



Ref No. GIL/CFD/SEC/25/134/SE

19th July 2024

BSE Limited
Scrip Code: 500300

National Stock Exchange of India Limited
Symbol: GRASIM

Sub: Business Responsibility and Sustainability Report for FY 2023-24

Dear Sirs,

Pursuant to Regulation 34(2) of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015, please find enclosed Business Responsibility and Sustainability Report of the Company for the financial year 2023-2024.

The above is for your information and record.

Thanking you,

Yours sincerely,

For Grasim Industries Limited

Sailesh Kumar Daga
Company Secretary and Compliance Officer
FCS – 4164

Cc:

Luxembourg
Exchange 35A
Joseph II
Luxembourg

Stock Boulevard
L-1840

Citibank N.A.
Depository Receipt
Services
390 Greenwich Street,
4th Floor, New York,
NY 10013

Citibank N.A.
Custodial Services
FIFC, 9th Floor, C-54 & 55,
G Block Bandra Kurla
Complex, Bandra (East),
Mumbai-400098

Grasim Industries Limited

Aditya Birla Centre, 'A' wing, 2nd Floor, S.K. Ahire Marg, Worli, Mumbai 400 030, India
T: +91 22 6652 5000 / 2499 5000 | F: +91 22 6652 5114 / 2499 5114
E: grasim.secretarial@adityabirla.com | W: www.grasim.com | CIN: L17124MP1947PLC000410

Regd. Office : P.O. Birlagram, Nagda – 456 331 (M.P.)

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR)

SECTION A: GENERAL DISCLOSURE

I. Details of the Listed Entity

1.	Corporate Identity Number (CIN) of the Listed Entity	L17124MP1947PLC000410
2.	Name of the Listed Entity	Grasim Industries Limited ('Grasim')
3.	Year of incorporation	1947
4.	Registered office address	Birlagram, Nagda – 456 331, Madhya Pradesh, India
5.	Corporate address	Aditya Birla Centre, 'A' Wing, 2 nd Floor, S. K. Ahire Marg, Worli, Mumbai – 400 030, Maharashtra, India
6.	E-mail	grasim.secretarial@adityabirla.com
7.	Telephone	+91 22 6652 5000, +91 22 2499 5000
8.	Website	https://www.grasim.com/
9.	Financial year for which reporting is being done	1 st April 2023 to 31 st March 2024
10.	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited 2. National Stock Exchange of India Limited 3. Luxembourg Stock Exchange
11.	Paid-up Capital	₹ 132.80 crore
12.	Contact Person	
	Name of the Person	Mr. Sailesh Kumar Daga (Company Secretary)
	Telephone	+91 22 2499 5000
	Email address	sailesh.daga@adityabirla.com
13.	Reporting Boundary	
	Are the disclosures under this report made on a standalone basis (i.e. only for the entity) or on a consolidated basis (i.e. for the entity and all the entities which form a part of its consolidated financial statements, taken together).	The disclosures in this report cover the standalone operations of Grasim Industries Limited. However, for Principle 6, we have considered the operating plants and have not included the data pertaining to offices.
14.	Name of assurance provider	BDO India LLP
15.	Type of assurance obtained	BRSR Core Indicators - Reasonable Assurance; Selected BRSR indicators - Limited Assurance For the detailed Assurance Report please refer to pg no. 156

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	Cellulosic Fibres & Yarns	58
2.	Manufacturing	Chemicals and Allied Chemicals	32

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.	Cellulosic Fibres & Yarns	24303	58
2.	Chemicals & Allied Chemicals	24297	32



III. Operations

18. Number of locations where plants and/or operations/offices of the entity are situated:

Location	Number of plants	No. of Offices	Total
National	24	2*	26
International	-	1	1

There are one or more plants at a single geographical location.

*Corporate & Registered Office. (Does not include marketing and other offices)

19. Markets served by the entity:

a. Number of locations	<table border="1"> <thead> <tr> <th>Locations</th> <th>Numbers</th> </tr> </thead> <tbody> <tr> <td>National (No. of States)</td> <td>28 states & 8 Union Territories</td> </tr> <tr> <td>International (No. of Countries)</td> <td>86</td> </tr> </tbody> </table>	Locations	Numbers	National (No. of States)	28 states & 8 Union Territories	International (No. of Countries)	86
Locations	Numbers						
National (No. of States)	28 states & 8 Union Territories						
International (No. of Countries)	86						
b. What is the contribution of exports as a percentage of the total turnover of the entity?	12% of the total operating revenue of the Company.						
c. A brief on types of customers	<p>Cellulosic Fibres – The customer base for Cellulosic fibres includes all partners within the textiles value chain. Cellulosic Staple Fibre is supplied to yarn manufacturers for the conversion of fibre into yarn, while weaving mills convert yarn into fabrics and eventually used for garment manufacturing.</p> <p>Chemicals – Our Chlor-Alkali business caters to a wide range of applications, such as the production of aluminium, pulp and paper, soaps, detergents, cellulosic fibres, food additives, textile processing, and more. The business primarily serves industrial sectors (B2B) that are diverse and critical. On the other hand, our Speciality Chemicals (epoxy polymers and curing agents) division produces products in the Epoxy value chain, which are used in various industries such as windmill blades and auto segments, paints, construction, coating, composite, and electrical applications, among others, and caters to different touchpoints across the value chain.</p> <p>Textiles – Our Textiles business caters to both the textile value chain and retail customers, with certain products being made available through retail outlets. Our textiles business addresses demand of three sub-categories linen, wool and cotton fabrics.</p> <p>B2B E-Commerce – B2B E-Commerce helps MSMEs to procure construction raw materials from various brands at competitive prices, with easy access to finance and a smooth delivery experience.</p>						

IV. Employees

20. Details as at the end of Financial Year:

a. Employees and workers (including differently abled)*:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Employees						
1.	Permanent Employees (D)	10,042	9,102	91	940	9
2.	Other than Permanent Employees (E)	485	422	87	63	13
3.	Total Employees (D+E)	10,527	9,524	90	1,003	10
Workers						
4.	Permanent (F)	15,887	15,746	99	141	1
5.	Other than Permanent (G)	19,515	18,966	97	549	3
6.	Total Workers (F+G)	35,402	34,712	98	690	2

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

b. Differently abled employees and workers*

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B/A)	No. (C)	% (C/A)
Differently abled employees						
1.	Permanent Employees (D)	9	9	100	-	-
2.	Other than Permanent Employees (E)	-	-	-	-	-
3.	Total Differently abled Employees (D+E)	9	9	100	-	-
Differently abled workers						
4.	Permanent (F)	38	38	100	-	-
5.	Other than Permanent (G)	4	4	100	-	-
6.	Total Differently Abled Workers (F+G)	42	42	100	-	-

* Limited assurance has been carried out by BDO India LLP for FY 2023-24.

21. Participation/Inclusion/Representation of women*:

Particulars	Total (A)	No. and % of Females	
		No. (B)	% (B/A)
Board of Directors	14	3	21
Key Management Personnel	3	-	-

*Limited assurance has been carried out by BDO India LLP for FY 2023-24.

22. Turnover rate for permanent employees and workers:

Category	FY 2023-24			FY 2022-23			FY 2021-22		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	12%	16%	12%	13%	18%	14%	9%	18%	9%
Permanent Workers	5%	3%	4%	4%	18%	4%			

V. Holding, Subsidiary and Associate Companies (including joint ventures)

23. (a) Names of holding/ subsidiary / associate companies / joint ventures

S. No.	Name of the holding / subsidiary / associate companies / joint venture (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.	UltraTech Cement Limited*	Subsidiary	57.27	No
2.	Aditya Birla Capital Limited**	Subsidiary	52.68	No
3.	Aditya Birla Renewables Limited	Subsidiary	100	No

*UltraTech Cement Limited and its subsidiaries, associate companies and joint ventures follow their individual business responsibility initiatives.

**Aditya Birla Capital Limited and its subsidiaries, associate companies and joint ventures follow their individual business responsibility initiatives.

Please refer to page no 634 for the list of subsidiaries, associate companies, and joint ventures.

VI. CSR Details

24.	(i) Whether CSR is applicable as per section 135 of Companies Act, 2013 (Yes/No):	Yes, CSR applies to the Company as per section 135 of the Companies Act, 2013.
	(ii) Turnover (in ₹)	25,847 crore
	(iii) Net worth (in ₹)	52,115 crore



VII. Transparency and Disclosures Compliances

25. Complaints/Grievances on any of the principles (Principles 1 to 9) under the National Guidelines on Responsible Business Conduct:

Stakeholder group from whom complaint is received	Grievance Redressal Mechanism in Place (Yes/No) (If Yes, then provide web-link for grievance redress policy)	FY 2023-24			FY 2022-23		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes	Nil	Nil	-	Nil	Nil	-
Investors (other than shareholders)	Yes	Nil	Nil	-	Nil	Nil	-
Shareholders	Yes	70	Nil	-	60	Nil	-
Employees and workers	Yes	7	Nil	-	Nil	Nil	-
Customers*	Yes	773	132	The pending complaints are under review	928	76	The pending complaints are under review
Value Chain Partners	Yes	113	Nil	-	Nil	Nil	-
Others* (Whistle-Blower)	Yes	4	1	-	3	1	-

Note: The grievance redressal policy is available on the Company's website under the Corporate Governance & Policies and Code of Conduct section, and can be accessed at: <https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf>

* In some Whistle-blower cases, the identity is unknown, and whistle-blower may belong to any of the above stakeholder groups.

