

(Annexure 'F' to the Board's Report)

Business Responsibility & Sustainability Reporting

Pursuant to Regulation 34(2)(f) of the SEBI Listing Regulations

The Directors present the Business Responsibility and Sustainability Report of the Company for the financial year ended on 31st March, 2022. SEBI through a notification dated 5 May 2021 has made amendments to certain provisions of the SEBI (Listing Obligations and Disclosure Requirements) Regulations, 2015 (LODR). As per the amendments, top 1000 listed companies by market capitalisation are required to submit a new report on ESG parameters, namely Business Responsibility and Sustainability Report (BRSR) mandatorily from FY 2022-23 onwards. Additionally, SEBI through a notification dated 10 May 2021 has prescribed the format of new report, BRSR along with the guidance note to enable companies to interpret the scope of disclosures required to be made in the report. The company has taken a progressive step by adopting the new BRSR framework for its FY2021-22 report. This will help the company to assess its readiness and to bring incremental change to report on all the requirements of BRSR framework including essential & leadership indicators when it becomes mandatory from FY 2022-23 onwards. The Company is also continuing the practice of producing sustainability disclosures through comprehensive Sustainability Report available in public domain.

The Business Responsibility disclosures in this Report illustrate the Company's efforts towards providing standardised set of disclosures on its ESG performance for all stakeholders to make informed decisions. This Report is aligned with National Voluntary Guidelines on Social, Environmental and Economic Responsibilities of Business (NVG-SEE) released by Ministry of Corporate Affairs. This report provides an overview of the activities carried out by the Company under each of the nine principles as outlined in above mentioned Guidelines. The disclosures covered in BRSR are covered in detail in the Company's Sustainability Report. The Board of Directors have approved the Sustainability Policy of the Company, and the Sustainability Report for FY'21 is available on the Company's website at <https://www.pcblltd.com/responsibility> while sustainability report for FY 2021-22 is under development. For doing the same, the Company is undertaking efforts to be more in accordance with globally renowned GRI standards.

SECTION A: GENERAL DISCLOSURES

I. Details of the listed entity

1	Corporate Identity Number (CIN) of the Listed Entity	L23109WB1960PLC024602
2	Name of the Listed Entity	PCBL LIMITED (Formerly known as 'Phillips Carbon Black Limited')
3	Year of incorporation	31/03/1960
4	Registered office address	31, N. S. Road, Kolkata-700001
5	Corporate address	RPSG House, 4 th Floor, 2/4 Judges Court Road, Kolkata-700027
6	E-mail	pcbll@rpsg.in
7	Telephone	033-40870500/0600
8	Website	www.pcblltd.com
9	Financial year for which reporting is being done	2021-2022
10	Name of the Stock Exchange(s) where shares are listed	NSE & BSE
11	Paid-up Capital	₹ 37,74,62,604/-
12	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Mr. Kaushik Mukherjee Company Secretary and Chief Legal Officer Email: - kaushik.mukherjee@rpsg.in Telephone: 033-40870500/0600
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).	Consolidated Basis

II. Products/services

14. 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	Chemical and chemical products, pharmaceuticals, medicinal chemical and botanical products	97.91

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

S. No.	Product/Service	NIC Code	% of total Turnover contributed
1	Manufacturing of Carbon Black	1920	97.91

III. Operations

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

Location	Number of plants	Number of offices	Total
National	4, Durgapur, Kochi, Palej, Mundra	4, Chennai, Kolkata, Delhi, Mumbai	8
International	0	3, Belgium, Shanghai, Korea	3

17. Markets served by the entity:

a. Number of locations

Locations	Number
National (No. of States)	States & Union Territory of India where PCBL Supplies Rubber Black 1)Tamil Nādu 2) Kerala 3) Karnataka 4) Goa 5) Andhra and Telangana 6) Delhi 7) Haryana 8) Himachal Pradesh 9) Punjab 10) Rajasthan 11) Uttar Pradesh 12) Uttarakhand 12) Assam 13) Madhya Pradesh. 14) Maharashtra 15) West Bengal 16) Jharkhand 17) Odisha 18) Chhattisgarh 19) Gujrat 20) Daman, 21) Puducherry States & Union Territory of India where PCBL Supplied Specialty Black 1. Daman and Diu (UT) 2) Delhi 3) Gujarat 4) Haryana 5) Haryana 6) Jammu and Kashmir 7) Karnataka 8) Madhya Pradesh 9) Maharashtra 10) Puducherry (UT) 11) Punjab 12) Rajasthan 13) Tamil Nadu 14) Telangana 15) Uttar Pradesh 16) West Bengal
International (No. of Countries)	45+ Countries

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

- Revenue from Operations – ₹ 4,446.42 crores
- Contribution of exports- 30% (approx.)

c. A brief on types of customers

Customer centricity is intrinsic to PCBL's business culture. We make continuous efforts towards understanding our customer's evolving needs and this has led to our growth and success over the years. We have continuously demonstrated our commitment towards providing the best customer service by constantly delivering value to our customers. We drive improvement in products by staying in sync with the customer's expectation and deliver upto their satisfaction. We work with the leading tyre manufacturers in India as well as around the globe such as MRF, CEAT, JK Tyre & Industries, Apollo Tyres, Bridgestone, Giti Tyres, Goodyear, Michelin, Yokohama, TVS Group, Continental, Toyo, Nexen, Kumho, Contitech, Trelleborg, Camso and Petlas among others. We offer grades to meet specific requirements of technical and rubber goods manufacturing companies. Moreover, we cater to the specialty black needs of prominent Indian and global companies. We have strategic relationships with these esteemed customers, providing customised products and also jointly develop products for them.

IV. Employees

18. Details as at the end of Financial Year:

a. Employees and workers (including differently abled)

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	844	796	94.30%	48	5.69%
2.	Other than Permanent (E)	0	0	0	0	0
3.	Total employees (D + E)	844	796	94.30%	48	5.69%
Workers						
4.	Permanent (F)	291	291	100%	0	0
5.	Other than Permanent (G)	734	719	97.96%	15	2.04%
6.	Total workers (F + G)	1025	1010	98.54%	15	1.46%

b. Differently abled Employees and workers:

S. No.	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Differently Abled Employees						
1.	Permanent (D)	0	0	0	0	0
2.	Other than Permanent (E)	4	2	50%	2	50%
3.	Total differently abled employees (D + E)	4	2	50%	2	50%
Differently abled Workers						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total differently abled workers (F + G)	0	0	0	0	0

19. Participation/Inclusion/Representation of women

	Total (A)	No. and percentage of Females	
		No. (B)	% (B / A)
Board of Directors	10	2	20%
Key Management Personnel	3	0	0%

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

	FY 21-22 (Turnover rate in current FY)			FY 20-21 (Turnover rate in previous FY)			FY 19-20 (Turnover rate in the year prior to the previous FY)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees [in %age]	15.03	26.80	16	15	10	15	17	30	20
Permanent Workers [in %age]	2	0	2	0	0	0	0	0	0

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

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

S. No.	Name of the holding / subsidiary / associate companies / joint ventures (A)	Indicate whether holding/ Subsidiary/ Associate/ Joint Venture	% of shares held by listed entity	Does the entity indicated at column A, participate in the Business Responsibility initiatives of the listed entity? (Yes/No)
1.	Phillips Carbon Black Cyprus Holdings Limited	Wholly Owned Subsidiary	100	Yes
2.	Phillips Carbon Black Vietnam Joint Stock Company	Subsidiary Company of Phillips Carbon Black Cyprus Holdings Limited	80	Yes
3.	PCBL(TN) Limited*	Wholly Owned Subsidiary	100	Yes

*Incorporated with effect from 29th September, 2020

VI. CSR Details

22. (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: Yes
(ii) Turnover (in ₹): Revenue from Operations - ₹ 4,446.42 crores
(iii) Net worth (in ₹): ₹ 2,604.91 crores

VII. Transparency and Disclosures Compliances

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

Every business operates in an environment influenced by multiple stakeholders. We are committed to be open and transparent in our communication with all our stakeholders in disseminating information in a fair and timely manner. However, there can be times when our stakeholders have some concerns/grievances. We truly acknowledge this and therefore provide them with appropriate channels to raise their grievances so that these can be received and resolved in timely and best possible manner. During the financial year, we received 2 nos. of grievances from our from shareholders which were resolved during the same year. There are no pending grievances from any of the stakeholders of PCBL at the end of the financial year.

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 2021-22 Current Financial Year			FY 2020-21 Previous Financial Year		
		Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks	Number of complaints filed during the year	Number of complaints pending resolution at close of the year	Remarks
Communities	Yes,	0	0	None	0	0	-
Investors (Other than shareholders)	Yes	0	0	None	0	0	-
Shareholders	Yes, a grievance redressal mechanism is in place. The web-link for the same is https://www.pcblltd.com/responsibility/policy	2	0	All complaints filed during the FY2021-22 were duly resolved during the same year.	2	0	All complaints filed during the FY2021-22 were duly resolved during the same year.
Employees and workers	Leena AI, Sampark (Quarterly employee engagement program)	0	0	None	0	0	-
Customers	SAP (Internal) As explained above	58	58	All complaints filed during the financial year 21-22 were duly resolved during the financial year	75	75	All complaints filed during the financial year 20-21 were duly resolved during the financial year
Value Chain Partners	Through e-Mail	0	0	-	0	0	-

