

# BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

## SECTION A: GENERAL DISCLOSURES

### I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L29113PN1920PLC000670
2	Name of the Listed Entity	Kirloskar Brothers Limited
3	Year of incorporation	1920
4	Registered office address	"Yamuna" Survey No. 98 / (3 to 7), Plot No. 3, Baner, Pune – 411045, Maharashtra, India
5	Corporate address	"Yamuna" Survey No. 98 / (3 to 7), Plot No. 3, Baner, Pune – 411045, Maharashtra, India
6	E-mail	marketing@kbl.co.in
7	Telephone	+91 (20) 6721 4444
8	Website	www.kirloskarpumps.com
9	Financial year for which reporting is being done	FY 2023-24
10	Name of the Stock Exchange(s) where shares are listed	BSE Limited and National Stock Exchange of India Limited
11	Paid-up Capital	₹ 158,817,852
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Manish Patel - Associate Vice President and Head – Corporate Sustainability & Excellence manish.patel@kbl.co.in +91 (20) 6721 4444
13	Reporting boundary	Standalone basis (the reporting boundary for BRSR is limited to performance of Kirloskar Brothers Limited)
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	Manufacture of fluid power equipment	95.70

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Manufacture of fluid power equipment <ul style="list-style-type: none"> <li>Manufacturing of hydraulic and pneumatic components (including hydraulic pumps, hydraulic motors, hydraulic and pneumatic cylinders, hydraulic and pneumatic valves, hydraulic and pneumatic hose and fittings)</li> <li>Air preparation equipment for use in pneumatic systems, fluid power systems, hydraulic transmission equipment</li> </ul>	2812	95.70

### 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	6	9	15
International	0	0	0



## 19. Markets served by the entity:

### a. Number of locations

Locations	Number
National (No. of States)	28 States and 8 Union Territories
International (No. of Countries)	120+ Countries

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

Contribution of exports - 6.40%

### c. A brief on types of customers

We manufacture pumps, valves, hydro-turbines, and other fluid power equipment, serving diverse customers in sectors such as Building and Construction, Marine, Defence, Nuclear, Water, Irrigation, Power, Oil & Gas, Chemical, Pharmaceutical, and Retail sectors, both directly as well as through distributors, driving our business objective of leading innovative and sustainable solutions for fluid management.

## IV. Employees

### 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)
<b>EMPLOYEES</b>						
1.	Permanent (D)	1,503	1,394	92.75	109	7.25
2.	Other than Permanent (E)	91	84	92.31	7	7.69
3.	Total employees (D + E)	1,594	1,478	92.72	116	7.28
<b>WORKERS</b>						
4.	Permanent (F)	1,096	1,037	94.62	59	5.38
5.	Other than Permanent (G)	93	64	68.82	29	31.18
6.	Total workers (F + G)	1,189	1,101	92.60	88	7.40

#### b. Differently abled Employees and workers:

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

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

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	3	30
Key Management Personnel	2*	0	0

\* This excludes Chairman and Managing Director as already covered under Board of Directors

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

	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	16	23	16	20	21	20	17	12	17
Permanent Workers	2	2	2	2	0	2	0	3	1

**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	Kirloskar Ebara Pumps Limited	Joint Venture	45	No
2	Karad Projects and Motors Limited	Subsidiary	100	No
3	Kirloskar Corrocoat Private Limited	Subsidiary and Joint Venture	65	No
4	The Kolhapur Steel Limited	Subsidiary	100	No
5	Kirloskar Brothers International B.V.	Subsidiary	100	No

Note- Details of stepdown subsidiaries have been reported elsewhere in the Integrated Annual Report

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

(ii) Turnover (in ₹) – ₹ 27,201.30 mn

(iii) Net worth (in ₹) – ₹ 14,522.20 mn

**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 the complaint is received	Grievance Redressal Mechanism in place (Yes / No) If yes, then provide web-link for grievance redressal policy **	FY 2023-24			FY 2022-23		
		No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks	No. of complaints filed during the year	No. of complaints pending resolution at close of the year	Remarks
Communities	Yes**	0	0	NA	0	0	NA
Investors (other than Shareholders)	Yes**	0	0	NA	0	0	NA
Shareholders	Yes**	1	0	NA	5	0	NA
Employees and workers	Yes**	67	11***	NA	17	0	NA
Customers	Yes**	0	0	NA	0	0	NA
Value Chain Partners -Suppliers	Yes**	0	0	NA	0	0	NA
Value Chain Partners – dealers	Yes**	0	0	NA	0	0	NA

**Notes \*\***

- Communities, Investors & Shareholders can report their grievances through the email ID given on the KBL website
- Employee and workers can raise their grievances on Company's intranet through helpdesk
- Customers can report their grievance through CRM (Customer Relationship Management) portal and email ID given on the KBL website
- Suppliers can report their grievances through the email ID provided in the Purchase Order
- Dealers can report their grievances during Annual Dealer Meet

**Notes \*\*\***

- All grievances, except few, received during the reporting year have been resolved successfully in a fair and transparent manner. Open grievances are under evaluation and shall be resolved in FY 2024-25



## 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	Product Stewardship and Innovation	Opportunity	Product stewardship is an approach towards managing the environmental impact of products across different stages of their lifecycle. It includes product quality, safety, eco-friendliness as well as sustainable product design, innovation, and its overall societal value impact. Product Innovation can help us gain larger market share and achieve sustainable growth.	NA	Positive Implications
2	Energy Management	Opportunity	Energy Management includes aspects of energy consumption, energy efficiency, and energy intensity in operations. It also involves strategizing the deployment of renewable energy options for cost saving along with greening the business operations to move towards Net Zero.	NA	Positive Implications
3	Diversity Equity and Inclusion	Opportunity	Our DEI policies and practices are designed and implemented in a way that accommodates people from various backgrounds, making them feel welcome and enabling them to perform at the peak of their abilities in the workplace.	NA	Positive Implications
4	Emissions	Risk	Emission Management refers to the strategy for reducing the intensity of GHG and other air emissions from an organisation's operations. Emission management is becoming critical with increased monitoring and control from local government as well as due to new norms for export business	Improving energy efficiency, deployment of renewable energy, and focussed emission management	Negative Implications
5	Health and Safety	Risk	Occupational Health and Safety deals with the provision of a safe and healthy working environment for all employees and workers, including contract workers. Lack of suitable health and safety practices will increase the risk of lost time injuries for our business.	OHS 45001 across all plants, efficient safety controls, employee sensitisation and trainings	Negative Implications

S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
6	CSR & Local Communities	Opportunity	Supporting community development through CSR and other social initiatives can make a positive difference for the less privileged communities while also bettering the brand image and business reputation of the Company	NA	Positive Implications
7	Materials	Opportunity	Material management involves improved utilisation of resources and promotes usage of cost effective, low-impact materials such as renewable, recycled, and reclaimed input raw materials. We strive to adopt circularity in our business model.	NA	Positive Implications
8	Talent Attraction & Retention	Risk	Talent attraction and retention is vital for the superior performance of the Company. We look to foster a conducive and competitive environment in the hopes of attracting and retaining top talent through best-in-class employee welfare and engagement activities.	Higher education & Skill development, career growth opportunities, employee engagement initiatives, rewards & recognitions	Negative Implications
9	Supply Chain Management	Opportunity	Effective supply chain management is essential for consistent plant productivity, on time delivery, lower operating expenses, and mutual growth along with suppliers. We ensure supply chain sustainability through strong due-diligence, supplier Code of Conduct, supplier quality improvement program and social and environmental compliances for a resilient and uninterrupted supply chain.	NA	Positive Implications
10	Risk management	Opportunity	Enterprise Risk Management is the process of identifying and managing potential risks including ESG risks within the risk appetite for timely mitigation of the probable impact.	NA	Positive Implications
11	Compliance	Risk	Compliance addresses the topics of accounting and legal compliance, socio-economic compliance, environmental compliance, and adhering to rules and regulations in all aspects of our business management.	LEGATRIX tool with strong focus and monitoring for effective compliance management	Negative Implications
12	Marketing & Communications	Opportunity	Marketing and Communication of products and services of a business can facilitate value generation. Proper efforts in marketing & communication may improve reputation, brand image and growth of our organisation.	NA	Positive Implications