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

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
Energy Consumption and GHG Emissions	Risk	The environmental effects and regulatory compliance obligations linked to energy usage and GHG emissions present a potential threat to Grasim. This could be due to surging energy costs, potential supply chain disruptions, and stringent emission regulations, all of which can have a detrimental effect on operations and profitability. Nevertheless, Grasim can navigate these risks by enhancing energy efficiency, by transitioning to greener energy sources and adopting measures to decrease emission levels. These actions not only boost operational robustness but also accelerate the transition toward a low-carbon future.	For Grasim, energy consumption represents a substantial part of its business costs and environmental impact. The company is aggressively adopting measures to reduce its carbon footprint and costs by implementing energy efficiency measures. The use of high-efficiency equipment, integration of renewable energy systems where feasible, and other energy conservation projects are enabling Grasim to reduce emissions and save costs. Grasim's objective to eradicate direct greenhouse gas emissions from its operations not only bolsters its energy supply stability but also addresses the concerns of investors who view carbon emissions as a rising risk. This proactive strategy aims to decrease operating expenses while attracting investors who are environmentally conscious about the impact of the business.	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
Responsible Supply Chain	Risk	Stakeholders such as investors, customers, and regulators are increasingly calling for corporations to address environmental, social, and governance (ESG) risks in their supply chains. Failure to adopt sustainable supply chain management practices leaves companies vulnerable to various risks, including potential labour disruptions, incidents impacting workforce health and safety, issues related to human rights, and scarcity of raw materials.	Grasim is fully aware of the merit of infusing ESG components into its supply chain as a holistic risk reduction strategy. The company has made considerable progress in managing its supply chain, broadening its supplier base, and initiating green sourcing practices. A preference for local suppliers within its procurement processes not only stimulates community growth but also endorses sustainability.	Negative
Climate Change Adaptation	Risk	Global warming and the subsequent need for adaptive measures can profoundly affect Grasim's operational activities. Severe weather phenomena like floods, storms, and droughts can disrupt supply chains, damage infrastructure and machinery, and increase costs. Alongside these effects, future regulatory stipulations could further amplify regulatory risks, impacting the company's functions. Grasim views climate change as a double-edged sword - a challenge and an opportunity. The transition towards a low-carbon model enables it to augment efficiency and stimulate innovation and growth. Making calculated investments in green technologies can reduce energy, material costs and emissions, cater to changing client demands, enhance their reputations, and attract and retain talent.	Grasim understands the potential risks of climate change and has strategically taken steps to mitigate them and enhance the resilience of its business model. The company has woven the Task Force on Climate-related Financial Disclosures (TCFD) into its risk management structure, successfully assessing both physical and transition risks this year.	Negative
Waste Management	Risk	The issue of waste management poses a risk for Grasim, primarily due to its potential environmental and regulatory consequences. If waste management practices are inadequate, it can result in environmental contamination, statutory non-compliance, and damage to the company's reputation. Grasim can mitigate these risks by effectively addressing waste management to minimise its environmental footprint, ensure regulatory compliance, and explore potential avenues for resource recovery through circular economy practices.	Grasim prioritises waste reduction, recycling and appropriate waste disposal practices in all its operations. By implementing efficient waste segregation at source, adopting circular economy principles to reduce-recycle-reuse materials and facilitating waste disposal through authorised waste management agencies in compliance with Central and State Pollution Control Boards regulations, Grasim aims to limit waste generation, optimise resource use, and reduce environmental risks.	Negative
Product Stewardship	Opportunity	Product stewardship gives Grasim the platform to showcase its dedication to responsible and sustainable business operations. By ensuring that its products are used, disposed of, and managed throughout their lifecycle in a safe and eco-friendly manner, Grasim can boost customer confidence, comply with regulatory standards, and set itself apart in the marketplace as a company that values social responsibility.	Grasim adopts a holistic approach to strengthening product stewardship. The company leverages the Life Cycle Assessment method to identify and manage risks related to its manufacturing and waste disposal practices. Grasim's Closed-loop system promotes the reuse of by-products within its manufacturing processes, enhancing resource efficiency and reducing waste. By reducing its environmental footprint, Grasim optimises resource consumption and generates long-term value for its stakeholders. Moreover, the company places high importance on product safety to ensure the secure transport and handling of its final products, safeguarding customers, communities and the environment.	Positive



Material Issue Identified	Indicate whether risk or opportunity	Rationale for identifying the risk/opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity
Human Rights	Risk	Human rights violations represent a potential risk for Grasim due to its extensive supply chain and labour-intensive operations. Infringements or non-adherence to human rights guidelines can harm the company's image, cause legal complications, and interrupt operations. To mitigate these risks, the company must respect human rights and adhere to ethical business conduct.	Grasim is committed to respecting human rights and creating a safe, ethical work environment throughout its business operations. The company adheres to universally accepted human rights standards within its workforce and supply chain. With strong policies, regular audits and capacity-building efforts, Grasim aims to prevent breaches of human rights, cultivate a sense of diversity and inclusion, and empower its stakeholders, following global standards and local regulations.	Negative
Water and Effluents	Risk	Access to a seamless supply of quality water is pivotal to our business functions. Water scarcity can impact our operations and result in supply chain disruptions. These disruptions can increase raw material costs and pose potential health and safety hazards for our workforce and the local community. Moreover, competing for access to water resources with local communities can put our social license to operate at risk.	Grasim has initiated numerous actions to strengthen water stewardship. The company focuses on water conservation, treatment, and reuse. It aspires to lower its water consumption through continuous investments in advanced technologies and process improvements. Furthermore, the installation of Zero Liquid Discharge (ZLD) plants in its manufacturing units demonstrates Grasim's commitment to responsible water management and conserving this valuable natural resource for today and the future.	Negative
Innovation and R&D	Opportunity	Strategic investments in research and development (R&D) offer Grasim an innovative edge and an opportunity to advance technology solutions and product development. Building a strong R&D foundation enables Grasim to stay abreast of evolving market trends, enhance product performance and expand new business opportunities to meet changing customer needs.	Grasim understands that innovation is crucial to stay relevant and retain a competitive edge in a dynamically changing market with evolving customer preferences for sustainable products and solutions. Through Grasim's market-leading R&D capabilities, the company aims to innovate in speciality chemicals, develop sustainable solutions, and transform production processes. Embracing innovation enables Grasim to enhance growth and create stakeholder value while reducing its carbon footprint and contributing to the sustainable development of the industry and society.	Positive
Resource Efficiency	Opportunity	Resource efficiency offers a significant opportunity for Grasim to optimise resource usage and substantially reduce waste generation due to the scale of its operations. By using energy, water, and raw materials optimally, Grasim can enhance operational efficiency, reduce costs and minimise environmental impact. This approach aligns with the company's sustainability objectives and strengthens its competitive edge.	Through the use of efficient technologies, process improvements, and responsible consumption practices, Grasim aims to optimise resource use and reduce inefficiencies. This not only helps in environmental conservation efforts but also improves its competitiveness in a world with limited resources. By prioritising resource efficiency, Grasim can reduce operational expenses, enhance productivity, and promote a more sustainable future for the company and all stakeholders, including customers, partners, communities and the larger ecosystem.	Positive
Occupational Health and Safety	Risk	Occupational Health and Safety represent significant risks for Grasim due to its labour-intensive manufacturing processes. The company's operations are susceptible to health hazards and the risk of injuries resulting from equipment failures and human errors. The Chemicals business further intensifies these risks due to the production and handling of hazardous chemicals.	The company has adopted SA 8000 standards across all its branches to mitigate risks and ensure safety within Grasim. Moreover, Grasim has formulated and enforced key safety guidelines, including the launch of 'Life Saving Rules' and processes to identify and develop customised training for specific roles. Additionally, Grasim consistently conducts awareness and training sessions to promote a safety culture among its workforce. Adequate insurance coverage has been provided to employees to support them during any unforeseen incidents or accidents that may occur during work.	Negative

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and Management Processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
b. Has the policy been approved by the Board? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
c. Web Link of the Policies, if available	Yes. All policies required to be disclosed under various governing regulations have been published on the website and are easily accessible to everyone through the links provided below. https://www.grasim.com/investors/policies-and-code-of-conduct								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
4. Name of the national and international codes/certifications/labels/ standards (e.g., Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) (e.g., SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	<p>Grasim adheres to global and national certifications, standards, and codes aligned with the BRSR principles, which help us manage and grow a sustainable business as outlined below:</p> <p>Principle 1: IR framework, ISAE3000</p> <p>Principle 2: FSC®, PEFC™, GOTS, OCS, GRS, RWS, OEKO TEX, Better Cotton Initiatives (BCI), REACH, HIGG INDEX, ISO 9001, ISO 14001, ISO 14040/44, ISO 50001, EcoVadis</p> <p>Principle 3: SA 8000, ISO 45001</p> <p>Principle 4: IR framework, SA 8000</p> <p>Principle 5: SA 8000</p> <p>Principle 6: GRI Standards, ISO 14001, ISO 50001, FSC, PEFC, GOTS, OCS, RWS, OEKO-TEX, BCI, HIGG INDEX, REACH</p> <p>Principle 7: IR framework, GRI standards</p> <p>Principle 8: SA 8000</p> <p>Principle 9: ISO 27001</p> <p>In addition, Grasim is committed to report on climate change and water related issues through CDP and Dow Jones Sustainability Index (DJSI) disclosures.</p>								
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	<p>Grasim has set a goal to combat climate change through its target of achieving net zero emissions by 2050.</p> <p>Please refer to the Sustainability Framework section on page no. 86 for the company's goals and targets.</p>								
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	<p>Grasim has set various sustainability targets across businesses and aims to achieve them with its robust strategies and roadmap.</p> <p>Please refer to the Sustainability Framework section on page no. 86 for the company's performance highlights.</p>								



Governance, Leadership and Oversight

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
7. Statement by director responsible for the business responsibility report, highlighting ESG related challenges, targets, and achievements.	Please refer to the message from the Managing Director on page no. 12 and Sustainability framework on page no. 86 of the report.								
8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	Mr. Harikrishna Agarwal, Managing Director								
9. Does the entity have a specified Committee of the Board/ Director responsible for decision making on sustainability related issues? (Yes / No). If yes, provide details.	Yes, the Risk Management and Sustainability Committee oversees the company's sustainability strategy and implementation impact. The committee assesses the progress of sustainability initiatives, including key performance indicators, and periodically formulates suitable action plans to ensure the achievement of targets. For more details, please refer to page no. 220 of the Report on Corporate Governance.								

10. Details of Review of NGRBCs by the Company:

Subject for Review	Indicate whether review was undertaken by Director/ Committee of the Board/ Any other Committee									Frequency (Annually/ Half yearly/ Quarterly/ Any other – please specify)								
	P1	P2	P3	P4	P5	P6	P7	P8	P9	P1	P2	P3	P4	P5	P6	P7	P8	P9
Performance against above policies and follow up action	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes, quarterly reviews by the executive management and quarterly / half-yearly reviews by the Audit Committee and the Risk Management and Sustainability Committee of the Board, are undertaken to track performance on some of the above principles.								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Grasim has instituted robust policies to guide the implementation of provisions adhering to BRSR's nine principles. The company's performance on these principles is reviewed at pre-determined intervals or as needed basis. Performance and compliance tasks are assessed through the Regulatory Compliance Module (RCM), and necessary actions are taken based on these reviews.								

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

P1	P2	P3	P4	P5	P6	P7	P8	P9
The policies are currently reviewed internally and will be subjected to external audits as and when required.								

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

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

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

PRINCIPLE 1: Businesses should conduct and govern themselves with integrity, and in a manner that is Ethical, Transparent and Accountable



Guided by principles of integrity, ethical conduct, transparency, and accountability, Grasim integrates sustainable practices into its business strategy and operational framework.

This includes adhering to regulations, maintaining transparency, and remaining accountable to all stakeholders. Through these efforts, Grasim strives to create positive outcomes for society and the environment while ensuring the long-term success of its businesses.