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

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

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
1	GHG emissions/ energy management/ Air Quality	Risk	Operational sustainability may be hampered by the negative impacts created on environment. The GHG emission reduction will help to minimize the impact on environment / air quality, improving energy efficiency will reduce combustion of fuel in the fossil fuel dominated grid which, in turn, will reduce carbon footprint of PCBL:	# Accounting / monitoring GHG and other emissions; corrective measure (long term / short term (to reduce the emission, improving energy efficiency (Heat etc.) exchangers; Using the process emission (off-gas) for power generation.	There is positive financial implication of reduction GHG emission / improving energy efficiency / air quality
2	Water use/ management	Risk	Water is used for various processes in our operations. We take it as our responsibility to reduce freshwater consumption, especially in the water stress areas where we operate.	We focus on zero water discharge by adopting measures such as monitoring water consumption in various processes at operational level; exploring water-recycling opportunities to save freshwater consumption, replenishment of ground water through utilisation of harvested rainwater for horticulture. .	There is positive financial implication from reduction in freshwater consumption
3	Solid waste management	Risk	Waste is generated as part of carbon black manufacturing process. We continuously strive to i. reduce the quantity of waste generated at source by adopting adequate measures; ii. ensuring waste generated is disposed off in an appropriate manner iii. exploring possibilities for recycling and reusing the waste generated.	As our approach towards waste management during the financial year, we monitored the quantity of different types of wastes generated like ETP sludge, cotton and rubber gloves, bags (jumbo and paper), etc., Thereafter the mapping was done to set the baseline. As an action plan, all operational sites have been mandated to work towards identification and implementation of waste management plan focusing on waste reduction, reuse & recycle.	There is positive financial implication of reduction in waste generation and reuse & recyclability of wastes.
4	Health & safety	Risk	PCBL has a people-first culture, and it makes every effort to ensure the work environment motivating. Health & safety has been considered for the broader ecosystem than just employees	Emphasis on Hazard identification, risk assessment, and incident investigation; rolled out an occupational, health and safety management programme across our plants. Plants are certified with the new ISO 45001:2018 standard. Established Safety Committee across all plants, which consists of Unit Head (Chairperson), Safety Head (Secretary), all department heads and contract worker representatives representing each contractor. Strict adherence to SOPs for following the highest level of health and hygiene, protecting the spread of the pandemic in our manufacturing units, regional offices and corporate office	There is positive financial implication of ensuring Health and Safety
5	Product Stewardship	Risk	This material topic has been considered in order to share the responsibility (EPR) to all those viz. manufacturers, retailers, users, and disposers who are involved in product life cycle for reducing the environmental impact of products. -A leadership mindset. Not just 'safety' & 'responsibility' but future focus with R&D spend	Taking initiative for life cycle assessment of the product and taking action to reduce the impact on environment, adherence to applicable national and international regulations (e.g., REACH), emphasising continuously on updating domain knowledge through R&D, analysing, and highlighting implications and staying ahead of the compliance curve	There is positive financial implication of Product Stewardship

S. No.	Material issue identified	Indicate whether risk or opportunity (R/O)	Rationale for identifying the risk / opportunity	In case of risk, approach to adapt or mitigate	Financial implications of the risk or opportunity (Indicate positive or negative implications)
6	Human rights & community engagement	Opportunity	<p>The role of a socially responsible corporate citizen to enrich relationships with stakeholders, from suppliers to customers, regulators, investors and the communities where it operates.</p> <p>When businesses respect human rights, they demonstrate their commitment to building sustainable and mutually beneficial relationships with those who influence or are impacted by their operations, including customers, communities, workers, and investors.</p>	Adherence to established policies of PCBL e.g., Code of Conduct, Child labour policy and Whistle blower policy. These policies describe our approach towards human rights issues and sets the expectations from the value chain partners to adhere to human rights principles.	There is direct negative and indirect positive financial implication of Corporate Social Responsibility

SECTION B: MANAGEMENT AND PROCESS DISCLOSURES

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

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
Policy and management processes									
1. a. Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
b. Has the policy been approved by the Board? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
c. Web Link of the Policies, if available	The policies are uploaded on the website of the Company at www.pcblltd.com under the segment 'Investor Relations' and 'Sustainability'								
2. Whether the entity has translated the policy into procedures. (Yes / No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
3. Do the enlisted policies extend to your value chain partners? (Yes/No)	Y	Y	Y	Y	Y	Y	Y	Y	Y
4. Name of the national and international codes/certifications/labels/ standards (e.g. Forest Stewardship Council, Fairtrade, Rainforest Alliance, Trustee) standards (e.g. SA 8000, OHSAS, ISO, BIS) adopted by your entity and mapped to each principle.	IATF16949:2016	IATF16949:2016, ISO14001:2015	IATF16949:2016, ISO 45001:2018	IATF16949:2016, ISO14001:2015	IATF16949:2016, ISO 45001:2018	IATF16949:2016, ISO14001:2015	IATF16949:2016, ISO14001:2015, ISO 45001:2018	IATF16949:2016	IATF16949:2016
5. Specific commitments, goals and targets set by the entity with defined timelines, if any.	Y	Y	Y	Y	Y	Y	Y	Y	Y
6. Performance of the entity against the specific commitments, goals and targets along-with reasons in case the same are not met.	All have been met.								

Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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Governance, leadership, and oversight

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

Dear Stakeholders,

PCBL is pleased to present to you its first Business Responsibility and Sustainability Report, FY'22 which supersedes BRR developed previously. We are thankful to all our stakeholders for investing their trust & belief in us that has helped us to grow exponentially over the past years.

Our approach to sustainability is not based on merely meeting compliances but goes a step beyond towards institutionalization of sustainability practices. At its core, lies the robust governance systems and risk management process including effective policies and processes, some of which even cascade down to our value chain partners. We ensure all our business activities are conducted in accordance with ethical principles, internal policies, procedures, and relevant laws and regulations. Hence prevention of corruption and promotion of fair competition is another important dimension of the compliance efforts at PCBL. Sustainability lies at the heart of all our business processes. To ensure that we conduct our operations in a responsible manner, we implemented Sustainability Policy in 2018, approved by the Board of Directors.

We strongly believe that success and sustainable growth of any organisation depends on creating long-lasting relationship with its stakeholders. We have created communication channels for all our stakeholders to ensure that they are granted their very own right "to be heard". Going beyond, we have also established the mechanism to receive their concerns and grievances, if any. We also ensure that their concerns/grievances are resolved in the minimum possible time to remain committed to our promise to provide them the very best.

On environment front, while we work rigorously on various aspects like resource management, energy management, emission reduction, water and waste management to imbibe best practices, we specifically work towards integrating ethical, environmental & social practices in our supply chain. We ensure adherence to all environmental and other applicable compliances. Backed by our R&D expertise, we are constantly exploring sustainable and environment-friendly products that can offer maximum value with minimum impact on the environment. Further, we focus on process and manufacturing technology to produce superior quality products and minimise waste generation.

Employees constitute one of the most important elements of PCBL and their safety is always a top priority. Safety audits are regularly carried out and systems are strengthened based on gaps identified. All possible learning & development opportunities are extended to ensure their holistic development. Respect for human rights is at the foundation of our business and ingrained in our culture, guiding our interactions with employees, suppliers, customers, and the communities we serve. We make sure that all our employees and value chain partners have safe, supportive and respectful workplaces where the dignity of every associate is recognized. While we can see significant changes in the lives of people we work with, our efforts to enable the economic empowerment of our communities, and to making a positive difference, will continue.

While we do all this, we believe that we are able to deliver value and contribute our bit in furthering the sustainable development agenda. However, the aspirations are ever evolving and we look up to continue to keep ourselves committed to the growth of our nation and our people at all times.

Kaushik Roy,

Managing Director

8. Details of the highest authority responsible for implementation and oversight of the Business Responsibility policy (ies).	<p>The CSR Committee of the Board of Directors, functions under the Chairmanship of Mr. Kaushik Roy, Managing Director of the Company. The CSR Committee also comprises Mr. Shashwat Goenka, a Non-Executive Director and Mrs. Rusha Mitra, a Non-Executive Independent Director, as Members.</p> <p>The details of the Directors responsible for the implementation of the BR policies are as follows: -</p> <p>DIN: 06513489 Name: Kaushik Roy, Designation: Managing Director</p> <p>DIN: 03486121 Name - Shashwat Goenka Designation: Non-Executive Director</p> <p>DIN: 08402204 Name: Rusha Mitra, Designation: Non-Executive Independent Director</p>
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Disclosure Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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.	<p>Yes, the Company has a specified Committee of the Board responsible for decision making on sustainability related issues.</p> <p>Mr. Kaushik Roy, Managing Director and a Member of the CSR Committee of the Board of Directors of the Company, has the overall responsibility for the BR activities and his details are as follows: -</p> <p>DIN: 06513489 Name: Kaushik Roy, Designation: Managing Director Telephone No: 033 - 4087 0500 / 0600 Email ID - jayati.singh@rpsg.in</p>								

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	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								
Compliance with statutory requirements of relevance to the principles, and rectification of any non-compliances	Y	Y	Y	Y	Y	Y	Y	Y	Y	Quarterly								
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
										N	N	N	N	N	N	N	N	N

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

Questions	P1	P2	P3	P4	P5	P6	P7	P8	P9
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)	Not Applicable, since all principles are covered by the existing policies of PCBL.								
The entity does not have the financial or/human and technical resources available for the task (Yes/No)									
It is planned to be done in the next financial year (Yes/No)									
Any other reason (please specify)									

SECTION C: PRINCIPLE WISE PERFORMANCE DISCLOSURE

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

PRINCIPLE 1

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

Essential Indicators

1. Percentage coverage 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	8	<ul style="list-style-type: none"> Global business, strategy and planning, Governance, organisational capacity building, risk management and compliance, finance, policy evaluation and environment, social and governance (ESG) 	100%

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
Key Managerial Personnel	NA	NA	NA
Employees other than BoD and KMPs	218	<ul style="list-style-type: none"> 70% - Technical Based Training Programme 20% - Safety Based Training Programme 10% - Behavioural Based Training Programme Bringing in overall improvement in the performance of the employees to enhance the organizational efficiency 	100%
Workers	14	<ul style="list-style-type: none"> Programs to improve the on-field performance of the workers 	100%

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

Monetary				
NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	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		

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	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, PCBL has an Anti-Bribery Policy in place. We are committed to act with fairness and integrity in all our business matters. Our approach to anti-bribery or anti-corruption is characterised by strict adherence to all applicable laws and regulations that govern our operations worldwide. The Anti-Bribery Policy sets forth obligations on part of every employee for prevention, detection and reporting of any act of bribery or corruption. The policy is also extended to third-parties who are equally expected to adhere to the anti-bribery and anti-corruption laws respective to each geographical location we operate in and conduct all business dealings in a fair manner. The web-link of the aforesaid policy is <https://www.pcblltd.com/responsibility/policy>.

