₹ 4,48,698	0	N.A.

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	7%	6%

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

Yes, the 'Compliance Committee', constituted under the Company's Code of Conduct for Employees ('COC Committee'), is responsible for addressing any Human Rights complaints raised by stakeholders.

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

Employees and value chain partners are encouraged to report any genuine human rights-related concerns through a formal complaint at compliancemanager@bajajelectricals.com. The COC Committee reviews each case and recommends actions to the Managing Director & Chief Executive Officer (MD & CEO). Additionally, any grievance concerning a member of the COC Committee should be directed to the MD & CEO.

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	1	0	-	2	0	-
Discrimination at workplace	0	0	-	0	0	-
Child Labour	0	0	-	0	0	-
Forced Labour/Involuntary Labour	0	0	-	0	0	-
Wages	0	0	-	0	0	-
Other human rights related issues	0	0	-	0	0	-

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)	1	2
Complaints on POSH as a % of female employees / workers	0.11	0.31
Complaints on POSH upheld	1	2

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

The Human Rights Policy of the Company ensures and prioritizes confidentiality and safeguards the privacy of complainants throughout the process.

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

Yes, human rights requirements form a part of the Company's business agreements and contracts as and where relevant.

10. Assessments for the year:

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

Note: The above assessments were carried out by the Company and 3rd party auditors

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

There were no significant risks/concerns from the above assessments.



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		
Total electricity consumption (A) in GJ	0.00	0.00
Total fuel consumption (B) in GJ	0.00	0.00
Energy consumption through other sources (C) in GJ	4,985.93	2,537.40
Total energy consumed from renewable sources (A+B+C) in GJ	4,985.93	2,537.40
From non-renewable sources		
Total electricity consumption (D) in GJ	19,707.11	20,756.60
Total fuel consumption (E) in GJ	25,182.15	53,626.50
Energy consumption through other sources (F) in GJ	0.00	0.00
Total energy consumed from non-renewable sources (D+E+F) in GJ	44,889.26	74,383.10
Total energy consumed (A+B+C+D+E+F) in GJ	49,875.19	76,920.50
Energy intensity per rupee of turnover (Total energy consumed / Revenue from operations)	0.00000107	0.00000142
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (conversion factor @22.88 INR/USD)	0.00002459	0.00003249
Energy intensity in terms of physical output	0.003	0.024
Energy intensity (optional) - the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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? (Yes/No) If yes, disclose whether targets set under the PAT scheme have been achieved. In case targets have not been achieved, provide the remedial action taken, if any.

No. The Company does not have any sites or facilities identified as DCs under the PAT Scheme of the Government of India. Therefore, the question of setting or achieving targets under this scheme does not arise.

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	0.00	0.00
(ii) Groundwater	0.00	8,357.00
(iii) Third party water	48,499.46	43,416.00
(iv) Seawater / desalinated water	0.00	0.00
(v) Others	0.00	0.00
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	48,499.46	51,773.00
Total volume of water consumption (in kilolitres)	48,499.46	51,773.00
Water intensity per rupee of turnover (Total water consumption / Revenue from operations)	0.00000104	0.00000096
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (conversion factor @22.88 INR/USD)	0.00002391	0.00002187
Water intensity in terms of physical output	0.003	0.016
Water intensity (optional) - the relevant metric may be selected by the entity	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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	0.00	0.00
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
(ii) To Groundwater	0.00	0.00
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
(iii) To Seawater	0.00	0.00
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
(iv) Sent to third-parties	0.00	0.00
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
(v) Others	0.00	0.00
- No treatment	0.00	0.00
- With treatment - please specify level of treatment	0.00	0.00
Total water discharged (in kilolitres)	0.00	0.00

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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

Yes, the Company has achieved Zero Liquid Discharge (ZLD) status at its Chakan and Nashik plants. At these facilities, domestic wastewater is meticulously treated and repurposed for gardening, adhering to relevant norms and standards. Further, the quality of any effluent discharge, where necessary, is ensured to comply with regulatory requirements.