ESSENTIAL INDICATORS

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

Segment	Total number of training and awareness programmes held	Topics/principles covered under the training and its impact	%age of persons in respective category covered by the awareness programmes
Board of Directors	5	<ol style="list-style-type: none"> 1. Code of Conduct and Ethics 2. Awareness on Whistle Blower 3. Prevention of Sexual Harassment (POSH) 4. Environment, Health and Safety 5. Awareness on Regulatory Updates 	100
Key Management Personnel	9	<ol style="list-style-type: none"> 1. Code of Conduct and Ethics 2. Awareness on Whistle Blower 3. Prevention of Sexual Harassment (POSH) 4. Environment, Health and Safety 5. Awareness on Regulatory Updates 6. Anti-Corruption and Anti-Bribery 7. Compliance relating to Sanctions 8. Prevention on Money Laundering 9. Know Your Customer 	100
Employees other than BoD and KMPs	11	<ol style="list-style-type: none"> 1. Human Rights Trainings 2. POSH Trainings 3. Grievance Handling 4. Cyber Security Awareness Trainings 5. Insider Trading Awareness Trainings 6. Code of Conduct 7. Anti-Corruption and Anti-bribery Trainings 8. Sustainability Awareness 9. Skill Up-gradation Trainings 10. Health and Safety Trainings 11. Health & Wellness sessions 	87
Workers	8	<ol style="list-style-type: none"> 1. Human Rights Trainings 2. POSH Trainings 3. Grievance Handling 4. Code of Conduct 5. Sustainability Awareness 6. Skill Up-gradation Trainings 7. Health and Safety Trainings 8. Toolbox Trainings 	45



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.

Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In INR)	Brief of the Case	Has an appeal been preferred? (Yes/No)
Penalty/ Fine		Nil		
Settlement		Nil		
Compounding fee		Nil		
Non-Monetary				
NGRBC Principle	Name of the regulatory / enforcement agencies / judicial institutions		Brief of the Case	Has an appeal been preferred? (Yes/No)
Imprisonment		Nil		
Punishment		Nil		

Note - For this disclosure, materiality threshold is considered as detailed in Regulation 30 of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015.

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

Case Details	Name of the regulatory/ enforcement agencies/ judicial institutions
	Not Applicable

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

Yes, Grasim upholds a policy that strictly prohibits corruption and bribery, applicable to all employees and representatives of the Company. This policy is shared with all stakeholders, including suppliers and vendors. In line with our commitment to Zero tolerance for bribery and corruption, Grasim has engaged third-party to handle allegations. This underscores our unwavering dedication to upholding ethical principles and ensuring transparency in all our dealings.

The policy can be accessed through this web link: <https://www.grasim.com/Upload/PDF/anti-corruption-and-anti-bribery.pdf>

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

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

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

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

No instances of corruption or conflicts of interest have been reported in the financial year.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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

	FY 2023-24	FY 2022-23
Number of days of accounts payables*	91	78

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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:

Parameters	Metrics	FY 2023-24	FY 2022-23
Concentration of Purchases	a. Purchases from trading houses as % of total purchases	14%	17%
	b. Number of trading houses where purchases are made from	4,446	4,709
	c. Purchases from top 10 trading houses as % of total purchases from trading houses	45%	45%
Concentration of Sales	a. Sales to dealers / distributors as % of total sales	13%	15%
	b. Number of dealers / distributors to whom sales are made	2,410	849
	c. Sales to top 10 dealers/ distributors as % of total sales to dealers / distributors	23%	25%
Share of RPTs in	a. Purchases (Purchases with related parties / Total Purchases)	13%	16%
	b. Sales (Sales to related parties / Total Sales)	0.20%	0.19%
	c. Loans & advances (Loans & advances given to related parties / Total loans & advances)	94%	89%
	d. Investments (Investments in related parties / Total Investments made)	59%	66%

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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
180	Energy and Carbon Policy	3%
	Water Stewardship	
	Human Rights	
	Non-discrimination	
	Zero Tolerance	
	POSH	
	Health and Safety	
	Freedom of Association and Collective Bargaining	
	Quality	
	Food Safety	

Note - For the current financial year, we have considered our value chain partners for raw materials procurement. We aim to cover our entire value chain in the future.

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, the company has institutionalised a Code of Conduct that applies to all employees, including the Board and Senior Management, as stipulated by the Listing Regulations. In addition, Board Members and Key Managerial Personnel (KMPs) reaffirm their commitment to the Code of Conduct at the beginning of each financial year. In instances of critical decisions, Board members are required to confirm that they do not have personal stake in any significant financial or business deals that could potentially pose a conflict of interest. If such conflicts arise, Directors recuse themselves from discussions or decision-making related to agenda points during Board or Committee Meetings where they have a personal or perceived interest.



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



We focus on providing safe and sustainable goods and services. We integrate sustainability into every aspect of our product life-cycle, from sourcing raw materials responsibly to implementing eco-friendly manufacturing practices. By prioritising sustainable innovation and efficiency, we aim to minimise environmental impact while meeting the evolving needs of our customers.

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.**

Parameters	FY 2023-24	FY 2022-23	Details of improvement in environmental and social aspects
Research & Development (R&D)	37%	18%	Cellulosic Fashion Yarn (CFY) business is redirecting its focus towards green manufacturing leveraging indigenously developed technology to penetrate silk market. Our R&D team has devised a tracer mechanism for Dull Yarn products, enhancing the ability to trace products at various stages of consumption across the value chain. Chemicals business are creating eco-friendly plasticisers to enhance polyvinyl chloride (PVC) products. Our investment in a plastic application lab and a photo chlorination kilo lab has led to the development of a sustainable green plasticiser branded as Twist.
Capital Expenditure (Capex)	10%	6%	Capex in technologies to improve Environmental and Social impacts

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

Yes, the Company has a policy for responsible sourcing, integrating sustainability into its procurement processes. Our 'Supplier Code of Conduct' sets stringent standards that all suppliers must meet, encompassing considerations such as safety, environmental impact, regulatory compliance, ethics, human rights, and fair wages.

For our Cellulosic Fibres business, certifications for the procured material ensure sustainability and ethical sourcing practices. We procure all our pulp from responsibly managed forests, complying with FSC®, SFI® and PEFC™ regulations for pulp sourcing.

Please refer to our Wood Sourcing Policy available on: <https://www.grasim.com/Upload/PDF/fibre-sourcing-policy.pdf>

In the Speciality Chemicals business, Epichlorohydrin (ECH), a critical raw material, is sourced largely from Glycerine-based suppliers rather than Propylene-based ones. This strategic choice significantly contributes to reducing the company's overall carbon footprint.

Additionally, our textiles business prioritises sustainable sourcing for a substantial portion of its raw materials, including flax fibre and greasy wool, reinforcing its environmentally responsible practices across operations.

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

62%

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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.

Product	Process to safely reclaim the product
a. Plastics (including packaging)	Not Applicable
b. E-Waste	Not Applicable
c. Hazardous Waste	Not Applicable
d. Other Waste	Not Applicable

4. Whether Extended Producer Responsibility (EPR) is applicable to the entity's activities (Yes / No). If yes, whether the waste collection plan is in line with the Extended Producer Responsibility (EPR) plan submitted to Pollution Control Boards? If not, provide steps taken to address the same.

Yes, The Extended Producer Responsibility (EPR) provision under the Plastic Waste Management (PWM) rules 2018 applies to Grasim.

Grasim has implemented a waste collection method that aligns with the guidelines and the protocols set by the Central Pollution Control Board (CPCB). As part of our commitment to EPR, Grasim has obtained Brand Owner registration and has submitted its EPR Plan to the CPCB in accordance with the guidelines. The CPCB has provided specific year-by-year percentage-based targets. In compliance with these yearly targets, Grasim procures EPR Credits by recycling plastic waste (both pre-consumer and post-consumer) through CPCB-registered Plastic Waste Processors (PWPs), categorised as either rigid or flexible.

This process is managed and governed through the CPCB online portal for EPR Credit exchange. We remain dedicated to fulfilling our EPR obligations and contributing to sustainable waste management practices.

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)
24303	Cellulosic Staple Fibre	49%	Cradle-to-gate	Yes	https://birlacellulose.com/policies_reports_files/policies_reports_pdf_36_1636614623.pdf#page=41
24297	Chlor-Alkali Product	24%	Cradle-to-gate	Yes	No
51311	Linen Fabric	5%	Cradle-to-gate	Yes	https://www.jayashree-grasim.com/wp-content/uploads/FY-19-20-and-21.pdf



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
Cellulosic Staple Fibre	The major contribution to Global Warming Potential (GWP) is from the on-site generation of electricity and steam from the captive power plant (CPP)	The company is planning for <ol style="list-style-type: none"> Decarbonisation and transitioning to green power and green steam required for fibre production. Adopting more efficient coal-based steam and power generation. Improving operational efficiency to achieve a reduction in steam and power consumption. Actively participating in the Perform, Achieve and Trade (PAT) cycle as per the Bureau of Energy Efficiency (BEE), which helps in the conservation and efficient use of energy.
Chlor-Alkali	Electricity used in the Electrolysis process leading to GHG emissions	The company is <ol style="list-style-type: none"> Upgrading technology for using sixth generation electrolyzers, timely recoating & re-membraning to optimise power consumption. Installing Variable Frequency Drivers (VFDs) and energy-efficient equipment IE-3 Grade motors by replacing non-IE/below IE-2 standard machines. Actively participating in the Perform, Achieve and Trade (PAT) cycle as per Bureau of Energy Efficiency (BEE) to conserve energy. Increasing the share of renewable power/green energy footprint to reduce the use of fossil fuels and carbon emissions.
Linen and Wool	Global Warming Potential on account of electricity consumed and steam consumption during the process	The company has planned to source hybrid power to increase the share of renewable power in the energy mix.

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).

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

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

	FY 2023-24			FY 2022-23		
	Reused	Recycled	Safely Disposed	Reused	Recycled	Safely Disposed
Plastics (including packaging)						
E-waste						
Hazardous waste		None			None	
Other waste						

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

Indicate Product category	Reclaimed products and their packaging materials as % of total products sold in respective category
	Not Applicable

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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



Grasim ensures equitable treatment and dignity for all employees and workers within the organisation and throughout its value chains. The company aims to safeguard the health and safety of its employees. As an equal-opportunity employer, Grasim has implemented policies, processes, and systems to ensure fair working conditions, equitable pay based on experience, and ample opportunities for career advancement.