S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
13	Customer Safety & Product Quality	Opportunity	Customer safety and product quality involve design innovation to minimise lifecycle impacts ensuring the safe and sustainable usage of products with reduced environmental and social impacts, true to our brand value.	NA	Positive Implications
14	Economic Performance	Opportunity	Economic performance involves the contribution of our business to the local, regional, national, and global economy while also creating long-term value for the stakeholders including our shareholders.	NA	Positive Implications
15	Cyber Security & Digitisation	Risk	Digital transformation is essential for maintaining the highest efficiency in the business and is characterised by faster adoption of new technologies while also ensuring the safety and security of systems that safeguard business and customer information. Lack of efficient systems will affect ease of doing business and increase susceptibility to cyber threats.	Effective data management, stringent security controls and focus on digitisation across all processes	Negative Implications
16	Market Presence	Opportunity	Market presence refers to the organisation striving to create positive impacts for improving the economic well-being of the stakeholders in the operating communities.	NA	Positive Implications
17	Business Ethics & Values	Risk	Business Ethics & Values refers to a set of company values that direct the stakeholder behaviour for the benefit of business conduct while also governing the actions to achieve tangible and intangible benefits sustainably for all the stakeholders including shareholders. Non-addressal and non-redressal of governance related risks may impact sustainability of the business.	Robust Code of Conduct with strict adherence to the Code through periodic trainings, audits, and strong leadership oversight.	Negative Implications
18	Corporate Governance	Risk	Corporate governance is the set of rules, systems, practices, and processes to ensure transparency, and accountability, lack of which may negatively impact the long-term success of our business and ability to safeguard the interests of our stakeholders.	Adherence to ethical business standards, integrity and values through robust corporate governance, risk management, compliance system, and grievance redressal mechanisms.	Negative Implications
19	Human Capital Development	Opportunity	Human Capital Development reaps benefits through an agile and productive workforce, leading to sustained growth and achieving business objectives	NA	Positive Implications

S. No	Material Issue Identified	Indicate whether risk or opportunity (R/O)	Rationale for Identifying the Risk / Opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (indicate positive or negative implications)
20	Biodiversity	Risk	Involves the monitoring and management of business activities resulting in significant impacts to the protected areas or areas with high biodiversity value around the operating locations. It also entails the strategies used by us for the prevention and remediation of activities leading to potential biodiversity loss.	Effective internal systems and extensive plantation drives protecting the natural flora and fauna of the operating ecosystem	Negative Implications
21	Waste Management	Risk	Waste Management includes the risks related to waste generation and disposal, as well as the associated impacts for enhancing the circularity measures across business operations, leading to social and regulatory impacts for us.	We employ 3R Approach- 'Reduce-Reuse-Recycle' for resource efficiency and mitigating the impacts arising out of unsustainable handling of waste.	Negative Implications
22	Water & Effluent Management	Risk	Water management refers to the aspects including water withdrawal and consumption, while effluent management refers to the management of discharged water. Potential impacts include health risks and negative community sentiments towards us.	We strive to employ the best water management practices to reduce its overall environmental footprint including Zero liquid discharge.	Negative Implications
23	Human Rights & Labour Conditions	Risk	Human Rights are non-discriminatory rights inherent to all human beings promoting fair employment. This aspect involves the training of employees and due diligence for operations and value chain, lack of which may lead to social risk for our business.	We have strengthened the due diligence for increased accountability avoiding human rights related risks in operations and value chain by conducting periodic training for promoting fairness in business and ensuring social accountability for the stakeholders.	Negative Implications
24	Public Policy Advocacy	Opportunity	Refers to a significant alliance between government and regulatory bodies (public-private partnership) lobbying for the greater good of the sectoral benefits and society. We utilise our association with various industry partners for advocating sustainable business practices.	NA	Positive Implications





## SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies and processes put in place towards adopting the NGRBC Principles and Core Elements.

Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
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								
b. Has the policy been approved by the Board? (Yes/No)	The Policies have been approved by Chairman and Managing Director on behalf of Board of Directors								
c. Web Link of the Policies, if available	<a href="https://www.kirloskarpumps.com/investors/policies/">https://www.kirloskarpumps.com/investors/policies/</a>								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes								
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes								
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle	<ul style="list-style-type: none"> <li>• We are certified for Integrated Management System (IMS) certification comprising of               <ul style="list-style-type: none"> <li>- ISO 9001:2015, Quality Management System</li> <li>- ISO 14001:2015, Environment Management System</li> <li>- ISO 45001:2018, OH&amp;S Management System</li> <li>- ISO 50001:2018, Energy Management System</li> </ul> </li> <li>• BIS Approval for Products</li> <li>• BEE Star Rating for Products</li> <li>• FM-UL Certification of Products</li> <li>• CII GreenPro Certification for four types of products</li> <li>• CII GreenCo Certification for four manufacturing plants</li> </ul>								
5. Specific commitments, goals, and targets set by the entity with defined timelines, if any	<ul style="list-style-type: none"> <li>• To enhance renewable energy contribution for KBL group of companies from existing 20-22% to around 70% by FY 2025-26</li> <li>• Conduct ESG assessment as well as ESG trainings for our value chain covering 75% of business spend by Mar-2025</li> <li>• Continue development of Borewell Submersible pumps complying with 3-star rating and above as per BEE/BIS standard by 25% over FY 2022-23 in next 5 years</li> <li>• Continue development of energy efficient range of dewatering pumps by FY 2024-25</li> <li>• Develop KirloSmart™ 2.0 health monitoring system with better features by FY 2025-26</li> <li>• Carbon Net Zero roadmap finalisation by FY 2024-25</li> <li>• Reduction in GHG scope 1 &amp; 2 emissions by 40% by FY 2025-26</li> <li>• Sustain zero reportable accident year on year</li> <li>• Enhance female workforce up to 20% by FY 2029-30</li> <li>• Awareness training on ESG and NGRBC principles for 100% employees by Mar-2025</li> <li>• Sustainable sourcing up to 60% by FY 2029-30</li> </ul>								
6. Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met	<ul style="list-style-type: none"> <li>• Existing contribution of 20-22% of renewable energy is under evaluation for further enhancement across locations</li> <li>• CII GreenCo certification received for our four manufacturing plants including GreenCo GOLD for Dewas and GreenCo Silver for Kirloskarvadi plant</li> <li>• CII GreenPro Eco Label certification received for our cast iron foundry castings, alloy cast steel foundry castings, DBxe End Suction Pump Series and LLC™ Horizontal Axially Split Case pumps</li> </ul>								



Disclosure Questions	P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
	<ul style="list-style-type: none"> <li>ESG assessment completed for value chain covering 65% of business spend</li> <li>ESG training conducted for our value chain covering 50% of business spend</li> <li>GHG scope 1, 2 &amp; 3 inventorisation completed for all our locations</li> <li>7.3% Female workforce including all women operated manufacturing plant at Kaniyur</li> <li>Sustainable sourcing up to 30% as per the revisited criteria</li> <li>Borewell Submersible pumps complying with 3-star rating and above as per BEE/BIS standard achieved for another 19 pump models summing up to total number of 3 star rating &amp; above products to 161 and total star rated products to 424 numbers</li> <li>KirloSmart™ 1.0 health monitoring system launched and development initiated for next version</li> <li>Feasibility study completed towards development of efficient dewatering pumps</li> <li>Awareness training on ESG and NGRBC principles completed for 35% employees</li> </ul>								

**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)**

Kindly refer page 12 from Integrated Annual Report for message from our Chairman and Managing Director

**8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).** Mr. Sanjay C. Kirloskar - Chairman & Managing Director (CMD)

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

Yes. We have formed a corporate level Sustainability Committee under the authority of our CMD consisting of non-board members with the Chairmanship of Associate Vice President and Head – Corporate Sustainability and Excellence.

We have also formed plant level sustainability committees that in turn reports to the corporate sustainability committee.

The corporate sustainability committee reports progress of ESG initiatives along with other updates to the Board twice a year.

**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	<ul style="list-style-type: none"> <li>Our ESG policies are assessed and updated periodically or on a need basis by Corporate Sustainability Committee and Senior Leadership including CMD.</li> <li>Performance of all policies is being monitored through review of goals and commitments identified against each policy. This is done by the Corporate Sustainability Committee and also by other respective functions through monthly reviews of their functional annual operating plans. The committee findings are also reviewed by CMD.</li> </ul>																	
Compliance with statutory requirements of relevance to the principles, and, rectification of any non-compliances	<ul style="list-style-type: none"> <li>We have implemented the Legatrix tool company-wide to ensure regular monitoring of compliance with relevant statutes. In the event of any delay or potential non-compliance, our CMD is promptly notified. This ensures effective monitoring of the company's compliance activities.</li> <li>Additionally, the Legal team regularly releases a compliance dashboard that encompasses all applicable compliances across the different company sectors, thereby promoting preparedness among stakeholders.</li> <li>The quarterly compliance certificate from CMD (based on compliance certificates by respective HODs) is placed before the Board on a quarterly basis.</li> <li>A certificate for compliance with specific laws/Acts, applicable to the Company is also obtained from the external auditors/certifying agencies.</li> </ul>																	



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

- Performance with reference to nine NGRBC policies have been evaluated by M/s KPMG India Private Ltd.
- M/s TUV NORD India Private Ltd. has assessed our ESG performance and issued an Assurance Letter
- IMS audit covering ISO 9001:2015, ISO 14001:2015, ISO 45001:2018 and ISO 50001:2018 by M/s TUV SUD India Private Ltd.
- Cost audit by M/s Parkhi Limaye & Co.
- Statutory audit by M/s Sharp & Tannan Associates

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

Not Applicable

**SECTION C: PRINCIPLE-WISE PERFORMANCE DISCLOSURES**

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

**PRINCIPLE 1: BUSINESSES SHOULD CONDUCT AND GOVERN THEMSELVES WITH INTEGRITY, AND IN A MANNER THAT IS ETHICAL, TRANSPARENT AND ACCOUNTABLE.**

**ESSENTIAL INDICATORS**

**1. Percentage coverage of training and awareness Programmes conducted 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 a respective category covered by the awareness programmes
Board of Directors (BoD)	2	Governance, ESG & BRSR Core	100
Key Managerial Personnel (KMP)	3	Code of Ethics, Governance, ESG & BRSR Core	100
Employees other than BoD and KMPs	800+	Integrity, ethics, transparency & accountability, Behavioural & Safety, Employee well-being, TPM awareness, POSH, ESG & Sustainability, Waste management, Effective customer service etc.	100
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):**

There were no fines, penalties, punishments, compounding fees, or settlement amounts paid in proceedings by us, our Directors, or KMPs with regulators, law enforcement agencies, or judicial institutions in the financial year.