The Company is also in the process of attaining ZLD status at its Aurangabad plants. These facilities became a part of the Company on March 31, 2024, pursuant to the effectiveness of the Scheme of Merger by Absorption of Nirlep Appliances Private Limited into Bajaj Electricals Limited and their respective shareholders.

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	16.74	14.71
SOx	(Kg/D)	0.85	13.21
Particulate matter (PM)	mg/m3	29.18	42.92
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others - Please specify	-	-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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)	Metric tonnes of CO ₂ equivalent	1,665.70	3,485.76
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3,919.53	4,122.57
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	Metric tonnes of CO ₂ equivalent	0.00000010	0.00000014

Parameter	Unit	FY 2023-24 (Current Financial Year)	FY 2022-23 (Previous Financial Year)
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) (conversion factor @22.88 INR/USD)		0.00000236	0.00000321
Total Scope 1 and Scope 2 emission intensity in terms of physical output		0.0004	0.0024
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity		-	-

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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

Yes, the Company is taking conscious efforts to reduce its GHG emissions. The Company is transitioning to alternate and renewable sources of energy. The Company installed solar panels at manufacturing units to increase its energy efficiency and reduce its environmental footprint.

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)	24.72	18.55
E-waste (B)	4.16	53.45
Bio-medical waste (C)	0.00	0.01
Construction and demolition waste (D)	0.00	0.00
Battery waste (E)	0.00	0.00
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	54.69	956.69
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	2,310.81	4,316.09
Total (A+B + C + D + E + F + G + H)	2,394.38	5,344.78
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations)	0.00000005	0.00000010
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (conversion factor @22.88 INR/ USD)	0.00000118	0.00000226
Waste intensity in terms of physical output	0.0002	0.0017
Waste intensity (optional) - the relevant metric may be selected by the entity	-	-
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	2,332.86	4,823.79
(ii) Re-used	5.85	0.00
(iii) Other recovery operations	0.00	0.00
Total	2,338.71	4,823.79
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	34.37	31.17
(ii) Landfilling	21.29	3.56
(iii) Other disposal operations	0.00	486.24
Total	55.67	520.97

Note: Indicate if any independent assessment/ evaluation/assurance has been carried out by an external agency? (Yes/No) If yes, name of the external agency.

No.

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.

The Company's waste management strategy follows industry best practices to responsibly manage waste generated. At its facilities, waste segregation occurs at the point of generation, utilizing separate containers for different types of waste. Employees handle waste transfer to scrap yards while adhering to proper safety protocols and wearing appropriate PPE. Subsequently, the segregated waste is sent to authorized vendors for recycling, reuse, or disposal, in alignment with sustainable waste management practices. The approach to manage different types of waste is mentioned below:

Hazardous Waste: The hazardous waste generated during operations includes shot blasting dust, paint sludge, ETP sludge, empty barrels and drums, used oil, contaminated cotton rags, or other cleaning materials. This waste is disposed of according to waste handling/disposal regulations provided by CPCB and respective State Pollution Control Boards (SPCB). The factory has obtained a Membership certificate from CHWTSDF (Common Hazardous Waste Treatment Storage and Disposal Facility) MEPL, Ranjangaon, for sending generated waste and disposing of it at a disposal site scientifically.

Non-hazardous waste: In line with the 3R approach followed by Bajaj Electricals, an initiative was undertaken to reduce the usage of thermocol at suppliers and vendors. Bajaj Paryavaran Mitra, a non-profit organization founded by the Company in 2004 aimed at safeguarding nature and the environment. One of the organization's initiatives was to decrease the usage of non-biodegradable materials (specifically, thermocol) by substituting it with pulp for packaging purposes. This initiative was advantageous for the organization, as it allowed a reduction in dependence on non-biodegradable thermocol and achieving zero wastage by returning all scraps to the pulp slurry.