ESSENTIAL INDICATORS

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

Category	% of employees covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Employees											
Male	9,102	9,097	99.95	9,088	99.85	-	-	9,102	100	2,940	32.30
Female	940	940	100	934	99.36	940	100	-	-	290	30.85
Total	10,042	10,037	99.95	10,022	99.80	940	100	9,102	100	3,230	32.16
Other than Permanent Employees											
Male	422	114	27.01	49	11.61	-	-	-	-	5	1.18
Female	63	34	53.97	22	34.92	6	9.52	-	-	6	9.52
Total	485	148	30.52	71	14.64	6	9.52	-	-	11	2.27

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	
		No. (B)	% (B/A)	No. (C)	%(C/A)	No.(D)	%(D/A)	No. (E)	%(E/A)	No. (F)	%(F/A)
Permanent Workers											
Male	15,746	8,114	51.53	8,339	52.96	-	-	1,132	7.19	2,122	13.48
Female	141	6	4.26	6	4.26	141	100	-	-	86	60.99
Total	15,887	8,120	51.11	8,345	52.53	141	100	1,132	7.19	2,208	13.90
Other than Permanent Workers											
Male	18,966	972	5.12	2,198	11.59	-	-	-	-	3,013	15.89
Female	549	37	6.74	97	17.67	150	27.32	-	-	87	15.85
Total	19,515	1,009	5.17	2,295	11.76	150	27.32	-	-	3,100	15.89

c. Spending on measures towards well-being 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*	0.44%	0.43%

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

**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 worker	Deducted and deposited with the authority (Y/N/N.A.)	No. of employees covered as a % of total employees	No. of workers covered as a % of total worker	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	Yes	100	100	Yes
ESIC	2	43	Yes	3	41	Yes
Others-Please Specify	The Company offers employee benefits like superannuation and NPS, out of the total remuneration, if opted for.					

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

Yes. The Company has implemented a comprehensive strategy to enhance workplace accessibility for specially-abled employees, customers, visitors and other stakeholders across both existing and planned facilities. Grasim is developing accessible workspaces, lavatories, communal spaces, and transit areas within and outside our buildings to provide specially-abled stakeholders with a safe and inclusive workspace where they can be productive and flourish.

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, Grasim has a Diversity and Inclusion Policy that promotes a discrimination-free work environment for all employees and value chain partners. The Company is committed to providing equal opportunities for individuals with disabilities, ensuring accessibility and supporting their unique needs. Grasim values the contributions of disabled individuals and strives to create an inclusive environment where they can thrive. This includes making physical workspaces, digital platforms, technologies, and communication channels accessible to everyone.

Weblink of the policy: <https://www.grasim.com/Upload/PDF/diversity-and-inclusion-policy.pdf>

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	97	-	-
Female	81	94	-	-
Total	97	97	-	-

*Limited assurance has been carried out by BDO India LLP for FY 2023-24.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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

Category	Yes/No	Details of the mechanism in brief
Permanent Workers	Yes	Grasim has established a structured internal system for addressing employee and worker grievances, easily accessible through the company's internal network. All employees and workers are encouraged to report operational or performance-related risks or concerns to their immediate supervisor or reporting manager. For matters pertaining to organisational issues, performance reviews, or complaints against the supervisor or reporting manager, employees should escalate them to the Human Resource Manager. To ensure transparency and impartiality in addressing organisational concerns, we have set up a portal that allows employees to raise any concerns they may encounter. Additionally, we conduct an annual survey to gather feedback and identify any potential issues or grievances among our employees. This proactive approach allows us to address concerns promptly and maintain a positive work environment. Please refer to our Grievance Handling Policy available at: https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf
Other than Permanent Workers	Yes	
Permanent Employees	Yes	
Other than Permanent Employees	Yes	

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

Category	FY 2023-24			FY 2022-23		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	%(D/C)
Permanent Employees						
Male	9,102	-	-	7,645	-	-
Female	940	-	-	669	-	-
Total	10,042	-	-	8,314	-	-
Permanent Workers						
Male	15,746	14,473	92	16,002	14,715	92
Female	141	141	100	139	138	99
Total	15,887	14,614	92	16,141	14,853	92

8. Details of training given to employees and workers:

Category	FY 2023-24 [#]					FY 2022-23				
	Total (A)	On Health and Safety measures		On skill upgradation		Total (D)	On Health and Safety measures		On skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees						Permanent Employees				
Male	9,524	8,073	85	8,036	84	7,645	7,011	92	7,272	95
Female	1,003	891	89	926	92	669	498	74	597	89
Total	10,527	8,964	85	8,962	85	8,314	7,509	90	7,869	95
Workers						Permanent Workers				
Male	34,712	18,220	52	9,737	28	16,002	12,402	78	7,040	44
Female	690	263	38	89	13	139	51	37	17	12
Total	35,402	18,483	52	9,826	28	16,141	12,543	77	7,057	44

[#]Training data includes contractual workforce for FY 2023-24 as per FAQs released by SEBI.

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

Category	FY 2023-24			FY 2022-23		
	Total (A)	No. (B)	% (B/A)	Total (C)	No. (D)	%(D/C)
Employees						
Male	9,524	7,996	83.96	7,645	7,595	99.35
Female	1,003	722	71.98	669	520	77.73
Total	10,527	8,718	82.82	8,314	8,115	97.61
Workers						
Male	34,712	3,422	9.86	16,002	3,070	19.19
Female	690	1	0.14	139	3	2.16
Total	34,402	3,423	9.67	16,141	3,073	19.04

*Career development data includes contractual workforce for FY 2023-24 as per FAQs released by SEBI.

*Limited assurance has been carried out by BDO India LLP for FY 2023-24.

10. Health and safety management system:

a. Whether an occupational health and safety management system has been implemented by the entity? (Yes/ No). If yes, the coverage such system?	Yes, the Company has instituted a robust Occupational Health and Safety (OHS) management framework across its operations. This system is rigorously upheld and overseen through a tripartite safety governance framework involving representatives from management, employees and worker groups. Our OHS protocols at manufacturing units comply with ABG sustainability standards as well as adhere to ISO 45001 requirements and SA 8000 certifications. To evaluate the effectiveness of the OHS framework, we employ a Self-Assessment Questionnaire (SAQ) Assurance model. This proactive approach ensures the ongoing safety and well-being of our workforce.
b. What are the processes used to identify work-related hazards and assess risks on a routine and non-routine basis by the entity?	The company has instituted a comprehensive Risk Evaluation Management and Occupational Health Risk Assessment framework, encompassing TIER-1 and TIER-2 Risk Assessment requirements. This framework guides the Hazard Identification and Risk Assessment procedures across business units, supported by the implementation of the Business Hazard Identification and Risk Assessment protocol. This approach involves identifying routine and non-routine tasks, assessing related risks, and implementing appropriate control measures. High-risk and critical tasks undergo the Job Safety Analysis process. To mitigate significant risks, the company has developed Operational Control Procedures and Work Instructions. Additionally, HAZOP (Hazard and Operability Study) is conducted to identify and evaluate hazardous processes, incorporating recommendations from these studies. Before commencing any toolbox discussions with all contractors are conducted, followed by a job safety analysis and the issuance of work permits, ensuring the safety of all involved parties.
c. Whether you have processes for workers to report the work-related hazards and to remove themselves from such risks. (Yes/No)	Yes, we utilise an online platform for incident reporting, allowing us to record all incidents from any given location. Based on these reports, we implement Corrective Action and Preventive Action (CAPA) measures and distribute an incident learning report to all related individuals. This process assists us in preventing similar incidents from occurring in the future.
d. Do the employees/ worker of the entity have access to non-occupational medical and healthcare services? (Yes/ No)	Yes, the Company offers continuous access to non-occupational medical and healthcare services for all its employees and staff.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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	0.04	0.21
	Workers	0.30	0.23
Total recordable work-related injuries	Employees	6	52
	Workers	76	50
No. of fatalities	Employees	0	1
	Workers	3	1
High consequence work-related injury or ill-health (excluding fatalities)	Employees	4	21
	Workers	0	27

#Data includes contractual workforce for FY 2023-24 as per FAQs released by SEBI.

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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

The Company maintains technical and managerial safety standards, including various working practices such as Permit to Work in Confined Spaces, Hot Work, Machine Guarding, Working at Height, Electrical Safety, Management of Change, and Process Safety Management. Moreover, Grasim has set up a robust infrastructure to facilitate regular occupational health monitoring. Ongoing monitoring of work zones ensures safety and well established medical care facilities are available for all employees.

Regular awareness programmes on safety protocols and practices are conducted for both employees and contractual workers. Multiple safety and occupational health campaigns are regularly organised to enhance awareness about appropriate work practices and behaviours. Mock drills are conducted across every unit to assess readiness in managing incidents, and toolbox talks are integrated before work commences as a vital part of our safety protocol. All new employees, including contractual workers, new joiners, security staff, etc., are required to participate in safety induction/orientation.

Grasim has implemented a systematic procedure for sharing knowledge management capsules on safety across all units. Our OHS processes and procedures align with the ABG sustainability policies, the requirements of ISO 45001 and SA 8000. All business units adhere strictly to their plant standard operating procedures (SOPs). We have established an audit system for conducting regular internal and external audits on Occupational Safety Parameters throughout the year. Additionally, we have developed a rotation of internal auditors trained in different ISO Standards to ensure regular compliance checks.

We have integrated a Behaviour-Based Safety Observation Rounds module into our system, enabling online reporting of safe and unsafe practices, conditions and close calls in the workplace. The reported incidents and corrective actions taken are reviewed to determine corresponding remedial measures. Grasim also employs a structured Kaizen scheme that encourages employees at all levels to contribute safety-related Kaizens/Suggestions. To complement our efforts, central and departmental safety committees are tasked with conducting periodic safety reviews to ensure strict adherence to safety practices. Moreover, our Safety Frameworks undergo audits by the Group assurance team.

Our safety and OHS policies are available on our website.

1. Safety Policy: <https://www.grasim.com/Upload/PDF/safety-policy.pdf>
2. Occupational Health Policy: <https://www.grasim.com/Upload/PDF/occupational-health-policy.pdf>

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

Topic	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	6	0	Nil			
Health & Safety	12	0	Nil		Nil	

**14. Assessments for the year**

Topic	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	100% (All units of Grasim are assessed by both internal and external parties)
Working Conditions	

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

The company utilises a well-defined framework for investigating incidents. When incidents occur, investigations are triggered, followed by root cause analysis. Response strategies are designed and shared across all facilities to mitigate the impact. Additionally, the company has a system in place for sharing information regarding significant incidents that have occurred within group companies to facilitate learning and prevent recurrence. Initial incident investigation reports are uploaded to the company's internal IT software within 24 hours, in line with our safety policy guidelines. In the case of major incidents, cross-functional teams are deployed to conduct in-depth investigations to find the root cause, which is then presented at the central safety committee meeting. Furthermore, the company employs Taproot-certified professionals to handle incident investigations.