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

Not applicable

**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.**

Yes, we have a policy on Anti-Corruption and Anti-Bribery. We are zero-tolerant to bribery and corruption, and we aim to conduct business in a transparent and accountable manner reiterating our stakeholders to adhere to the highest standards of ethics and integrity while discharging official duties. The implementation of the policy imitates establishing

internal systems to identify, prevent, report, investigate and enforce disciplinary action relating to any fraud including bribery and corruption.

Web link- <https://www.kirloskarpumps.com/wp-content/uploads/2023/06/Policy-on-Anti-Bribery-Anti-Corruption.pdf>

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

	FY 2023-24	FY 2022-23
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2023-24		FY 2022-23	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	NA	0	NA
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	NA	0	NA

**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 payable (Accounts payable\*360/cost of goods/services procured) in following format:**

	FY 2023-24	FY 2022-23
Number of days of account payables	116	113

**9. Open-ness of business**

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

Parameter	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	0.59	0.29
	b. Number of trading houses where purchases are made from	5	4
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	100	100
Concentration of Sales	a. Sales to dealers/distributors as % of total sales	68.5	67.6
	b. Number of dealers/distributors to whom sales are made	1,041	1,121
	c. Sales to top 10 dealers / distributors as % of total sales to dealers/distributors	24.3	22.6
Share of RPTs in (Related party transactions)	a. Purchases (Purchases with related parties/ Total Purchases)	20.78	21.46
	b. Sales (Sales to related parties / Total Sales)	5.32	5.68
	c. Loans & advances (Loans & advances given to related parties/ total loans & advances)	100	100
	d. Investments (Investments in related parties / Total investments made)	46.52	51.31



## 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
4 Training Sessions for Suppliers and Dealers	Nine Principles of NGRBC & ESG Initiatives, ESG assessment of Value Chain Partners	50

### 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.

Yes, we have a Code of Conduct in place for the Board of Directors and Senior Management to identify actual or potential conflicts of interest, which may arise during the course of its business activities. According to the Code of Conduct, the Board is required to scrupulously avoid a 'conflict of interest' with the Company. A conflict of interest exists where the interest of a director or member of senior management conflicts with those of the Company. We have implemented organisational processes and appropriate safeguards to mitigate, prevent and manage conflicts of interest that may arise. The Directors make a declaration every year, affirming compliance with the Code of Conduct.

In addition to provisions of the Companies Act, 2013, the Directors disclose their interest in the form of their other directorships/memberships in other entities either directly or indirectly through their relatives. Such disclosures are being made to the Board annually and from time to time as and when such interest arises. We have established processes to identify the related parties based on the disclosures. If any transactions are conducted with these related parties, the Company strictly adheres to the disclosure requirements and procedures outlined in the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, as well as the Companies Act, 2013.

Web link:- <https://www.kirloskarpumps.com/wp-content/uploads/2023/05/Code-of-Conduct>

## PRINCIPLE 2: BUSINESSES SHOULD PROVIDE GOODS AND SERVICES IN A MANNER THAT IS SUSTAINABLE AND SAFE

### ESSENTIAL INDICATORS

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

	FY 2023-24	FY 2022-23	Details of improvements in environmental and social impacts
R&D	35	30	In addition to the focus on expanding the product range, our R&D initiatives also address upgradation of products to reduce emissions across lifecycle stages and provide solutions for sustainable growth
CAPEX	85	20	In addition to old machine replacement and asset management, Capex expenditure for FY 2023-24 also focused on few other aspects like enhancing operational efficiency, material and energy saving initiatives and few other green/social initiatives across organisation

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

Yes, we have established a policy on sustainable sourcing, which is also available on our website at <https://www.kirloskarpumps.com/wp-content/uploads/2023/06/Policy-on-Sustainable-Sourcing.pdf>.

Further, we have revisited our earlier criteria of sustainable sourcing this year based on assessment of Environmental, Social & Governance (ESG) practices being followed by our suppliers. Accordingly, we conduct training sessions and also encourage our suppliers to opt for sustainable sourcing practices like use of renewable energy, water & waste management, emission management, Environmental & Energy Management Systems, compliance to human rights, Ethics and Quality, etc.

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

30%

**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.**

Almost all of our products are made up of metallic components up to 95% by weight and content negligible amount of plastic or hazardous materials. As a part of End-of-Life treatment of our products, we have established guidelines for our customers with following objectives

- To guide our customers on environment friendly and responsible disposal of our products at the end-of-life stage
- To minimise the impact caused by product disposal on society & environment
- To reuse the recyclable components as a secondary source of raw material

Web link:- <https://www.kirloskarpumps.com/spares-and-services/end-of-life-treatment-guidelines/>

**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 us and we file annual return of plastic waste as per CPCB requirements.

**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
2812	Monobloc Pump-set Series ***	38.19	Cradle to Gate	Yes, from CII (2021-22)	No
2812	DBxe End Suction Pump Series		Cradle to Gate	Yes, from CII	No
2812	LLC™ Horizontal Axially Split Case Pump Series		Cradle to Gate	Yes, from CII	No
2812	Cast Iron Foundry Castings		Cradle to Gate	Yes, from CII	No
2812	Alloy Cast Steel Foundry Castings		Cradle to Gate	Yes, from CII	No

Note - \*\*\* Though LCA study was conducted for a running pump model from our Monobloc pump set series, the report findings apply to the complete series of Monobloc pumps being manufactured at our Dewas plant.

**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
Monobloc Pump-set Series	There were no risks identified through LCA study. However, we have taken few actions based on the suggestions reported.	<ol style="list-style-type: none"> <li>1) New HPML (High Pressure Molding Line) technology line has been installed at our foundry in Dewas plant, which shall help in reducing various emissions by 2-9%</li> <li>2) Our Rooftop Solar plants and windmills installed at various locations contribute up to 23 % of total energy consumption. We are further working to enhance our RE capacity up to 70% through open access and rooftop solar solutions</li> <li>3) Increase in recycling of scrap for foundries to maximum extent. We are already recycling up to 50%</li> <li>4) GreenCo Certification of our four manufacturing plants that shall help us to improve overall life cycle perspective</li> <li>5) Inventorisation of GHG scope 1, 2 &amp; 3 emissions to formulate our Net Zero roadmap</li> </ol>



Name of Product / Service	Description of the risk/ Concern	Action Taken
DBxe End Suction Pump Series	There were no risks identified through LCA study. However, we have initiated few actions based on the suggestions reported.	1) Our Rooftop Solar plant and windmills installed at various locations contribute up to 25% of total energy consumption. We are further working to enhance RE capacity up to 70% through open access and rooftop solar solutions.
LLC™ Split Case Pump Series		2) Coke used as fuel in the cupola furnaces at our plant contributes high in the emission. We have already addressed this concern and replaced it with induction furnaces.
Cast Iron Foundry		3) We have completed our GHG scope 1, 2 & 3 emissions and working further to finalise our roadmap to achieve carbon Net Zero.
Alloy Cast Steel Foundry		

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

Indicate Input material	Recycled or re-used input material to total material	
	FY 2023-24	FY 2022-23
Metal	38.09	32.65

Note : Figures reported above are only specific to foundry operations within our KBL manufacturing plants.

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			FY 2022-23		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (including packaging)	Nil	Nil	Nil	Nil	Nil	Nil
E-waste	Nil	Nil	Nil	Nil	Nil	Nil
Hazardous waste	Nil	Nil	Nil	Nil	Nil	Nil
Other waste (MT) (Metal waste)	Nil	81.05	Nil	Nil	82.68	Nil

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

Considering spread and transportation involved, it is not feasible to reclaim products at its end-of-life stage. Hence, we have established end-of-life treatment instructions for our customers for safe, responsible, and environment-friendly disposal of our products along with packaging material at its end-of-life stage.

However, we do reclaim some of our products that have been replaced with new within warranty period and safely dispose it at our respective manufacturing plants. These reclaimed products are from small pump business and covers metallic components to the extent of around 90-95%.