E-waste: The Company has taken responsibility for EPR as per the E-waste rules, involving the collection and recycling of selected electrical equipment. CPCB has granted EPR registration to the Company as a producer for managing electrical and electronic equipment waste in compliance with e-waste management rules. Waste generated by the Company is handled according to regulations set forth by CPCB and/or SPCB. Moreover, the Company follows the Reduction of Hazardous Substance (RoHS) stipulated by e-waste management rules. Waste management procedures are prepared for Nashik and Chakan units, and waste is disposed of through an authorized agency as per regulatory requirements.

Zero Liquid Discharge (ZLD) System Implementation: The Company has embraced an advanced Zero Liquid Discharge approach by meticulously integrating cutting-edge technologies. Its comprehensive Effluent Treatment Plant (ETP), Reverse Osmosis (RO) system, and Evaporation unit work synergistically to treat process effluent. This sophisticated and integrated system not only meets stringent environmental standards but also reflects unwavering dedication to sustainability. By efficiently recycling treated effluent, the Company minimizes its environmental impact and exemplifies a conscientious approach to resource management. Its initiatives stand as a testament to the harmonious coexistence of cutting-edge technology and responsible environmental practices within its operations.

Sewage Treatment Plant (STP): State-of-the-art Sewage Treatment Plants (STP) have been installed at both Chakan and Nashik plants. The treated water from these plants not only meets stringent quality standards but also is thoughtfully repurposed in green belt development, fostering a closed-loop system that maximizes resource efficiency. The R&D team works closely with all suppliers and vendors to ensure that products are compliant with RoHS standards.

At the Chakan unit, new technology has been introduced in the paint shop to reuse recovery powder. Additionally, a separate hazardous waste room has been established in a secure environment to manage the waste generated.

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? (Yes/No) If no, the reasons thereof and corrective action taken, if any.
	Not applicable, as the Company does not operate in or around ecologically sensitive areas, and hence there are no environmental approvals or clearances to report.		

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, as the Company has not undertaken any projects in the current financial year that require environmental impact assessments according to applicable laws.					

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 (Yes/No). If not, provide details of all such non-compliances, in the following format:

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
Not applicable.				


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

1. **a. Number of affiliations with trade and industry chambers/ associations.** Ten (10)
- 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.	IMC Chamber of Commerce and Industry	National
2.	Bombay Chamber of Commerce	State
3.	Confederation of Indian Industry	National
4.	Electric Lamp & Component Manufacturers Association	National
5.	Council For Fair Business Practices	National
6.	The Indian Society of Advertisers	National
7.	Deccan Chamber of Commerce	National
8.	Indian Fan Manufacturers Association	National
9.	Consumer Electronics and Appliances Manufacturers Association	National
10.	The Associated Chamber Of Commerce	National

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

Name of authority	Brief of the case	Corrective action taken
The Company has not engaged in any anti-competitive conduct and has not received any adverse orders from regulatory authorities in this regard. As such, there has been no need for corrective actions.		


**PRINCIPLE
8**
Businesses should promote inclusive growth and equitable development
Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of notification	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant web link
Not applicable, as there was no such project which was mandated for social impact assessment based on applicable laws.					

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, as no such project for which R&R is ongoing.						

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

At Bajaj Electricals, effective mechanisms have been established to receive and redress grievances from the community, aligning with the Company's policy of engaging with stakeholders in a consistent and systematic manner. The policy is disclosed on the Company's website for the information and reference of all relevant stakeholders. The approach is rooted in identifying and understanding the concerns of all stakeholders, including those who are disadvantaged, vulnerable, and marginalized. Their concerns are prioritized, and efforts are made to address them in an equitable and transparent manner.

To ensure a smooth process for handling grievances, the Chief Compliance Officer & Company Secretary has been designated as the point of contact. Any grievances pertaining to the policy can be addressed to him directly. The contact details of the Company Secretary & Chief Compliance Officer are readily available on the Company website, making it convenient for stakeholders to reach out.