Grasim has a robust audit system that facilitates internal and external audits for Environmental and Occupational Health Safety parameters throughout the year. A team of internal auditors trained in various ISO Standards conducts compliance reviews periodically with internal audits occurring biannually and external audit thereafter. Any identified areas for improvement and non-compliances raised during internal audits are addressed based on their root causes, and appropriate corrective and preventative actions are implemented. Grasim publishes an Annual Integrated Report, which includes data on the Company's safety performance.

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

- a. Employees (Yes/No): Yes
- b. Workers (Yes/No): Yes

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

- To comply with PF and ESIC regulations, we ensure that contractors promptly make payments by verifying compliance before settling their invoices. We have also initiated the process for ensuring these payments by vendors.
- Monthly cross-checks of GSTR-2B are conducted to confirm that vendors are paying GST and filing government returns on schedule.
- Filing of GST returns aids our customers in claiming GST credits on time, with any related issues promptly addressed.
- Follow up with customers and vendors is done to obtain TDS/TCS certificates (Form 16A and Form 27D), ensuring scheduled payments.
- Ensuring timely payments of TDS/TCS and issuing certificates to vendors, customers, and staff so they can obtain credits without delay.
- Seek vendors' annual Income Tax Returns to confirm the application of accurate TDS rates and ensure that vendors submit their Income Tax Returns in a timely manner.
- Collection of Tax Residency Certificates, Permanent Establishment Certificates, and Form 10F for all overseas payments related to goods and services to regulate foreign currency payments and deter tax evasion by foreign entities.
- Ensure timely payments of the Labour Welfare Fund.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

3. Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Question 11 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	4	1	-	1
Workers	3	1	1*	0

*Right to employment was extended to all families. So far one family has exercised this right.

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

Yes, the Company provides support and assistance to employees upon retirement or when their employment ends, regardless of whether they are part of the other group company. The company has an exclusive initiative called Enabling a New Life Post Retirement (ENLPR) that serves to motivate and guide employees for their post-retirement life.

5. Details on assessment of value chain partners:

Topic	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	11.57%
Working Conditions	11.57%

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.

Several recommendations were made during the evaluations, which have been addressed internally. However, no serious risks or concerns were detected because of the strict vigilance and efforts dedicated to health and safety within the companies.



PRINCIPLE 4: Businesses should respect the interests of and be responsive to all its stakeholders



The Company recognises its fundamental responsibility to safeguard the interests of all stakeholders, including vulnerable and marginalised groups. Grasim aims to fulfilling its duty by striving to maximise the positive impact of its activities, products, processes, and decisions on all stakeholders.

Essential Indicators

1. Describe the processes for identifying key stakeholder groups of the entity:

At Grasim, we employ a structured methodology to identify key stakeholder groups, outlined as below:

- **Stakeholder Mapping:** Conduct a comprehensive exercise to identify and categorise key stakeholder groups relevant to Grasim's business. This involves assessing the impact and influence of various individuals, organisations, and communities on our operations, as well as the impact of our activities on them.
- **In-house Consultation:** Engage in dialogues with internal teams, divisions, and leaders to gather viewpoints and understanding of stakeholder groups. This involves organising workshops, meetings, and discussions to prioritise stakeholders who directly or indirectly influence our businesses.
- **External Collaboration:** Actively connect with external stakeholders through numerous communication channels, including surveys, interviews, focus groups, and public consultations, to better understand their needs, concerns and interests regarding our operations and sustainable practices.
- **Compilation of Stakeholder Matrix:** Develop a stakeholder matrix based on data collected from internal and external consultations, categorising stakeholders, according to their degree of influence, impact, and relevance to Grasim's business.
- **Formulation of Stakeholder Engagement Plans:** Design engagement plans for each key stakeholder group, detailing the purpose, channels, frequency, interventions and activities for stakeholder engagement, considering their specific interests and concerns.
- **Ongoing Monitoring and Response:** Continuously engage with stakeholders to monitor their evolving needs and expectations. Regular feedback is gathered through surveys, feedback forms, meetings, and other platforms to ensure effective engagement.

Grasim's Stakeholder Engagement Policy is available here: <https://www.grasim.com/Upload/PDF/grasim-stakeholder-engagement-policy.pdf>

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

Please refer to the Stakeholder Engagement section on page no. 76 of this report for details.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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.**

Grasim acknowledges the critical role of meeting stakeholder expectations in maintaining its success as an organisation and generating value for shareholders. The company prioritises efficient stakeholder engagement to gather a crucial understanding of stakeholder concerns and expectations.

Stakeholders are broadly categorised into internal and external groups.

External stakeholders include customers, investors, government agencies, regulatory bodies, knowledge partners, and trade and industry associations. Grasim manages its stakeholders through a stakeholder matrix, which outlines engagement methods, frequency and communication channels.

Stakeholders can engage with the Company through available channels and avenues. Our Board level committees oversee these interactions, effectively addressing stakeholder concerns, aligning corporate strategies with expectations, and promoting sustainable business practices throughout the organisation.

- 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, Grasim employs stakeholder consultations to identify and manage environmental and social issues effectively. Grasim gathers feedbacks from various stakeholders including investors, customers, government and regulators, rating agencies and consultants through diverse channels. All feedbacks and recommendations undergo thorough analysis and are integrated into the company's policies and initiatives. The outcomes of these engagements are presented to the Board of Directors, ensuring stakeholder viewpoints and concerns are included in decision-making processes.

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

Grasim adopts a structured approach to facilitate effective stakeholder engagement towards addressing the concerns of vulnerable/ marginalised groups through CSR initiatives. These initiatives encourage beneficiaries to form self-help groups to increase employment opportunities and ensure poverty alleviation. Effective stakeholder engagement begins with a thorough needs assessment, addressing the ongoing needs and specific gaps in skills and employment opportunities among beneficiaries. They are proactively involved in decision-making and project planning alongside potential employers, educational institutions, and NGOs.

**PRINCIPLE 5: Businesses should respect and promote human rights**

The Company is committed to fostering a work environment free from harassment and discrimination, while promoting human rights. We have implemented robust policies and systems to empower employees to raise concerns effectively. The Company ensures adherence to national and international regulations and frameworks, striving to adopt best practices.

Essential Indicators

1. Employees and workers who have been provided training on human rights issues and policies 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)
Employees						
Permanent	10,042	2,805	28	8,314	2,307	28
Other than permanent	485	16	3	553	-	-
Total Employees	10,527	2,821	27	8,867	2,307	26
Workers						
Permanent	15,887	1,206	8	16,141	1,525	9
Other than permanent	19,515	5,311	27	18,121	All contractors have been made aware of Human Rights Policy.	
Total Workers	35,402	6,517	18	34,262	1,525	4

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)
Permanent Employees										
Male	9,102	324	4	8,778	96	7,645	608	8	7,036	92
Female	940	43	5	897	95	669	76	11	594	89
Total	10,042	367	4	9,675	96	8,314	684	8	7,630	92
Other than Permanent Employees										
Male	422	-	-	422	100	498	-	-	498	100
Female	63	-	-	63	100	55	-	-	55	100
Total	485	-	-	485	100	553	-	-	553	100
Permanent Workers										
Male	15,746	-	-	15,746	100	16,002	3,644	23	12,358	77
Female	141	-	-	141	100	139	62	45	77	55
Total	15,887	-	-	15,887	100	16,141	3,706	23	12,435	77
Other than Permanent Workers										
Male	18,966	All contractors have been paid more than minimum wages in accordance with the laws of the land where the Company operates.				17,667	All contractors have been paid more than minimum wages in accordance with the laws of the land where the Company operates.			
Female	549					454				
Total	19,515					18,121				

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

3. Details of remuneration/salary/wages:

a. Median remuneration / wages

	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BoD)	11	₹ 15,50,000	3	₹ 33,10,000
Key Managerial Personnel	3	₹ 3,00,63,252	-	-
Employees other than BoD and KMP	9,099	₹ 6,26,290	940	₹ 5,02,839
Workers	15,746	₹ 4,34,048	141	₹ 3,03,913

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*	5%	4%

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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, each of Grasim's manufacturing locations has a dedicated committee to address human rights complaints.

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

Grasim has established a robust internal system aligned with its extensive human rights policy, accessible to all stakeholders and the general public.

To effectively address complaints, Grasim has established a dedicated grievance redressal committee to handle various issues, including those related to human rights. Through this system, employees and stakeholders are encouraged to express any concerns or grievances regarding possible human rights infringements without fear of reprisals. They may file written complaints with a designated committee member or their respective contact point.

Upon receiving a complaint, the grievance redressal committee executes a thorough investigation. The process is transparent and unbiased, involving collection of evidence, interaction with relevant parties, and consultation with professionals as necessary. The objective is to resolve grievances swiftly in a fair and just manner.

Throughout the entire grievance resolution process, the privacy and confidentiality of all involved parties are fully respected. Ensuring safe and supportive environment is a priority for the company, ensuring complainants are protected from any form of harassment or victimisation, both during and after the investigation.

Please refer to our Human Rights Policy: <https://www.grasim.com/upload/pdf/human-rights-policy.pdf>

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

Category	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	5	1	-	4	2	-
Discrimination at workplace	Nil	Nil	Nil	Nil	Nil	Nil
Child Labour	Nil	Nil	Nil	Nil	Nil	Nil
Forced Labour / Involuntary Labour	Nil	Nil	Nil	Nil	Nil	Nil
Wages	Nil	Nil	Nil	Nil	Nil	Nil
Other human rights related issues	Nil	Nil	Nil	Nil	Nil	Nil



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

Safety Incident/Number	FY 2023-24	FY 2022-23
Total Complaints reported under Sexual Harassment on of Women at Workplace (Prevention, Prohibition and Redressal) Act, 2013 (POSH)	5	4
Complaints on POSH as a % of female employees / workers	0.46%	0.50%
Complaints on POSH upheld	4	2

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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

Grasim stands by a comprehensive policy aimed at preventing and addressing instances of discrimination and harassment, particularly on sexual harassment, at the workplace. Every reported incident receives serious attention and is handled rigorously, prioritising the protection and well-being of the complainant throughout the process.

The identity of the complainant is kept confidential, and it is advised that complaints be submitted within 30 days of the incident. Throughout the investigation, neither the complainant, witnesses, nor any other involved party faces any form of harsh treatment or victimisation. Grasim is committed to fostering a safe and supportive environment for all individuals involved, and strictly prohibiting any form of retaliation or victimisation.

However, in cases where a complaint is found to be false or maliciously intended, appropriate disciplinary measures, including possible termination of employment, may be taken against the complainant. This approach ensures the integrity and the fairness of the grievance resolution procedure.