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

	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Directors	0	0
KMPs	0	0
Employees	0	0
Workers	0	0

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

	FY 2021-22 (Current Financial Year)		FY 2020-21 (Previous Financial Year)	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	No complaints received.	0	No complaints received.
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	No complaints received.	0	No complaints received.

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

Not Applicable

Leadership Indicators

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

Total number of awareness held	Topics / principles covered under the training	%age of value chain programmes partners covered (by value of business done with such partners) under the awareness programmes
<ul style="list-style-type: none"> Two days training provided to 15 participants at customer end One day training [10 mandays] provided to suppliers of paper bag, bulk bag, Wooden pallet, CBFS-FCC(New) and refractory of reactor 	<ul style="list-style-type: none"> Reuse of FIBC bags on the topic "Recycling of PCBL supplied FIBC bags after usages"; Quality Management System and requirements on ESG; all the shop floor people were covered 	<ul style="list-style-type: none"> Approx. 13% Approx. 30%(CBFS)+ 5%(others)

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, PCBL has a process in place to avoid / manage conflict of interests involving Members of the Board. We have a dedicated Code of Conduct to which all Board Members and Senior Management Personnel are bound. The code of conduct thus adopted stems from the fiduciary responsibility of the Board Members and the Senior Management towards all stakeholders to conduct business in a fair & ethical manner. Therefore, the Board Members and the Senior Management act as trustees in the matters related to conflict of interest and work in the best interest of all the stakeholders. Our code-of conduct sets the foundation for sound and fair business practices in all the countries we operate in.

PRINCIPLE 2

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

Essential Indicators

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

	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year	Details of improvements in environmental and social impacts
R&D	Total R&D Expenditure: ₹ 21.86 crores Percentage of R&D: 100%	Total R&D Expenditure:24.31 crores. Percentage of R&D: 100%	<ul style="list-style-type: none"> Development of new grade of rubber to improve fuel economy of vehicle Trial taken for production of grades with lower PAH (PAH is environment unfriendly); improvement observed but another trial will be taken for further improvement to achieve the target Research going on the use of Bio fuel for production of carbon black
Capex	3.06%	3.38%	

- Does the entity have procedures in place for sustainable sourcing? (Yes/No)
PCBL has adopted a strategic approach by formulating supplier code of conduct and sustainable procurement policy. We adopt highly standardised procurement process which integrates ethical, environmental and social criteria. We also engage with our suppliers to sensitize them on sustainability issues which can pose a threat to their business continuity and in turn can have an impact on our business operations. we have created a 'Supplier Code of Conduct', which sets out the standards expected of any supplier engaged in business with us. It is aligned with the principles of United Nations Global Compact, Carbon Disclosure Project, and aims to contribute to the SDGs. We encourage our suppliers to implement best-in-class environmental and safety management practices.

PCBL has partnered with EcoVadis so that sustainability best practices are shared, and sustainability profile of our key suppliers are assessed, which is a part of our Sustainable Procurement program.

- If yes, what percentage of inputs were sourced sustainably?
As of now we don't have data to report since quantification is not done. We shall quantify the same and report in near future.

- 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.

Over the years, we have established ourselves as one of the most reputed carbon black brands owing to product customisation, quality excellence and on-time delivery. PCBL provides products which are used by leading tyre companies within India and around the world for manufacturing tyres and other products. Our non-rubber customers include prominent global brands. Since our product "carbon black" acts as raw material for the other manufacturing companies, it is not possible for us to reclaim the product. However, we are exploring the possibility of extracting carbon black from the tyres which are disposed-off after their use, in collaboration with the manufacturers of same. This will help to reduce the use of consumption of virgin material and would substantially affect the cost as well.

- 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.

No. It is estimated that the use of recovered Carbon Black alone can reduce the size of the carbon footprint by 80%, which is why many large tyre manufacturers are trying to use significantly more. However, the technology is in under progress in India. Though EPR practices have been implemented by tyre manufacturing industries as it is directly applicable to them, the possibilities for our industry to apply EPR are under exploration.

Leadership Indicators

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

No, we have not conducted life cycle assessment for any of our products.

NIC Code	Name of Product /Service	% of total Turnover contributed	Boundary for which the Life Cycle Perspective/ Assessment was conducted	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/No) If yes, provide the web-link.
LCA Not conducted					

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
LCA Not conducted		

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

Indicate input material	Recycled or re-used input material to total material	
	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Process additives	0.3%	0.3%

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 2021-22 Current Financial Year			FY 2020-2 Previous Financial Year		
	Re-Used	Recycled	Safely Disposed	Re-Used	Recycled	Safely Disposed
Plastics (Including packaging)	0	0	95.4	0	0	86.8
E-waste	0	0	6.4	0	0	3.0
Hazardous waste	0	0	58.4	0	0	18.6
Other waste	0	0	543.2	0	0	18.1

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
	None

PRINCIPLE 3

Essential Indicators

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

Category	Total (A)	% of employees covered by									
		Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	796	796	100	796	100	0	0	796	100	796	100
Female	48	48	100	48	100	48	100	0	0	48	100
Total	844	844	100	844	100	48	100	796	100	844	100
Other than Permanent employees											
Male	Not Applicable										
Female	-										
Total	-										

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

Category	% of employees covered by										
	Total (A)	Health insurance		Accident insurance		Maternity benefits		Paternity Benefits		Day Care facilities	
		Number (B)	% (B / A)	Number (C)	% (C / A)	Number (D)	% (D / A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent employees											
Male	291	291	100	291	100	291	100	291	100	291	100
Female	0	0		0		0		0		0	
Total	291	291	100	291	100	291	100	291	100	291	100
Other than Permanent employees											
Male	719	72	10	0	0	0	0	72	10	72	10
Female	15	0	0	0	0	0	0	0	0	0	0
Total	734	72	10	0	0	0	0	72	10	72	10

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

	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)	No. of employee covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority (Y/N/N.A.)
PF	100	100	100	100	100	100
Gratuity	100	100	100	100	100	100
ESI		100	100		100	100
Others - please specify	100		100	100		

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, all our offices are equipped with necessary infrastructure so as to ensure easy and equal access to persons with disabilities.

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, PCBL has a Human rights policy which provides equal rights to person with disabilities without any sort of discrimination. The policy can be accessed at <https://pcblttd.com/responsibility/policy>

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

All the employees who took parental leave during the reporting year, returned to work and have been retained till present.

Gender	Permanent employees		Permanent workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100	100	100	100
Female	100	100	100	100
Total	100	100	100	100

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

	Yes/No (If yes, then give details of the mechanism in brief)
Permanent Workers	<p>a) Grievance / Suggestion box have been placed in conspicuous places to drop their issues and it is addressed by plant HR</p> <p>b) Workmen or contract workmen can raise their issues through sectional head then HOD and then to Unit Head who in turn addresses the complaint.</p> <p>c) Union also brings the issues direct to HR/IR Head for resolution.</p> <p>d) Quarterly Townhall meeting chaired by Plant Head is also available to redress their issues (if any).</p>
Other than Permanent Workers	NA
Permanent Employees	Yes, Leena AI is an autonomous conversational AI-backed platform that helps organizations to achieve better employee experience. It is a chatbot that sends surveys to the respective employees and captures the mood score accordingly. Employees and submit their grievances in the AI chat bot.
Other than Permanent Employees	NA

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

Category	FY 21-22 (Current Financial Year)			FY 20-21 (Previous Financial Year)		
	Total employees / workers in respective category (A employees)	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	0	0	0	0	0	0
- Female	0	0	0	0	0	0
Total Permanent Employees	0	0	0	0	0	0
Permanent Workers						
- Male	291	291	100	240	240	100
- Female	00	0		0	0	0
Total Permanent Workers	291	291	100	240	240	100

8. Details of training given to employees and workers:

Category	FY 2021-22 (Current Financial Year)					FY 2020-21 (Previous Financial Year)				
	Total (A)	On Health and safety measures		On Skill upgradation		Total (D)	On Health and safety measures		On Skill upgradation	
		No. (B)	% (B / A)	No. (C)	% (C / A)		No. (E)	% (E / D)	No. (F)	% (F / D)
Employees										
Male	796	796	100	650	82	724	724	100	583	81
Female	48	48	100	38	79	50	50	100	35	70
Total	844	844	100	688	81.5	774	774	100	618	80
Workers										
Male	291	291	100	251	86.25	240	240	100	192	80
Female	0	0	0	0	0	0	0	0	0	0
Total	291	291	100	251	86.25	240	240	100	192	80

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

Category	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	796	796	100	724	724	100
Female	48	48	100	50	50	100
Total	844	844	100	774	774	100
Workers						
Male	291	291	100	240	240	100
Female	0	0	100	0	0	0
Total	291	291	100	240	240	100

10. Health and safety management system:

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

Yes, Safety & Health is of paramount importance to us and we are committed to provide our employees with safe and healthy working environment. We focus on imparting safety awareness amongst our employees, contractors and vendors to ensure that there are no safety related incidents, injuries etc. To ensure this, we have rolled out an occupational, health and safety management programme across our plants. Our plants were already certified to OHSAS 18001:2007 standards. Also, we are now certified to the new ISO 45001:2018 standard. All our employees and contract workers are covered by our occupational health and safety management systems. In addition to this, our Environment, Health & Safety (EHS) policy provides the measures that should be taken to provide safe working environment to all.

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

Work related hazards are identified through HIRA, HAZOP, JSA Techniques. These methods help us to track and investigate such incidences and initiate appropriate actions. Material Safety Data Sheet (MSDS) are displayed at charge pump area and job specific PPE trainings are regularly provided to workers. The study also includes job safety analysis; awareness trainings and Safety observation and Learning event tracking.

