

Date: 1st September, 2023

BSE Limited (BSE) Department of Corporate services Phirojee Jeejeebhoy Towers Dalal Street, Mumbai – 400023	National Stock Exchange of India Limited (NSE) Exchange Plaza, Plot no. C/1, G Block, Bandra-Kurla Complex, Bandra (E), Mumbai – 400051
Scrip Code: 500136	Symbol: ESTER

Dear Sir/Madam,

Subject: Business Responsibility and Sustainability Report (BRSR) for the financial year 2022-23

Pursuant to Regulation 34(2)(f) of SEBI (Listing Obligation & Disclosure Requirements) Regulations, 2015, please find enclosed herewith “Business Responsibility and Sustainability Report” for the financial year 2022-23, which also forms part of the Annual Report of the Company.

You are requested to kindly take the above information on records.

Thanking You

Yours Faithfully
For **Ester Industries Limited**

Poornima Gupta
Company Secretary & Compliance Officer

Encl: as above

Ester Industries Limited

Corporate Office : Block-A, Plot No. 11, Infocity-I, Sector-34, Gurgaon - 122001 Haryana, India
Phone : +91-124-2656100, 4572100 Fax : +91-124-4572199, 2656199 E-Mail : info@ester.in Website : www.esterindustries.com

Regd. Office & Works : Sohan Nagar, P. O. Charubeta, Khatima - 262308 Distt. Udham Singh Nagar, Uttarakhand
Phone : EPABX No. (05943) 250153-57 Fax No.: (05943) 250158

BUSINESS RESPONSIBILITY AND SUSTAINABILITY REPORT

SECTION A – GENERAL DISCLOSURES

I. Details of the Entity

1.	Corporate Identity Number (CIN) of the Company	L24111UR1985PLC015063
2.	Name of the company	ESTER INDUSTRIES LIMITED
3.	Year of incorporation	1985
4.	Registered office address	Sohan Nagar, PO Charubeta, Khatima-262308, Distt. Udham Singh Nagar, Uttarakhand
5.	Corporate address	Plot No. 11, Block-A, Infocity-I, Sector -34, Gurugram-122001, Haryana
6.	E-mail	investor@ester.in
7.	Telephone	+91 (0124) 4572100
8.	Website	www.esterindustries.com
9.	Financial year for which reporting is being done	1st April, 2022 to 31st March, 2023
10.	Name of the Stock Exchange(s) where shares are listed	1. BSE Limited; and 2. The National Stock Exchange of India Limited
11.	Paid-up Capital	₹41.70 crores
12.	Name and contact details (telephone, email address) of the person who may be contacted in case of any queries on the BRSR report	Pradeep Kumar Rustagi Executive Director-Corporate Affairs Email - pradeep.rustagi@ester.in Contact - 0124 - 4572110
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)	Disclosures under this report are made on standalone basis and pertain only to Ester Industries Limited

II. Products/Services

14. Details of business activities (accounting for 90% of the turnover):

Description of main activity	Description of business activity	% of turnover#
Packaging Film Business	Packaging Film Business consist of Polyester Chips, BOPET Films, Metallized BOPET Films and Coated Films. Varieties of Films that are produced are Shrink PET Film, Holographic Film, Window Film, Metalized Paper etc. It serves customers both in National and International Markets.	72.51
Specialty Polymer Business	Specialty Polymers serve end user applications like carpets, textiles, technical textiles packaging and electronics. It primarily serves customers in International Markets.	16.28
Engineering Plastics Business*	Engineering Plastics Business consists of manufacturing of compounds of PBT, PET, PA6, PA66, PC, ABS, PON and their respective blends. It serves end user applications like automotive, electricals and electronics, telecommunication etc. It serves customers both in National and International Markets.	11.21

* Engineering Plastics SBU was divested on 15th September, 2022

Based on segment revenue

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

S. No.	Product/Services	NIC Code	% of total turnover contributed
1.	Polyester Chips	22201	2.23
2.	BOPET Film	22201	70.28
3.	Specialty Polymers	22201	16.28
4.	Engineering plastics	22207	11.21

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	2	1	3
International	0	0	0

17. Markets served:

a) Number of locations

Locations	Value (in numbers)
National (No. of states)	Pan-India
International (No. of countries)	55

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

The contribution of exports as a percentage of total turnover of Company on standalone basis is 36.4%.

c) A brief on types of customers:

The Company's customer base consists of organizations under flexible packaging, labels, FMCG, manufacturing, carpets, textiles, automotive, electronics, electricals and telecommunications.