**PRINCIPLE 3: BUSINESSES SHOULD RESPECT AND PROMOTE THE WELL-BEING OF ALL EMPLOYEES, INCLUDING THOSE IN THEIR VALUE CHAINS**

**ESSENTIAL INDICATORS**

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
<b>Permanent employees</b>											
Male	1,394	1,394	100	1,394	100	NA	NA	NA	NA	01	0.07
Female	109	109	100	109	100	109	100	NA	NA	12	11.01
<b>Total</b>	<b>1,503</b>	<b>1,503</b>	<b>100</b>	<b>1,503</b>	<b>100</b>	<b>109</b>	<b>7.25*</b>	<b>NA</b>	<b>NA</b>	<b>13</b>	<b>0.86</b>
<b>Other than Permanent employees</b>											
Male	84	84	100	47	55.95	NA	NA	NA	NA	0	0
Female	07	07	100	06	85.71	01	14.29*	NA	NA	0	0
<b>Total</b>	<b>91</b>	<b>91</b>	<b>100</b>	<b>53</b>	<b>58.24</b>	<b>01</b>	<b>1.10*</b>	<b>NA</b>	<b>NA</b>	<b>0</b>	<b>0</b>

\*Maternity benefits have been provided to 100% applicable female employees.



**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)
<b>Permanent workers</b>											
Male	1,037	1,037	100	1,037	100	NA	NA	NA	NA	NA	NA
Female	59	59	100	59	100	01	1.69	NA	NA	01	1.69
<b>Total</b>	<b>1,096</b>	<b>1,096</b>	<b>100</b>	<b>1,096</b>	<b>100</b>	<b>01</b>	<b>0.09</b>	<b>NA</b>	<b>NA</b>	<b>01</b>	<b>0.09</b>
<b>Other than Permanent workers</b>											
Male	64	0	0	12	18.75	NA	NA	NA	NA	0	0
Female	29	0	0	25	86.21	03	10.34	NA	NA	16	55.17
<b>Total</b>	<b>93</b>	<b>0</b>	<b>0</b>	<b>37</b>	<b>39.78</b>	<b>03</b>	<b>3.00</b>	<b>NA</b>	<b>NA</b>	<b>16</b>	<b>17.20</b>

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

	FY 2023-24	FY 2022-23
Cost incurred on well-being measures as a % of total revenue of the company	0.54	0.62

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

Benefits	FY 2023-24			FY 2022-23		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the Authority (Y/N/NA)	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/NA)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESI	100	100	Yes	100	100	Yes
Others – please specify National Pension Scheme (NPS)	28	NA	Yes	15	NA	Yes

**3. Accessibility of workplaces**

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

Yes, differently abled persons need special arrangements in the environment for their mobility and independent functioning. At every premises / office, we have provided facilities at entry & exit points, washrooms, workstations, canteen & special vehicle parking spaces near entry gate. Such employees are given suitable job profile based on their capacity for doing the work. As per the Rights of Persons with Disabilities Act, 2016, our organisation is accessible for differently abled employees and workers, and similar provisions are set across our global footprint.

**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, we have a policy stating the provision of fair employment and equal opportunities for all our employees and workers without discrimination on any grounds of race, caste, creed, religion, colour, ancestry, marital status, gender, sexual orientation, age, nationality, ethnic origin, disability, or any other category protected by applicable law.

For information relating to this policy, refer the weblink - <https://www.kirloskarpumps.com/wp-content/uploads/2023/06/Policy-on-Inclusive-Growth-Equatable-Development.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	NA	NA	NA	NA
Female	100%	67%	100%	100%
<b>Total</b>	100%	67%	100%	100%

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

Yes, we have established robust grievance redressal mechanisms for employees and workers to report their concerns. Our HR function, along with other Functional Heads, diligently assess the nature of grievances and promptly initiate appropriate corrective actions. In addition, employees can report grievances as outlined in the whistle-blower policy on grounds of any unethical behaviour, fraud, or violation of the Company's Code of Conduct. Various grievance reporting channels available for different employee levels are mapped below –

Permanent Workers	Works Committee, Canteen Committee, Grievance Register by HR, Suggestion box, ICC, Safety Committee
Other than Permanent Workers	HR function helps to resolve issues if any
Permanent Employees	Suggestion box, ICC, Grievance Register by HR Head of each functions helps to resolve issues if any
Other than Permanent Employees	HR function helps to resolve issues if any

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

	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of Employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
<b>Total Permanent Employees</b>						
Male	1,394	0	0	1,322	0	0
Female	109	0	0	112	0	0
<b>Total Permanent Workers</b>						
Male	1,037	925	89.20	1,078	990	91.84
Female	59	2	3.39	62	2	3.23

8. Details of training given to employees and workers:

Category	FY 2023-24					FY 2022-23				
	Total (A)	On Health and safety measures		On skill upgradation		Total (D)	On Health and safety measures		On skill upgradation	
		Number (B)	% (B/A)	Number (C)	% (C/A)		Number (E)	% (E/D)	Number (F)	% (F/D)
<b>Employees</b>										
Male	1,478	1,478	100	1,478	100	1,390	1,390	100	1,390	100
Female	116	116	100	116	100	122	122	100	122	100
<b>Total</b>	1,594	1,594	100	1,594	100	1,512	1,512	100	1,512	100
<b>Workers</b>										
Male	1,101	1,101	100	1,101	100	1,156	1,156	100	1,156	100
Female	88	88	100	88	100	92	92	100	92	100
<b>Total</b>	1,189	1,189	100	1,189	100	1,248	1,248	100	1,248	100

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	1,478	1,478	100	1,390	1,390	100
Female	116	116	100	122	122	100
<b>Total</b>	<b>1,594</b>	<b>1,594</b>	<b>100</b>	<b>1,512</b>	<b>1,512</b>	<b>100</b>
Workers						
Male	1,101	1,101	100	1,156	1,156	100
Female	88	88	100	92	92	100
<b>Total</b>	<b>1,189</b>	<b>1,189</b>	<b>100</b>	<b>1,248</b>	<b>1,248</b>	<b>100</b>

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

Yes. All our manufacturing plants are ISO 45001:2018 certified (Occupational Health and Safety Management System Standard). Our continuous efforts focus on ensuring a safe working environment for all employees and workers. This is achieved through regular audits aimed at identifying and monitoring health & safety-related incidents. We conduct fire drills and mock drills to analyse the effectiveness of internal systems. Employees and workers are sensitised about the precautionary measures on a regular basis through safety trainings.

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

We have adopted a systematic Hazard Identification and Risk Assessment (HIRA) approach to regularly identify work-related hazards. Trained professionals conduct regular audits for identifying the potential work-related hazards across operating locations. We identify and implement safety controls for the safe execution of business operations. We have a well-defined work permit system to identify potential hazards on a non-routine basis. Employees and workers are encouraged to report the near miss cases through safety committees and other channels. The safety team analyses the grievance of the employees and takes necessary corrective actions for ensuring the safe working environment.

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

Yes. as a part of ISO 45001:2018 Management System certification, we have established procedures and Emergency Evacuation Plan to report the work-related hazards and to remove themselves from risks. We have also implemented 'Safety Yellow Tag System' by which worker can raise the issue using yellow tags available in the shop floor. There is a Safety committee as well through which workmen can report hazards to the management. All workmen are instructed to not to take any risk and are authorised to stop the work if there is any immediate risk to health and safety.

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

Yes, we facilitate the accessibility of non-occupational health services to our workers through medical camps, vaccination drives and medical health check-ups. Our employees can avail financial assistance through medical claims. We also have voluntary health promotion services like health awareness webinars on 'Child Health Programs', 'Healthy Heart Program', etc. We also have an Occupational Health Centre at our manufacturing plants, where nurses with qualified doctor are available where workmen can avail non-occupational medical service

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

Safety Incident/Number	Category*	FY 2023-24	FY 2022-23
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.36	0.31
Total recordable work-related injuries	Employees	0	0
	Workers	3	2
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.

We have taken a myriad of initiatives where safety is not just a compliance, it is shared commitment and responsibility for ensuring a safe and healthy workplace. Some of the initiatives are listed below -

1. Compliance to OH&S Management System as per ISO 45001:2018 certification
2. Monthly meetings of Safety committee
3. Annual internal safety audits through trained cross-plant safety officers
4. External safety audit from a competent person once in two years
5. Safety yellow tag system for workmen to raise their voices about safety
6. Safety incident tracking system including safety opportunities reporting
7. Safety steward (we call it Suraksha Mitra) concept
8. Hazard identification through the senior management's monthly safety inspection system
9. Change control system to address EHS related issues before implementing the change in process / facility/ machinery
10. Digital system for Monitoring of plant safety performance
11. Theme-based safety drives
12. Safety competitions to increase safety awareness
13. Reward and recognition for Safety related initiatives and achievements
14. Fire drills
15. Periodic safety training

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	40	08	Pending complaints under resolution	38	00	Nil
Health & Safety	12	00	Nil	10	00	Nil

## 14. Assessments for the year:

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

Few of the actions initiated to address safety related concerns are as below -

- Raw material charger installed at Alloy Cast Steel foundry in our Kirloskarvadi plant to avoid manual activity
- Semi-automatic painting booth installed at Cast Iron foundry in our Kirloskarvadi plant
- Firefighting system upgradation at Dewas plant
- Flooding system of ABC type fire extinguisher media auto system installed in paint booth at Dewas plant
- IR sensor-based curtain system installed in core box machine in Dewas plant
- Automatic system for material transfer from washing machine to CED plant has been installed at Sanand plant to eliminate manual intervention

**LEADERSHIP INDICATORS**

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

Yes, we extend life insurance coverage for all our employees and permanent workers. In addition to this, Parivar Suraksha Yojana and Benevolent Fund Scheme are also available for our employees and permanent workers.