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

Yes, PCBL has implemented Learning Events system for all its employees to report any unsafe conditions, Unsafe acts, Near Miss, work related hazard etc.

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

All the employees and workers can access the Occupational Health Centre at plants/sites for any non-occupational medical and healthcare services.

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

Safety Incident/Number	Category	FY 2021-22 Current Financial Year	FY 2020-21 Previous Financial Year
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hours worked)	Employees	0	0
	Workers	0.75	0.21
Total recordable work-related injuries	Employees	0	0
	Workers	34	1
No. of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	4	1

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

PCBL has established a Safety Committee across all its plants consisting of Unit Head as the Chairperson, Safety Head (Secretary), all department heads and contract worker representatives. The committee reviews the safety performance at the plant level based on which necessary actions are initiated with approval from management. Workers are also members of the safety committee, wherein they can put forward their thoughts related to the safety matters. The collective participation allows the employees and workers to discuss the related matters with management and take necessary decisions. Moreover, our legal team ensures compliance with the all the laws, regulations governing health & safety parameters applicable to us. Besides, following initiatives are taken to create a safer workplace:

- We provide proper training to our employees on occupational health and safety topics like working in confined spaces, work at height, lock out tag out (LOTO), forklift operations, material handling, behaviour-based safety (BBS), use of personal protective equipment, general safety awareness
- Annual medical check-ups are also organised for workers. Thorough medical check-ups are undertaken to check if employees are fit to work in certain situations like confined spaces, at certain heights and on a forklift, among others

- Under the contractor safety management, the workers are also provided with plant and equipment training related to safety
- Implemented an online safety training calendar

Apart from the measures above, we have also implemented Learning Events system for all employees to report any unsafe conditions, unsafe acts, near miss etc on immediate basis so that necessary step can be taken to eliminate the risk without any delay. Reporting through this system is regularly reviewed and any actions required on long-term basis are also taken into consideration. Additionally, we also have certified first aid providers at Plant level who are competent enough to give first aid treatment in case of any incident.

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

Category	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	None	0	0	None
Health & Safety	0	0	None	0	0	None

14. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Health and safety practices	<ul style="list-style-type: none"> • Mundra: hygiene audit conducted by M/S Green Circle INC, Dated - 06.09.21 • Kochi: WASH by IR Class
Working Conditions	<ul style="list-style-type: none"> • Mundra: hygiene audit conducted by M/S Green Circle INC, Dated - 06.09.21 • Durgapur: Eight Zone monitoring survey by Safecon India • Kochi: Ergonomics survey, Ventilation, Personal exposure, Sound, Illumination conducted by M/S Green Circle INC

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.

- Lifeline and Safety harness have been provided at the truck loading point and tanker unloading points to eliminate the risk of fall from heights.
- Wheel choke is used when the vehicle is parked for loading
- Aluminium coated heat resistant suits have been provided to employees working in high temperature zones

Leadership Indicators

- Does the entity extend any life insurance or any compensatory package in the event of death of (A) Employees (Y/N) (B) Workers (Y/N).
Yes, the Company has a Term Life Insurance Policy in place covering all its Employees and Workers in the event of their death.
- Provide the measures undertaken by the entity to ensure that statutory dues have been deducted and deposited by the value chain partners.
Currently PCBL does not have any mechanism in place to ensure that all the statutory dues are deducted and deposited by value chain partners appropriately. However, during the contract with value chain partners [suppliers & vendors] it is ensured that there is provision of compliance of terms and conditions which include all the laws of the land.
- Provide the number of employees / workers having suffered high consequence work related injury / ill-health / fatalities (as reported in Q11 of Essential Indicators above), who have been rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment.

	Total no. of affected employees/ workers		No. of employees/workers that are rehabilitated and placed in suitable employment or whose family members have been placed in suitable employment	
	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Employees	0	0	0	0
Workers	0	0	0	0

4. Does the entity provide transition assistance programs to facilitate continued employability and the management of career endings resulting from retirement or termination of employment? (Yes/ No)
We currently do not offer any such programs.

5. Details on assessment of value chain partners:

	% of value chain partners (by value of business done with such partners) that were assessed
Health and safety practices	10% value chain partners (by value of business done with such partners) were assessed. We regulate the practices of our suppliers with respect to mentioned criteria by encouraging them to adhere to applicable laws & regulation in respective areas of operation. We also have a sustainable procurement policy which lays down set criteria for all our suppliers to adhere to including fair business practices, compliance to environmental laws and industry standards; prohibition of any kind of child labor etc. We also encourage them to have their own policies and processes in place, ensuring an ethical and sustainable supply chain. To align the suppliers to the same ethical, social and environmental goals, we have created a 'Supplier Code of Conduct', which sets out the standards expected of any supplier engaged in business with us. All our suppliers are regularly audited against these parameters to find deviations, if any.
Working Conditions	

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

No significant risks/ concerns observed from assessments of selected suppliers with respect to health and safety practices and working conditions.

PRINCIPLE 4:

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

Essential Indicators

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

PCBL recognizes the role of stakeholders in company's sustainability. It believes in partnerships as reflected in the vision statement. Key stakeholders are identified based on their involvement in making strategic decisions, minimizing risk, providing resources, running the operations smoothly, helping the organization to reach its goals and in growing the business. These key stakeholders are, in turn, most affected by our business.

Following steps are followed to identify and prioritize the key stakeholders.

- Understanding and identifying key stakeholders; whether general key stakeholders and key stakeholders for particular project.
- Determining their impact on Business (Direct or Indirect)
- Knowing their needs in relation to the business
- Prioritization of the list based on evaluation of the stakeholders on the list, determination of which stakeholders affect most the business as well as who are affected most by the business

Types of Key Stakeholders:

Internal stakeholders who have a direct relationship with the company. External key stakeholders who do not directly work with the company, but they are affected by the business.

PCBL identified six critical stakeholder groups, which are listed below.

- Employees
- Supply chain partners
- Customers
- Government and regulatory authorities
- Communities
- Shareholders, investors and lenders

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

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Employees	No	<p>People Connect Series was conducted across units and offices where the Management Committee Members (MCM) virtually connected with employees and discussed their well-being</p> <ul style="list-style-type: none"> • Sampark Live - PCBL Townhall: Conducted once in a quarter for teams across geographies over a virtual platform where our MD and senior leadership team share business updates, challenges and way forward. Employees are also recognised and rewarded under 'Team of the Month', 'Well Done' and 'MD's Appreciation' categories • Certified General Management Programme: PCBL in association with IMI-Kolkata conducts a 15-month certified management programme for its HiPos, identified through a talent review process and feedback received from the mentors and managers • EMBARK PCBLite: Induction module for new joinees • Ensuring workplace safety • Leena (AI chatbot) to engage with employees and address their concerns 	<p>Sampark-chaired by MD(Once in a quarter)</p> <p>Townhall (Once in a month)</p>	<p>Employee welfare</p> <ul style="list-style-type: none"> • Strategic direction and performance • Transparent communication • Diversity and inclusion • Leaders as coaches • Career growth and progression • Learning and development opportunities • Regular engagement • Health, safety and environmental standards • Effective grievance mechanisms
Supply chain partners	No	<p>Meetings and workshops with global raw material suppliers and logistics partners to develop common approaches based on shared values</p> <ul style="list-style-type: none"> • Meetings with (potential) suppliers and business partners • Regular compliance and risk assessments of key suppliers • Discussion on procurement standards and information on the Company's tenders and procurement plans • All our major suppliers publish sustainability report and discuss their targets along with performance 	Once in a year with major suppliers	<p>Local procurement and resource support</p> <ul style="list-style-type: none"> • Responsible sourcing along the supply chain • Quality and service • Timely payments • Sustainability of the business and associated risks • Statutory and legal compliances • Health and safety needs • Environmental and social issues • Rationalising costs
Customers	No	<p>Regular interactions with key account manager</p> <ul style="list-style-type: none"> • Regular digital customer interface • Collaboration on product innovation • Customer and industry events and exhibitions • Regular customer satisfaction surveys • We cover all material topics impacting our customers by reviewing their disclosures in their sustainability report 	Once in a quarter with major customers	<p>Customised grades of carbon black to meet specific requirements</p> <ul style="list-style-type: none"> • Sustainable packaging • Product innovation • Quality and service • Responsible sourcing along the supply chain

Stakeholder Group	Whether identified as Vulnerable & Marginalized Group (Yes/No)	Channels of communication (Email, SMS, Newspaper, Pamphlets, Advertisement, Community Meetings, Notice Board, Website), Other	Frequency of engagement (Annually/ Half yearly/ Quarterly / others - please specify)	Purpose and scope of engagement including key topics and concerns raised during such engagement
Government and regulatory authorities	No	Annual report and regulatory filings <ul style="list-style-type: none"> Meeting on government directives and policy development Facility Inspection Regular meetings Periodic evaluation and improvement of our benchmarks conforming to prevailing environmental, social and corporate governance requirements, be it local, national or global Ensuring strict adherence to the 'Whistleblower Policy' and protect our employees by preserving utmost confidentiality 	Continuously in touch with the regulators for regulatory compliance on time and nothing is pending; all approval in place	Adherence to national and international regulations <ul style="list-style-type: none"> Good governance practices Community engagement Regulatory compliance Ethical business conduct Environmental stewardship Maintaining safety Project approvals
Communities	No	Employment and enterprise support <ul style="list-style-type: none"> Community health and impact on the environment Local infrastructure investments 	Continuous process. In addition, Quarterly meeting held with representatives of local community in which all the grievances are addressed	Periodic need assessment and engagement <ul style="list-style-type: none"> Need-based interventions across focus areas: education, health and sanitation, community development, environment sustainability
Shareholders, investors and lenders	No	Events, including annual general meeting, results presentations, investors' calls and conferences and earnings calls <ul style="list-style-type: none"> Disclose plans to achieve carbon neutrality, and our efforts to reduce carbon emissions, by responding to the CDP questionnaire. Also, provide crucial data and insights to global investors, helping them make informed decisions Annual report, sustainability report and regulatory filings One-on-one interactions Grievance redressal Lenders' meeting Negotiate financing facilities Proposals submission Analysts' congregations 	Every quarter	Financial performance <ul style="list-style-type: none"> Annual performance, progress plans and new projects Change in governance structure Long-term sustainability strategy Update on business directions Loan covenants Banking facilities Credit ratings

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.