IV. Employees

18. Details as at the end of Financial Year 2022-23

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)	419	416	99.3	3	0.7
2.	Other than permanent (E)	45	45	100	0	0
3.	Total Employees (D + E)	464	461	99.4	3	0.6
Workers						
4.	Permanent (F)	129	129	100	0	0
5.	Other than permanent (G)	516	516	100	0	0
6.	Total Employees (F + G)	645	645	100	0	0

b) Differently abled Employees and Workers:

S. No	Particulars	Total (A)	Male		Female	
			No. (B)	% (B / A)	No. (C)	% (C / A)
Employees						
1.	Permanent (D)	1	1	100	0	0
2.	Other than permanent (E)	0	0	0	0	0
3.	Total Employees (D + E)	1	1	100	0	0
Workers						
4.	Permanent (F)	0	0	0	0	0
5.	Other than permanent (G)	0	0	0	0	0
6.	Total Employees (F + G)	0	0	0	0	0

19. Participation/inclusion/representation of women

Particulars	Total (A)	No. and % of females	
		No. (B)	% (B / A)
Board of Directors*	10	2	20
Key Management Personnel	4	0	0

* Board of Directors include 3 KMPs

20. Turnover rate for permanent employees and workers

	FY 2022-23 (Turnover rate in %)			FY 2021-22 (Turnover rate in %)			FY 2020-21 (Turnover rate in %)		
	Male	Female	Total	Male	Female	Total	Male	Female	Total
Permanent Employees	24.57	25	31.74	20.74	-	20.61	11.92	-	11.86
Workers	8.78	-	8.78	6.31	-	6.31	4.2	-	4.2

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

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

S. No.	Name	Holdings/ 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.	Wilemina Finance Corp.	Holding Company	58.82	No
2.	Ester Filmtech Limited	Wholly Owned Subsidiary	100	No

VI. CSR Details

- 22.** (i) Whether CSR is applicable as per section 135 of Companies Act, 2013: (Yes/No): Yes
(ii) Turnover (in ₹) (FY 2022-23) : ₹ 1,21,348.54 lacs (including ₹ 13,600.66 lacs from discontinued operations)
(iii) Net worth (in ₹) (FY 2022-23) : ₹ 77,441.07 lacs

VII. Transparency and Disclosure Compliances

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

Stakeholder group from whom the complaint is received	Grievance Redressal Mechanism in Place (Yes/No) If Yes, then provide web-link for grievance redress policy	FY 2022-23			FY 2021-22		
		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	2	0	None	0	0	None
Investors (other than shareholders)	Yes	0	0		0	0	
Shareholders	Yes	21	0		39	0	
Employees and workers	Yes	0	0		0	0	
Customers	Yes	38	3		39	0	
Value chain partners	Yes	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.

Sr. 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	Positive / negative Financial implications
1.	Air emissions	Risk	Penalties and fines may be imposed for breaching prescribed limits of emissions imposed by State Pollution Control Board (SPCB)	Monitoring all emissions in both the manufacturing locations of the Company.	Negative
2.	Waste Management	Risk	Waste Management practices that are not efficient, adequate and effective may be a risk to environment	We have adopted waste management practices that are efficient and effective to the environment	Negative

Sr. 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	Positive / negative Financial implications
3.	Energy Management	Opportunity	Company continues to incur expenditure for optimizing energy consumption that leads to reducing GHG emissions	-	Positive
4.	Occupational Health and Safety	Risk	Occupational health & safety risks due to the nature of operations of the Company	We have Environment Health and Safety (EHS) system in place to ensure minimal industrial accidents	Negative
5.	Water conservation	Opportunity	Recycling and reuse of water using Effluent Treatment Plant (ETP) facilities that ensures minimal wastage of water resource.	-	Positive
6.	GHG emission reduction	Opportunity	Implement energy efficient measures, use of fuels and electricity from renewable resources to implement initiatives undertaken towards GHG emission reduction.	-	Positive
7.	Corporate Governance Practices	Opportunity	Code of Conduct of the Company incorporates the principles by which the Company and its employees are guided.	-	Positive
8.	Community relations and engagement	Opportunity	CSR activities undertaken by the Company focus on healthcare, sanitation, education, eradication of hunger, poverty and malnutrition leads to development of people in the region	-	Positive
9.	Innovation, Research and Development	Opportunity	Continuous R&D efforts ensure development of new products for the market.	-	Positive

SECTION B – MANAGEMENT AND PROCESS DISCLOSURES

This section is aimed at helping businesses demonstrate the structures, policies, and processes put in place towards adopting the NGRBC principles and core elements