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

We expect our value chain partners to uphold highest standards of business responsibility principles. We conduct periodic audits of key suppliers ensuring the compliance with statutory regulations including applicable statutory deductions like Provident fund and Employees’ State Insurance Corporation (ESIC). The same is also ensured during the selection of new suppliers. We have also initiated ESG assessment of our value chain partners to assess and promote ESG compliance and initiatives in specific areas.

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

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2023-24	FY 2022-23	FY 2023-24	FY 2022-23
Employees	0	0	0	0
Workers	0	0	0	0

- 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, we continually invest in human capital development which includes skill enhancement that is contemporary while providing employees with a diverse and enriching experience for mutual growth. This enhances the employability of workforce and enables a smooth transition for exploring alternate employment opportunities. In addition, we provide pension benefits and post-retirement medical benefits for qualified staff. Workers are provided with pension benefits as covered under the relevant statute.

- 5. Details on assessment of value chain partners:**

We conduct periodic assessments of our value chain partners during which we ensure that they comply with requirements related to Occupational Health & Safety practices and working conditions.

	% of value chain partners (by value of business done with such partners) that were assessed	
	Key Suppliers	Dealers
Health and safety practices		
Working Conditions	56.07	73.6

- 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.**

The results of our supplier and dealer assessments have indicated a satisfactory level of compliance with regards to Occupational Health and Safety practices and working conditions. We maintain a zero-tolerance whenever significant deviations are observed from our established standards.



## 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 consider all our stakeholders, either with major or minor impact on our business, important for our sustainable growth. However, we follow our own excellence model that guides us to focus more upon following five stakeholder groups –

- 1) Customers – To build long-term relationship for continual growth in business
- 2) Employees – To attract and develop strong people asset for better results and contribution
- 3) Business and Governing Stakeholders – Ensure continuous support
- 4) Partners and Suppliers – Build relationship for mutual growth
- 5) Society – To contribute towards well-being of the society

We actively engage with all our stakeholders and collect their need, expectations, and feedback at appropriate stage to develop our strategy.

#### 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 & Marginalised 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 & scope of engagement including key topics & concerns raised during such engagement
Shareholders/ Investors	No	Meetings, analyst/ earnings calls, emails, telecommunication, post/ courier, website of Company, Stock Exchanges,, RTA, Newspaper publication	Regular / Ongoing	<ol style="list-style-type: none"> <li>1) Periodic information sharing about operations &amp; performance of the Company,</li> <li>2) updates on Company Policies/Codes, payment of dividend &amp; claiming of unpaid/unclaimed dividend, statutory filings &amp; correspondence</li> </ol>
Customers	No	Customer perception Survey, Business Meetings, Email communications, Training Programs, Webinars, Advertisement	Regular / Ongoing	<ol style="list-style-type: none"> <li>1) To collect customer feedback on our products and services</li> <li>2) To market features of our products and update about new products</li> <li>3) Impart training on safe &amp; responsible usage of our products</li> </ol>
Suppliers	No	Supplier meets, Business Meetings, Email communications, Training Programs, Webinars, Supplier Quality Improvement Program	Regular / Ongoing	<ol style="list-style-type: none"> <li>1) To collect their need and expectations</li> <li>2) To update about our strategies, business plans, new product development &amp; ESG initiatives</li> <li>3) To resolve their concerns related to business and payment if any</li> <li>4) Assess their processes through supplier quality improvement program</li> </ol>

Stakeholder Group	Whether identified as Vulnerable & Marginalised 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 & scope of engagement including key topics & concerns raised during such engagement
Dealers and retailers	No	Dealer Meets, Email communications, Leaflets, Presentations, Online & physical meetings, Training programs, Conferences, Dealer portal, KBL website etc.	Regular / Ongoing	1) To collect their need and expectations 2) To update about our strategies, business plans, new product development & ESG initiatives 3) To resolve their concerns related to business and payment if any
Employees and Workers	No	Employee Engagement Survey, Performance Management reviews, Monthly Reviews, E-mail communications, Mahasabha, Speak-out sessions, Newsletter, website, Tele communication & SMS, various training/awareness programs etc.	Regular / Ongoing	1) To collect their feedback on growth, work-life balance, and other facilities 2) To update about our annual and long-range business plans 3) To review the performance on monthly basis 4) Collect training needs and impart trainings
Financial Institutions	No	Meetings (Virtual/personal), E-mail communications, Newsletter, website, Tele-communication & SMS	Regular / Ongoing	1) To understand their need & expectations 2) To resolve their concerns related to business and payment if any 3) To seek continuity in their financial support
Communities	No	Focused Group Interactions, Impact Surveys, Grievance Redressal channels, NGO partners	Need-based	1) To gather needs and expectations of various components of society 2) Contribute in well-being through CSR activities
Government Agencies	No	Annual Reports, Compliance Reports, Meetings and discussions by regulatory bodies	Regular, Ongoing	1) To understand their need & expectations 2) To resolve their concerns if any 3) To ensure compliance to regulatory requirements

**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.**

We have a Corporate Sustainability Committee that is working under the guidance of CMD and consist non-board members with the Chairmanship of the Associate Vice President and Head - Corporate Sustainability & Excellence. This committee evaluates relevant aspects of environmental, social & governance (ESG) topics for all stakeholders, initiate necessary actions and report its progress to the Board twice a year. Board suggestions are acted upon for further improvement of our ESG performance.



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

Yes, we consult our stakeholders once in every three years for identification of impact of material issues on our business. We work collaboratively with all stakeholder groups for the management of identified issues thereby utilising opportunities and mitigating the risks related to environment, social and governance aspects. We also deliberate each material issue based on its impact and identify goals to reduce its impact.

For more details, refer to Section A (General Disclosures) and Materiality section on Page 22.

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

We take special efforts to help and uplift the underserved and unprivileged groups of society. We work for benefits of women, differently abled, vulnerable, disadvantaged, and marginalised groups and take extra efforts to address their concerns and grievances. Our CSR activities are focused in the areas of education, health and hygiene, environment, disaster management and rural development for above groups.

During the reporting period, no critical issues were reported by vulnerable / marginalised stakeholder groups.

## PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

### ESSENTIAL INDICATORS

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees /workers covered (D)	% (D/C)
<b>Employees</b>						
Permanent	1,503	1,503	100	1,434	1,434	100
Other than permanent	91	91	100	78	78	100
<b>Total Employees</b>	<b>1,594</b>	<b>1,594</b>	<b>100</b>	<b>1,512</b>	<b>1,512</b>	<b>100</b>
<b>Workers</b>						
Permanent	1,096	1,096	100	1,140	1,140	100
Other than permanent	93	93	100	108	108	100
<b>Total Workers</b>	<b>1,189</b>	<b>1,189</b>	<b>100</b>	<b>1,248</b>	<b>1,248</b>	<b>100</b>

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

Category	FY 2023-24					FY 2022-23				
	Total (A)	Equal to Minimum wage		More than Minimum wage		Total (D)	Equal to minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
<b>Employees</b>										
<b>Permanent</b>										
Male	1,394	NA	NA	1,394	100	1,322	NA	NA	1,322	100
Female	109	NA	NA	109	100	112	NA	NA	112	100
<b>Other than Permanent</b>										
Male	84	NA	NA	84	100	68	NA	NA	68	100
Female	7	NA	NA	7	100	10	NA	NA	10	100
<b>Workers</b>										
<b>Permanent</b>										
Male	1,037	NA	NA	1,037	100	1,078	NA	NA	1,078	100
Female	59	NA	NA	59	100	62	NA	NA	62	100
<b>Other than Permanent</b>										
Male	64	NA	NA	64	100	78	NA	NA	78	100
Female	29	NA	NA	29	100	30	NA	NA	30	100



**3. Details of remuneration/salary/wages, in the following format:**
**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	₹ 2.96 mn	3	₹ 3.30 mn
Key Managerial Personnel (Excluding CMD)	2	₹ 9.34 mn	-	NA
Employees other than BoD and KMP	1,475	₹ 1.01 mn	115	₹ 0.79 mn
Workers	1,101	₹ 0.86 mn	88	₹ 0.29 mn

\* These details include independent directors who ceased to be on the Board of the Company during FY 2023-24.

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

	FY 2023-24	FY 2022-23
Gross wages paid to females as % of total wages	4.96	5.21

**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, HR Head through the functional heads of the departments / unit heads of the Company is responsible for addressing human right related issues.

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

- We have a robust grievance mechanism that helps us to have a stronger and stable workforce. It helps to resolve all concerns and facilitate in communicating people suggestions to the management through different channels.
- Speak out session are organised giving opportunity to our employees to raise their grievances.
- Our Whistle Blower Policy help employees to report to the management, instances of any unethical behaviour, actual or suspected fraud or violation of the company's code of conduct.
- Buddy system helps new employees to learn their jobs and roles in a better way and to make them understand various processes and systems of the organisation.
- Different committees are formed like safety, canteen, IR, PF, and joint council committee to resolve grievances and also to improve the process.