Please refer to our POSH Policy: <https://www.grasim.com/Upload/PDF/POSH-policy.pdf>

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

Yes, Grasim mandates its entire value chain to adhere to the Human Rights Policy and Supplier's Code of Conduct. Specific human rights clauses are included in agreements, aligning with the values outlined in Grasim's Human Rights Policy and Supplier's Code of Conduct.

This helps raise awareness among partners and suppliers about the importance of adhering to human rights principles and aligns them with Grasim's commitment to upholding these principles across all operations.

10. Assessment for the year:

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

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

Grasim conducts internal audits to ensure compliance with all relevant laws and policies regarding matters such as discrimination, child labour, or sexual harassment. Throughout the year, there have been no significant findings from such audits.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

Leadership Indicators

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

Grasim has instituted a comprehensive system for addressing grievances at its production sites aimed at effectively resolving any complaints related to human rights. This proactive approach ensures that individuals with a grievance has a simple and transparent way to voice their concerns. These assigned individuals undergo training to handle human rights issues with empathy and objectivity, thoroughly scrutinising each complaint and taking necessary measures in line with the company's commitment to upholding human rights. Additionally, our SA 8000-certified facilities highlight our dedication to providing a quality work environment and maintaining the highest social standards. Such streamlined business process creates an open, fair, and accountable means of addressing human rights grievances. The process allows us to quickly investigate and resolve any issues, promoting a culture of respect and dignity at Grasim. Moreover, the company on continuous basis reviews and enhances its process to ensure their effectiveness and compliance with globally recognized human rights standards.

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

Grasim has employed the Human Rights Due Diligence (HRDD) tool across all its operations, for scrutinising and managing potential human rights impacts within its business areas. The tool aids in detecting, preventing, mitigating, and reporting possible risks and violations of human rights. The scope of HRDD includes multiple locations, showcasing a holistic approach to human rights due diligence that includes all aspects of the company's operations and supply chain. By performing HRDD across diverse locations, the company strives to maintain accountability and responsibility in handling human rights-related matters throughout its operations. As a part of the HRDD process, the company regularly assesses its strategies, practices, and procedures to ensure they align with human rights standards.

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?

Grasim is committed to providing accessibility for differently abled individuals at all its locations, including its registered and corporate offices as well as manufacturing plants, in compliance with the Rights of Persons with Disabilities Act, 2016. Access ramps have been installed to assist mobility challenged visitors. Corporate offices located in commercial buildings are either on the ground level or equipped with lifts and facilities designed to meet the needs of differently abled visitors.

4. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Sexual Harassment	
Discrimination at workplace	
Child Labour	The Company's supplier code of conduct ensures that the entire value chain adheres to the code which prevents violations of labour rights, health and safety, and issues like sexual harassment, discrimination, fair pay, child labour, forced labour and more.
Forced Labour/Involuntary Labour	
Wages	
Others – please specify	

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

No significant risks/concerns were identified in the assessment of our suppliers.

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

The Company understands its responsibility to raise awareness of environmental issues through its broadcasting and programming initiatives. At the core of sustainable development is the imperative to shift focus from meeting immediate needs to also considering the needs of future generations.

Essential Indicators**1. Details of total energy consumption (in million GJ) and energy intensity:**

Parameter	FY 2023-24	FY 2022-23
From renewable sources		
Total electricity consumption (A)	1.56	0.95
Total fuel consumption (B)	3.02	2.59
Energy consumption through other sources (C)	-	-
Total energy consumed from renewable sources (A+B+C)	4.58	3.54
From non-renewable sources		
Total electricity consumption (D)	5.98	6.39
Total fuel consumption (E)	57.72	53.71
Energy consumption through other sources (F)	-	-
Total energy consumed from non-renewable sources (D+E+F)	63.71	60.10
Total energy consumed (A+B+C+D+E+F)	68.28	63.64
Energy intensity per rupee of turnover (Total energy consumed/revenue from operations) (GJ / crore INR)	2,641.72	2,370.98
Energy intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total energy consumed / Revenue from operations adjusted for PPP) (GJ/million USD)	6,044.26	5,424.80
Energy intensity in terms of physical output Energy intensity (GJ/MT)	22.53	22.43

Note: The revenue from operations has been adjusted for PPP based on the latest 2022 PPP conversion factor for India published by OECD.

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, reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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.

Yes, 14 out of 24 Grasim's sites are designated consumers under the PAT scheme with a target year of FY 2024-25 and beyond.

All the units where PAT scheme is applicable are on course to achieve their respective targets set by Bureau of Energy Efficiency.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

3. Details of disclosures related to water:

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in million cubic meter)		
(i) Surface water	37.08	37.56
(ii) Groundwater	2.41	3.09
(iii) Third party water	13.01	13.36
(iv) Seawater / desalinated water	1.30	-
(v) Others (Rainwater storage)	0.12	0.03
Total volume of water withdrawal (i + ii + iii + iv + v)	53.91	54.04
Total volume of water consumption	54.66**	52.54
Water intensity per rupee of turnover (Water consumed / Revenue from operations) (m ³ / crore INR)	2,114.78	1,957.64
Water intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total water consumption / Revenue from operations adjusted for PPP) (m ³ / million USD)	4,838.62	4,479.08
Water intensity in terms of physical output Water intensity (m ³ /MT)	18.04	18.52

** Water consumption includes 27.19 million cubic meter of recycled water used in the processes/operations/residential premises.

Note: The revenue from operations has been adjusted for PPP based on the latest 2022 PPP conversion factor for India published by OECD.

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, reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

4. Provide the following details related to water discharged:

Parameter	FY 2023-24	FY 2022-23
Water discharge by destination and level of treatment (in million cubic meter)		
(i) To Surface water		
- No treatment	-	-
- With treatment – Secondary treatment	10.26	10.22
(ii) To Groundwater		
- No treatment	-	-
- With treatment	-	-
(iii) To Seawater		
- No treatment	-	-
- With treatment – Secondary treatment	16.00	9.84
(iv) Sent to third-parties		
- No treatment	-	-
- With treatment – Secondary treatment	0.16	5.58
(v) Others		
- No treatment	-	-
- With treatment	-	-
Total water discharged (in million cubic meter)	26.43	25.64

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, reasonable assurance has been carried out by BDO India LLP for FY 2023-24.



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

Yes, among Grasim's 24 manufacturing units, 12 of them have installed ZLD (Zero Liquid Discharge) plants, of which 1 is under commissioning.

Chemicals - Nagda, Renukoot, Ganjam, Rehla, and Balabhadrapuram;

Paints - Panipat, Ludhiana and Cheyyar;

Textiles - Rishra (under commissioning) and Malanpur;

Cellulosic Staple Fibre - Nagda;

Insulators - Halol.

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
NOx	MT	2,319.28*	2,128.67
SOx	MT	7,735.26*	7,273.01
Particulate matter (PM)	MT	1,097.72*	1,038.54
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous Air Pollutants (HAP)	-	-	-
Others – please specify	-	-	-

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

Yes, limited assurance has been carried out by BDO India LLP for FY 2023-24 for the indicators marked by "*" above.

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 ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million tCO ₂ e	5.31	4.72
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Million tCO ₂ e	1.19	1.62
Total Scope 1 and Scope 2 emission intensity per rupee of turnover (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations)	tCO ₂ e/crore INR	251.35	236.20
Total Scope 1 and Scope 2 emission intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total Scope 1 and Scope 2 GHG emissions / Revenue from operations adjusted for PPP)	tCO ₂ e/million USD	575.09	540.43
Total Scope 1 and Scope 2 emission intensity in terms of physical output	tCO ₂ e/MT	2.14	2.23

Note: The revenue from operations has been adjusted for PPP based on the latest 2022 PPP conversion factor for India published by OECD.

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, reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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

Energy Efficiency:

Steep lye pump speed optimisation for energy saving:

In our efforts to enhance energy efficiency in the lye transfer process, we addressed the operational inefficiency of the pump, which previously ran at full speed despite idle periods during circulation. To optimise energy usage, a Variable Frequency Drive (VFD) was installed to adjust the speed of the pump according to production needs. This caused reduction in speed during lower production levels and resulted in annual energy savings. By aligning the pump's operation more closely with our batch processing timeline, we have significantly reduced greenhouse gas emissions and improved overall operational sustainability.

Installation of New Air cooled two stage Air Compressor

After conducting an air audit and consulting with vendors and senior management, it was discovered that the water-cooled, single-stage air compressor was consuming a substantial amount of power. To address this issue, we sought alternative solutions and engaged a vendor to assess our site and propose energy-saving measures. Following the vendor's recommendations, we replaced the water-cooled compressor with an air-cooled, two-stage air compressor. The new system resulted in a significant reduction in per day power consumption.

Other Initiatives:

We have undertaken several initiatives to improve energy efficiency across our facilities. These include replacing conventional lighting with energy-saving LED lights, upgrading ceiling fans to efficient BLDC models, and converting exhaust fans from V-belt drives to flat belt drives for better energy performance. Moreover, we have replaced older reciprocating air compressors with more efficient screw compressors. Additionally, we are upgrading cooling towers with Mist Cooling Systems (MCS) for our spin bath operations. Incorporating renewable energy sources has been pivotal in significantly reducing our reliance on non-renewable electricity.

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

Parameter	FY 2023-24	FY 2022-23
Total Waste generated (in metric tonnes)		
Plastic waste (A)	1,261.28	2,361.32
E-waste (B)	73.23	104.60
Bio-medical waste (C)	7.63	21.10
Construction and demolition waste (D)	15,800.28	12,537.31
Battery waste (E)	88.43	99.79
Radioactive waste (F)	-	-
Other Hazardous waste. Please specify, if any. (G)	2,21,372.93	2,29,316.38
Other Non-hazardous waste generated (H)	8,04,332.89	6,54,238.62
Total (A+B + C + D + E + F + G + H)	10,42,936.67	8,98,679.11
Waste intensity per rupee of turnover (Total waste generated / Revenue from operations) (MT/crore INR)	40.35	33.48
Waste intensity per rupee of turnover adjusted for Purchasing Power Parity (PPP) (Total waste generated / Revenue from operations adjusted for PPP) (MT/million USD)	92.32	76.60
Waste intensity in terms of physical output Waste intensity (MT of waste / MT of production)	0.34	0.32

Note: The revenue from operations has been adjusted for PPP based on the latest 2022 PPP conversion factor for India published by OECD.



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

Parameter	FY 2023-24	FY 2022-23
Category of waste (Hazardous Waste)		
(i) Recycled	87,877.95	1,39,567.40
(ii) Re-used	59,975.66	
(iii) Other recovery operations	20,079.36	20,010.77
Total	1,67,932.97	1,59,578.17
Category of waste (Non-Hazardous Waste)		
(i) Recycled	2,81,380.60	5,81,717.33
(ii) Re-used	4,93,508.52	
(iii) Other recovery operations	9,640.14	67,684.90
Total	7,84,529.25	6,49,402.23
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste (Hazardous Waste)		
(i) Incineration	565.33	1,174.78
(ii) Landfilling	57,688.77	1,09,765.91
(iii) Other disposal operations	-	-
Total	58,254.10	1,10,940.69
Category of waste (Non-Hazardous Waste)		
(i) Incineration	29.89	21.05
(ii) Landfilling	6,598.31	9,601.92
(iii) Other disposal operations	-	-
Total	6,628.20	9,622.97

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, reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

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.