Disclosure questions		P 1	P 2	P 3	P 4	P 5	P 6	P 7	P 8	P 9
Policy and management processes										
1.	a.	Whether your entity's policy/policies cover each principle and its core elements of the NGRBCs. (Yes/No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
	b.	Has the policy been approved by the Board? (Yes/No)	Yes	No	Yes	Yes	Yes	No	No	Yes
	c.	Web-link of the policies, if available	The policies pertaining to P1, P3, and P4 are available on the website of the Company. Rest all are available on the intranet of the Company.							
2.		Whether the entity has translated the policy into procedures. (Yes / No)	Yes	Yes	Yes	Yes	Yes	Yes	Yes	Yes
3.		Do the enlisted policies extend to your value chain partners? (Yes/No)	No	No	No	No	No	No	No	No
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) mapped to each principle.	ISO 50001:2018 Food Safety System certification 22000 IATF 16949:2016 ISO 45001:2018 ISO 14001: 2015 ISO 9001:2015 Certificate OEKO-TEX STANDARD 100 Global Recycled Standard							

5.	Specific commitments, goals, and targets set by the entity with defined timelines, if any.	In line with our identified material topics, we have taken the following targets and commitments: 1. Continue to have Injury Free Workplace 2. Enhanced women participation across organization 3. Minimize the impact of its activities on the environment by reducing carbon emissions
6.	Performance of the entity against the specific commitments, goals, and targets along with reasons in case the same are not met.	There is a mechanism in place to monitor actual performance vis-à-vis targets and commitments. Actual performance will be updated as part of our ESG disclosures.
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) –	It has been our belief that sustainability and growth co-exist and an organization's long-term success to a large extent is determined by its response to environment, society and governance. To achieve sustainability, inclusivity and prosperity, we are making concerted efforts to bring about equalities within and beyond the organization, earn and retain the trust of our stakeholders, and build a greener tomorrow. We make/sell the products which meet the statutory requirement as prescribed by relevant authorities and deliver solutions in the form of leading, sustainable, and trustworthy products in our area of operation. All the production and distribution activities follow the prescribed Waste Management requirements.
8.	Details of the highest authority responsible for implementation and oversight of the business responsibility policy/policies	Chairman and Chief Executive Officer who are guided by the Board of Directors comprising of industry experts having diverse and rich experiences.
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.	No
10.	Details of review of NGRBCs by the company	
	Subject for review	Indicate whether the 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
	Performance against above policies and follow up action	Yes Yes Yes Yes Yes Yes Yes Yes Yes The policies are reviewed as needed
	Compliance with statutory requirements of relevance to the principles, and, the rectification of any non-compliances	Yes Yes Yes Yes Yes Yes Yes Yes Yes The compliances are checked quarterly and policies are updated as and when required
11.	Has the entity carried out independent assessment/ evaluation of the working of its policies by an external agency? (Yes/No). If yes, provide the name of the agency	P1 P2 P3 P4 P5 P6 P7 P8 P9 Though Independent assessment/evaluation has not been carried out, the Company conducts review of the policies as and when required.
12.	If answer to question (1) above is “No” i.e., not all principles are covered by a policy, reasons to be stated	Not Applicable

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	% of persons in respective category covered by the awareness programmes
Board of Directors	8	The Board of Directors are familiarized inter alia on the following: 1. Business Performance updates 2. Business and Sustainability strategy 3. Governance, Compliance and Regulatory updates	100
Key Managerial Personnel	8	The KMPs are familiarized inter-alia on the following: 1. Company's Code of Conduct/Prevention of Insider Trading/UPSI 2. POSH 3. Business Performance updates 4. Governance, Compliance and Regulatory updates 5. Vigil Mechanism/Business Ethics Proposal	100
Employees other than BOD and KMPs	2	1. POSH 2. Health Awareness sessions with external expert	100
Workers	4	Health and safety and skill upgradation, on the job trainings etc.	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):

Types	NGRBC Principle	Name of the regulatory/ enforcement agencies/ judicial institutions	Amount (In ₹)	Brief of the Case	Has an appeal been preferred (yes/no)
No monetary or non-monetary fines/penalties/punishment/award/compounding fees/settlement amount paid in proceedings by Ester Industries Limited or by its directors/KMPs with Regulators/law enforcement agencies/judicial institutions in FY23.					

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

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

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

Ester has a dedicated anti-bribery policy. Besides this, the company also has Code of Conduct. The document is applicable to all the employees who must abide by the values of the company. The code compels the employees to be ethical, accountable and transparent in their day-to-day office work and addresses issues beyond corruption and bribery. It also lays down additional provisions for the board members as well as Key Management Personnel (KMP) for compliance with the code. Link to Ester's Code of Conduct: <https://www.esterindustries.com/policies> and Anti-bribery policy is available on the intranet of the Company.