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

	FY 2023-24			FY 2022-23		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment of Women at Workplace (prevention, prohibition and Redressal) Act, 2013 (POSH)	0	0
Complaints on POSH as a % of female employees/workers	0	0
Complaints on POSH upheld	0	0



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

As part of Whistle-blower Policy and POSH Policy, we protect the identity of the complainant. All such matters are dealt in strict confidence. Also, as part of our Code of Ethics, we do not tolerate any form of retaliation against anyone reporting legitimate concerns. Any efforts of targeting such individuals are strictly dealt with disciplinary action.

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

Yes, we expect our business partners to comply all applicable laws and regulations including human right requirements. For example, pertinent clause in Purchase order - The Supplier shall comply with all statutory and regulatory provisions as are applicable to its establishment, including but not limited to the Factories Act, 1948, the Child Labour (Prohibition and Regulation) Act, 1986 and the applicable Human Right requirements as spelt in KBL Human Right Policy uploaded at <https://www.kirloskarpumps.com/investors/policies>

**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	NA

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

Not Applicable, as no significant risks/concerns were identified as a part of the assessments undertaken.

**LEADERSHIP INDICATORS**

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

We extend our commitment to responsible business practices by integrating fair working conditions and good environmental practices throughout the value chain. We strive to find business partners that share our values concerning human rights, labour standards and health and safety. Labour practices assessment is part of our new evaluation system for suppliers. Suppliers, who fail to comply with labour practices requirement are asked to implement the same.

Our Human Right policy is also extended to our value chain and we ensure compliance by our partners through ESG assessment.

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

The scope and coverage of human rights due diligence is detailed across the indicators of Principle 3 and Principle 5.

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

Yes, at every premise / office, we have provided facilities at entry & exit points, washrooms, workstations, canteen, and vehicle parking spaces near the entry gate.

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

	% of value chain partners (by value of business done with such partners) that were assessed	
	Key Suppliers	Key dealers
Sexual Harassment	56.07	73.6
Discrimination at workplace		
Child Labour		
Forced Labour/Involuntary Labour		
Wages		
Others – Statutory Deductions like PF & ESIC		

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

As per our supplier assessment process, no major non-compliance observed in terms of Occupational Health and Safety practices and working conditions. We do not engage with suppliers if we observe major deviation with respect to above.

**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	FY 2022-23
From renewable sources		
Total electricity consumption (A) GJ	28,849.87	28,955.10
Total fuel consumption (B) GJ	-	-
Energy consumption through other sources (C) GJ	-	-
Total energy consumption renewable sources (A+B+C) GJ	28,849.87	28,955.10
From non- renewable sources		
Total electricity consumption (D) GJ	116,795.40	100,247.84
Total fuel consumption (E) GJ	40,798.37	44,890.38
Energy consumption through other sources (F) GJ	-	-
Total energy consumed from non-renewable sources (D+E+F) (GJ)	157,593.77	145,138.21
Total energy consumed (GJ) (A+B+C+D+E+F)	186,443.64	174,093.31
Energy intensity per rupee of turnover in GJ / ₹ of turnover (Total energy consumption/ Revenue from operations)	0.0000068542	0.0000068542
Energy intensity in GJ per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumption/ Revenue from operations adjusted for PPP)	0.0000018881	0.0000019836
Energy intensity in GJ per unit of product sold	0.15	0.15
Energy intensity- optional – the relevant metric may be selected by the entity	Not Applicable	Not Applicable

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/S TUV (Nord) India Pvt Ltd., Pune

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

No

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

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in Kilolitres)		
(i) Surface water (open well + river water)	312,819	323,785
(ii) Groundwater (bore well)	37,453	31,947
(iii) Third party water (tanker + bottles)	1177	1,087
(iv) Seawater / desalinated water	NA	NA
(v) Others	NA	NA
<b>Total volume of water withdrawal (in Kilolitres) (i + ii + iii + iv + v)</b>	<b>351,449</b>	<b>356,819</b>
<b>Total volume of water consumption (in Kilolitres)</b>	<b>351,449</b>	<b>356,819</b>
<b>Water intensity in Kilolitres per rupee of turnover in kl / ₹ of turnover (Water consumed / turnover)</b>	<b>0.0000129203</b>	<b>0.0000140484</b>
<b>Water intensity in Kilolitres per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption/ Revenue from operations adjusted for PPP)</b>	<b>0.0000035590</b>	<b>0.0000040655</b>
<b>Water intensity in Kilolitres per unit of product sold</b>	<b>0.28</b>	<b>0.31</b>
<b>Water intensity- optional – the relevant metric may be selected by the entity</b>	<b>Not Applicable</b>	<b>Not Applicable</b>

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/S TUV (Nord) India Pvt Ltd., Pune

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

Our corporate office and manufacturing plants have effluent and/or sewage treatment plants and water treated in these treatment plants is reused for domestic / industrial purpose.



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

Our corporate office and manufacturing plants have facilities to treat wastewater and/or effluent generated during operations through sewage / effluent treatment plants (STP/ETP) and then reused for domestic/industrial purposes.

**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	FY 2022-23
NO <sub>x</sub>	MT/ Year	1.4678	1.536
SO <sub>x</sub>	MT/ Year	1.0422	1.264
Particulate Matter (PM)	MT/ Year	25.113	36.395
Persistent organic pollutants (POP)	-	NA	NA
Volatile organic compounds (VOC)	MT/ Year	2.236	-
Others- Please specify	-	-	-

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

*Yes, independent Sustainability Assessment and Assurance has been carried out by M/S TUV (Nord) India Pvt Ltd., Pune*

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 1 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	4,044.89	4,099.09
Total Scope 2 emissions (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric tonnes of CO <sub>2</sub> equivalent	22,685.63	19,811.34
Total Scope 1 and Scope 2 emissions per rupee of turnover in MT / ₹ of turnover (Total Scope 1 & Scope 2 GHG emissions/ Revenue from operations)	Metric tonnes of CO <sub>2</sub> equivalent per ₹ of turnover	0.0000009827	0.0000009414
Total scope 1 & 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 & Scope 2 GHG emissions/ Revenue from operations adjusted for PPP)	Metric tonnes of CO <sub>2</sub> equivalent per ₹ of turnover	0.0000002707	0.0000002724
Total Scope 1 and Scope 2 emission intensity in terms of physical output (MT per unit of product sold)	Metric tonnes of CO <sub>2</sub> equivalent per product	0.02	0.02
Total Scope 1 and Scope 2 emission intensity- optional – the relevant metric may be selected by the entity	Not Applicable		

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

*Yes, independent Sustainability Assessment and Assurance has been carried out by M/S TUV (Nord) India Pvt Ltd., Pune*

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

Yes, we are working on multiple fronts that shall help us in reducing GHG emission, few of those are listed below -

- GHG scope 1, 2 & 3 emission inventorisation has been completed for all our plants and office locations. This shall now help us to further formalise our carbon Net Zero roadmap in FY 2024-25.
- Renewable Energy (RE) from Rooftop solar plants and Windmills is already contributing around 20-22% of our total energy consumption and we are further working to enhance it up to 70% through open access and rooftop solar solutions within next 2 years. This shall result in reduction of scope 1 & 2 emissions by around 40-50%.
- We have installed High-Pressure Molding Line (HPML) for our Cast Iron foundry at Dewas that has resulted in reduction of foundry related emissions
- We have installed induction furnaces at our Kirloskarvadi plant, which has reduced emissions as compared to earlier Cupola furnaces that were using fossil fuel.
- Our corporate office is a Platinum rated LEED Certified Green Building which helps us to achieve reduced water consumption, optimised energy efficiency, conservation of natural resources, waste management and providing healthier space for occupants, as compared to a conventional building space

- We have achieved CII GreenCo certification for our four manufacturing plants. This will help us to further drive GHG emission reduction initiatives across products and processes.
- In consultation with CII, we have earlier conducted a Life Cycle Assessment (LCA) to evaluate the environmental impact of Monobloc pump-set series manufactured at Dewas plant. In continuation of the same, this year we have further conducted LCA for our cast Iron foundry, Alloy Cast Steel foundry, DBxe End suction pump series and LLC™ Horizontal Split Case Pumps of our Kirloskarvadi plant. This study helped us to ascertain the environmental impact of pumps' different life-cycle stages and potential environmental benefits through process improvement. Due to the efforts taken towards greening our processes and products, we also received GreenPro Ecolabel certification for these four product groups of Kirloskarvadi plant.
- We have taken various initiatives related to energy saving, green procurement, VA/VE, developing energy efficient and low lifecycle products, etc as part of our ESG initiatives and commitments.
- Energy Conservation (ENCON) assessment is conducted through independent assessors across our group companies to promote reduction in specific energy consumption and analyse the opportunities for improvement wherever applicable
- Miyawaki afforestation in Dewas plant and plantation initiatives in other plants act as carbon sinks and also fosters biodiversity