Grasim maintains an efficient waste management system to control operational waste while upholding ethical waste-handling practices. All our premises strictly adhere to local regulations for waste collection, handling, storage and disposal. We continuously aim to evolve our waste management strategy to better identify and account for our waste. The majority of waste generated on our sites undergoes either recycling, reused, or recovery, with a focus on minimising incineration and landfill disposal.

Bio-sludge from our Effluent Treatment Plants is used in our power plants as a substitute for coal. Given that incineration contributes to greenhouse emissions and landfilling is expensive and sensitive to seasonal changes, solid waste management practices become crucial.

We are transitioning to multi-source procurement of super washed/washed salt for chemical reduction, which helps in reducing sludge formation. Additionally, we are implementing a treatment system aimed at reducing or eliminating sulphate. Our plans are in advanced stage to supply the sludge to fertiliser industries for the manufacturing NPK Fertiliser. Grasim's Chemicals business has developed applications for liquid byproducts from bleaching powder manufacturing, offering cost-effective alternatives for textile bleaching and effluent treatment, further reducing chlorine recycling costs and promoting sustainability.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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:

S. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval / clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
	None of the sites are located in ecologically sensitive areas. However, the company plans to conduct biodiversity impact assessments for selected sites to understand and mitigate any potential impact on biodiversity.		
	Please refer to Biodiversity Policy: https://www.grasim.com/Upload/PDF/biodiversity-policy.pdf		

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
None					

13. Is the entity compliant with the applicable environmental law/ regulations/ guidelines in India; such as the Water (Prevention and Control of Pollution) Act, Air (Prevention and Control of Pollution) Act, Environment protection act and rules thereunder (Y/N). If not, provide details of all such non-compliances, in the following format:

S. No.	Specify the law / regulation / guidelines which was not complied with	Provide details of the non-compliance	Any fines / penalties / action taken by regulatory agencies such as pollution control boards or by courts	Corrective action taken, if any
	Yes, all units operated by Grasim Industries Limited comply with the applicable environmental laws and regulations in their respective regions.			

Leadership Indicators

1. Water withdrawal, consumption, and discharge in areas of water stress (in million cubic meter):

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

- (i) Name of the area: Following plants fall under the water stress regions as per India Water Tool:

Chemicals Business – Nagda, Veraval, Vilayat, Balabhadrapuram, Ganjam.

Cellulosic Fibres Business– Vilayat, Kharach, Nagda, Harihar, Veraval.

Others Businesses– Halol, Malanpur, Kolhapur.

- (ii) Nature of operations: Manufacturing unit



(iii) Water withdrawal, consumption and discharge in the following format: (consolidated numbers for units which are present in areas of stress)

Parameter	FY 2023-24	FY 2022-23
Water withdrawal by source (in million cubic meter)		
(i) Surface water	26.47	26.52
(ii) Groundwater	1.19	1.06
(iii) Third party water	12.22	9.17
(iv) Seawater / desalinated water	1.30	-
(v) Others	0.001	-
Total volume of water withdrawal (in million cubic meter)	41.18	36.75
Total volume of water consumption (in million cubic meter)	42.10	35.37
Water intensity per rupee of turnover (Water consumed / turnover) (m³/crore INR)	1,628.93	1317.83
Water intensity (optional) – the relevant metric may be selected by the entity	-	-
Water discharge by destination and level of treatment (in million cubic meter)		
(i) Into Surface water		
- No treatment	--	--
- With treatment – Secondary treatment	10.25	10.22
(ii) Into Groundwater		
- No treatment	--	--
- With treatment	-	--
(iii) Into Seawater		
- No treatment	--	--
- With treatment – Secondary treatment	11.89	5.54
(iv) Sent to third-parties		
- No treatment	--	--
- With treatment – Secondary treatment	0.06	5.55
(v) Others		
- No treatment	--	--
- With treatment	--	--
Total water discharged	22.20	21.32

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, limited assurance has been carried out by BDO India LLP for FY 2023-24.

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

Parameter	Unit	FY 2023-24	FY 2022-23
Total Scope 3 emissions (Break-up of the GHG into CO₂, CH₄, N₂O, HFCs, PFCs, SF₆, NF₃, if available)	Million tCO ₂ e	4.85	5.57
Total Scope 3 emissions per rupee of turnover	tCO ₂ e per crore INR	187.83	207.43
Total Scope 3 emission intensity in terms of physical output	tCO ₂ e per MT of production	1.60	1.96

Note - Categories 1, 2, 3, 4, 5, 6, 7 and 9 considered for calculation of scope 3 GHG emissions

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, limited assurance has been carried out by BDO India LLP for FY 2023-24.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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:

S. No.	Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
1.	Waste Heat Recovery	With the help of Pinch analysis, we have utilised low-temperature waste hot streams for process heating, thus reducing the equivalent requirement of energy.	Reduction in Steam Consumption for process heating. Reduction in power consumption of Effluent treatment plant.
2.	Condensate Recovery	The utilisation of vapour condensates in place of soft water for product washing.	Decrease in freshwater consumption in process washing.
3.	Installation of high efficiency equipment	Increasing the number of stages of evaporators, thus expanding the evaporation efficiency.	Increase in the steam economy, thus reducing absolute steam consumption.
		Replacement of an old Economiser with higher Heat Transfer Area and efficient new Economiser to extract more heat from gases.	Increased waste heat recovery and reduction in equivalent steam consumption.
		Replacing old low-efficiency air compressor with high energy efficient air compressor.	Reduction in equipment specific power consumption.
		Replacement of conventional lights by LED lights.	Reduction in illumination power consumption.
		Upgradation of conventional ceiling fans with BLDC fans.	Reduction in power consumption.
4.	Power Plant Performance Monitoring and Improvement	Improve 'Steam to Fuel' ratio from the Boiler through various energy conservation measures and operational excellence.	Reduction in Non-Renewable fuel consumption.
		Upgradation of the turbine by Installing New Rotor and Diaphragms for Energy Efficiency-Boiler House.	Drop in steam and power consumption.
5.	Renewable Energy and Alternate Fuels	Sourcing RE power in the form of Solar and Wind Power.	Site specific reduction in GHG Emission intensity.
		Utilising waste liquor as fuel to run boilers.	Reduction of Non-Renewable fuel consumption.
		Use of alternate fuels like bagasse, rice husk and biomass briquettes in coal power plant.	Reduction in coal consumption.
		Power generation using waste steam.	
6.	Waste recycling & reuse	We strive to reduce waste disposal into landfill and through incineration. Characteristics of each type of waste generated is identified and suitable use for each is sought. Eg. Fly ash generated in coal power plants is diverted to cement plants for reuse.	Circularity of waste and thus reduction in waste to landfill.
7.	Zero Liquid Discharge	Installation of zero liquid discharge plants to treat and recycle water.	Reduction in freshwater consumption as well as effluent discharge.
8.	Circular Fibre	Utilising pre-consumer cotton waste to replace virgin wood pulp.	Reduction in raw material usage.

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

Grasim is dedicated to ensuring operational safety and has a strategy in place to address potential crisis that could pose risks to individuals, the environment, or the company's strategic, financial, or reputational standing. These crisis may arise from various factors including negative media coverage, government inquiries, major lawsuits, natural disasters, terrorist or cyberattacks, data breaches, workplace incidents, violence outbreaks, or pandemics.



Our crisis management approach aims to mobilise experienced and senior personnel and necessary resources, to mitigate impact on people, the environment, shareholders, brand value, infrastructure, and reputation.

Grasim has developed extensive business continuity and disaster management plan, disseminated across all sites. Additionally, to enhance preparedness for emergencies, Grasim has partnered with an agency to manage Code Red and Call Centre operations. The Code Red team verifies the information provided and gather more details about the incident. In times of crisis, the Site Incident Command System (ICS) communicates with the call centre to provide updates and activate response measures.

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

There is no adverse impact to the environment from our value chain entities.

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

Currently 100% of our pulp suppliers which accounts for 38% of our total raw material procurement value go through assessments for environment impact. We are planning to increase our assessment outreach to our entire value chain in future.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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



Engagement with relevant authorities is guided by Grasim's core values and unwavering principles of integrity and transparency to balance the interests of diverse stakeholders. Grasim trains and authorises only qualified officials to interact with trade chambers and industry associations that influence policymaking. The company's public policy positions align with its sustainability goals and responsible corporate citizenship objectives. It actively participates in industry representations to regulatory bodies to promote the holistic development of the sector and the broader economy.

Essential Indicators

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

Thirty Two (32)

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.	The Associated Chambers of Commerce and Industry of India (ASSOCHAM)	National
2.	India Chemical Council	National
3.	Federation of Indian Chambers of Commerce and Industry (FICCI)	National
4.	Alkali Manufacturer Association of India	National
5.	Confederation of Indian Industry (CII)	National
6.	Association Of Man-made Fibre Industry Of India (AMFII)	National
7.	The Synthetic & Rayon Textiles Export Promotion Council (SRTEPC)	National
8.	Confederation of Indian Textile Industry (CITI)	National
9.	Indian Wind Turbine	National
10.	Indian Technical Textile Association (ITTA)	National

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

No new cases were filed in the current financial year. Listed below are ongoing cases from the previous years.

Name of Authority	Brief of the case	Corrective action taken
Competition Commission of India	Competition Commission of India (CCI) has passed an order dated 16 th March, 2020 under Section 4 of the Competition Act, 2002, imposing a penalty of ₹ 301.61 crore related to the Cellulosic Staple Fibre turnover.	The company filed an appeal before the National Company Law Appellate Tribunal (NCLAT).
Competition Commission of India	Without considering that an Appeal is already pending against the aforesaid Order, the CCI passed another Order dated 3 rd June, 2021, levying a penalty of ₹ 3.49 crore for non-compliance with the Order passed on 16 th March, 2020.	The company filed a Writ Petition before the Hon'ble Delhi High Court against the Order of the CCI.



Name of Authority	Brief of the case	Corrective action taken
Competition Commission of India	The CCI has passed another order dated 6 th August 2021 under Section 4 of the Competition Act, 2002. However, because of the penalty of ₹ 301.61 crore already imposed on the company in a previous order, the CCI deemed it appropriate not to impose any further monetary penalty on the company.	The company filed an appeal before the National Company Law Appellate Tribunal (NCLAT).