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

Particulars	FY 2022-23	FY 2021-22
Directors	NIL	NIL
KMPs		
Employees		
Workers		

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

Particulars	FY 2022-23		FY 2021-22	
	Number	Remarks	Number	Remarks
Number of complaints received in relation to issues of Conflict of Interest of the Directors	0	Not Applicable	0	Not Applicable
Number of complaints received in relation to issues of Conflict of Interest of the KMPs	0	Not Applicable	0	Not Applicable

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

No fines/penalties were imposed by regulators/law enforcement agencies/judicial institutions, on account of bribery/corruption and conflict of interest.

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

Essential Indicators

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

Particulars	FY 2022-23	FY 2021-22	Details of improvements in Environmental and social impacts
R&D	Company makes investments in projects targeting reduction in emissions, improved health and safety of the employees and minimizing adverse impact on environment. However, we have not measured the impact specifically.		
Capex			

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

Innovation and Sustainability are at the core of Ester's endeavors and fundamental to its strategy and vision. We believe in nurturing long term relationship with our value chain partners which is based on trust, fairness and transparency. The Company follows a Standard Operating Procedure (SOP) while onboarding a supplier. This SOP consists of parameters including and not limited to economic viability, business continuity, product quality, adherence to standard environment, health & safety compliances and certifications, approval from R&D, etc.

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

We are committed to building a responsible and sustainable supply chain framework that aligns with our core values and supports a better future for all.

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

Ester engages with certified e-waste handlers for disposal of e-waste. The Company receives disposable and re-cycling certificates from the respective e-waste vendors.

Plastics- Capabilities have been developed by Ester to recycle non-usable metallized BOPET film using the de-metallization process. This process has enabled Ester to reduce consumption of virgin raw material.

Also, hazardous waste gets disposed of through certified vendors.

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

No. However we are registered as an Authorized Re-cycler of Polyester waste.

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

Essential Indicators

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

Category	% 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	416	230	55.29	416	100	0	0	416	100	0	0
Female	3	3	100	3	100	2	67	0	0	0	0
Total	419	233	55.61	419	100	2	0.47	416	99.28	0	0
Other than Permanent Employees											
Male	45	45	100	0	0	0	0	45	100	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	45	45	100	0	0	0	0	45	100	0	0

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

Category	% of workers covered by										
	Total (A)	Health Insurance		Accident Insurance		Maternity Benefits		Paternity Benefits		Day Care Facilities	
		Number (B)	% (B/A)	Number (C)	% (C/A)	Number (D)	% (D/A)	Number (E)	% (E / A)	Number (F)	% (F / A)
Permanent Workers											
Male	129	129	100	129	100	0	0	129	100	0	0
Female	0	0	100	0	100	0	0	0	0	0	0
Total	129	129	100	129	100	0	0	129	100	0	0
Other than Permanent Workers											
Male	516	0	0	0	0	0	0	0	0	0	0
Female	0	0	0	0	0	0	0	0	0	0	0
Total	516	0	0	0	0	0	0	0	0	0	0

Note: Other than permanent workers are contracted via 3rd party and responsibility of their well-being lies with the contractors only and we ensures that the contractors meet with the statutory requirements.

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

	FY 2022-23			FY 2021-22		
	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority	No. of employees covered as a % of total employees	No. of workers covered as a % of total workers	Deducted and deposited with the authority
PF	100	100	Yes	100	100	Yes
Gratuity	100	100	N.A.	100	100	N.A.
ESI	38	10	Yes	40	16	Yes
Superannuation	15	0	Yes	14	0	Yes

3. Accessibility of workplaces

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

Yes, the offices of Ester are accessible to all its employees.

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.

Ester is committed to providing and promoting an atmosphere in which employees can realize their maximum potential at the workplace.

We have Equal Opportunity Policy and the objective of this policy is to provide equal opportunities to all its employees and all qualifying applicants for employment, without regard to their race, religion, caste, color, ancestry, marital status, sex, age, nationality and disability. The Company strives to maintain a work environment that is free from any discrimination based on above considerations.

The Equal Opportunity Policy is available on the intranet of the Company.

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

Gender	Permanent Employees		Permanent Workers	
	Return to work rate	Retention rate	Return to work rate	Retention rate
Male	100%	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 workers? If yes, give details of the mechanism in brief

(If Yes, then give details of the mechanism in brief)	
Permanent workers	The Company has a Whistle Blower Policy and Code of Conduct in place which provides guidance to workers to raise any concern or issue that they may prefer to bring to the notice of the management.
Other than permanent workers	Other than permanent workers in the Company are contracted via 3rd parties and their grievance redressal mechanism rests with the contractors. Company ensures that all norms and regulations are adhere to while working in the plants.
Permanent employees	The Company has a Whistle Blower Policy and Code of Conduct in place which provides guidance to employees to raise any concern or issue that they may prefer to bring to the notice of the management
Other than Permanent Employees	Other than permanent employees in the Company are contracted via 3rd parties. Company ensures that all norms and regulations are adhere to while working in the Company.