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

Parameter	FY 2023-24	FY 2022-23
<b>Total Waste generated (in MT)</b>		
Plastic waste (A)	12.90	14.14
E-waste (B)	2.59	3.08
Bio-medical waste (C)	0.02	0.02
Construction and demolition waste (D)	NA	NA
Battery waste (E)	9.15	2.80
Radioactive waste (F)	*	*
Other Hazardous waste. Please specify, if any. (G) – Paint sludge, used oil, ETP sludge	155.85	67.86
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector) – Food waste, metal scrap, wooden scrap, burnt sand, corrugated sheets	3,306.33	5,399.00
<b>Total (A+B + C + D + E + F + G + H)</b>	<b>3,486.85</b>	<b>5,486.9</b>
Waste intensity per rupee of turnover in MT / ₹ of turnover (Total waste generated/Revenue from operations)	0.00000012819	0.00000021603
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Waste generated / Revenue from operations adjusted for PPP)	0.00000003531	0.00000006252
Waste intensity per unit of product sold	0.003	0.005
Waste intensity- optional – the relevant metric may be selected by the entity	Not Applicable	Not Applicable
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in MT)		
Category of waste in MT		
(i) Recycled	3,387.08	5,412.90
(ii) Re-used	0	0
(iii) Other recovery operations (Co-processing)	1.17	0.07
<b>Total</b>	<b>3,388.25</b>	<b>5,412.97</b>
For each category of waste generated, total waste disposed by nature of disposal method (in MT)		
Category of waste in MT		
(i) Incineration	86.52	66.63
(ii) Landfilling	-	-
(iii) Other disposal operations	12.08	7.30
<b>Total</b>	<b>98.60</b>	<b>73.93</b>

\*We manage radioactive wastes in line with AERB (Atomic Energy Regulatory Board) rules and dispose it back to original suppliers. The weight of radioactive wastes generated in current year is negligible (50 gm approx.)

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

Yes, independent Sustainability Assessment and Assurance has been carried out by M/S TUV (Nord) India Pvt Ltd., Pune



**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.**

We have implemented specific initiatives to promote the principles of the 3R's (Reduce, Reuse, Recycle) for effective waste management. Hazardous waste is regularly disposed of through agencies authorised by the State Pollution Control Board. Our waste generation is well within the limits prescribed under the consent of the State Pollution Control Board (SPCB) or the Central Pollution Control Board (CPCB).

All our manufacturing plants hold ISO 14001:2015 (Environmental Management System) Standard certification. We have established dedicated procedures that align with ISO requirements and statutory obligations. These systems and processes are designed to minimise hazardous waste generation, and they undergo internal audits twice a year and annual external audit through an authorised agency. By maintaining a sound waste management system, we go beyond mere compliance with state regulations.

Our waste management approach involves comprehensive monitoring of hazardous and non-hazardous waste generation streams at each plant. Waste is segregated and stored separately in designated waste management sheds. Disposal of waste follows the prescribed conditions set by the State Pollution Control Board. Moreover, organic waste generated in our kitchens are utilised to derive energy.

We are also in the process of assessing our waste management practices to explore further scope of improvement and as a next step towards achieving Zero Waste to Landfill certification for our plants.

Process for Waste management -

- (a) Plastics (including packaging) – Procedure in place at all the manufacturing locations as per ISO 14001:2015 certification
- (b) E-waste – Corporate guidelines are available for safe disposal of e-waste
- (c) Hazardous waste – Procedure in place at all the manufacturing locations as per ISO 14001:2015 certification
- (d) Other waste (Metal Waste) – Procedure in place at all the manufacturing locations as per ISO 14001:2015 certification for Metal waste. Most of the metal scrap is recycled in our foundry units

**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:**

Not Applicable

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

This is not applicable for us as none of our plants are located in ecologically sensitive areas.

**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, and Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:**

Yes, we are complying with all the applicable laws.

## 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
- II. Nature of operations
- III. Water withdrawal, consumption and discharge in the following format:

Not Applicable as we do not have operations in water stress areas.

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



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

Parameter	Unit	FY 2023-24	FY 2022-23
<b>Total Scope 3 emissions</b> (Break-up of the GHG into CO <sub>2</sub> , CH <sub>4</sub> , N <sub>2</sub> O, HFCs, PFCs, SF <sub>6</sub> , NF <sub>3</sub> , if available)	Metric Tonnes of CO <sub>2</sub> equivalent	177,765.70	167,395.78
<b>Total Scope 3 emissions per rupee of turnover</b>	Tonnes of CO <sub>2</sub> equivalent / ₹ of turnover	0.0000065352	0.0000065906

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

- The scope 3 emission for FY 2022-23 has been evaluated in consultation and guidance of CII team. Same process, which includes few assumptions in some of the categories, has been used to evaluate scope 3 emissions for FY 2023-24 internally.
- All applicable categories of scope 3 emissions are considered except category 11, whereas for category 15, investment only in India has been considered.

**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.**

Not Applicable

**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 (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1	CII GreenPro Eco Label certification for our pumps and castings	We have conducted Life Cycle Analysis for our Cast Iron foundry castings, Alloy Cast Steel Foundry castings, DBxe End Suction Pumps and LLC™ Horizontal Axially Split Case pumps. Various features in our products and processes like use of renewable energy, high efficiency, low maintenance, less reduction in efficiency due to wear & tear in operations, has resulted in achieving GreenPro Eco Label Certification from CII for our castings from two foundries and two products as above.	GreenPro Eco Label Certification from CII demonstrating our leadership in Product Stewardship and Innovation
2	High efficiency motor - IE4/ IE5 motors for Monoblock pumps	Energy efficient motor driven monoblock pump. Refer our website for more details at below link - <a href="https://www.kirloskarpumps.com/kirloskar-pumps/products/product_type/Monobloc-Pumps/">https://www.kirloskarpumps.com/kirloskar-pumps/products/product_type/Monobloc-Pumps/</a>	Reduced carbon footprints / Energy saving due to higher efficiency
3	Development of FGD pumps	These pumps are used for flue-gas desulphurisation application in thermal power plants.	Used in power plants to minimise sulphur content in flue gas
4	Solar pumping system	Pump-set driven by solar energy <a href="https://www.kirloskarpumps.com/kirloskar-pumps/product/SOLAR+PUMPING+SYSTEM/">https://www.kirloskarpumps.com/kirloskar-pumps/product/SOLAR+PUMPING+SYSTEM/</a>	Zero carbon emission during operation phase
5	Micro hydro power generator - PAT/PICO	KBL's Pump as Turbine (PAT) is a unique pumping solution that can be operated in reverse as a turbine for generating micro hydroelectricity (up to 100 kW) PICO pump, like PAT, is designed for meeting energy requirements in industries <a href="https://www.kirloskarpumps.com/PICO/">https://www.kirloskarpumps.com/PICO/</a> <a href="https://www.kirloskarpumps.com/product/PAT/">https://www.kirloskarpumps.com/product/PAT/</a>	Generation of clean hydroelectric power
6	Submersible pumps for desalination industry - CW	Pumping water at high pressure across the membrane <a href="https://www.kirloskarpumps.com/kirloskar-pumps/wp-content/uploads/2020/07/KVM-Leaflet.pdf">https://www.kirloskarpumps.com/kirloskar-pumps/wp-content/uploads/2020/07/KVM-Leaflet.pdf</a>	Import substitution reducing transportation and cost
7	Products for nuclear industry	We are leading manufacturer of pumping solutions for various critical applications in the nuclear industry	Import substitution reducing transportation and cost





Sr. No	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
8	Fire-fighting pumps with FM/UL approval	FM/UL approvals to meet quality norms of The National Fire Protection Association (NFPA) <a href="https://www.kirloskarpumps.com/product/FM-approved+and+UL-listed+Fire+Fighting+Pump/">https://www.kirloskarpumps.com/product/FM-approved+and+UL-listed+Fire+Fighting+Pump/</a>	International approvals have greater reliability when preventing property damage in case of fire
9	Induction Furnace for CI Foundry	We have replaced our cupola furnaces with induction furnaces, which shall now avoid the use of high GHG emission fossil fuel like coke	Reduction in emission
10	BEE star rating certification for borewell submersible pumps	Energy efficient borewell submersible pumps meeting BIS specifications and star rating from Bureau of Energy Efficiency <a href="https://www.kirloskarpumps.com/kirloskar-pumps/products/market/Submersible-Pumps/">https://www.kirloskarpumps.com/kirloskar-pumps/products/market/Submersible-Pumps/</a>	Energy saving / lower life cycle cost
11	Development of high-efficient DBxe end suction pump series	Developed Energy efficient end suction DBxe pumps with MEI Norms <a href="https://www.kirloskarpumps.com/product/End+Suction+Pump+-+DBxe/">https://www.kirloskarpumps.com/product/End+Suction+Pump+-+DBxe/</a>	Energy saving / lower life cycle cost
12	HPML Technology for Cast Iron foundry at Dewas	We have installed High Pressure Molding Line (HPML) technology for Cast Iron foundry at our Dewas plant. This is expected to improve the accuracy and productivity of castings. This shall also result in around 15% reduction in Specific Energy consumption and 3% reduction in rejection of castings.	Reduction in carbon emission
13	High efficiency product for process application	Energy efficient End Suction Process Pumps – KPD Series <a href="https://www.kirloskarpumps.com/product/End+Suction+Process+Pump+-+KPD/">https://www.kirloskarpumps.com/product/End+Suction+Process+Pump+-+KPD/</a>	Energy saving

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

Post-pandemic, we have thoroughly revamped our business continuity plan keeping in mind the uncertainties. We augmented and channelised our HR capabilities to manage & mitigate the impact post the pandemic resulting in proactive actions, long-term planning, supporting employees for hybrid working model, making employee communication as a key for our business. We have ensured all necessary structural changes required to align roles as per people capabilities must be in place for dealing with future uncertainties as a part of new-normal. We utilised People Direct - Learning Management System (LMS) to allow our employees to upgrade and enhance their skills. Our commitment to society is well established and we are frontrunners in responding to the need of communities where we do our business. We are proud that our employees adopted to new normal very quickly and ensured business continuity with great agility and resilience. We are hopeful that with the help of science, discipline, and self-restraint of our employees, we would be able to hold ourselves resiliently against the new unforeseen uncertainties.