As businesses worldwide decisively move towards sustainable value creation, we continue engaging our stakeholders to understand their expectations and gain insights from these discussions to identify focus areas of intervention in environment, social and governance (ESG). These issues are key to building a long-lasting, value-accretive enterprise. PCBL believes that an effective stakeholder engagement process is a strong foundation to progress sustainably towards the vision. The Company actively engages with the stakeholders in its own operations and beyond to bring transformational change. Stakeholders' views and suggestions are incorporated into our business strategies while the concerns raised by them are worked upon to strengthen our internal systems. We regularly engage with our stakeholders, who impact us or are impacted by our business decisions, to discuss matters most important to them. The responsibility for

discussion on sustainability matters lies with the board level committee. Consultation is usually through various functions connecting with different stakeholder groups e.g. CSR team, suppliers team, HR etc and their feedback is presented quarterly at the Business Review Board meetings (attended by the Chairman and leadership team). The decisions thus taken are informed to the respective stakeholders through different functions.

- 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.

We regularly engage with our stakeholders such as investors, shareholders and lenders, suppliers, business partners, community, employees, customers etc for business and management updates. PCBL adopts a holistic and responsible approach towards its stakeholders and ensures transparency in its disclosures concerning business matters. We provide crucial data and insights to global investors by doing investor presentation at regular intervals thereby helping them make informed decisions. A formal stakeholder engagement process involving direct & detailed consultation with different stakeholder groups, helps us in identifying the critical issues that need our immediate attention. The inputs received through stakeholder consultation process are presented to the board level Management Committee which plays a crucial role in the development and implementation of strategies, policies, and goals related to economic, environmental and social topics.

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

None of the stakeholder group has been identified as vulnerable or marginalised group.

PRINCIPLE 5:

Businesses should respect and promote human rights

Essential Indicators

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

Category	FY 2021-22 (Current Financial Year)			FY 2020-21 (Previous Financial Year)		
	Total (A)	No. of employees/workers covered (B)	% (B / A)	Total (C)	No. of employees/workers covered (D)	% (D / C)
Employees						
Permanent	844	844	100%	785	785	100
Other than Permanent	0	0	0	0	0	0
Total Employees	844	0	0	785	785	100
Workers						
Permanent	291	291	100%	240	240	100
Other Permanent	734	734	100%	0	0	0
Total Workers	1025	1025	100%	240	240	100

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

Category	FY 21-22 (Current Financial Year)					FY 20-21 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Employees										
Permanent	844	NA	NA	844	100	774	NA	NA	774	100
Male	796	NA	NA	796	100	724	NA	NA	724	100
Female	48	NA	NA	48	100	50	NA	NA	50	100
Other than Permanent	0	0	0	0	0	0	0	0	0	0
Male	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0

Category	FY 21-22 (Current Financial Year)					FY 20-21 (Previous Financial Year)				
	Total (A)	Equal to Minimum Wage		More than Minimum Wage		Total (D)	Equal to Minimum Wage		More than Minimum Wage	
		No. (B)	% (B/A)	No. (C)	% (C/A)		No. (E)	% (E/D)	No. (F)	% (F/D)
Workers										
Permanent										
Male	291	0	0	291	100	240	0	0	240	100
Female	0	0	0	0	0	0	0	0	0	0
Other than Permanent										
Male	719	0	0	719	100	698	0	0	698	100
Female	15	0	0	15	100	4	0	0	4	100

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

	Male		Female	
	Number	Median remuneration/salary/wages of respective category	Number	Median remuneration/salary/wages of respective category
Board of Directors (BoD)	8	1205.30L	2	21.45L
Key Managerial Personnel	3	1541.10L	0	0
Employees other than BoD and KMP	793	7.20L	48	6.81L
Workers	291	4L	0	0

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, Human Resource department headed by ED-HR is responsible for addressing human rights impacts or issues caused or contributed to by the business

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

PCBL has a mechanism in place to receive and address grievances from all its stakeholders including shareholders/investors; regulators; customers; employees; communities etc. Any stakeholder having grievance related to human rights issue can raise it through the existing forums.

Employees: AI Leena chatbot was launched to enhance transparency and inclusivity across the organisation. The chatbot converses with our employees based on a defined set of questions designed to measure the pulse of our teams and define their engagement level, while identifying the gaps. This helps us understand employee grievances and any other issues that employees might have. Based on the chats received from the chatbot, the senior management reaches out to people to address the problems. The adequacy of the grievance mechanisms is reviewed on regular basis.

Community: Quarterly meeting held with representatives of local community in which all the grievances are addressed, MOM is recorded and corrective action taken as per requirement; In a case, where complaint has been registered with local statutory body, the representatives visit the plant for inspection / verification to find non-conformity which is absent then found, complaint is withdrawn. Elsewise, corrective measures are taken against the complaint. The complaints can also be registered through phone calls from local community, which are addressed on the spot.

Government / regulatory authorities: We engage with national and local governments and regulators to share our intent, understand the latter's concerns and priorities, and find mutually beneficial solutions. We comply with all applicable regulations wherever we operate and proactively evaluate our performance regularly. The engagement channels with Government/regulatory authorities include Annual report and regulatory filings, meeting on government directives and policy development, regular facility Inspection by government officials,

Labour/contractors: All the grievances of casual labours are addressed in charter of demand/ long term settlement for five years and contractors sign on it. In addition, plant purchase team meet with contractors regularly in which complaints, if any, are captured and resolved with the help of local IR-Admin

Investors / lenders: PCBL has a Stakeholders' Relationship Committee and the terms of reference of the Stakeholders' Relationship Committee are in conformity with the provisions of Regulation 20 read with Schedule II Part D of the SEBI Listing Regulations and Section 178 of the Act. The Stakeholders' Relationship Committee specifically looks into the various aspects of interest of shareholders, debenture holders and other security holders.

The role of the Committee inter alia includes the following:

- Resolve the grievances of the security holders of the Company including complaints related to transfer/ transmission of shares, non-receipt of annual report, non-receipt of declared dividends, issue of new / duplicate certificates, general meetings etc.
- Review of measures taken for effective exercise of voting rights by shareholders
- Review of adherence to the service standards adopted by the Company in respect of various services being rendered by the Registrar & Share Transfer Agent
- Review of the various measures and initiatives taken by the Company for reducing the quantum of unclaimed dividends and ensuring timely receipt of dividend warrants / annual reports / statutory notices by the shareholders of the Company

External customer: complaints are registered in SAP through regional marketing managers and forwarded to plant for RCA; CAPA is forwarded to Technical services team through SAP for review, approval and closing the complaints

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

	FY 21-22 (Current Financial Year)			FY 20-21 (Previous Financial Year)		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	0	0	0	0
Discrimination at workplace	0	0	0	0	0	0
Child Labour	0	0	0	0	0	0
Forced Labour/Involuntary Labour	0	0	0	0	0	0
Wages	0	0	0	0	0	0
Other human rights related issues	0	0	0	0	0	0

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

Our human rights policy safeguards all our employees and workforce against any kind of discrimination. To ensure this and in compliance with the regulatory requirement we have formulated an Internal Complaint Committee to address such incidents as and when reported.

8. Do human rights requirements form part of your business agreements and contracts?

Yes, all the human rights related requirements are explicitly mentioned in the agreements and contracts entered into with the value chain partners. All these aspects are mentioned in our Human rights policy as well.

9. Assessments for the year:

	% of your plants and offices that were assessed (by entity or statutory authorities or third parties)
Child Labour	None
Forced/involuntary labour sexual harassment	None
Discrimination at workplace	None
Wages	None
Others - please specify	None

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

NA

Leadership Indicators

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

None of the business process required any modification introduced as a result addressing human rights grievances/complaints

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

We have not conducted any due diligence on Human rights issues. However, our human rights policy is applicable to all our value chain partners. The policy has been formulated in line with internationally recognised frameworks including the Social Accountability 8000 International Standard and its associated international instruments. The policy covers different components as compliance to labour laws, continuous engagement with stakeholders on human rights and related matters, diversity at workplace, harassment free workplace, grievance mechanisms etc. While the policy highlights the key points of what it intends to achieve it also mentions that HR department shall be reviewing and updating standards on social policies, and for providing guidance and support to all concerned. We ensure that all human rights related aspects are compiled to by all the stakeholders we engage with irrespective of duration of association

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

Yes.

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	Not Addressed
Discrimination at workplace	10%
Child Labour	10%
Forced Labour/Involuntary Labour	Not Addressed
Wages	Not addressed
Others – please specify	10%(Anti-bribery)

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

No issue was observed while addressing above points during second party audit at supplier end

PRINCIPLE 6:

Essential Indicators

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total electricity consumption (A) [Captive Load i.e (Process, R&D, admin etc except CPP) and CPP auxiliary excluding import]	800548.49 GJ	672753.61 GJ
Total fuel consumption (B) (Diesel)	805.68 GJ	1230.84 GJ
Energy consumption through other sources (C) (Import)	14225.699 GJ	7128.72 GJ
Total energy consumption (A+B+C)	815579.879 GJ	681113.17 GJ
Energy intensity per rupee of turnover (Total energy consumption/turnover in rupees) GJ/INR	1.83 x 10 ⁻⁵	2.56 x 10 ⁻⁵
Energy intensity (optional) – the relevant metric may be selected by the entity GJ/MT	1.78	1.77

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

No.