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

Category	FY 2022-23			FY 2021-22		
	Total employees / workers in respective category (A)	No. of employees / workers in respective category, who are part of association(s) or Union (B)	% (B/A)	Total employees / workers in respective category (C)	No. of employees / workers in respective category, who are part of association(s) or Union (D)	% (D/C)
Total Permanent Employees	419	0	0	523	0	0
Male	416	0	0	520	0	0
Female	3	0	0	3	0	0
Total Permanent Workers	129	129	100	140	140	100
Male	129	129	100	140	140	100
Female	0	0	0	0	0	0

8. Details of training given to employees and workers:

Category	FY 2022-23					FY 2021-22				
	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	416	20	4.8	24	5.77	520	30	5.77	32	6.15
Female	3	0	0	0	0	3	0	0	0	0
Total	419	20	4.77	24	5.73	523	30	5.74	32	6.11

Category	FY 2022-23					FY 2021-22				
	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)
Workers										
Male	129	8	6.2	12	9.3	140	15	10.71	12	8.57
Female	0	0	0	0	0	0	0	0	0	0
Total	129	8	6.2	12	9.3	140	15	10.71	12	8.57

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. (B)	% (B / A)	Total (C)	No. (D)	% (D / C)
Employees						
Male	416	416	100	520	520	100
Female	3	3	100	3	3	100
Total	419	419	100	523	523	100
Workers						
Male	129	0	0	140	0	0
Female	0	0	0	0	0	0
Total	129	0	0	140	0	0

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, what is the coverage of such a system?

Yes, occupational health and safety management system has been implemented for health and well-being of the employees of the Company. It covers the entire operations including manufacturing facilities and offices. Awareness sessions are conducted on EHS related aspects for the employees and workers. The Company organizes various programs and discussions with medical practitioners. Systems have been implemented in accordance with the applicable standards.

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

- Why-why analysis
- Work permit system
- Near miss reporting system
- Gemba walk
- Hazard identification & Risk assessment with Shop floor people
- Internal & External audit
- Work zone monitoring, analysis of Noise assessment

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

Yes, the Company has processes for workers to report the work-related hazards and to remove themselves from such risks. Workers are given trainings and awareness sessions on a regular basis on identifying work related hazards. Additionally, everyone is encouraged to report work related hazards to the plant EHS department to ensure timely corrective action.

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

We have qualified doctors and paramedics staff to manage Health Care Centre in factories. We have retained doctors who visit our office/factory on regular basis to provide non-occupational medical and healthcare advice in general. The employees are also entitled to visit retained doctor's clinic as and when required.

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

Safety Incident/Number	Category	FY 2022-23	FY 2021-22
Lost Time Injury Frequency Rate (LTIFR) (per one million-person hoursworked)	Employees	0	1.01
	Workers	2.79	2.55
Total recordable work-related injuries	Employees	0	1
	Workers	1	1
Number of fatalities	Employees	0	0
	Workers	0	0
High consequence work-related injury or ill-health (excluding fatalities)	Employees	0	0
	Workers	0	0

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

- All reportable incidents (major or minor), including near misses are recorded and appropriate actions are taken to address the safety concerns.
- An EHS Apex committee has been instituted which meets on a quarterly basis to discuss and find solutions to the safety and health related issues that have been recorded. A closure of such issues is critical, which is monitored at the Plant Head level.
- Further, EHS committees have also been formed at a Department level, which monitor the Health & Safety incidents/issues on a monthly basis.
- Awareness and reinforcement through Safety & Health trainings. We conduct trainings basis our EHS training calendar. 'Tool Box talk' is conducted on regular basis before deployment of employee on a job. We ensure 100% of new employees to go through EHS induction program.
- For any health related matters or emergencies we have a dispensary on the premises, alongwith a fully equipped ambulance at plant.
- There are periodic Safety Audits to identify any unsafe condition or unsafe acts.

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

Category	FY 2022-23			FY 2021-22		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Working Conditions	0	0	-	0	0	-
Health & Safety (Observations)	151	2	-	221	0	-

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	100%
Working Conditions	100%

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

Corrective actions defined and executed through the EHS Committees (YTD 2022-23) are as follows:

- Created provision for fire separation for OLC shop.
- Upgradation of Firefighting pump & underground water line change to overhead water line.
- Using the retractable-type knife.
- Guarding all rotatory part.
- Established the emergency escape route and charted out a new emergency exit.
- Installed water sprinkler system to mitigate any ammonia gas leakage

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.

Any individual or group of individuals or institution that adds value to the business chain of the Company is identified as a core stakeholder. Ester Industries Limited has recognized both, internal stakeholder which includes employees and leadership and external stakeholder which includes external channels such as regulators, investors and community.