We also have a robust “Emergency Preparedness and Response Plan” in place for our manufacturing plants which include procedures for critical locations / sections of the plant covering aspects like possible emergency scenarios such as fire hazards, accident cases, emission of toxic gases, oil spillage, water & land pollution, etc. The plan also lays out preventive measures, response action plans and mock drills to deal with such situations.

Apart from this, we have an “Onsite Emergency Plan” for our project sites. It lays down the Code of Conduct for all personnel in the event of emergency like fire, explosion, and natural calamity. The objective of this plan is to safeguard the life of personnel working in project site and also ensures safety concerning our operational assets ensuring business continuity.

**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**

We do not envisage any adverse impact from the activities of our value chain.

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

Key suppliers & dealers with 56.07% & 73.6% of business share respectively have been assessed for environmental parameters.

**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.  
There are 15 + number of affiliations with trade and industry chambers/ associations
- b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such body the entity is a member of/ affiliated to.

S. No.	Name of the trade and industry chambers/ associations	Reach of trade and industry chambers/ associations (State/National)
1	Hydraulic Institute (HI)	International
2	Confederation of Indian Industry (CII)	National
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Indian Pump Manufacturers Association (IPMA)	National
5	Indian Electrical and Electronics Manufacturers' Association (IEEMA)	National
6	Indian Foundry Association	National
7	Central Board of Irrigation and Power (CBIP)	National
8	Bureau of Indian Standards (BIS)	National
9	Mahratta Chamber of Commerce & Industries (MCCIA)	State
10	Indore Management Association	State

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

Name of authority	Brief of the case	Corrective action taken
None, as we did not receive any adverse order related to anti-competitive conduct		

**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/ Half yearly/ Quarterly/ Others – please specify)	Web Link, if available
1	Standard formulations and Amendments in Indian Standards on centrifugal pumps	Updating/amending the standards based on advancement of technology such as energy efficiency through BIS Technical Committee	Yes, after the final draft is approved	-	-
2	Standards formulations, changes, guidebooks	Through Hydraulic Institute (ANSI/HI) committee meetings	Yes, once documents are published	-	<a href="http://www.pumps.org">www.pumps.org</a>
3	Policy related pumps/ pumping systems/scheme	Through IPMA/BEE committee meetings and discussions	Yes, once policy is formulated it is made available in public domain	-	-
4	Use of Energy efficient products, like LLC™ IE3/ IE4/IE5 products	CII conferences/BEE/ National conferences held by Educational Institutes/ Industrial forums	No	-	-



## 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					

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 have implemented a well-defined process to receive and address concerns and grievances from the community. At the site level, a committee is formed comprising members from different functions such as administration, security, HR, and other functions. This committee is responsible for receiving concerns, whether in written or verbal form, and diligently working towards their resolution. To ensure a thorough investigation and resolution, joint field visits are conducted, and the concerns are appropriately addressed in a timely manner. Throughout this process, the concerns are documented, recorded, and actively tracked to ensure closure and satisfactory resolution.

In addition, committee members as well as our senior leadership proactively engage with the community as a part of the development work. Throughout the year, a number of informal and formal sessions are conducted which help interactions with the community apart from program specific meetings to facilitate working together. There is a targeted approach for engaging with various sections viz. youth, women, and community leaders.

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

	FY 2023-24	FY 2022-23
Directly sourced from MSMEs/ small producers (SME)	43	32
Directly from within India	95	86

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

Location	FY 2023-24	FY 2022-23
Rural	Nil	Nil
Semi-urban	39.03	38.25
Urban	14.31	13.22
Metropolitan	46.65	48.53
Place to be categorised as per RBI Classification System-rural/semi-urban/urban/metropolitan)		

### 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):

Not Applicable

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

We have not undertaken any projects in aspirational districts

S. No.	State	Aspirational District	Amount spent (In INR)
Not Applicable			

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

Our sustainable sourcing policy encourage local sourcing of goods and services. However, we do not have any preferential procurement policy for purchasing from marginalised/vulnerable suppliers.

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

Whenever feasible, we procure from socially disadvantaged sections of the society like Karnataka Khadi Gram Udyog, Khadi Gram-udyog Sahakari Bhandar

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

< 0.01%

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

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

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

Name of authority	Brief of the Case	Corrective action taken
Not Applicable		

**6. Details of beneficiaries of CSR Projects:**

S. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1	Bio-Diversity Projects	Though not evaluated, number of people benefitted from each activity would vary from few hundreds to few thousands	Though not evaluated, % of beneficiaries from vulnerable and marginalised groups would vary for each activity from 20% to 100%
2	School Infrastructure Development of Rural Schools		
3	Disaster Management Projects & Programs		
4	Prevention of HIV transmission		
5	Infrastructure Development for Educational Institutions		
6	Specialized Wildlife Technical Rescue Vehicle		

**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.**

To enhance customer support, we have established a dedicated customer call centre and a user-friendly online portal. These platforms enable existing customers to conveniently log product and service-related complaints. Depending on the nature of each complaint, appropriate escalation procedures are in place, ensuring that all issues are addressed within specified timeframes. We also have a customer care toll-free number 1800 123 4443 to connect with our technical experts for hassle-free customer service and technical support. Apart from this, we have provided an email ID ([kblcare@kbl.co.in](mailto:kblcare@kbl.co.in)) and WhatsApp number (+91 9922710710) to facilitate our customers for resolving service related concerns and feedback. These facilities are available 24\*7.

Customers can also scan the QR code on their pumps & pump boxes and they can get all the technical details and specifications of the pump on their smartphone instantly.



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

	<b>As a percentage to total turnover</b>
Environmental and social parameters relevant to the product	18.5 (BEE Star rated and other energy efficient pumps)
Safe and responsible usage	100
Recycling and /or safe disposal	We have established separate procedure guiding our customers about end-of-life treatment for our products and same has been uploaded on our website

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

	FY 2023-24			FY 2022-23		
	Received during the year	Pending resolution at the end of year	Remarks	Received during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0	NA	0	0	NA
Advertising	0	0	NA	0	0	NA
Cyber security	0	0	NA	0	0	NA
Delivery of essential services	0	0	NA	0	0	NA
Restrictive trade practices	0	0	NA	0	0	NA
Unfair trade practices	0	0	NA	0	0	NA
Others-Legal	1	0	NA	4	2*	Under resolution

*Notes \**

• All Legal Cases, except two, received during the reporting year FY 2022-23 have been resolved successfully in a fair and transparent manner. Open grievances are under evaluation and are expected to get resolved in FY 2024-25

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

	Number	Reasons for recall
Voluntary recalls	0	NA
Forced recalls	0	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 to the policy.**

Yes, we have internal guideline document on cyber security and data privacy and same has been uploaded on our Company's intranet for internal reference.

**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.**

None, as no such major issue has been observed by us.

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

- a. Number of instances of data breaches along – Nil
- b. Percentage of data breaches involving personally identifiable information of Customers- Nil
- c. Impact, if any, of the data breaches- Nil

**LEADERSHIP INDICATORS**

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

Information related to all the products and services provided by us are available on our website, <https://www.kirloskarpumps.com/>. Technical and service-related information about the products is also available in hard print in the form of brochures, flyers, manuals etc.

We actively use various social media and digital platforms to disseminate information about our products and services. We have introduced an effective and faster medium where customers / stakeholders can call our toll-free number 1800 123 4443 and connect with the experts for hassle-free customer service and technical support.

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

The Installation and Operation Manual (IOM) containing details of our products is provided to all customers during delivery of product. Also, customers are informed and educated on the safe and responsible usage of the products.

We provide Augmented reality/Virtual reality trainings to educate our customer and stakeholders. We also conduct customer meets and exhibitions to inform and educate our customers about safe & responsible usage of our products.

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

Not applicable, as we are not in the business of providing essential services.

- 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 about consumer satisfaction relating to the major products/ services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/ No)**

Yes, we provide information relating to products over and above mandatory requirements wherever relevant for safe and responsible usage of our products.

We regularly undertake customer perception survey (CPS) to know customer satisfaction level with respect to our brand, manufacturing capabilities, products, and services. This survey is generally conducted biennial across all business verticals and prompt improvement measures are implemented against feedback received.