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

Not applicable

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	361717	242203
(ii) Groundwater	749357	587376
(iii) Third party water	1812156	1546885
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	2923230	2376464
Total volume of water consumption (in kilolitres)	2920321	2254335
Water intensity per rupee of turnover (Water consumed / turnover), (KL/INR)	6.56 x 10 ⁻⁵	8.47 x 10 ⁻⁵
Water intensity (optional) - the relevant metric may be selected by the entity	6.397 KL/MT	5.861 KL/MT

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

No

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

Water is at the core of sustainable development and businesses can play a pivotal role in mitigating the water related risks through understanding of their consumption patterns and development of action plans to reduce the same. Water is an integral resource for our business as it is used for multiple processes in operations. All our units are zero liquid discharge and various other initiatives focusing on reduction, reuse and recycling of water have also been adopted to strengthen our commitment towards water conservation.

At PCBL, all our plants are zero liquid discharge (ZLD), and we are reusing our wastewater in our processes. All plants have ETP facilities.

- Palej manufacturing plant has 50 KLPD STP (domestic water) and 250 KLPD upgraded ETP. It has also commissioned 1,650 KLPD WTP. We have installed 50 KLPD STP at our Palej site. Its recycled water is being used for gardening. We have upgraded our ETP to 250 KLPD. The recycled water is being used as feed for water treatment plant where we convert the raw water into reverse osmosis (RO) and demineralised water for our process in specialty lines and CPP auxiliary.
- Mundra plant has ETP capacity of 285 KLPD and WTP of 1,800 KLPD. We reclaim industrial wastewater from boiler and cooling (~218 KLPD) in the same process after treatment in WTP. The remaining industrial wastewater of 120 KLPD is treated in ETP, and ~61 KLPD water is reused through the WTP plant. The remaining 59 KLPD treated effluent is reused for gardening and plantation within the premises. Domestic/sewage effluent is treated in STP and used for gardening. Further, we have deployed injection-well technology for the recharge of surface rainwater from a given invert level after its due filtration. We have also installed piezometer to observe underground water conditions by measuring the pressure of groundwater at a given depth
- Durgapur plant has ETP capacity of 500 KLPD. We have installed side stream filter in order to limit blow down water for the cooling tower. We are replacing the current RCW pumps with undersized pumps, thereby ensuring less wastage of water and improved efficiency.

- Kochi has ETP capacity of 130 KLPD. We introduced the use of chlorine dioxide (ClO₂) generator and improved the raw water quality, thereby reducing water treatment regeneration, resulting in a 10% saving in total water consumption. We have increased the Water Treatment Plant (WTP) ion-exchange bed Output Before Regeneration (OBR) from 20 to 35 hours, leading to an enhanced capacity for effluent treatment and better-quality output, which is recycled within the plant. We reuse the ultra-filter reject water back into the system and have introduced side stream filtration for cooling towers, thereby reducing blow down to save water.

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

Parameter	Please specify unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
NOx	Mg/Nm ³	11.61	15.75
SOx	Mg/Nm ³	61.6535	55.647
Particulate matter (PM)	Mg/Nm ³	37.1495	31.938
Persistent organic pollutants (POP)	Not measured		
Volatile organic compounds (VOC)	Not measured		
Hazardous air pollutants (HAP)	Not measured		
Others - please specify	Not measured		

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. The external agency assigned by state pollution control board has conducted the evaluation. The names of the agencies are listed below

- Qualissure Laboratory Services
- Envirodesigns Eco Labs
- Envirolysis Consultant and Auditor

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

Parameter	Unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total Scope 1 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	635210.11	548525.18
Total Scope 2 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	3502.17	1730.07
Total Scope 1 and Scope 2 emissions per rupee of turnover	tCO ₂ -e / INR	1.436 x 10⁻⁵	2.069 x 10⁻⁵
Total Scope 1 and Scope 2 emission intensity (optional) - the relevant metric may be selected by the entity	tCO ₂ -e/MT	1.39	1.42

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

PCBL has undertaken several renewable energy projects that have helped to reduce consumption of conventionally produced electricity ultimately leading to reduction in GHG emissions. The projects are listed below:

- Installation of total 84 MW co-generation power plants across our units. In March'2022, another power plant of capacity 7 MW has been installed at our Palej Unit.
- During FY 2021-22, we exported net 321357.97 MWH of electricity to grid generated from waste heat recovery. As per Central Electricity Authority, the Grid Emission factor stands at 0.79 t CO₂/MWh (CEA Version 17, October 2021). Thus, our projects displaced equivalent grid electricity hence resulting in offset equivalent to 253872.8 tCO₂ during FY 2021-22. In FY 2021-22, the carbon footprint assessment was done as per ISO 14064: 2018 to better understand our energy consumption patterns and develop mitigation plans accordingly to enhance our efforts towards environment management.

- We are in the process of installing another power plant of capacity 7 MW at our Kochi plant by July, 2022.
- **Robust process technology driving excellence:**
 - Deployed new reactor design at three plants for improved quality consistency and lowering CO₂ emission per tonne of carbon black produced
 - Introduced Air Preheater (APH) management programme to improve heat recovery, thus making plants more environment-friendly
 - Introduced new oil preheater design to improve waste heat recovery and reduce carbon footprint
 - Coordination with procurement, for feedstock, to further economise purchase and for greater use of local and alternative suppliers

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total Waste generated (in metric tonnes)		
Plastic waste (A)	95.84	86.89
E-waste (B)	4.37	5.19
Bio-m/ical waste (C)	0.01	0.01
attery waste (E)	3.08	0.91
Radioactive waste (F)	0.00	0.00
Other Hazardous waste. Please specify, if any. (G)	746.67	142.74
Other Non-hazardous waste generated (H). Please specify, if any. (Break-up by composition i.e. by materials relevant to the sector)	114.62	22.09
Total (A+B+C+D+E+F+G+H)	964.59	257.83
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Recycled	0	0
(ii) Re-used	17% of wooden pallet	10% of wooden pallet
(iii) Other recovery operations	0	0
Total	0	0
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	8.46	11.24
(ii) Landfilling	34.28	9.22
(iii) Other disposal operations	660.69	38.44
Total	703.43	58.90

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

No

9. 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.

Waste generation is a part of the carbon black manufacturing process. However, being an organisation which is passionately committed to sustainable development, PCBL relentlessly works on reducing waste generation at the source and its proper disposal at all times. In order to address the same, several FIPs (Focused Improvement Projects) have been undertaken across all units of PCBL with cross-functional teams deploying DMAIC Methodology to reduce the waste by a factor of 25% from the baseline (Year 2020-21) by 2030. Categorization of wastes into hazardous & non-hazardous & then further classification of the both by the type (eg. plastic, insulation, ETP sludge, WTP sludge, e-waste, used batteries, used oil etc.) is done to ensure proper mapping and accounting of all the waste that is generated through the various operations. In addition to keeping track of our waste generation, PCBL has defined proper disposal methods for each type of waste which are aligned with the guidelines of Pollution Control Boards & other Govt. regulatory bodies.

Under this ongoing waste reduction drive, following improvements and benefits have been realised:

- At one unit alone, FIP of Zero Carbon Black Leakage had successfully reduced CB leakage by 69% (month-on-month) over a period of 4 months. This also led to monthly financial savings of ~ ₹ 4.3 lakhs. Similar benefits are coming from the other units as well. This directly leads to reduction of ETP sludge generation as well.
- Various collection units have been installed in the process like, tray collection system while cleaning mixer, material collection system while cleaning bag filters and APH and dyke arrangement for containment for spillage and easy collection.
- Oil splash/spillage containment arrangements were made at tanker unloading areas to prevent oil spillages & to recover & reuse the otherwise spilled oil.
- PPE (Mask, hand gloves etc.) were also a source of waste generation which was contained by maintaining a PPE distribution logbook to utilise the resources optimally. Additionally, recycled gloves usage was a prospect identified, and vendor development is in progress.
- Damaged paper bags were identified as another cause of solid waste. Identification and characterisation for reasons of bag damage were carried out and root causes were addressed to reduce the waste generation of bags. Apart from this, damaged jumbo bags were substituted for corrugated sheets that led to financial savings of approx. 1.68 lakhs on annual basis, at Palej.
- As a continuous improvement in reducing the generation of solid waste at source, various efforts and actions are ongoing using techniques like Fault-Tree Analysis to determine the sources and causes whereupon focused actions are diverted to achieve the results.
- Apart from deploying technological advancements, PCBL also lays equal emphasis on creating awareness among all its employees regarding waste generation & disposal & its impact on Health, Safety & Environment. To achieve this, various virtual & classroom training sessions were conducted for the employees & workers during the year under review.

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

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

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

Name and brief details of project	EIA Notification No.	Date	Whether conducted by independent external agency (Yes / No)	Results communicated in public domain (Yes / No)	Relevant Web link
Not in the current financial year					

12. 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
We are in compliance with all the statutory environmental laws and regulations and there were no such incidences of non-compliance during the financial year.				

Leadership Indicators

1. Provide break-up of the total energy consumed (in Joules or multiples) from renewable and non-renewable sources, in the following format:

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
From renewable sources		
Total electricity consumption (A) [Captive Load i.e (Process,R&d ,admin etc except CPP) and CPP auxiliary excluding import]	800548.49 GJ	672753.61 GJ
Total fuel consumption (B)	0	0
Energy consumption through other sources (C)	0	0
Total energy consumed from renewable sources (A+B+C)	800548.49 GJ	672753.61 GJ
From non-renewable sources		
Total electricity consumption (D) Import from grid MWH	14225.699 GJ	7128.72 GJ
Total fuel consumption (B) (Diesel)	805.68 GJ	1230.84 GJ
Energy consumption through other sources (C)	0	0
Total energy consumed from non-renewable sources (D+E+F)	15031.379 GJ	8359.56 GJ

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

No.