Ester has conducted a full-fledged materiality assessment which involves a process of stakeholder engagement. The company reached out to various groups of identified stakeholders through one on one calls with investors, supply partners and employees to gauge their view.

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
Regulatory bodies	No	<ul style="list-style-type: none"> Regulatory filings Meetings Emails Through Industry Associations 	As per requirement	<ul style="list-style-type: none"> Compliance requirement Upcoming rules and regulations Industry representation on key matters
Shareholders	No	<ul style="list-style-type: none"> Regulatory filings Company website Quarterly publication of results in newspapers followed by earning call Periodic Analysts' briefing 	As per requirement	<ul style="list-style-type: none"> Financial and non-financial Performance Response to queries
Suppliers	No	<ul style="list-style-type: none"> Emails Periodic meetings Visits to supplier's facilities Website 	As per requirement	<ul style="list-style-type: none"> Business opportunities, quality and safety of inputs Supplier evaluation programme Materials management Issues faced by Company/ suppliers Query and grievance redressal
Customers	No	<ul style="list-style-type: none"> Emails Meetings Conferences Joint efforts on product development 	Regularly	<ul style="list-style-type: none"> Product innovation and life-cycle efficiency Resolution of Customer Complaints Quality and Safety New products offerings
Employees	No	<ul style="list-style-type: none"> Emails Notice board Meetings Open house sessions with Senior management Grievance mechanism Performance feedback Focused trainings and awareness sessions Intranet 	Regularly	<ul style="list-style-type: none"> Career growth prospects Learning and development programs Trainings Rewards and Recognition Occupational Health and Safety Work environment and policies Grievance redressal mechanism Ethics and transparency IT enablement & digitisation Employee-oriented work policies
Local Communities	No	CSR projects	Regularly	<ul style="list-style-type: none"> Social concerns in the region Minimising negative environmental impact Local employment Local infrastructure development and providing education facilities

PRINCIPLE 5: BUSINESSES SHOULD RESPECT AND PROMOTE HUMAN RIGHTS

Essential Indicators

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

Category	FY 2022-23			FY 2021-22		
	Total (A)	No. of employees / workers covered (B)	% (B/A)	Total (C)	No. of employees / workers covered (D)	% (D/C)
Employees						
Permanent	419	242	57.76	523	295	56.4
Other than permanent	45	0	0	38	0	0
Total Employees	464	242	52.15	561	295	52.58
Workers						
Permanent	129	98	75.97	140	127	90.71
Other than permanent	516	0	0	348	0	0
Total Workers	645	98	15.19	488	127	26.02

Note: Currently, we have a Code of Conduct and Policy on Sexual Harassment in place which covers the aspects of human right. The employees are mandated to abide by these policies before joining the company. Additionally, extracts of the Factory Act prohibiting child/bonded labour and minimum wages are displayed in factory and office premises for perusal of all employees.

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

Particulars	FY 2022-23					FY 2021-22				
	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	419	0	0	419	100	523	0	0	523	100
Male	416	0	0	416	100	520	0	0	520	100
Female	3	0	0	3	100	3	0	0	3	100
Other than Permanent	45	0	0	45	100	38	0	0	38	100
Male	45	0	0	45	100	38	0	0	38	100
Female	-	-	-	-	-	-	-	-	-	-
Workers										
Permanent	129	0	-	129	100	140	0	0	140	100
Male	129	0	-	129	100	140	0	0	140	100
Female	0	0	0	0	0	0	0	0	0	0
Other than Permanent	516	354	68.60	162	31.4	348	226	65.0	122	35.05
Male	516	354	68.60	162	31.4	348	226	65.0	122	35.05
Female	0	0	0	0	0	0	0	0	0	0

3. Details of remuneration/salary/wages :

Particulars	Male		Female	
	Number	Median remuneration/ salary/ wages of respective category	Number	Median remuneration/ salary/ wages of respective category
Board of Directors (BOD)	8	2,45,000	2	70,000
Key Managerial Personnel*	4	1,59,53,898	0	0
Employees other than BoD and KMP	412	4,52,382	4	10,96,500
Workers	129	3,72,648	0	0

*CFO Mr. Sourabh Agarwal (KMP) has joined services on 16th March, 2023

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)

We attach lot of value to 'Human Rights' and are committed to create healthy working environment for all our employees to ensure protection of such rights.

Yes, the Company has a Whistle Blower policy, Code of Conduct and various other policies in place to address human rights impacts or issues caused or contributed to by the business. The Chairman of the Audit Committee is responsible for addressing any human rights issues brought to his attention caused or contributed to by the business.