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	31.75%	40.64%
Directly from within India	94.72%	97.89%

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	0.00%	0.00%
Semi-urban	3.69%	4.97%
Urban	8.53%	7.95%
Metropolitan	87.78%	86.99%

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



Businesses should engage with and provide value to their consumers in a responsible manner

Essential Indicators**1. Describe the mechanisms in place to receive and respond to consumer complaints and feedback:**

The Company follows a robust mechanism to track consumer complaints and the focus has been to make it easy for consumer voices to be heard and accordingly, a well-established escalation matrix has been developed on the Company's website. In case of a consumer complaint, each escalation is addressed promptly and followed up for resolution. Any negative response coming during the consumer survey is also addressed by calling the consumer and understanding where the Company failed to meet expectations. The Company takes measures to address consumer feedback.

Particulars	Objective
Consumer Meets	To gauge consumers' satisfaction level regarding products and services.
Consumer satisfaction feedback	To analyse consumer feedback and take suitable measures for upgrading products and services. A system of collecting feedback through feedback cards, e-mails, telephonic surveys, etc.
Consumer Care Cell	24x7 toll-free number for receiving and redressing consumer complaints.
'Bajaj Paddy' - Virtual assistant on the website of the Company	To stimulate conversations with consumers and to help them report a problem with an appliance, request a demo or schedule an appointment with a technician for installation and generate consumer complaint instantly in real time.
Product check-up and consumer meets	To address consumers' concerns and complaints.

For consumer products, the Company receives request calls for tech support and other queries including product installation, product demo, repairs/warranty claims, etc. All such requests are attended to with utmost seriousness and the entire organisation focusses on reducing the hassle to consumers. Out of close to 20.95 lakh consumer request calls received during the year, ~more than 99.3% were resolved at the end of the year. The Company resolves such requests of consumers in the following manner:

A. Tech Support

Bajaj Electricals has adopted various support methods for consumers to reach out to the Company such as Voice Call through Call centres, Web Form and Online Chat Bots at Bajaj Electricals and Morphy Richards India website and e-mail support. The Company has deployed the web-based CRM for capturing consumer calls online. The consumer calls are registered online on a real time basis and almost 95%+ calls are resolved within two days of call registration. A confirmatory message is sent to each consumer with call registration ID instantly on registering the call.

B. Consumer Satisfaction and Feedback

The Company reaches out to consumers to gauge and track consumer satisfaction level. Consumer satisfaction is measured through a digital process. The Company has managed to maintain a delighted and satisfied response rate above 99% in all these months. Further, the Company constantly monitors social media, and any online client concerns and takes immediate action to address the concerns.

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	-
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 the end of the year		Received during the year	Pending resolution at the end of the year	
Data privacy	0	0	-	0	0	-
Advertising	0	0	-	0	0	-
Cyber-security	0	0	-	0	0	-
Delivery of essential services	0	0	-	0	0	-
Restrictive Trade Practices	0	0	-	0	0	-
Unfair Trade Practices	4	4	Refer Note	5	5	Refer Note
Other	0	0	-	0	0	-

Note: These are pending consumer litigations related to its products/services, alleging UTP. These cases are being filed by consumers in/before consumer courts/forums/regulatory authorities, but no orders alleging UTP have been issued against the Company so far.

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

	Number	Reasons for recall
Voluntary recalls	0	Not applicable.
Forced recalls	0	Not applicable.

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

Yes. the Company has a cyber security policy where VAPT and Security Tests are run according to the Company's security policies. The policy is hosted on the Company's intranet.

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

Not applicable.

7. Provide the following information relating to data breaches:

- a. **Number of instances of data breaches:** Zero (0).
- b. **Percentage of data breaches involving personally identifiable information of customers:** Zero (0).
- c. **Impact, if any, of the data breaches:** Not applicable.