2. Provide the following details related to water discharged:

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Water discharge by destination and level of treatment (in kilolitres)		
(i) To Surface water	0 [all are units are Zero liquid Discharge]	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(ii) To Groundwater	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(iii) To Seawater	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

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

No

3. Water withdrawal, consumption and discharge in areas of water stress (in kilolitres):

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

- Name of the area : Palej and Mundra
- Nature of operations: Manufacturing of Carbon Black

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Water withdrawal by source (in kilolitres)		
(i) Surface water	361717	242203
(ii) Groundwater	644361	512795
(iii) Third party water	0	0
(iv) Seawater / desalinated water	0	0
(v) Others	0	0
Total volume of water withdrawal (in kilolitres)	1006078	754998
Total volume of water consumption (in kilolitres)	1004273	632869
Water intensity per rupee of turnover (Water consumed / turnover) (KL/INR)	2.26 x 10 ⁻⁵	2.38 x 10 ⁻⁵
Water intensity (optional) - the relevant metric may be selected by the entity (KL/MT)	2.20	1.65
Water discharge by destination and level of treatment (in kilolitres)		
(i) Into Surface water	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(ii) Into Groundwater	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(iii) Into Seawater	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(iv) Sent to third-parties	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
(v) Others	0	0
- No treatment	0	0
- With treatment - please specify level of treatment	0	0
Total water discharged (in kilolitres)	0	0

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

No

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

Parameter	Unit	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Total Scope 3 emissions (Break-up of the GHG into CO ₂ , CH ₄ , N ₂ O, HFCs, PFCs, SF ₆ , NF ₃ , if available)	Metric tonnes of CO ₂ equivalent	162850.99	273824.30
Total Scope 3 emissions per rupee of turnover	tCO ₂ /INR	3.66x10 ⁻⁶	10.29 x10 ⁻⁶
Total Scope 3 emission intensity (optional) - the relevant metric may be selected by the entity	tCO ₂ /MT	0.357	0.712

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

Yes, independent assessment/ evaluation/assurance has been carried out by TUV India Ltd.

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

Not applicable

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

We have put in place robust and scalable infrastructure for R&D activities. Our experts constantly look at various ways to improve the yield and performance of our products, and unlock new prospects for various downstream applications.

Initiative undertaken	Details of the initiative (Web-link, if any, may be provided along-with summary)	Outcome of the initiative
Infrastructure		
a) Utilization of waste heat to generate green energy	a) In FY'2022, another power plant of capacity 7 MW has been installed at our Palej Unit	a) Utilization of excess tail gas to generate green energy
b) Facility for raw water treatment	b) At Palej, commissioned 1,650 KLPD WTP	b) Treatment of raw water for utilization in manufacturing process
Operations		
c) Flame profiling of reactors	c) Flame profiling done to measure the composition, flame pattern and energy distribution after combustion	c) Better combustion efficiency and higher refractory life
d) Strengthening preventive maintenance	d) Execution of Conditional Based Monitoring, Predictive maintenance, and Preventive Maintenance	d) Reliability improvement
Technology		
e) Modification of additive burner to improve reliability	e) Installed water cooled additive burner for Carcass	e) Reliability of the burner – Preventing failure of this burner, preventing quality issue as well as refractory damage.
f) Modification of pelletizer design for improvement in pellet quality	f) New design pelletizer installed	f) Better pellet quality, improved loading in a bag, reducing customer complaints.
g) Modification of reactor design for better efficiency	g) Refractory design upgraded	g) Better reactor efficiency and Reliability
h) Modification of heat exchangers to improve efficiency	h) APH box design modification done	h) Higher efficiency of heat exchanger, and improving APH Life.

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

All sites of PCBL have their own respective On-Site Emergency Plan / Disaster Management Plan, duly approved by the unit heads. The stated plan clearly identifies the disasters that may occur due to natural calamities or man-made and related risks and hazards as well as provides explanation to key terms used. The plan also mentions the pre-emergency preparations and post-emergency preparation that may need to be undertaken in such critical situations. The plan includes all the possible emergency scenarios viz. Fire, Explosions, toxic release, natural calamities etc. and the contact details along with list of emergency response team members. The roles and responsibilities are clearly identified and also communicated to respective employees so as to make sure the necessary information has been shared in advance. As per the plan, mock drills are conducted periodically to

ascertain preparedness of the workplace for such unfortunate incidences, in case if they occur. It helps in conditioning employees for faster response to curtail losses in terms of human life and asset losses. The de-briefing thereafter helps in identifying opportunities for improvement and closures.

8. 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?

In line with our Sustainability Policy and Sustainable Procurement policy, we have adopted a procurement process integrating Ethical, Environmental and Social priorities. Owing to our dependency on our suppliers for providing essential raw material and other services, it is of paramount importance to us to sensitize them on issues of environmental importance. Considering the fact that their processes also create negative impacts on environment, we consider it as our responsibility to work with them to encourage

them to adopt sustainable practices. We have identified the following measures for achieving responsible, green and sustainable supply chain:

1. Reduction in emissions and water consumption

We encourage our suppliers to identify sources of emissions like CO₂ and other greenhouse gases, SO_x, NO_x and particulate matter. Following the identification, we encourage them to make efforts to reduce emissions. We also encourage them to explore opportunities to reduce water consumption.

2. Efficient systems and process

Suppliers should strive towards enhancing the efficiency and performance of the equipment and processes by continuous improvement, monitoring and assessment of technology. Good practices should be followed to ensure environmental resources are valued and protected.

3. Reduction in the consumption of hazardous and toxic materials

We encourage our suppliers to curb their use of hazardous and toxic materials. In doing so, we also encourage the use of appropriate substitutes and replacements.

4. Waste management

We handle toxic waste under professional guidance, which is disposed of through authorised waste processors by the suppliers. We also do not allow toxic waste outside our premises without proper approval.

5. Responsible sourcing

We encourage our suppliers to analyse the waste to landfill process and strive to reduce the quantity of disposal to landfills. We focus on helping the suppliers figure out alternative waste disposal techniques to be adopted to reduce environmental impact.

We recommend our suppliers to use renewable energy sources wherever possible, ensuring improved energy efficiency and self-dependence. We encourage our suppliers to undertake measures to identify the scope of replacing conventional energy sources with sustainable and renewable sources in their respective operations. We recommend our suppliers to focus on reducing resource consumption to improve efficiency, investing in cutting-edge technology and reusing material by innovating products and processes.

6. Digital communication and processes

To reduce the usage of paper, save trees and conserve environment, we encourage our

suppliers to focus on digital processes for services starting from submitting quotes/tender and raising digitally signed invoices to the acceptance of payments.

7. Packing and loadability optimisation

We encourage suppliers to take proactive steps to reduce the environmental impact of their packaging material by developing innovative, practical solutions to modify the design and disposal method. Our products are packaged in bulk bags and paper bags on wooden pallets and plastic pallets. We have reduced the consumption of paper bags and replaced a large chunk of packaging with bulk bags. Besides, we have also initiated the use of recycled black plastic pallets to replace virgin plastic pallets, which ensures a sustainable footprint and reduces cost. On the loadability front, we have increased the height of our domestic bulk bag extensively and increased the size and loading enjoy an advantage on our inbound and outbound materials, owing to the strategic location of our facilities. We are doing coastal movement of material (through ships). Hence, the buoyancy of water transportation reduces weight by 40%, enabling reduction in fuel consumption. We conduct annual meetings with major raw material suppliers Small and medium-sized local businesses serve as vital players in a company's progress.

At PCBL, we see them as critical partners in growth and have developed various mechanisms and policies to support their development. Despite expansive opportunities for local manufacturing suppliers (LMS) in the carbon black industry, most of them struggle to leverage the market landscape due to lack of infrastructure and/or specific capability. Moreover, the complex nature of the LMS' makes it difficult for the procuring organisation to understand their level of maturity in terms of technology or competence. We recognise that developing a LMS requires a strategic approach capacity, ensuring decreased polypropylene consumption while ensuring cost reduction. With reduction in the number of bags, we have reduced the number of trucks, saving fuel per tonne per km.

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

During FY 2021-22, the second party audit was done for 10% of our total suppliers by value.

PRINCIPLE 7:

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

Essential Indicators

1. a. Number of affiliations with trade and industry chambers/ associations.
8 (Eight)
- 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	Indian Chamber of Commerce (ICC)	National
2	Bengal Chamber of Commerce and Industry (BCC&I)	State
3	Federation of Indian Chambers of Commerce & Industry (FICCI)	National
4	Confederation of Indian Industry (CII)	National
5	The Associated Chambers of Commerce & Industry of India (ASSOCHAM)	National
6	All India Management Association (AIMA)	National
7	Federation of Indian Export Organisations (FIEO)	National
8	Basic Chemicals, Cosmetics & Dyes Export Promotion Council (CHEMEXCIL) [arrange these organisations]	National
9	-	
10	-	

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

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

Leadership Indicators

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

S. No.	Public policy advocated	Method resorted for such advocacy	Whether information available in public domain? (Yes/No)	Frequency of review by board (annually/half-yearly/quarterly/ others - please specify)	Web link, if available
No such positions advocated					

PRINCIPLE 8:

Businesses should promote inclusive growth and equitable development

Essential Indicators

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

PCBL is relentlessly strengthening a sustainable ecosystem around its manufacturing units through strategic need-based interventions in the areas of education, health and sanitation, environment sustainability to ensure holistic development of the surrounding communities. The needs of the community are assessed through periodic interactions with the various stakeholder groups. We are constantly guided by our mantra 'TOUCHING LIVES IN MORE WAYS THAN ONE' while taking care of the communities. We aim at co-create value by seeking a clear understanding of how the operations and products are interconnected with the evolving aspirations of the stakeholder fraternity. While we do this, we are governed by the set of norms including the board approved CSR policy.

In line with the mentioned Policy, we are undertaking community-development programmes to promote sustainable and inclusive development of the deprived sections of the population. The Policy has been duly approved by the Board of Directors and applies to all CSR initiatives and activities taken up for the benefit of different sections of the society. The policy outlines various focus areas such as education, health, community. development and environment sustainability to support and facilitate the development of

underprivileged and disadvantaged sections of the society. The CSR projects are decided in consultation with the stakeholders to ensure that they are relevant and address the specific needs of the community where they are implemented. Our in-house team consisting of professional ensures execution of the CSR projects in a timely & efficient manner. We also involve our own employees as volunteers in various projects. Furthermore, every project has a dedicated committee that ensure effective implementation of the project. Moreover, stakeholder consultations at regular intervals are conducted to ensure that projects thus implemented address the specific needs of the community members and that collective approach shall ensure the sustainability of all projects. The social impact assessments are carried out for all the projects. The projects are reviewed and reports are sought from external agencies wherever they are deployed.