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

At Ester, guidance on human rights issues is covered as a part of its Code of Conduct. The Company has a Whistle Blower Policy that allows and encourages its stakeholders to raise concerns about the violations against the Code of Conduct. Necessary actions are taken to address the concerns/issues in the best interest of the aggrieved person and the Company by the Chairman of the Audit Committee.

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

Category	FY 2022-23			FY 2021-21		
	Filed during the year	Pending resolution at the end of year	Remarks	Filed during the year	Pending resolution at the end of year	Remarks
Sexual Harassment	0	0	NA	0	0	NA
Discrimination at workplace	0	0	NA	0	0	NA
Child Labour	0	0	NA	0	0	NA
Forced Labour/Involuntary Labour	0	0	NA	0	0	NA
Wages	0	0	NA	0	0	NA
Other human rights related issues	0	0	NA	0	0	NA

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

The Whistle Blower policy mentions a clause on maintaining confidentiality of complainant/ensuring protection against victimization. It states that the disclosures of wrongful conduct are submitted on a confidential basis or submitted anonymously. Such disclosures are confidential to the extent possible, convenient with the need to conduct an adequate investigation. The Company is obligated to take stringent actions against any director, supervisor or employee found to have so violated this clause.

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

No. However, necessary steps have been taken to ensure that human rights form part of our business agreements and contacts henceforth.

9. Assessments of the year

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

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

Not applicable

PRINCIPLE 6: BUSINESSES SHOULD RESPECT AND MAKE EFFORTS TO PROTECT AND RESTORE THE ENVIRONMENT

Essential Indicators

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

Parameter	Unit	FY 2022-23	FY 2021-22
Total electricity consumption (A)	GJ	2,85,793	3,00,852
Total fuel consumption (B)	GJ	7,87,552	8,25,216
Energy consumption through other sources (C)	GJ	0	0
Total energy consumption (A+B+C)	GJ	10,73,345	11,26,068
Energy intensity per rupee of turnover (Total energy consumption/ turnover in ₹ lacs)	GJ/ Lacs	8.85	8.09

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	FY2022-23	FY2021-22
Water withdrawal by source (in kilolitres)		
(i) Surface water	-	-
(ii) Groundwater	4,06,677	4,94,104
(iii) Third party water	-	-
(iv) Seawater / desalinated water	-	-
(v) Others	-	-
Total volume of water withdrawal (in kilolitres) (i + ii + iii + iv + v)	4,06,677	4,94,104
Total volume of water consumption (in kilolitres)	4,06,677	4,94,104
Water intensity per rupee of turnover (Water consumed in KL/ turnover ₹ in Lacs)	3.35	3.55

4. Has the entity implemented a mechanism for zero liquid discharge? If yes, provide details of its coverage and implementation

We have implemented a mechanism for zero liquid discharge ("ZLD") at its factory in Khatima. We have also planned to transform Sitarganj manufacturing location in ZLD within next 1-2 years

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

Parameter	Unit	FY 2022-23	FY 2021-22
NOx	MT	37.09	59.97
SOx	MT	13.42	14.71
Particulate matter (PM)	MT	110.43	126.30
Persistent organic pollutants (POP)	-	-	-
Volatile organic compounds (VOC)	-	-	-
Hazardous air pollutants (HAP)	-	-	-
Others-Please specify	-	-	-

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

Parameter	Unit	FY 2022-23	FY 2021-22
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	10,238	7910
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	54,050	56454
Total Scope 1 and Scope 2 emissions per rupee of turnover	Metric tonnes of CO ₂ equivalent/ Turnover ₹ in lacs	0.53	0.46

7. Does the entity have any project related to reducing greenhouse gas emission? If yes, then provide details.

The Company has taken several initiatives to increase energy efficiency and reduce emissions. Some of the initiatives taken in FY 2022-23 are as follows

- Installed high-efficiency IE5 motor and impeller in AHU-6 of Film Plant - 1 and saved 8760 units per annum.
- Installed high-efficiency IE5 motor and impeller in TUT panel room AHU of Film Plant - 3 and saved 38544 per annum units.
- Stopped Air Washers & Exhaust Blower of Film Plant - 3 during winter season resulting into saving of about 391620 units per annum.
- The online and offline grinder were shut down within 10 minutes of idle running of Film Plant - 3 resulting into saving of about 6097 units per annum.
- Provided Limit switch interlock in 2 number air curtains resulting into saving of about 20862 units per annum.