Leadership Indicators

1. Details of public policy positions advocated by the entity:

S. No.	Public policy advocated	Method resorted for such advocacy	Whether the information available in public domain? (Yes/No)	Frequency of review by board (Annually/ Half yearly/ Quarterly/ Other-please specify)	Web Link, if available
1.	The Company follows a structured approach towards public policy advocacy across all its businesses. It participates and engages with different stakeholders including Government, Trade Associations, Industry chambers, Ministries and Regulators providing feedback & addressing policy related issues relevant to its businesses. Some areas of policy advocacy includes textiles sector, chemical sector, renewable energy, climate change, health and safety etc. The purpose of such collaborations is to contribute towards overall development of Indian Industry, taxation policy matters, innovation etc. and knowledge sharing with respect to industry best practices. The Company's approach is guided by its internal code of principles maintaining ethical business standards.	The Company engages with industry leading associations like CII, FICCI and ASSOCHAM for providing input on the relevant subjects. It also discusses changes/ suggestions with various industry bodies like Indian Chemical Council, Apparel Export Promotion Council, etc. and address policy related issues relevant to its businesses. The feedback is provided through representations, inputs to relevant committees, consultations either directly or through the industry chamber/associations.	No	NA	NA

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

PRINCIPLE 8: Businesses should promote inclusive growth and equitable development



Grasim is committed to promoting equitable and sustainable community development, with a strong emphasis on inclusivity. The Company aims to foster a culture that seamlessly integrates Corporate Social Responsibility (CSR) values into its core business objectives. Grasim is dedicated to nurturing a society that offers equal opportunities to all individuals and is actively engaged in implementing developmental interventions to improve education, healthcare, sustainable livelihood, infrastructure, and social 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
NIL					

2. Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity:

S. No.	Name of the 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)
NIL						

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

Grasim has established a dedicated grievance redressal mechanism specifically for the community, ensuring prompt and effective actions to address raised complaints, facilitate timely resolution and prevent recurrence. The company actively communicates the availability of this mechanism and designated channels to community members, fostering awareness and transparency in the grievance reporting process. Stakeholders can approach our Admin & Liaison Officer, who escalates their concerns to the Grievance Committee for further action.

Grievance Mechanism Process: We follow a 6-step process to resolve grievances:

Step 1: Receive Grievance

Step 2: Record

Step 3: Screen

Step 4: Investigate

Step 5: Act

Step 6: Follow up and close out

Formal grievances are recorded in the Grievance Register, with relevant forms documented for record-keeping. Upon submission of a grievance, it is acknowledged within five working days of submission. The stakeholder officer and employees undertake the responsibility of investigating grievances, which may involve site visits, consultations, and record-keeping. The gathered information is analysed to determine the most appropriate steps for resolution. The stakeholder officer then creates an action plan, assigns tasks, monitors progress, and informs the external stakeholder once the grievance is satisfactorily resolved. Three weeks post-resolution, the stakeholder officer conducts a follow-up with the external stakeholder to ensure their satisfaction and collect feedback on the process.

For detailed information on our stakeholders' grievance redressal policy, please refer to the following web link:

<https://www.grasim.com/Upload/PDF/grasim-grievance-handling-policy-fy21.pdf>

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	15%	9%
Directly from within India	50%	55%

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

Note - The numbers are revised for FY 2022-23 on the basis of the explanation provided by SEBI of Input Material.

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

Location	FY 2023-24	FY 2022-23
Rural	15%	12%
Semi urban	3%	3%
Urban	61%	59%
Metropolitan	21%	26%

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

Leadership Indicators

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

Details of negative social impact identified	Corrective action taken
	Not Applicable

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

S. No.	State	Aspirational District	Amount Spent (In INR)
1.	Jharkhand	Palamu	₹119.41 lakh

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

No

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

Not Applicable

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

Not Applicable

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

S. No.	Intellectual Property based on traditional knowledge	Owned/ Acquired (Yes/No)	Benefit shared (Yes/No)	Basis of calculating of benefits 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 benefited from CSR Projects	% of beneficiaries from vulnerable and marginalised groups
1.	Healthcare Initiatives	7,77,196	100%
2.	Education Initiatives	90,674	100%
3.	Sustainable Livelihood Initiatives	1,41,275	100%
4.	Infrastructural Initiatives	1,45,104	100%
5.	Social Welfare Initiatives	56,264	100%

**PRINCIPLE 9: Businesses should engage with and provide value to their consumers in a responsible manner**

Grasim's primary goal is to meet customers' needs, provide added value, and exceed their expectations through innovation and ethical business conduct. The Company is committed to operating sensitively and responsibly, establishing a partnership with its customers to enhance their experience through the seamless delivery of good quality and safe products developed sustainably. With the widespread availability of internet access and rapid technological advancement, people's lives have been significantly influenced, presenting both opportunities and risks related to data privacy and cybersecurity. Grasim has stringent policies and processes to safeguard the information entrusted to it by customers and other stakeholders.

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

The company has established a structured mechanism to receive and address consumer complaints and feedback promptly. Senior management regularly reviews these complaints to ensure effective resolution. The specific escalation process may vary depending on the nature of the business, considering both B2B and B2C components.

Overview of company's mechanism:

Step 1: Complaint registration – Customers can submit complaints online through the Customer Relationship Management system, managed by the Customer Care Services (CTS) team or by sending an email. Complaints are forwarded to the marketing team.

Step 2: Process input – Details of customer complaints, including product name, batch number, and type of complaint, are gathered from the marketing department via email.

Step 3: Process interface – Several actions are taken to analyse customer complaints:

Marketing personnel enter the complaint into the Customer Relationship Management (CRM) system and generate a unique Ticket ID.

The marketing department communicates the complaint details to the relevant departments.

Quality-related complaints are promptly investigated and shared with the Supply Chain Management (SCM) and marketing departments. If necessary, the marketing department requests a complaint sample from the customer. Genuine complaints undergo a detailed root cause analysis, which is escalated for further action. The detailed root cause analysis and corrective action report are shared with the customer through the marketing department. The response time vary based on the customer's location:

- a. Domestic customers: Quality, packaging documentation, and label complaints are addressed within 15 days, while weight shortage and application complaints are addressed within 60 days.
- b. Export customers: Quality, packaging documentation, and label complaints are addressed within 30 days, while weight shortage and application complaints are addressed within 60 days.
- c. Customers are informed if a complaint is deemed not genuine.
- d. If feasible, the Quality Assurance (QA) department may recommend visiting the customer to better understand and verify the complaint's authenticity.

Step 4: Feedback – The company provides an online feedback mechanism through Mission Happiness, a highly active portal. Majority of the customers provide feedback through this platform.

BUSINESS RESPONSIBILITY & SUSTAINABILITY REPORT (BRSR) (CONTD.)

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

	As a percentage to total turnover
Environment and Social parameters relevant to the product	100%
Safe and responsible usage	100%
Recycling and/or safe disposal	Not Applicable

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

Category	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	Nil	Nil	-	Nil	Nil	-
Advertising	Nil	Nil	-	Nil	Nil	-
Cyber-security	Nil	Nil	-	Nil	Nil	-
Delivery of essential services	Nil	Nil	-	Nil	Nil	-
Restrictive Trade Practices	Nil	Nil	-	Nil	Nil	-
Unfair Trade Practices	Nil	Nil	-	Nil	Nil	-
Others	433	88	-	389	67	-

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

	Number	Reasons for recall
Voluntary recalls	Nil	Not applicable
Forced recalls	Nil	Not applicable

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

Yes, the company maintains a robust system and policy to address data security and privacy threats, ensuring data protection and integrity while complying with regulations. The policy outlines protocols for asset utilisation, information categorisation and dissemination, data backups, asset protection, software and internet usage, and email procedures, among others. The Company emphasises the importance of adhering to exemplary practices to uphold the highest levels of cyber security within the workspace.

You can find Grasim's information security policy at the following web link:

<https://www.grasim.com/Upload/PDF/information-security-policy.pdf>

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.

No incident was reported in the financial year.

7. Provide the following information relating to data breaches:

a. Number of instances of data breaches*

Zero

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

Not Applicable

c. Impact, if any, of the data breaches

Not Applicable

*Reasonable assurance has been carried out by BDO India LLP for FY 2023-24.



Leadership Indicators

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

We have a range of websites that cater to different aspects of information on products and services, which are listed below:

Corporate: Grasim Industries: www.grasim.com

Cellulosic Fibres: Birla Cellulose: www.birlacellulose.com Navyasa: <https://navyasabyliva.in>

Textiles: Jayashree Textiles: www.jayashree-grasim.com Grasim Premium Fabrics: www.grasimpremiumfabrics.com

Linen Club: <https://www.linenclub.com>

Chemicals: Aditya Birla Chemicals: www.adityabirlachemicals.com Speciality Chemicals: www.abg-am.com

Paints: Birla Opus: <https://www.birlaopus.com/>

B2B E-commerce: Birla Pivot: <https://www.birlapivot.com/>

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

The Company adopts a diverse range of methods to ensure that product information is effectively communicated to consumers. These include utilising bale packaging, incorporating hang tags, and prominently featuring detailed product specification on products and websites. Grasim prioritises responsible product handling by including a safety sheet with every product and ensuring Material Safety Data Sheets (MSDS) are available for all chemicals used.

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

As a responsible entity, Grasim has developed robust systems to warn customers of potential risks linked to the disruption or cessation of essential services. These systems include timely communication through the official website, social media channels and dedicated customer service phone lines. Grasim ensures that customers get timely alerts about any impending maintenance, upgrades or potential disruptions that might interfere with their access to key 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 with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

Yes, Grasim goes above and beyond regulatory requirements by offering additional product information to benefit customers.

Grasim endeavors to enhance consumer confidence by equipping them with the necessary information for informed decision-making when buying and using its products. We enhance the transparency of our products through initiatives such as GreenTrack, a blockchain-based traceability platform developed by Birla Cellulose for Cellulosic Fibres. This platform allows consumers and brands to trace the entire textile value chain in real-time by scanning a QR code. Registered partners provide updates on product movement throughout the value chain, offering transparency from the plantation to the final consumer. GreenTrack empowers consumers to make informed decisions by showcasing the complete sustainability journey of each product.

Grasim conducts systematic surveys to assess customer satisfaction across its products, operational sites, and overall company performance, using Net Promoter Scores (NPS) as a measure. These insights help Grasim understand evolving customer needs and make informed decisions to enhance offerings and improve the overall customer experience.

Net Promoter Scores for Grasim's business segments are as follows:

Chemicals: 61%

Speciality Chemicals: 63%

CSF (Cellulosic Staple Fibre): 54%

Insulators: 85%

CFY (Cellulosic Fashion Yarn): 37%