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
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There is no SIA Notification as such.

- Provide information on project(s) for which ongoing Rehabilitation and Resettlement (R&R) is being undertaken by your entity, in the following format:

S. No.	Name of Project for which R&R is ongoing	State	District	No. of Project Affected Families (PAFs)	% of PAFs covered by R&R	Amounts paid to PAFs in the FY (In ₹)
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None

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

CSR Committee at the Board level is responsible for CSR activities, supported by corporate CSR team. The CSR teams at the plant level deal with grievances received from stakeholders. We engage with the community on regular basis directly or through implementing agencies. The grievances received informally or formally through such forums are also conveyed to the CSR team, which are further discussed with the board level committee which meets once every 3 months. The resolution thus arrived at are conveyed back to the community members or their representatives.

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

Parameter	FY 2021-22 (Current Financial Year)	FY 2020-21 (Previous Financial Year)
Directly sourced from MSMEs/ small producers	1.73	2.11
Sourced directly from within the district and neighbouring districts	5.1	6.73

Leadership Indicators

- 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
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No such impacts identified

- 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 ₹)
1	Gujarat	Bharuch	19,70,000
2	Gujarat	Kutch	1,41,990
3	West Bengal	Kolkata	1,40,000
4	West Bengal	Burdwan	4,37,439
5	Kerala	Ernakulam	22,25,000
6	Gujarat	Kutch	2,04,300
7	West Bengal	Burdwan	1,09,140
8	West Bengal	Kolkata	6,25,000
9	Gujarat	Bharuch	5,53,884
10	Gujarat	Kutch	2,00,800

S. No.	State	Aspirational District	Amount spent (In ₹)
11	West Bengal	Burdwan	43,25,065
12	Kerala	Ernakulam	17,42,900
13	Cujarat	Bharuch	8,10,326
14	Cujarat	Kutch	45,97,773
		Total	1,80,83,617

Amount given to RP-SANJIV GOENKA GROUP CSR TRUST for Promoting Education in Kolkata, West Bengal is ₹ 6,8500000

Total amount spent for the financial year 2021 - 2022 = ₹ 8.66 crores.

3. (a) Do you have a preferential procurement policy where you give preference to purchase from suppliers comprising marginalized /vulnerable groups? No
- (b) From which marginalized /vulnerable groups do you procure? Not Applicable
- (c) What percentage of total procurement (by value) does it constitute?

At PCBL, we see small and medium sized suppliers as critical partners in our growth and we have therefore developed various mechanisms and policies to support their development. The local manufacturing suppliers (LMS) in the carbon black industry, struggle to leverage the market landscape due to lack of infrastructure and/or specific capability. Moreover, the complex nature of the LMS' makes it difficult for the procuring organisation to understand their level of maturity in terms of technology or competence. Consequently, we have established a strategic local manufacturing development roadmap for our different purchase requirements. The plan has enabled us to identify different LMS' that serve our requirements for packaging, machineries and spares for machineries.

Packaging: As a strategic purchase item, we locally procure paper bags for automatic packaging machines in Mundra. Earlier, it was an imported item, but we buy it locally now. We developed the LMS by sharing our experience, technology and providing extensive opportunities to develop the required product according to international standards.

Machineries and spares: We developed local manufacturers for different types of APH bellows, alloy casting tubes, gear box, palletiser, paper bag packing machines etc., cages, filter bags by reverse engineering. We are also trying to develop APH (one of the important equipment in carbon black) locally.

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

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

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

Name of authority	Brief of the Case	Corrective action taken
None		

6. Details of beneficiaries of CSR Projects:

Sl. No.	CSR Project	No. of persons benefitted from CSR Projects	% of beneficiaries from vulnerable and marginalized groups
1	Promotion of Sports for children		
2	Facilitating and Imparting Education among the underprivileged students		
3	Providing relief materials for COVID as well as for cyclone Yaas to the underprivileged people of the rural areas		
4	Construction and development of roads in the surrounding village areas		
5	Contribution of Ration and food among the underprivileged people		
6	Contribution towards house keeping work in the village areas	People of 14 villages across 4 locations	These have not been identified as vulnerable/ marginalized groups.
7	Contribution towards sports kit and encouragement of women sports		
8	Contribution towards steps for implementing sustainability practices across the organization		
9	Contribution toward Eco Ambulance and Oxygen plant erection and commissioning		
10	Contribution towards cow fodder and developing green belt outside the plant premises and the surrounding village areas		
11	Civil work and development of nearby village		
12	Development of the surrounding village areas in and around the Plant		
13	Contribution towards upliftment of underprivileged person and their medical aid		
14	Contribution towards community shed constructions and development of the surrounding slum areas in and around the Plant		

PRINCIPLE 9:

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

Essential Indicators

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

Any issue/complaint raised by any customer is registered by regional managers of Marketing team in SAP system alongside Plant name, Grade, Invoice details, Customer/Agent details, picture (if any) etc. and forwarded to Technical Services(TS)Co-ordinator. The complaint is forwarded to respective functional head of plant, if complaint is justified, otherwise rejected to Mkt. Immediate containment actions to be shared with TS coordinator within 3 business days (if required in customer designated QPRS format). Any other information and/or requirement of sample from complaint bag/lot in order to facilitate root cause analysis, which is routed through TS coordinator. Identification of root cause through structured root cause analysis by Cross Functional Team(CFT) and corresponding action plan to be sent to respective Unit Head by functional head for approval. The RCA report/CAPA report is reviewed, the same report is forwarded to TS coordinator for further review. In case of rejection the said report is sent back to concerned functional head in order to revisit the RCA.TS Coordinator reviews the CAPA report alongside evidences and discusses with Head-TS/ Chief manufacturing for acceptance/ Rejection. If the RCA report found acceptable, loop is closed in SAP; in case of rejection CAPA is sent back to respective functional Head for further analysis and in order to resolve the issue.

Once the complaint is closed in SAP, a system generated mail along with RCA report is sent to RM-Mkt for onward submission to customer. Target for resolution of any customer complaint is 15 days. A system generated mail is sent to the responsible persons in order to complete the proposed corrective actions. A summary of pending action plan as mentioned in CAPA reports is sent through mail from SAP database on monthly basis. Effectiveness of the proposed action point is evaluated once in 3 months. TS coordinator arranges to collect customer feedback post three months from the date of submission of CAPA report in order to resolve the issue raised by customers.

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

	As a percentage to total turnover
Environmental and social parameters relevant to the product	99% Approx
Safe and responsible usage	99%
Recycling and/or safe disposal	99%

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

	FY 21-22 (Current Financial Year)		FY 20-21 (Previous Financial Year)			
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Data privacy	0	0		0	0	0
Advertising	0	0		0	0	0
Cyber-security	0	0		0	0	0
Delivery of essential services	0	0		0	0	0
Restrictive Trade Practices	0	0		0	0	0
Unfair Trade Practices	0	0		0	0	0
Other			Nil			

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

There were no product recalls during the reporting year.

	Number	Reasons for recall
Voluntary recalls	None	
Forced recalls	None	

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.

PCBL has an End User Mobility & Data Security Policy which is available on internal Employee Portal of the Organisation. In accordance with ISMS: ISO 27001 – Data Confidentiality, Integrity & Availability guidelines, we introduced the SAP Document Management System to sort and store all critical, sensitive and important organisational documents in a central encrypted repository. We launched Sapphire IMS – IT Call-Ticket Management and Asset-Management platform – to log in all IT-related incidents and service requests, ensuring improved IT support, along with better governance and accountability of the IT team. It is available on mobile app and portal. We also successfully completed the SAP DR Drill in Amazon Singapore Server using an innovative and unique methodology that saved us significant running costs. The simulated process enhanced the confidence of the IT team on the security and availability of core and most-critical business data in case of any real disaster.

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

Not applicable as no such issue and incident has been reported during the reporting year

Leadership Indicators

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

The product related information can be accessed at <https://www.pcblltd.com>

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

MSDS containing all the relevant information is available on [provide the link] and also communicated to customers separately.

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

The information related to any risk of disruption/discontinuation of essential services is communicated to consumers through e-mails.

4. Does the entity display product information on the product over and above what is mandated as per local laws? (Yes/No/Not Applicable) If yes, provide details in brief. Did your entity carry out any survey with regard to consumer satisfaction relating to the major products / services of the entity, significant locations of operation of the entity or the entity as a whole? (Yes/No)

At PCBL, customer satisfaction continues to be our key priority. The satisfaction study is being captured with multi-disciplinary approach through various feedback mechanisms as mentioned below:

- a) Analysis of customers' regular feedback on:
- Concern/issue resolution
 - Supplier's performance rating assigned by customers
 - Findings of various audits conducted by customers
 - Regular interaction with customers at different levels

- b) Customer satisfaction survey (Annually)

Customer Satisfaction scoring (CSAT) is the most standard customer satisfaction metric, asking PCBL customers to rate satisfaction with business, product or service. The CSAT score is then the average rating of responses for a given customer.

Summary of Customer Satisfaction score (CSAT) based on Kano Model for last two financial years is given below:

CSAT Score from major Tyre manufacturers in 2019-2020: 83.0%

CSAT Score from major Non-Tyre rubber product manufacturers in 2019-2020: 89.8%

CSAT Score from major Tyre manufacturers in 2020-2021: 86.0%

CSAT Score from major Non-Tyre rubber product manufacturers in 2020-2021: 91.8%

5. Provide the following information relating to data breaches:

- a. Number of instances of data breaches along-with impact
None
- b. Percentage of data breaches involving personally identifiable information of customers
None