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

Parameter	FY 2022-23	FY 2021-22
Total Waste generated (in metric tonnes)		
Plastic waste (A)	0	0

Parameter	FY 2022-23	FY 2021-22
E-waste (B)	2.1	0
Bio-medical waste (C)	0.009	0.006
Construction and demolition waste (D)	0	0
Battery waste (E)	36.62	43.950
Radioactive waste (F)	0	0
Other Hazardous waste. (G) (it consists of Process Residue, Waste Chemical, Used /Waste Oil, ETP Sludge and Empty Drums /Container)	250.454	251.769
Other Non-hazardous waste generated (H). (It consists of Boiler Ash)	8,001.6	8,793.15
Total (A+B + C + D + E + F + G + H)	8,290.783	9,088.875
For each category of waste generated, total waste recovered through recycling, re-using or other recovery operations (in metric tonnes)		
Category of waste		
(i) Re-cycled	245.274	233.979
(ii) Re-used	0	0
(iii) Other recovery operations	0	0
Total	245.274	233.979
For each category of waste generated, total waste disposed by nature of disposal method (in metric tonnes)		
Category of waste		
(i) Incineration	0	0
(ii) Landfilling	8006.78	8810.94
(iii) Other disposal operations	0	0
Total	8,006.78	8,810.94

9. Briefly describe the waste management practices adopted in your establishments. Describe the strategy adopted by your company to reduce the usage of hazardous and toxic chemicals in your products and processes and the practices adopted to manage such wastes.

The waste management system are well defined to manage operational waste. Company generates low volume of hazardous waste. It has system in place for safe collection, transportation and disposal of the same through authorized vendors. We are also registered as an Authorized Re-cycler of Polyester waste.

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 :

Sr. No.	Location of operations/offices	Type of operations	Whether the conditions of environmental approval/clearance are being complied with? (Y/N) If no, the reasons thereof and corrective action taken, if any.
None			

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
The Company has not done any environmental impact assessment in FY 2022-23					

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 there under (Y/N). If not, provide details of all such non-compliances, in the following format:

Sr. 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
The company is in compliance with all the environmental regulations of the country. There have been no incidents of non-compliance from Company's end related to the environment in FY 2022-23.				

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.

As member of several Industry Associations, we regularly have interactions with them for resolution of Industry specific issues. We are affiliated with 6 trade and industry chambers/associations at the national and state level.

b. List the top 10 trade and industry chambers/ associations (determined based on the total members of such a 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	CII-Confederation of Indian Industry	National
2	FICCI	National
3	PHDCCI - PHD Chamber of Commerce and Industry	National
4	Plexconcil – The Plastics Export Promotion Council	National
5	Polyester Film Industry Association	National
6	PTA Users Association	National

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

Name of authority	Brief of the case	Corrective action taken
The Company has not received any adverse order for anti-competitive conduct from any regulatory authorities during the financial year 2022-23		

PRINCIPLE 8: BUSINESSES SHOULD PROMOTE INCLUSIVE GROWTH AND EQUITABLE DEVELOPMENT

Essential Indicators

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

Name and brief details of project	SIA Notification No.	Date of Notification	Whether conducted by independent external agency (Yes/No)	Results communicated in public domain (Yes/ No)	Relevant web link
Not Applicable					

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

No population or their livelihoods have been displaced because of the operations undertaken by the Company. Hence no Rehabilitation and Resettlement (R&R) activities is applicable to us.

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 ₹)
Not Applicable						

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

We engage with local communities on a regular basis. Company has a mechanism in place to receive complaints (if any) raised by the communities that it operates in. We take necessary and adequate actions to address such complaints.

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

Parameter	FY 2022-23	FY 2021-22
Directly sourced from MSMEs/ small producers	8.63%	7.85%
Sourced directly from within the district and neighboring districts	8.45%	6.07%

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

There is a system in place for gathering and resolving customer complaints. Our Customers Relationship Management team, marketing and sales personnel regularly interacts with the customers through visits/calls/meetings to assess & evaluate their feedback and incorporate the solutions in future dealings. Our endeavor is to resolve the complaints received/ issues raised in the shortest possible time.

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

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

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

Particulars	FY 2022-23		Remarks	FY 2021-22		Remarks
	Receive during the year	Pending resolution at end of year		Received during the year	Pending resolution at end of year	
Data privacy	0	0	None	0	0	None
Advertising	0	0		0	0	
Cyber-security	3	0		0	0	
Delivery of essential services	0	0		0	0	
Restrictive trade practices	0	0		0	0	
Unfair trade practices	0	0		0	0	
Other	38	3		39	0	

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

Particulars	Number	Reason for Call
Voluntary recalls	0	Not Applicable
Forced recalls	0	Not Applicable

5. Does the entity have a framework/policy on cyber security and risks related to data privacy? If available, provide a web link to the policy

In today's date and time, continuity of operations is dependent on security and confidentiality of its information systems and associated data. There is a cyber risk management and security policy that is available internally.

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 the safety of products/services

Not Applicable